

Public Safety Awareness

Vision, Mission, Strategy

2017 and Beyond



Journey to Zero

Employee Safety

Enhance Safety Fundamentals

Data Analytics

Leadership Training

Convergence of Safety and Wellness

Driver Safety

Improve Driver Accountability & Recognition

Training

Driver Data and Analysis

Contractor Safety

Process Tool Development

Enhance Contractor Partnership

Implement Contractor Safety Metrics

Public Safety

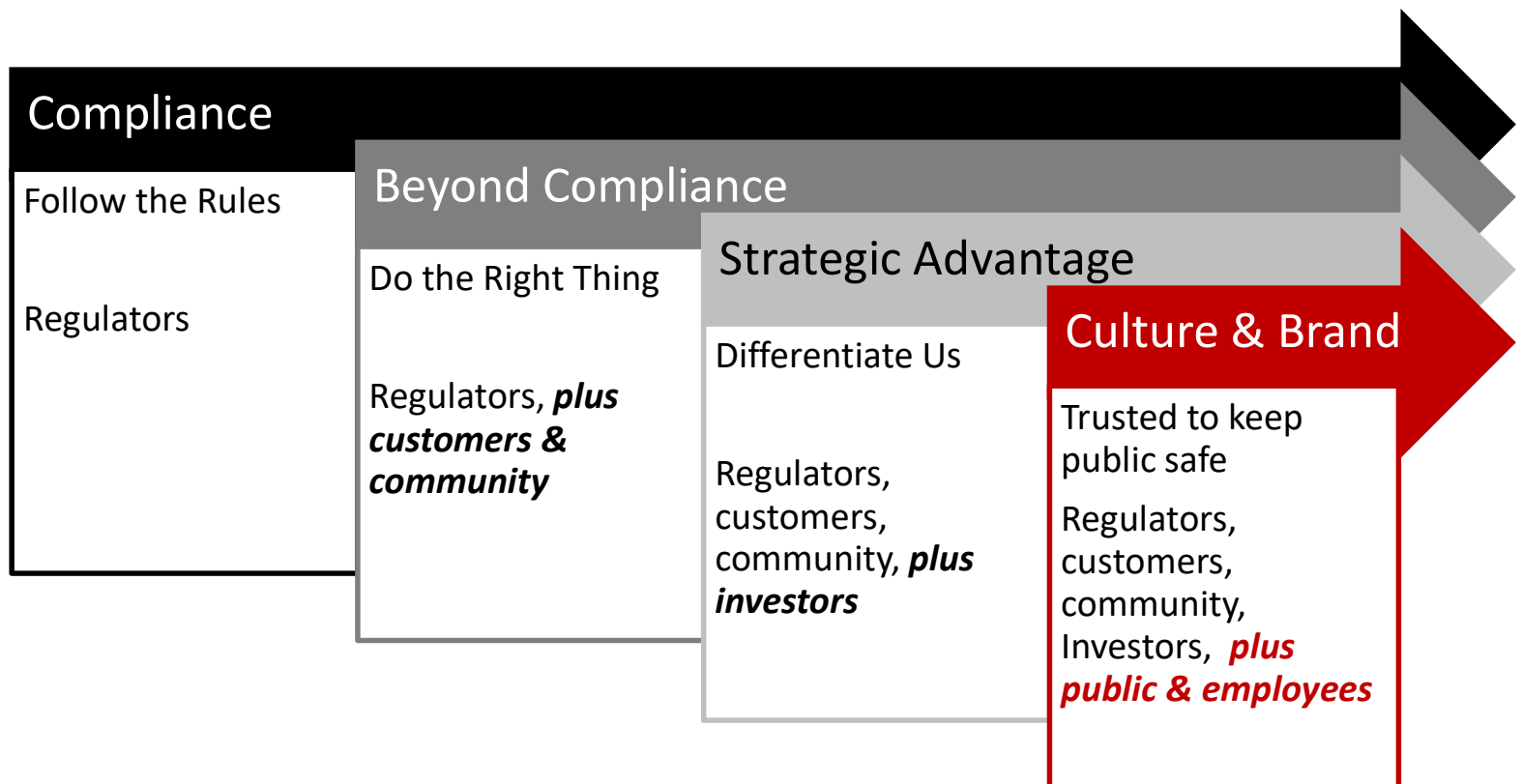
Support Gas Operations Initiatives

Educate and Engage Employees

Drive Beyond Compliance

**Safety Intervention and Stop Work Responsibility
Rules to Live By ♦ 24/7 Safety**

Our Journey



Following the Rules

Compliance



Natural gas safety awareness

Electric safety awareness

Required by federal and state laws

Following the regulatory laws and maintaining compliance

Doing the Right Thing

Beyond Compliance

Going the extra mile

Corporate citizenship

Our customers and the communities we serve trust Xcel Energy facilities and services are safe.

Differentiate Us

Public Safety as a Strategic Advantage

Customers, communities, first responders, peer utilities believe Xcel Energy is safe.

Shareholders are confident Xcel Energy is a good investment

Vision - Trusted and Preferred

Ingrained in Xcel Energy Culture

Trusted to keep public safe, its who we are

Xcel Energy brand is synonymous with public safety

Recognized as an industry leader

Regulators, customers, community, investors, our employees, community leaders, elected officials and the utility industry associate Xcel Energy with trust, safety, and value.

Strategy

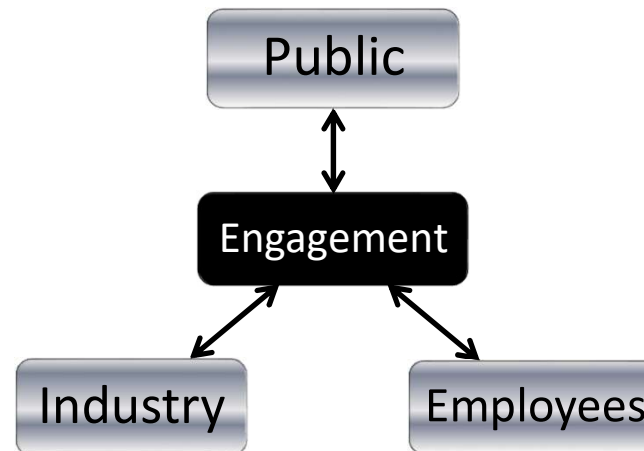
