

STAY SAFE THIS WINTER

INFORMATION SHEET



When temperatures drop and snow falls, remember there's more to do than shovel.

- **It's your responsibility to keep your natural gas meter and the area around it clear**, for your safety and the safety of our employees.
- **Carefully clear snow and ice from your natural gas meter** to avoid a dangerous buildup of pressure in your gas lines or natural gas inside your home. Gently remove accumulated snow or ice by hand.
- **Clear a path to your meter** for easy access in an emergency.
- **Safely remove** ice and snow buildup on roofs and trees that could fall and cover or damage your gas meter.
- **Stay away from downed or sagging power lines.** Always assume they are energized and can hurt or kill you. Stay at least 30 feet away.
- **Make sure your appliances are regularly maintained by a qualified technician to avoid the buildup of carbon monoxide.** Carbon monoxide is odorless, colorless and tasteless – but very toxic. If you experience symptoms such as headaches, nausea, ringing in the ears and lethargy, move people and pets outside and then get medical help. Because carbon monoxide is odorless, detectors can be used as a preventative measure – follow manufacturer's recommendations for installation, use, care and replacement.
- **Keep your house properly ventilated** with a range hood when cooking with an electric or natural gas appliance and clean the filter regularly.
- **Keep contact information updated.** Ensure your contact information is updated regularly within My Account so we can notify you in the event of an emergency.

Contact Us

If you experience a natural gas outage, please don't try to relight gas appliances yourself. Trust Xcel Energy to check your gas meter, service lines and appliances and relight them for you free of charge.

If there is damage to a gas meter, move a safe distance away from any damaged utility equipment before calling **911 and then the Xcel Energy gas emergency line at Xcel Energy – 800-895-2999.**

Report sagging and downed power lines by calling **911 and then the Xcel Energy electric emergency line – 800-895-1999.**

For more information about these and other safety tips, scan this QR code:

