

<http://www.e-smartonline.net/xcelworkers/workers.php>



RESPONSIBLE BY NATURE®

e-SMARTworkers

Más información sobre seguridad
Additional Safety Information

workers

trainers

Welcome!

Xcel Energy invites you to become an e-SMART worker. Check out our training tips, videos, and case studies. Each of these is designed to help you and your team work safely around electric and/or natural gas lines.

New: Pipeline Awareness video link

OSHA

Cranes & Derricks Rule
Effective 11.08.10

Workers

► Safe Practices

► Videos

► Tips of the Trade

Case Studies

CALL



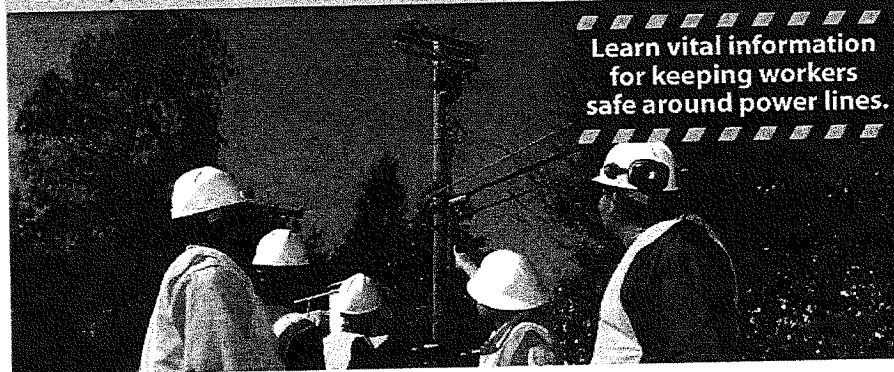
Know what's below.
Call before you dig.

To reach your state's underground utility service/one-call center, call 811 or visit their on-line site.

The required "business day" (excludes

Safe Practices

Look Up and Live!



Videos

Worker Beware®
Trabajador este alerta®

Tree Worker Safety
Seguridad para podadores en altura

Pipeline Awareness
Información sobre tuberías y gasoductos



Tips of the Trade



See Xcel Energy's latest Tips of the Trade

Case Studies



4/16/2014

Contractor Training Program



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TIPS OF THE TRADE

When You Use Trenchless Technology



**Know what's below.
Call before you dig.**

To reach your state's underground utility service/one-call center, call 811 or visit their online site.

The required "business day" (excludes weekends and holidays) wait time for each state is as follows:

- Colorado: 3 days
- Michigan: 3 days
- Minnesota: 2 days
- New Mexico: 2 days
- North Dakota: 2 days
- South Dakota: 2 days
- Texas: 2 days
- Wisconsin: 3 days

In Case of Emergency, Call 911 and Xcel Energy:

- Electric Emergencies: 800-895-1999
- Natural Gas Emergencies: 800-895-2999
- Colorado (PSCo) only: Gas Transmission Pipeline Emergencies: 800-698-7811

Using a directional drill, auger, or other form of trenchless technology is like threading a large needle through a maze of existing underground utilities—while blindfolded! Subterranean smarts and safe drilling practices are keys to success.

Subterranean Smarts

Calling 811 before you dig is always essential, but you've got to take it a step further when you use trenchless technology:

- **Inform the 811 operator about your equipment.** The sooner you call, and the more specific you can be, the better they will understand your needs and provide the most accurate information about existing utilities.
- **Request locator marks be placed close together.** This will help you plan for the possibility that an existing utility path might turn unexpectedly.
- **Consider soil conditions.** Many factors, including sandy soil or a shallow water table, will affect the depth at which you can safely drill without cave-in worries.