Continuing our transition from reporting/informing to achieving behavior change through engagement. Getting our stakeholders to engage with us to change behaviors and achieve our collective public safety goals.

- Drive continuous improvement
- Communicate successes, encourage positive behaviors
- Stay ahead of regulatory changes
- Anticipate industry trends
- Integrate our communications
- Speak stakeholder's "language"
- Leverage Standards Manual as our safety blueprint
- Demonstrate corporate citizenship

Our Commitment

Provide essential public awareness programs to inform, educate, and **engage** the public, our customers, local agencies, and first responders to ensure the safety of people living or working near Xcel Energy facilities.

Continue to drive Xcel Energy's public safety programs, pursue industry-leading programs and be a model for our utility peers.



Public – External to Xcel Energy

Affected Public
Utility Customers
Emergency Responders
Educators
Community Officials
Contractors
Farmers
Land Owners



Employees – Internal to Xcel Energy

Advisory Team

Employee Ambassadors

Volunteers

Business area leaders

Standards – Gas and Electric

Gas Compliance

Damage Prevention

Gas Emergency Response

Electric Trouble

Gas & Electric Engineering

Gas & Electric Operations



Industry – Peers and Partners

Regulators and inspectors (PHSMA, state PUC)

American Gas Association (AGA)

Pipeline Association for Public Awareness (PAPA)

Gold Shovel Standard

Distribution Public Awareness Council (DPAC)

811 groups (including CGA)

Pipeline Ag Safety Alliance (PASA)

Utility Public Safety Alliance (UPSA)

