

# Xcel Energy and Storm Readiness

Xcel Energy works around the clock until power is restored to all customers following severe weather events. This includes deploying a number of resources, and using social media and proactive vegetative management practices as part of our storm readiness procedures.

## We excel at storm preparedness and restoration

- In preparation for large storms, Xcel Energy identifies all available crews, dependent upon risk; these crews may be redeployed to various service centers or placed on stand-by if the storm is eminent.
- We also make plans for staffing our contact centers so we are available to impacted customers and can provide up-front messaging to keep callers informed about the restoration process.
- Depending on the size and impact of the storm, we may also prepare to request support from area contractors or ask for additional crews through mutual agreements with neighboring utilities.
- For example, in July 2015 a powerful thunderstorm hit Minnesota and

Wisconsin causing more than 250,000 customers to lose electricity. We had restored power to 99 percent of customers in as little as 48 hours with the assistance of contract crews and through mutual aid requests.

- Recognizing our strong track record for storm restoration, other utilities across the country have asked for our support in the wake of devastating storms, including those impacted by Hurricane Sandy.

## We communicate using the web and social media

- When big storms hit, we post an alert bar on our website's main page, [xcelenergy.com](http://xcelenergy.com), and create a special web page dedicated to storm coverage.
- This dedicated storm page includes information about how many crews are deployed, where work is happening and estimated restoration times.
- We also use our social media channels, Facebook and Twitter, to provide real-time updates on outages, repairs and power restorations.



To report an outage or downed wires, or for restoration estimates, please call **1-800-895-1999**.

## Xcel Energy and Storm Readiness



### We deliver electricity through almost 95,000 miles of transmission and distribution lines

- Xcel Energy operates one of the fastest growing investor-owned transmission systems in the country with nearly 20,000 miles of transmission lines and more than 1,200 substations across 10 states.
- Distribution lines, which carry low voltage electricity from the transmission system to homes, farms and businesses, make up nearly 75,000 miles of our electricity delivery system.
- Between 2015-2019, we expect to invest \$4.5 billion in our transmission system and \$3.2 billion in our distribution system.

### We prioritize how we restore service

- We give top priority to situations that threaten public safety, such as, hospitals, 911 emergency centers, police and fire, city water plants and live downed wires. Then we prioritize repairs based on what will restore power to the largest number of customers most quickly.

- In general, we repair transmission lines first because they serve the largest number of customers. These high-voltage lines carry electricity in bulk from power plants to regional substations that may serve one or multiple communities.
- Feeder lines, major power lines that can serve thousands of customers, come next.
- Then we repair tap lines, which serve residential neighborhoods and business, and typically serve from 40 to 400 customers.
- We follow up by repairing damage to individual service wires, which carry power from a tap to a home or business.

### We do proactive Vegetation Management work to prevent prolonged outages

- Xcel Energy's Vegetation Management department manages millions of trees across thousands of miles of distribution and transmission rights-of-way (ROW) throughout our service territory.
- We use integrated vegetation management (IVR), a data-driven, progressive system of information

gathering to best plan and complete work, including follow-up auditing to ensure vegetation has been removed.

- One of the technologies that we use is called Light Detecting and Ranging (LiDAR), which allows us to pinpoint what vegetation needs to be removed along our transmission line corridors.
- We also work with landowners to determine if trees and other vegetation can be deemed compatible with the safe operation of our electric lines.
- To comply with governmental regulations and to better ensure electric system reliability, our transmission line vegetation management program emphasizes the removal of incompatible vegetation to promote long-term vegetation control. In many cases, this means removing trees in areas where trees had been pruned in the past.

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