Safe Drilling Practices

Take these steps during your drilling activities to confirm the location of marked utility lines and stay a safe distance away from them:

- **Dig potholes** and visually monitor your bore head as you cross each buried utility.
- **Keep a safe distance.** Stay at least three feet away from marked utilities. Watch the drill head cross utility lines during the initial bore and also during backreaming to ensure you maintain this minimum clearance.
- **Calibrate.** Be sure to calibrate your bore head and locating device before every job.
- **Don't forget the backream.** Remember, your locating device will monitor the bore head on the pilot pass, but may not be able to monitor the backream head. Plan accordingly if you have to expand the diameter of your bore before installation, and always observe the bore when crossing a buried facility during the backream.

Would You Like to Know More?

Additional overhead and digging guidelines, emergency procedures, case studies, instructional videos, and training tools can all be found, at no charge to you, on Xcel Energy's e-SMARTworkers website.

4/16/2014

Contractor Training Program

Do you like this email series? Do you find the information helpful? We'd like to know. Please reply to this email and tell us what you think or let us know what topics you'd like to see in future emails.

**For more information on contractor safety, visit
www.xcelenergy.com/publicsafety/contractors.**

#9731



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TIPS OF THE TRADE

If Equipment Contacts Overhead Power Lines



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Call before you dig.**

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- South Dakota: 2 days
- Texas: 2 days
- Wisconsin: 3 days

In case of emergency, call 911 and Xcel Energy:

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- Natural Gas Emergencies: 800-895-2999
- Colorado (PSCo) only: Gas Transmission Pipeline Emergencies: 800-698-7811

What Happens When...?

You've followed all mandatory safety guidelines but, despite your best efforts, your equipment still contacts an overhead power line. What do you do now?

- Immediately try to move the equipment clear, but only if you can do so safely.
- Tell others to stay away and not to approach or touch the equipment.
- Have someone immediately call 911 and Xcel Energy.
- Stay on the equipment until utility workers say it is safe to get off.

Leaving Your Equipment

If you must leave your equipment due to fire or other danger:

- Jump as far away as possible so you don't touch the equipment and the ground at the same time.
- Land with your feet together.
- Shuffle away with your feet close together and on the ground, or hop away on two feet, keeping both feet together.

Once you're clear of your equipment, don't return for any reason until you are advised by electric utility workers that the area is safe.

Would You Like to Know More?

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TIPS OF THE TRADE

Safe Manual Excavation and Safe Digging Practices



**Know what's below.
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To reach your state's underground utility service/one-call center, call 811 or visit their online site.

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- North Dakota: 2 days
- South Dakota: 2 days
- Texas: 2 days
- Wisconsin: 3 days

In case of emergency, call 911 and Xcel Energy:

- Electric Emergencies:
800-895-1999
- Natural Gas Emergencies:
800-895-2299
- Colorado (PSCo) only:
Gas Transmission Pipeline Emergencies:
800-696-7811

Safe Manual Excavation Practices

You've called 811, you've waited your state's required time, and all facility owners have located and placed flags or paint to mark their buried utility lines. Now you can use your digging equipment to begin excavating, right?

Not so fast.

- Conduct a pre-excavation site survey to make sure all facility owners have located and marked their utilities. Account for all potential buried facilities, Gas, Electric, Telephone, CATV, Water, Sewer. Insure all are identified. Look for signs of un-located facilities such as pedestals, pole risers, and patches in the pavement that have not been marked.
- Before you can safely cross or work close to an underground utility line, you must understand what you see; many buried facilities are plastic and that means you can easily damage them, even with a shovel.
- First, use only hand tools like shovels or other non-intrusive methods to expose the line and verify its exact location and depth. Never use mechanized digging equipment until you've done this.
- Then, and only then, can you begin excavating with mechanized equipment.
- A spotter should be used to guide the operator while using the equipment.

Dig With Care

Before you begin digging, be sure you understand what is buried below. The completed locate will indicate the size, type, and material of a facility on the marked line. For example, a gas distribution line typically is identified in Yellow while an electric line is typically identified in Red. Abandoned facilities also can be found above or next to the marked facility.