Cold Zone/Mountain Zone

Pipeline Operator Safety Alliance (POSP)

State first responder associations



Our Roadmap

2017

- Grow ambassador program
- Public Safety “tool kits”
- Gold Shovel Program
- National Excavator Initiative
- First responder training
- Audience-specific surveys
- Community managers
- Measure performance

Beyond

- Evaluate and adjust
- Investigate new partnerships
- Anticipate regulatory changes
- Just-in-time safety messages
- Dynamic surveys
- Presentation equipment
- Xcelenergy.com Phase 2
- “Joint” 811 campaign

Community Activities



Community Activities



Safety Communication Samples

Simple Energy Safety Steps to Better Protect Yourself and Your Family

Planning to dig in your yard? Always call 8-1-1 first. Although we bury natural gas and electric lines a safe distance underground, erosion and landscaping can bring them closer to the surface. The following simple steps could save you considerable expense, avoid environmental and even save your life.

Before you begin any project that requires you to move earth—digging fence posts, planting trees or shrubs, excavating, etc.—you must call 8-1-1. Mark your state's required number of business days before digging to mark their lines. Colored flags or paint will be placed to identify the underground utility-owned line locations. Respect the marks and don't dig safely.

Carbon Monoxide Detectors
Carbon monoxide (CO) is called the silent killer because you can't smell, hear or see it. CO naturally occurs anytime fuel is burned, but it can turn deadly when the fuel burns incompletely or isn't vented properly. For the best protection, hire a qualified contractor to annually inspect your home's natural gas appliances and venting systems for proper ventilation. It's also important to have a CO detector on each floor of your home with sleeping areas (and in some states, it is required on an alarm will sound when CO is detected).

Recognize the symptoms of CO poisoning and respond accordingly. If you or others in your family—including pets—exhibit flu-like symptoms but feel better in fresh air, it may be a CO problem. If you experience symptoms consistently, immediately seek medical help.

Keep Natural Gas Meters Clear of Ice and Snow
Accumulation of snow and ice over around natural gas meters is hazardous. Snow and ice on roofs and in trees can melt and drip on meters, then freeze, which may cause the meter's regulator to malfunction, creating a dangerous situation. Carefully remove snow or ice from the gas meter, any associated piping and the ventline above the meter. Always keep a clear path to the gas meter to allow quick access in the event of an emergency. Carefully shovel around the meter and clear the meter itself by hand. Avoid using any sharp tool, including a shovel or snow blower on or near the meter and piping.

If you are concerned that the meter's regulator vent may be blocked, please call Xcel Energy at 1-800-892-2099.



Safety Is No Accident

Dig Safely

One quarter of all hits to Xcel Energy's natural gas and electric lines happen because someone didn't call 8-1-1 before digging.


One free, easy call to 8-1-1 gets your utility lines marked AND helps protect you from unnecessary injury or expense.

Respect the marks and avoid digging near them. The line may be shallower than you think.

Be aware that you might have natural gas and electric lines on your property that you own (e.g. outdoor grills, propane lines, dog fencing) that will not be located.

Always Call 8-1-1 Before You Dig

xcelenergy.com/811



Important Safety Information
Información importante sobre seguridad

Your Opinion Matters
Please visit: www.xcelenergy.com/XcelEnergy
For comments, survey and more information.

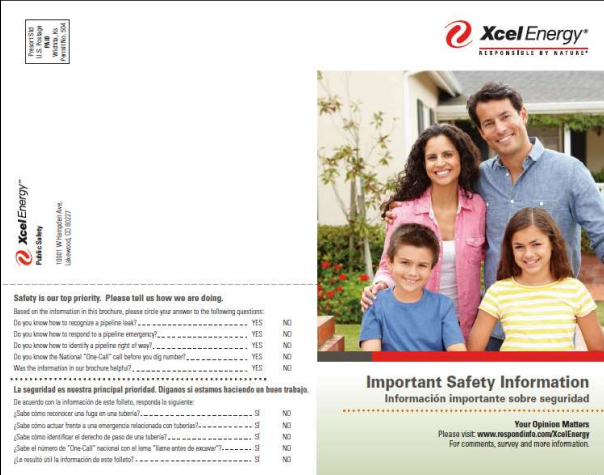
Safety is our top priority. Please tell us how we are doing.

