



To arrange a local meeting with an Xcel Energy gas emergency response representative, call 1-800-895-4999 and ask to be directed to the local community service area or gas operations manager. Your request will be directed to the appropriate field operations area.

**FIRST RESPONSE FOR NATURAL GAS EMERGENCIES**

Safety is a top priority for Xcel Energy. We safely install, maintain and routinely check our gas lines. And our employees are trained to assure a safe response to gas emergencies.

It's our goal to prevent injury to anyone - our employees, emergency responders and the public - and reduce any potential for damages that may result from a natural gas emergency.

Working in partnership with emergency responders helps us collectively provide a safe response. Knowing what your personnel can expect from us, and vice versa, goes a long way to providing a safer response.

In the event that you learn of a natural gas emergency first, you can help us by:

- Immediately contacting our non-published gas emergency number **1-800-541-8441**
- Identifying the fire district calling
- Providing a complete address, or if unknown, the closest address or best directions possible
- Providing an accurate description of the nature of the situation, such as:
  - Inside gas leaking/blowing
  - Outside gas leaking/blowing
  - Inside fire
  - Outside fire
  - Injured parties
- Referring all public calls to our published customer gas emergency/gas odor number: **1-800-895-2999** and never to our non-published number.

Gas emergencies can result from numerous events. Events that may affect our pipeline system can include:

1. Vehicles or equipment striking a natural gas pipeline or facility.
2. Leaking or blowing gas near or involving a pipeline or facility.
3. Natural gas detected inside or near a building.
4. Fire located near or directly involving a pipeline or pipeline facility.

5. An explosion near or directly involving a pipeline facility.
6. Substantial service interruptions to a pipeline or pipeline facility.
7. A natural disaster, such as:
  - a. Wind storms
  - b. Hail
  - c. Blizzard
  - d. Flooding
  - e. Tornado
  - f. Earthquake
8. Civil disturbance
9. Any unusual situation whereby human life or significant property is endangered

**PRIMARY FIRST RESPONDER ACTION**

First Responders Responsibilities Include:

- Clearing a safe area around the location and roping or barricading it off
- Closing airspace surrounding area if necessary
- Controlling any crowd that may assemble
- Routing traffic away from the scene
- Fighting any Class-A perimeter fires
- Prohibiting smoking and other sources of ignition of any sort

If natural gas is burning, we ask that you protect nearby exposure, but do not attempt to put out the natural gas fire unless life is in jeopardy. Trying to put out a natural gas fire before the gas source is isolated could cause an explosion due to re-ignition.

While emergency response agencies are doing their part, Xcel Energy's gas emergency responders will do what needs to be done to protect lives and property.

- We will first protect people from injury by removing all persons from the danger zone. If a fire doesn't already exist, we will remove any sources of ignition.
- We will help persons in distress.
- Once all persons are protected, we will do what is possible to protect property.

**EMERGENCY CONTACT:**

**1-800-541-8441 Gas**

**1-800-641-4400 Electric**

**PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:**

Natural Gas      1971      115

**SOUTH DAKOTA COUNTRIES OF OPERATION:**

Lincoln

Minnehaha

*Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.*

- We will eliminate the natural gas source. If it is possible to do so from the location of the emergency. In many cases, the natural gas must be shut off at a remote location. Xcel Energy employees are responsible for operating the valves that isolate the affected facilities, for eliminating the source and for reducing pressure in the pipeline where necessary. Our employees must perform these critical steps. Should others take well meaning, but incorrect, action, it could result in further damage and loss of service to many.
- Xcel Energy installs gas line markers to identify the presence of gas main and transmission lines and could be in the location of an emergency. The pipeline markers are for the identification of the existence of a gas facility in order to reduce damage or interference to the facility, and to inform the public how to contact the company for facility locates and damage response.