It is important to know the size, type, and material of a facility to ensure you find exactly what you are looking for when digging. When using hand tools to dig near buried utility lines, take great care to prevent damages:

- Use a rounded or blunt-edged shovel. Sharper tools such as pickaxes, mattocks, pry bars, or pointed spades may gouge or puncture lines.
- Use a fiberglass shovel when digging around electric cables.
- Never assume you know the depth of a buried facility.
- Begin digging starting at the side of the marked utility line. Use a gentle, prying motion to break away soil as you approach the utility laterally.
- Never pry against a utility line to remove soil, stab at the soil, or stomp on the shovel with both feet.
- When possible expose to the depth of your excavation beneath the facility to ensure that you can safely cross beneath the located facilities.

Protect Yourself

Always wear proper personal protective equipment (PPE) and use recommended digging methods to prevent muscle strain and fatigue.

Report ALL Damages

Even a slight gouge, scrape, or dent to a utility conduit or its coating may cause a break or leak in the future. Protect all exposed utility lines and check them regularly for damage. Before you backfill, check them again. Report any damages to Xcel Energy so crews can inspect the line and make the necessary repairs.

Would You Like to Know More?

Additional overhead and digging guidelines, emergency procedures, case studies, instructional videos, and training tools can all be found, at no charge to you, on Xcel Energy's e-SMARTworkers website.

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#9735

9/3/2014

Contractor Training Program



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TIPS OF THE TRADE

If You Suspect a Natural Gas Leak



**Know what's below.
Call before you dig.**

To reach your state's underground utility service/one-call center, call 811 or visit their online site.

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Recognizing Gas Leaks

If you're like most people, you've learned to rely on your sense of smell to detect a natural gas leak. In and around your home, that distinctive, sulfur-like odor is in fact a sure sign that natural gas is leaking from an appliance burner or pipe. But it's not the only sign, especially on the job site. And in some cases, natural gas leaks don't smell at all.

Xcel Energy adds the odorant Mercaptan to natural gas. This odor, which is similar to sulfur or rotten eggs, helps most people smell a leak. But in some cases the odor of natural gas can be masked by other smells, or the gas can be stripped of its odor. This is known as "odor fade."

So be sure to rely on your eyes and ears (not just your nose) to detect the warning signs of a gas leak. Be alert for hissing or roaring sounds, dirt spraying or blowing into the air, continuous bubbling in water, or dead/dying vegetation in an otherwise moist area over or near a pipeline.

If Equipment Contacts a Gas Line or You Suspect a Leak

Protect yourself, your coworkers, and the public by taking the following steps:

1. **Evacuate the area immediately**, including nearby buildings. Warn others to stay away.
2. **Leave the excavation open**, and do not attempt to stop the flow of gas or fix the pipeline.
3. **Abandon equipment.**
4. **Do not light a match, start an engine, or operate any electrical device—even a phone.** A spark could ignite the gas.
5. **From a safe location, call 911 and Xcel Energy at 800-895-2999.** Call even if damage is a minor nick or scrape.
6. **Stay away from the area** until safety officials say it is safe to return.
7. **Report the incident to your supervisor.**

There's No Such Thing as Minor Damage

Even a slight gouge, scrape, or dent to a pipeline, its coating, or a wire attached to or running alongside the pipe, may cause a break or leak in the future. Report ALL gas line contacts to Xcel Energy at 800-895-2999 so crews can inspect the line and make the necessary repairs.

Would You Like To Know More?

9/3/2014


Contractor Training Program

Additional overhead and digging guidelines, case studies, instructional videos, and training tools can all be found, at no charge to you, on Xcel Energy's e-SMARTworkers website.

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#9736




first responder

Electrical and Natural Gas Safety

- Home
- Order FREE Safety Materials
- NEW On-line Resource Training
- Advanced Safety Info
- Training Tools
- Links
- Survey

Welcome to the *First Responder Beware* safety resource website, a project of Xcel Energy.

Our goal is to help first responders work safely in emergencies where electric and natural gas utilities are involved.

