

## Safe access

In the event of a natural gas outage and restoration of service, it is important that Xcel Energy personnel have access to your property to protect you and the public. In certain cases we may require emergency responder assistance to gain such access. In emergency situations when no one is present, forced entry with law enforcement involvement may be necessary.

### Why does Xcel Energy need access to your property during the outage and relight process?

#### Outage response

Xcel Energy may need access to the meter on your property during a natural gas outage to turn off the meter and make the property safe for the restoration process. If the meter is inaccessible, emergency responder assistance may be necessary to gain access and make the property safe. Emergency responder assistance may also be necessary to gain access if there are signs of gas in the atmosphere, so we can vent the gas and make the environment safe.

#### Relight response

Gas-lit customer appliances may allow natural gas to fill the property, creating a hazardous situation. Equipment failure may also cause operational or ventilation issues and create a carbon monoxide hazard. If Xcel Energy cannot gain access to your property to relight your furnace's pilot light, your heat will not be turned back on which could lead to your pipes freezing. Once your pipes are frozen you are also at risk of water line breakage and flooding.

Contact Xcel Energy at **800.895.2999** for a customer turn-on and relight to ensure the job will be done by someone trained to recognize the hazards involved with the meter turn on, and will use proper procedures to relight appliances. If you suspect a leak, leave your home or business immediately and call **911** once you are safely outside.

