

Severe Weather May Impact Xcel Energy Electric Service for Customers in Northwestern Colorado

Xcel Energy monitoring severe weather conditions and high wildfire risk on Thursday, September 12, 2024

DENVER (September 10, 2024) – Xcel Energy is closely monitoring expected severe weather with high winds in Colorado later this week. Excessively dry conditions and significant wind speeds, centered in Mesa and Garfield counties, will create an elevated risk of wildfire, peaking the afternoon and evening of Thursday, September 12.

Xcel Energy utilizes weather forecasts and other data sources to assist us in determining the best course of action to protect public safety. High winds along with low relative humidity and dry ground conditions, such as brush and vegetation, are key factors in our risk modeling. The company updates this information routinely and adjusts its operations and actions accordingly to reduce wildfire risks. The company will continue to coordinate with first responders and customers if conditions change.

Because of the strong winds forecast, some customers may experience power outages, and we are planning ahead to safely restore power for customers who are impacted by outages. Due to the elevated risk of wildfire, we also expect to use special settings on our equipment in the region that assist in reducing wildfires, known as Enhanced Powerline Safety Settings (EPSS). When these settings are activated, power lines are more sensitive and can instantly stop the flow of energy if an issue, like a tree branch touching the line, is detected.

This does not mean the company has proactively turned off a customer's power but is the result of an issue on the line. Power will remain off until our crews can visually inspect powerlines to make sure it is safe to turn them back on. These settings are intended to improve public safety during heightened fire risk conditions, but it means power outages, if they occur, are likely to last hours or even days longer than typical outages. Xcel Energy will position crews to respond as quickly as possible once the period of high risk has passed.

Finally, as a last resort to protect safety and prevent a wildfire, and only if conditions warrant, Xcel Energy may initiate a Public Safety Power Shutoff (PSPS). The company's wildfire risk models do not indicate that conditions warrant such an action at this time but we recognize that conditions may worsen and to a level that meet the criteria to initiate a PSPS. Xcel Energy will provide timely communications if a PSPS becomes a needed safety option to address this weather.

We want to thank our customers for their patience and understanding as we take steps to reduce the risk of wildfires to keep Colorado safe. We encourage customers to make plans now to be ready for potential power outages later this week from this severe weather. As with all weather events, the forecast may change.

How customers can prepare, stay safe

Stay Informed

We will provide updates for this specific weather event on our website at [Update | Outages & Safety | Xcel Energy](#).

If outages occur, it's important for customers to have access to the most recent updates about their power restoration. Customers should make sure their account information and communications preferences are up to date online at [Notification Sign Up | Xcel Energy](#).

Customers can view outages statewide on our outage map which displays the number of customers out of service and anticipated restoration times when available at [Electric Outage Map | Xcel Energy \(outagemap-xcelenergy.com\)](#).

Build a Home Emergency Kit

Customers are encouraged to be prepared for an electric outage by keeping phones and other devices charged and building an outage kit with items that do not require electricity, including:

- Battery-powered radio
- Flashlights
- Batteries
- Backup phone chargers
- A phone that does not require electricity
- Non-electric alarm clock
- Bottled water and non-perishable food
- Manual can opener
- First aid kit
- Extension cords (for partial outages)
- Manufacturer's instructions on how to manually open power-operated doors (e.g. garage doors)
- Xcel Energy phone numbers – (800) 895-1999 for residential or (800) 481-4700 for business

As an important reminder to customers who have medical equipment that relies on electric service, please take steps to prepare for potential extended outages in case outages do occur. Xcel Energy will be conducting additional outreach to [qualifying medical customers](#) in the area about this expected severe weather.

We are continually investing in and building out our systems to reduce the risk of wildfire and limit the size, scale, and duration of potential power disruptions. More tips for how to prepare for an outage are available [here](#).

Report an Outage

Customers can help Xcel Energy get a jump on power restoration by reporting outages. Customers have several ways to report outages:

- Through the Xcel Energy mobile app, available in the [Apple App Store](#) and through [Google Play](#).
- Online at [xcelenergy.com/out](#)
- Via text by texting **OUT** to **98936** to report an outage, or text **STAT** to the same number to check the status of a power outage
- By calling **1-800-895-1999** and following the prompts—the automated phone reporting system lets customers report outages in less than 60 seconds.

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About Xcel Energy

Xcel Energy (NASDAQ: XEL) provides the energy that powers millions of homes and businesses across eight Western and Midwestern states. Headquartered in Minneapolis, the company is an industry leader in responsibly reducing carbon emissions and producing and delivering clean energy solutions from a variety of renewable sources at competitive prices. For more information, visit [xcelenergy.com](#) or follow us on [X, formerly known as Twitter](#), and [Facebook](#).