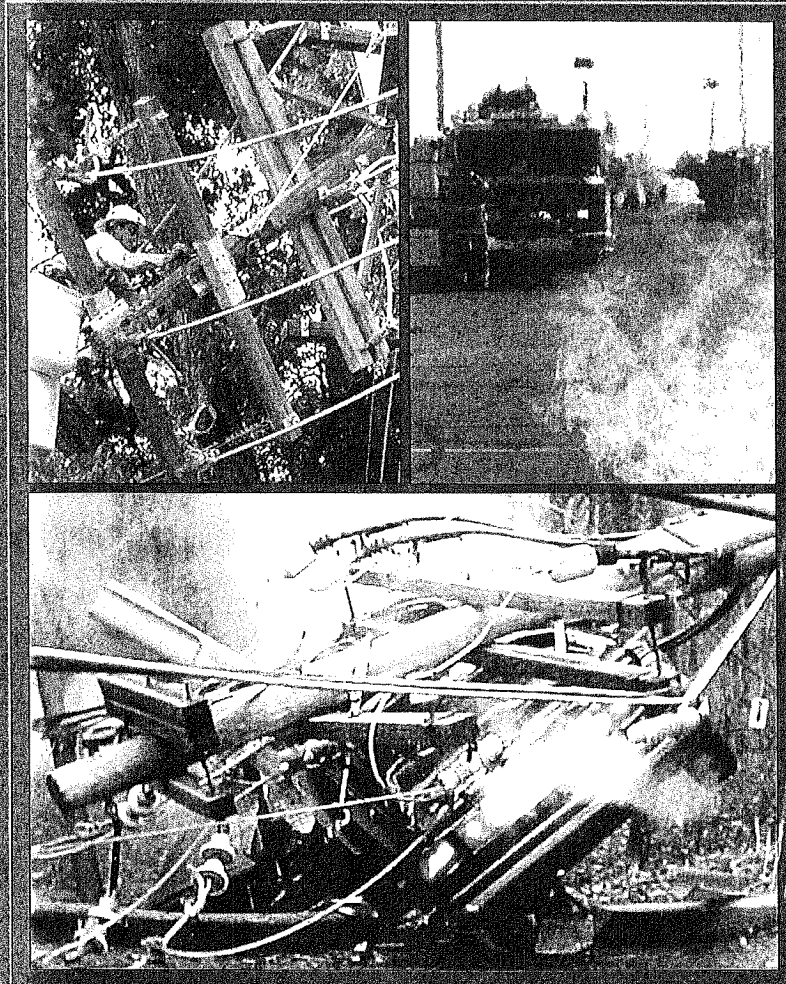


- **Are you responsible for first responder safety trainings?** Order [free safety materials](#).
- **Are you interested in on-line training?** Visit [responding to utility emergencies](#).
- **Interested in utility-specific safety tips?** Visit our [advanced safety pages](#) and explore [interactive training tools](#).
- **Would you like to give us some feedback?** Complete our [online survey](#).

Thank you for visiting. Please share this site with others in your department.

[Xcel Energy Privacy Policy](#)

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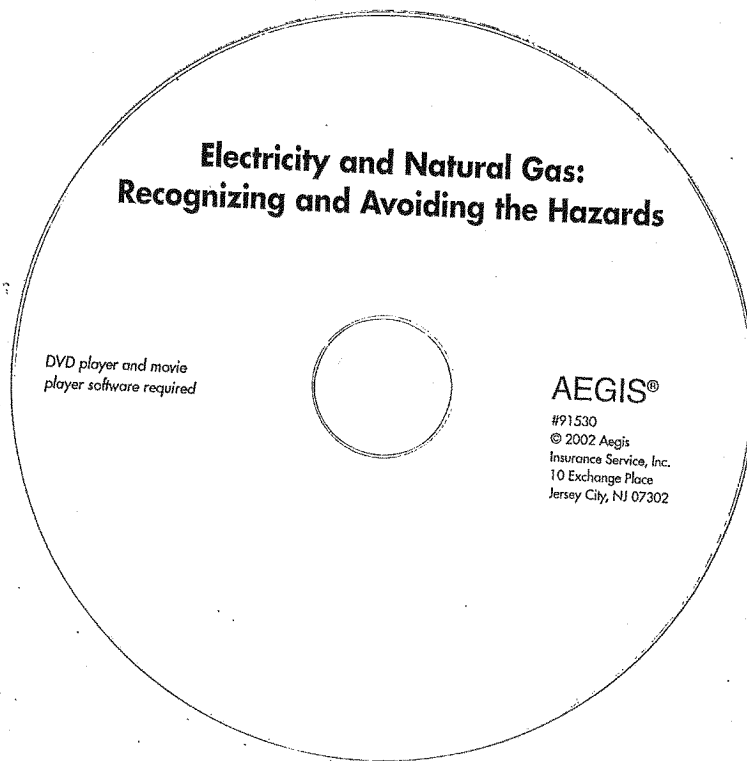
RESPONDING TO UTILITY EMERGENCIES