Based on the information in this brochure, please circle your answer to the following questions:

Do you know how to recognize a pipeline leak?	YES	NO
Do you know how to respond to a pipeline emergency?	YES	NO
Do you know how to identify a pipeline right of way?	YES	NO
Do you know the National "One Call" call before you dig number?	YES	NO
Was the information in our brochure helpful?	YES	NO

La seguridad es nuestra principal prioridad. Díganos si estamos haciendo o no buen trabajo.

¿De acuerdo con la información de este folleto, respondió lo siguiente:	SI	NO
¿Sabes cómo reconocer una fuga en una tubería?	SI	NO
¿Sabes cómo actuar frente a una emergencia relacionada con tuberías?	SI	NO
¿Sabes cómo identificar el derecho de paso de una tubería?	SI	NO
¿Sabes el número de "One Call" nacional que se llama "llama antes de excavar"?	SI	NO
¿Fué útil para ti la información de este folleto?	SI	NO



Pipeline Safety is Your Responsibility

Pipeline purpose and reliability
Pipeline systems exist to meet your needs and include water, but invisible networks of pipelines across the U.S. According to statistics offered by the National Transportation Safety Board, the latter means to deliver energy products to through buried underground pipelines. Natural gas pipelines provide essential fuel to businesses, schools, hospitals and homes. Local city and town natural gas distribution systems typically consist of gas mains buried alongside or under streets with even smaller pipelines that branch out to reach local gas customers such as businesses and single-family homes. Utility use gas materials, most often located outside, to measure and regulate the flow of gas.

Xcel Energy's natural gas network helps provide our almost two million gas customers with reliable, safe and affordable energy. We are committed to customer safety through utility pipeline operation and follow pipeline safety regulations; we regularly patrol and monitor our systems, and we have trained and qualified gas operations workforces. Visit xcelenergy.com/Safety for more important safety information.

Know what's below before you dig
People can help prevent pipeline accidents since the majority of pipeline damages are caused from digging and encroaching. Each time anyone, including you, moves earth—digging a shallow hole to ascertain—pft lines most arrange to have a buried line located (including electrical) even if you know the location of your buried utilities. Utility companies mark their lines with colored-coded flags or paint (yellow for gas, red for electric). Follow these simple, but very important steps to dig safely:

- The mark your planned dig area using white paint, chalk or flour.
- Call 811—your local state's one-call line, or request a locate via your state's website.
- Do not dig until your state's "wait time" has ended—wait time is defined by state and is typically two or three business days.
- Dig with care, and expose the line while observing and preserving the marks.
- When using power equipment, always hand expose the line before operating the equipment.
- Call 811 for no verification should you lose the marks or have questions. Xcel Energy is unable to locate lines owned by others, including commercial installed gas or electric lines.



Use smell, sight and sound to help recognize a pipeline leak.
The most common warning sign of a gas leak is the odor of mercaptan. Mercaptan is gas similar to rotten eggs or sulfur, and while it smells bad to most, it may smell differently to you. Use this scenario and sniff to become familiar with the odor. Keep in mind that on occasion, there may be no odor at all. Visible signs can include dirt spraying in the air, continual bubbling in a pool of water, or dipping or dead vegetation with no apparent reason. Audible signs can range from a slight hissing to a loud roar. The sound depends on the size of the leak and pressure of the gas released. A very small hole, for example, may produce no sound at all.

If you suspect a gas leak, quickly leave the area and do not use anything that can create a spark.

If the odor or other signs are inside your home or building, get everyone outside and safely away. If outside, move a safe distance away and upwind of the odor. Always follow this guidance:

- Avoid use of anything that can create a spark because any spark can ignite the gas.
- Don't strike a match, use any phone, electric switches or appliances, metal tools or start an engine.
- Warn others to stay away.
- Once safely away, call 811 and then Xcel Energy at 800.892.2099.


