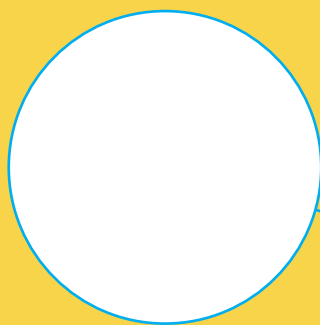




Protecting Natural Gas Meters

Maintaining and protecting the 23,000 miles of pipeline and thousands of pieces of equipment in our natural gas system in Colorado is a priority for us. It's how we ensure you have safe and reliable natural gas service every day.

While most of the gas system is underground, some equipment is not, such as gas meters. In instances where gas meters are within five feet of a driving surface, federal code and company standards require the installation of protective devices. This involves the installation of 2-4 inch diameter metal poles filled with concrete. Referred to as bollards, these reduce the risk of vehicular damage to the gas meter, which could result in an unsafe situation.

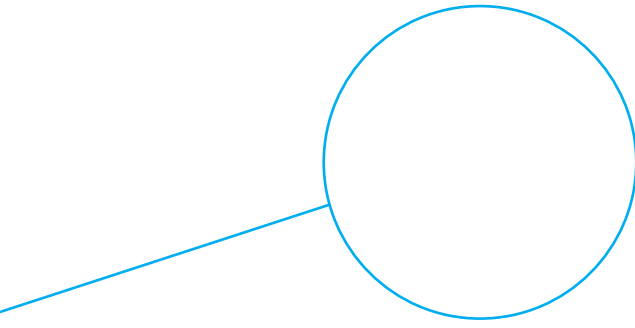


EXAMPLE OF A RESIDENTIAL BOLLARD



EXAMPLE OF COMMERCIAL BOLLARDS

On behalf of Xcel Energy, Q3 Contracting is working to ensure that natural gas meters throughout the state are protected from vehicular damage. The natural gas equipment on your property is designated for bollard protection as determined by our standards and required by federal regulation. While Xcel Energy and Q3 Contracting crews are permitted by law to work on your property, we want you to know what to expect.



What you can expect

During the week of _____, between 8 a.m. and 5 p.m, a Q3 Contracting crew will be at your home or business to install the bollard(s). Work will likely be completed in one day, and you do not need to be at your home or business while the work is occurring.

- Prior to starting the installation of the bollards, underground utility lines (cable and electric, for example) will be identified by colored flags and/or paint on your property near the work area.
- One or two bollards, depending upon the location of the equipment to be protected, will be installed.
- If we cannot finish in one day, the area will be covered for safety.
- Bollards will be painted with a protective paint that will protect the pole from weather damage. After initial painting, you are welcome to repaint the bollards in whatever color you choose.
- The area and landscaping around the new bollards will be restored as close as possible to the condition they were in prior to construction. Existing surfaces surrounding the bollard installation will not be damaged.

Natural gas has no odor, so we add a harmless chemical called mercaptan to it to help detect leaks. The odor has been described as similar to rotten eggs or sulfur. If you smell, see, or hear a suspected natural gas leak, leave the area immediately. Once safely away, call Xcel Energy at 1-800-895-2999 or 911.

The crew will not need to enter your home or business for this project. All work will be done outside. All of our employees and contractors carry photo identification or business cards. Do not hesitate to ask for identification if you have any concerns.

Questions?

More information about this project can be found on our website at xcelenergy.com/naturalgasprojects. If you have any questions or concerns, **please contact Q3 Contracting at 303-996-3544**. You may also **send an email to infocolorado@xcelenergy.com**.

Thank you for your cooperation and patience.