*A Street Smart Approach to Understanding and
Handling Electrical and Utility Gas Emergencies*

MICHAEL CALLAN

This Program Sponsored By

Xcel Energy

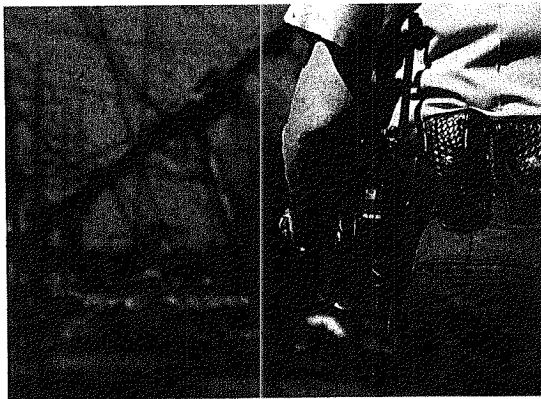




RESPONDING TO UTILITY EMERGENCIES
CO | MI | MN | ND | NM | SD | TX | WI

You arrive first on the scene. But are you prepared?

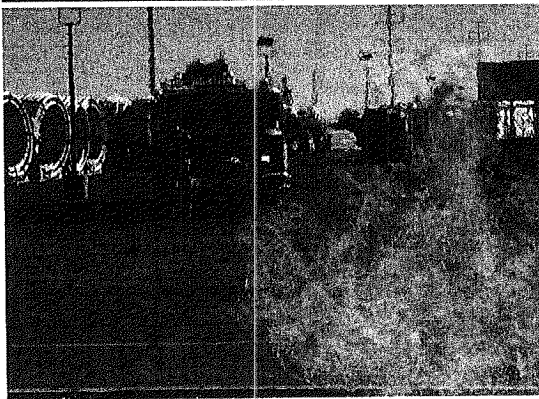
As an emergency responder you do everything possible to keep your community safe. But are you ready if there is an emergency involving utilities? Utility emergencies present unique dangers that responders must be aware of and prepared to handle. This knowledge and preparation can lead to more favorable outcomes and ultimately save lives.



Responding to Utility Emergencies Online is an effective way to bridge the training gap. This unique online training program was designed to complement your department's current training efforts. RTUE Online allows you to immediately reach those first responders who need a refresher on how to operate safely at a utility emergency.

<https://Xcel-Energy.RTUEonline.com>

RTUE online offers firefighters, police officers and other emergency personnel access to effective interactive online training on how to handle a natural gas or electrical emergency.



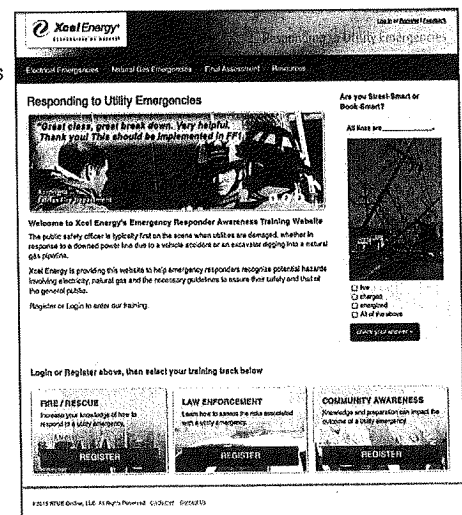
This training **is based on national standards**, with learning objectives and application activities to educate and engage all types of responders.

