

# NATURAL GAS OUTAGES — RELIGHT PROCESS

INFORMATION SHEET  
COLORADO



When a natural gas outage occurs, our crews work quickly to determine the cause of the outage and to assess if a system repair is needed before service can be restored to customers. We work closely with emergency response organizations, such as the fire department, when responding to a natural gas outage.

**Our crews go from home to home, or business, after a natural gas outage to restore service safely and efficiently.**

## **At the time of an outage, we take several steps.**

- We close main valves throughout the system to either do a repair or prepare to get natural gas flowing to our customers again.
- Once those valves are closed, we go from customer to customer to shut off natural gas meters. This is a safety measure that protects our customers and our employees.
- Repairs to the system are completed as needed.

## **Once we are ready to reintroduce natural gas into the system, we visit those customers again.**

- Xcel Energy personnel will confirm that the gas meters at homes and businesses are working properly. Then they will relight pilot lights for gas appliances.
- If customers are not at home when we attempt to relight appliances, we will leave a door tag asking customers to call 800-895-4999 to schedule an appointment for relighting.
- A person 18 years or older must be home to allow our crews to enter and to remain with them until the work is complete.
- We ask customers to not attempt to relight natural gas appliances. Equipment and appliances can be damaged when re-lit improperly, placing customers in danger. Our employees will check gas meters, service lines, and appliances, and re-light them free of charge.
- All Xcel Energy employees or authorized contract workers will have photo identification.

