

Frequently Asked Questions

Last Updated: March 29, 2021

Project Overview

What is the project?

Xcel Energy will install approximately 0.5 miles of replacement natural gas lines for the Lafayette Natural Gas Project along South Public Road from just north of South Boulder Road to the alley between Emma and Chester streets. The project will also tie-in to existing natural gas infrastructure.

Why is the project needed, and what are the benefits?

This project is part of Xcel Energy's commitment to system revitalization, allowing us to continue to provide the safe, reliable natural gas service our customers expect. The project replaces an existing natural gas line and helps to extend the lifetime of the natural gas infrastructure serving communities in the project area.

What is the schedule for the project?

Construction begins this April and ends in fall 2021. Please note that the schedule is subject to change.

Construction Overview

Will customers experience a disruption to natural gas service?

We do not anticipate disruptions to natural gas service during this project. If a temporary disruption to natural gas service is needed, we would notify customers in advance and work to limit disruptions to less than one day.

Will I be able to access my business during construction?

We will work to maintain access to locations or provide alternative access points when feasible. If construction activities require modifying your access, we would take measures to ensure properties remain accessible to the extent possible and as safety allows. We would notify and work with affected stakeholders directly and limit the duration of site access modifications.

Construction activities may cause a level of public inconvenience, but we will work to reduce inconveniences.

While we work to minimize inconveniences to the public, every construction project involves some inconveniences, which may include:

- Marking of utility lines and "potholing" to verify their locations visually
- Construction equipment and materials
- Partial or complete road closures
- Traffic control
- Changes to site access
- Elevated noise during construction and testing.

Construction may impact public transit routes in the area. RTD will provide updates to its customers via route-specific Rider Alerts on its website and emails.

We are committed to minimizing disruptions to enable businesses along the project route to operate as usual.

When will construction take place?

Although we anticipate performing construction activities primarily during daytime hours, some construction activities may require weekend work to ensure we meet our project schedule. We will coordinate with city officials related to area events.

How will you keep the public informed?

We are committed to regularly communicating with our stakeholders and providing current project information and timelines.

For project information, to subscribe for project updates or to submit questions and comments, we encourage stakeholders to visit the website at xcelenergynaturalgasproject.com/Lafayette, call our project hotline at **303-291-6281** or email us at Info@XcelEnergyLafayetteGasProject.com. Updates to the project channels of communication will occur biweekly during construction.

Can I approach crews if I have questions?

If you have questions, please avoid approaching crews to maintain social distance and for your safety. Please contact the project team by visiting the website, calling the hotline or emailing us.

If I have questions, who should I contact?

For additional information, to subscribe to updates or to submit questions and comments, call the project hotline at **303-291-6281** or email the project team at Info@XcelEnergyLafayetteGasProject.com. A member of our team will contact you within two business days.

Safety Information

How will you ensure public safety during construction?

Public safety is at the foundation of all we do—the safety of the public around Xcel Energy's natural gas system influences every decision we make. Xcel Energy takes a proactive approach to public safety by implementing safety measures before, during and after construction.

The Lafayette Natural Gas Project continues to meet federal and state standards and safety requirements for installing, maintaining and operating natural gas infrastructure.

What are signs of a natural gas leak?

We inspect our natural gas infrastructure at regular intervals to ensure system integrity, including using an "in-line" inspection tool at least every seven years. Xcel Energy staff remotely monitor natural gas infrastructure (24/7) from the Gas Control Center.

For your safety, we add an odorant to natural gas called mercaptan to help you detect a potential natural gas leak. It is important to know how to recognize potentially dangerous natural gas leaks, so use your senses. Signs of a natural gas leak include:

- A "rotten egg" or sulfur-like odor, although it may smell differently to you.
- Hissing, whistling or roaring sounds outside near the natural gas line or inside near an appliance.

- Dirt spraying into the air or continuous bubbling in a pond or creek.
- Unexplained dead or dying vegetation.

What should I do if I suspect a natural gas leak?

If you suspect a natural gas leak, leave your home or business immediately. Once you are safely outside, call **911**, then Xcel Energy at **800-895-2999**.

COVID-19 Information

What is Xcel Energy's response to COVID-19 concerns?

At Xcel Energy, we have a strong track record of preparing for emergencies, because our customers and communities rely on us to power their homes and businesses and to keep the economy moving. The energy grid is a key part of our nation's critical infrastructure, and we take our responsibility to our customers and our employees very seriously. As always, our team will be working day and night to deliver the energy you and your neighbors count on. As we take these prudent precautions and put our preparedness plans into action, we are strongly focused on the health and safety of our team members and everyone in the communities we are honored to serve as we take these prudent precautions and put our preparedness plans into action. This critical infrastructure work will continue during the COVID-19 pandemic.

We are in constant communications with local, state and federal agencies as well as other health organizations to better coordinate our responses and operate in line with their guidance and requirements. Xcel Energy requests that members of the public not approach workers in the field to maintain social distance.

To learn more about Xcel Energy's response to COVID-19, please visit www.xcelenergy.com/COVID-19_Response.