This training is trackable which allows responders to take a test and receive a certificate at the completion of the course.

RTUE Online is continually updated to ensure responders have real-time information when they need it.

"Nice work, you should be proud of this valuable safety training tool... Best tool I've seen so far in my career as a fire fighter (24 yrs.) and utility professional (31 yrs.)."

—Utility Safety Consultant and Minnesota Firefighter.



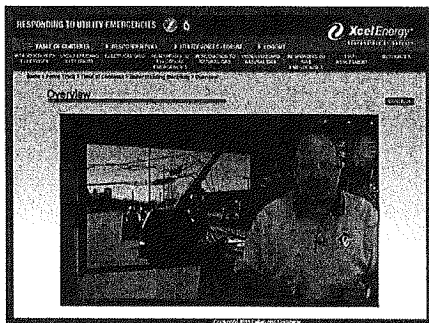
This awareness training program is provided to you compliments of Xcel Energy.

<https://Xcel-Energy.RTUEonline.com> | For more information please contact Karen.Riggenbach-Vaughn@xcelenergy.com

RESPONDING TO UTILITY EMERGENCIES

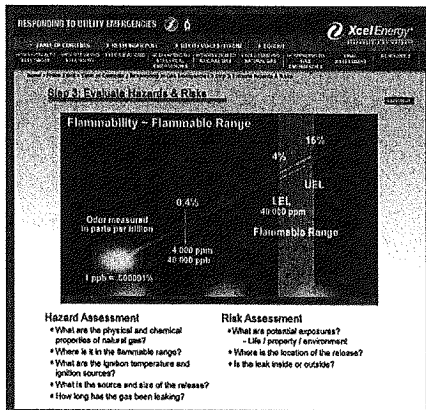
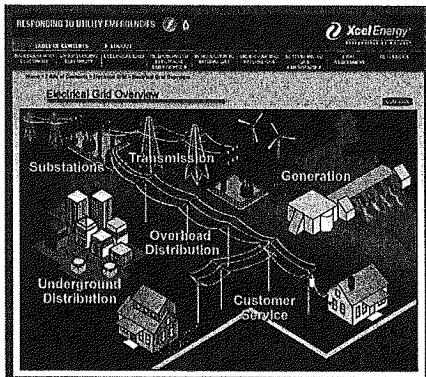
CO | MI | MN | ND | NM | SD | TX | WI

Responding to Utility Emergencies Online incorporates interactive media to effectively engage emergency responders. The training features popular trainer, facilitator, author and former fire captain, Mike Callan.



Training tracks for Fire/Rescue and Law Enforcement cover:

- 1 Understanding Electricity
- 2 The Electrical Grid
- 3 Responding to Electrical Emergencies
- 4 Understanding Natural Gas
- 5 Responding to Natural Gas Emergencies



About Mike Callan:

Mr. Callan is a 40 year veteran of the Fire Service. He served as a Captain with the Wallingford, Connecticut Fire Department for 20 years. In 2013, Mike was awarded the John M. Eversole Lifetime Achievement Award to recognize his exceptionally distinguished career in the field of hazardous-materials emergency response. In addition to Responding to Utility Emergencies, Mr. Callan is the author of numerous popular training and instructor guides. Mr. Callan conducts safety, chemical, and emergency response training around the country for industrial and municipal hazmat teams. He is passionate about accident prevention through education, and most important, about saving lives.

"Hello, My Name is Chief Wes Williams with the Ruggles - Troy Volunteer Fire Department in Nova, Ohio. I am writing to let you know that this site will be beneficial to ALL emergency first responders. The site is user friendly as well as informational without losing your interest. Job well done!"