Use gas appliances wisely
Always follow the gas appliance manufacturer's safety instructions. For related safety information, please visit xcelenergy.com/Safety.

Pipeline markers
Gas transmission pipelines transport high volumes of natural gas, typically long distances. Beyond rural and open spaces, as communities have grown, transmission pipelines exist in communities, including near schools, hospitals and homes. Pipeline markers identify all transmission and some high-pressure distribution pipelines. However, wear someone that the absence of a marker indicates the absence of a pipeline. While markers most typically follow a pipeline's general path, they never mark the pipeline's exact path, their size or how deeply they are buried.

The markers show the name of the company's emergency contact phone number, the product in the pipeline, and it reminds you not to call 811 before digging. It is unlawful to remove a pipeline marker. Visit www.gas-pipeline.dot.gov for public maps to see the general location of transmission and high-pressure local pipelines in or near your community.

Know the smell of natural gas. Scratch this marker. Run until for a smell of natural gas.

Recognize color dot gas markers. Damage one gas marker or flag or locate your identifier of color dot gas marker.



Educator Program Samples

FREE Standards-Based, Energy Education Resources

RESOURCES FOR A BRIGHT TOMORROW
Energy Safety Education Program

Brought to you by **Xcel Energy**

FREE kits of gas and electrical safety materials for every state.

RESOURCES FOR A BRIGHT TOMORROW

Our educational materials are developed by educators and industry specialists—so you can be confident that they address educational standards, critical subject matter, and meet your teaching objectives.

Our Energy Education Curriculum Includes:

- Student Booklets and Teacher Guides**
- Classroom Activity Cards**
- Classroom Activity Cards**

Find more information on our website at www.xcelenergy.com/publicsafety/educators

CRISIS-FREE TEACHING RESOURCES

Electrical and Natural Gas Materials

Our educational safety materials are developed by educators and industry specialists—so you can be confident that they address educational standards, critical subject matter, and meet your teaching objectives.

Ask for Help and the Answering Power

Electrical and Natural Gas

The Shocking Truth About

Switch & Plug Card

Find more information on our website at www.xcelenergy.com/publicsafety/educators

NATURAL GAS ACTIVITY CARD

Grade K-5

This educational safety activity card is intended to be used along with our age-appropriate booklets, teacher's guides, and other resources located at www.xcelenergy.com/publicsafety/educators.

Objectives:

- Identify natural gas as a fossil fuel.
- Identify natural gas as a clean-burning fuel.
- Identify natural gas as a safe energy source.
- Identify natural gas as a safe energy source.

Materials:

- Activity card
- Scissors
- Glue
- Markers
- Stapler
- Scissors
- Glue
- Markers
- Stapler

Procedure:

1. Cut out the activity card.
2. Staple the activity card to the back of the booklet.
3. Use the activity card to teach the students about natural gas.

ELECTRICAL ACTIVITY CARD

Grade K-5

This educational safety activity card is intended to be used along with our age-appropriate booklets, teacher's guides, and other resources located at www.xcelenergy.com/publicsafety/educators.

Objectives:

- Identify electrical safety as a critical issue.
- Identify electrical safety as a critical issue.
- Identify electrical safety as a critical issue.

Materials:

- Activity card
- Scissors
- Glue
- Markers
- Stapler
- Scissors
- Glue
- Markers
- Stapler

Procedure:

1. Cut out the activity card.
2. Staple the activity card to the back of the booklet.
3. Use the activity card to teach the students about electrical safety.

Electrical & Natural Gas Safety World

Learn How to Recognize a Gas Leak!

EXPLORE...
Could You Survive Without Energy?