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Want to learn more? Please visit us online or by email.

Web: <https://Xcel-Energy.RTUEonline.com>

e-mail: Karen.Riggenbach-Vaughn@xcelenergy.com

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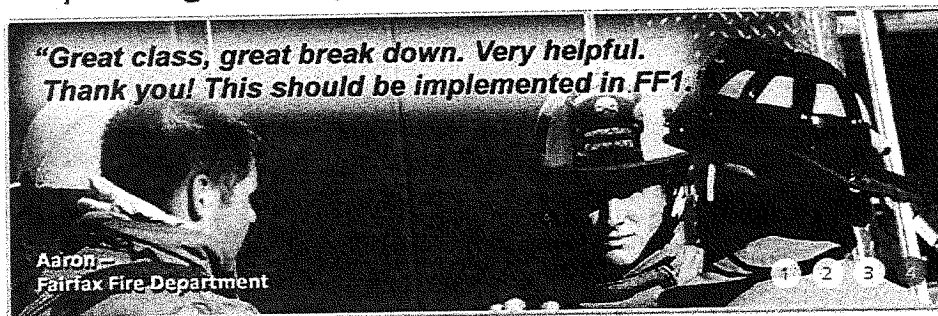
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[Electrical Emergencies](#) [Natural Gas Emergencies](#) [Final Assessment](#) [Resources](#)

Responding to Utility Emergencies



Welcome to Xcel Energy's Emergency Responder Awareness Training Website

The public safety officer is typically first on the scene when utilities are damaged, whether in response to a downed power line due to a vehicle accident or an excavator digging into a natural gas pipeline.

Xcel Energy is providing this website to help emergency responders recognize potential hazards involving electricity, natural gas and the necessary guidelines to assure their safety and that of the general public.

[Register or Login to enter our training.](#)



Training Officers
Login or Register
to access your
Training Toolbox



Are you Street-Smart or Book-Smart?

All lines are _____



- ☐ live
- ☐ charged
- ☐ energized
- ☐ All of the above

[check your answer »](#)



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Natural Gas & Electric Emergency Response Guidance

Emergency Responder Awareness Training, "Responding to Utility Emergencies" on-line:

<https://xcel-energy.tueonline.com>

Pipeline Association for Public Awareness:

<http://www.pipelineawareness.org/welcome-government-and-emergency-officials>


General Xcel Energy Customer Safety:

<http://www.xcelenergy.com/Safety>

See back of card for Xcel Energy Emergency Contact phone numbers


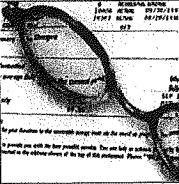
Customer Outage/Emergency Notification (Published #s)

Electric Emergency/Lights Out	1-800-895-1999
Gas Emergency/Gas Odor	1-800-895-2999
24-Hour Customer Service	1-800-895-4999
Utility Locates	Call 811 - Nationwide

RESPONSIBLE BY NATURE™[My Account](#)

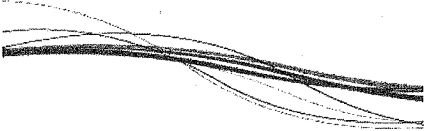
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[Home](#) > [Bill Inserts](#) > [Insert Details](#)



NOTICE TO OUR MINNESOTA CUSTOMERS

Information about the Resource Adjustment and Environmental Improvement Rider




RESOURCE ADJUSTMENT

Each month your bill includes a Resource Adjustment which covers the following:

- Conservation Improvement Program Adjustment Rider;
- Renewable Development Fund Rider;
- Transmission Cost Recovery Rider;
- State Energy Policy Rate Rider;
- Renewable Energy Standard Rider; and
- Mercury Cost Recovery Rider

The State of Minnesota authorizes these charges so that Xcel Energy can recover these costs. The Minnesota Public Utilities Commission reviews these costs every year. The factors shown in this insert are current at the time of print.



Conservation Improvement Programs

Minnesota law requires utilities like Xcel Energy to invest in programs that help customers save energy. The Conservation Improvement Programs include a variety of programs that benefit all customers—homeowners and renters, small and large businesses, manufacturers and other industrial customers.

Customers who participate in these programs help:

- Offset the need for Xcel Energy to add power plants or purchase energy on the open market;
- Keep rates lower in the long term; and
- Reduce the impact of our operations on the environment.

Since 1992, Minnesota customers have reduced electricity demand by more than 2,600 megawatts by participating in conservation programs. This has avoided the need to build more than 10 medium-sized (250 megawatts) power plants.

Residential, commercial and industrial customers can participate in numerous energy conservation programs. These programs include Saver's Switch® controlled central air conditioning installations, residential energy efficient air conditioning rebates, energy audits, energy efficient lighting rebates, energy design assistance for energy efficient commercial buildings, and custom designed energy saving projects that match the commercial and industrial customer's specific business requirements.

The current electric Conservation Improvement Program (CIP) factor is \$0.002935 per kWh.

Renewable Development Fund

Minnesota law requires Xcel Energy to allocate funds to support:

- Startup, expansion and attraction of renewable electric energy projects;
- Research and development of renewable electric energy technologies; and
- Renewable electric energy production incentive payments.

The Renewable Development Fund advisory group recommends projects to receive grants from the fund.

The law allows the Renewable Development Fund costs to be recovered from customers.

The current Renewable Development Fund (RDF) factor is \$0.000760 per kWh.

Transmission Cost Recovery Rider

Minnesota law allows utilities like Xcel Energy to recover costs associated with investments in transmission assets necessary to deliver electricity to customers.

The current Transmission Cost Recovery (TCR) factor is:

- | | |
|---------------------------|--------------------|
| • Residential | \$0.000931 per kWh |
| • Commercial (non-demand) | \$0.000761 per kWh |
| • Demand billed | \$0.238 per kW |
| • Street lighting | \$0.000447 per kWh |

State Energy Policy Rider

Minnesota law allows for recovery of the following through this rider:

- State oversight of reliability administration;
- Payments made to the Prairie Island Tribal Council to settle disputes about storage of used nuclear fuel at the Prairie Island nuclear plant; and
- Implementation of guidelines to increase the energy efficiency of state buildings.

The current electric State Energy Policy (SEP) factor is \$0.000000 per kWh.

Renewable Energy Standard Rider

In 2007, the legislature passed new requirements mandating that a percent of energy produced by utilities like Xcel Energy come from renewable resources. In order to ensure these mandates can be met, the legislature allows utilities to recover the costs for approved renewable generation projects to meet the renewable energy standard in a rider.

The current Renewable Energy Standard factor is 0.051% of three charges on your bill -- basic service charge, energy charge, and demand charge.

Mercury Cost Recovery Rider

In 2006, the legislature passed the Minnesota Mercury Emissions Reduction Act. The law allows utilities like Xcel Energy to recover costs to install and operate mercury controls at coal fired generating facilities.

The current Mercury Cost Recovery (MCR) Rider factor is zero (\$0.00) per kWh because there are no projects like this under way at this time.

ENVIRONMENTAL IMPROVEMENT RIDER

This rider is not part of the Resource Adjustment. You will see it as a separate item on your bill. The Environmental Improvement Rider recovers the costs of modifications to our Allen S. King plant in Oak Park Heights and converting our St. Paul High Bridge and Minneapolis Riverside plants from coal to natural gas.

These voluntary emissions reduction projects at the three plants have increased electricity output and decreased emissions.

The current Environmental Improvement Rider (EIR) factor is zero (\$0.00) for all customer classes because the environmental improvements to the plants listed above have been completed.

QUESTIONS

If you have any questions about the Resource Adjustment or Environmental Improvement Rider, please call Xcel Energy at 1-800-695-4999.

Xcel Energy: July 2014 - Your Energy Update Newsletter

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