DISCOVER...
Natural Gas and Electricity Beneath Your Feet

INVESTIGATE...
Fascinating Experiments, Puzzles and Activities

811
Know what's below. Call before you dig.

www.xcelenergy.com/publicsafety/educators

Aunt Sarah and the Amazing Power

An Energy Safety Tale

811
Know what's below. Call before you dig.

www.xcelenergy.com/publicsafety/educators

The Shocking Truth About Electrical & Natural Gas Safety

811
Know what's below. Call before you dig.

www.xcelenergy.com/publicsafety/educators

Natural Gas Safety

Pipelines carry natural gas across our communities to homes, schools, and businesses. We add a harmless, stinky chemical to the gas to help you smell a leak. Most people say it smells like rotten eggs, but it may smell differently to you.

Gas Leak Warning Signs

- A sulfur or rotten egg-like smell
- A hissing or roaring sound
- Dirt spraying or blowing into the air
- Continual bubbling in water
- Grass/plants that seem to be dead or dying for no reason

If You Suspect a Gas Leak

- Leave your home or go far away from outside area. Do NOT go back until the safety officials say it is safe.
- Do not use anything that can create a spark such as phones, lights, garage door openers, or strike a match.
- Ask a trusted adult to report the gas leak to Xcel Energy at 800.895.2999 and call 911.

switch to smell natural gas

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Excavator & Ag Program Samples



Work Safely Around Electric & Gas Lines **WORKER Safety**

Seven Steps for Safe Excavation

1. Plan your job and pre-mark your dig area with white paint, flags and/or stakes.
2. Call 811 several working days before you dig. For more information visit xcelenergy.com/811.
3. Wait the required time for utilities to locate and mark their lines.
4. Perform a pre-excavation site survey to ensure all utilities have been located.
5. Respect the marks when digging.
6. Dig with care and follow hand excavating rules.
7. Communicate with utility owners through the one call center.

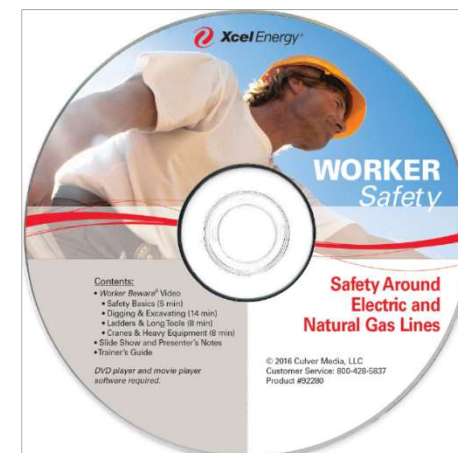
Stay Safe Near Overhead Lines

- Be aware of power lines on your job site.
- Assume ALL lines are energized and potentially dangerous.
- Mark a safety boundary to keep workers and equipment at least 10 feet away from overhead power lines.*
- Use a dedicated spotter when operating heavy equipment.
- Do not try to guide a load and be a spotter at the same time.
- Know what to do if your equipment contacts a power line.

*Lines carrying more than 50 kV require clearances greater than 10 feet. Cranes and derricks used in construction may require clearances greater than 10 feet and encroachment precautions. Call your local utility for specific clearance requirements.

American Public Works Association Color Code for Locator Marks

Electric Power Lines	Gas, Oil or Steam	Communications Lines, Cables or Conduit
Temporary Survey Markings	Potable Water	Reclaimed Water, Irrigation and Slurry Lines
Proposed Excavation	Sewer and Drain Lines	



Websites

Emergency Contacts	24-hour Electric and Gas Emergency Contacts
Electric Emergency/Power Outage	1-800-895-1999
Gas Emergency/Gas Leaks	1-800-895-2999
Streetlight Outage	1-800-960-6235 (MN, ND, SD)
	1-800-895-4999 (CO, MI, NM, TX, WI)

Public Safety Team

Lori Warner, Coordinator, 303-716-2012
lori.a.warner@xcelenergy.com

Erica Fink, Coordinator, 612-229-2587
erica.fink@xcelenergy.com

Grover Mills, Manager, 303-571-7495
grover.p.mills@xcelenergy.com

