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Be prepared, stay informed before, during, and after severe weather incidents

April 22-26 is Severe Weather Awareness Week

Sioux Falls, South Dakota (April 22, 2019) – The weather in South Dakota is unpredictable, especially in April, but the possibility of thunderstorms and tornadoes will soon be here. As part of Severe Weather Awareness Week (April 22-26), Xcel Energy reminds customers to prepare for severe weather, and know that the company is prepared to respond when outages happen due to any kind of severe weather.

Before severe weather strikes, there are some simple things customers can do to stay safe.

Stay informed – Sign up for outage notifications

If outages occur, it's important for customers to have access to the most recent updates about their power restoration. Customers can sign up for outage notifications through the My Account feature on the [Xcel Energy website](#) or by [downloading the mobile app available on iOS and Android](#). Additionally, the website hosts an [outage map](#) that displays information on the number of customers out and anticipated time for restoration. Customers can also stay informed by following Xcel Energy on [Facebook](#) and [Twitter](#).

Report your outage.

Customers can help Xcel Energy get a jump on power restoration by reporting outages. Customers have a number of ways to report their outage.

- Via the Xcel Energy mobile app available on iOS and Android
- 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.
- Call **1-800-895-1999** and follow the prompts—the automated phone reporting system lets customers report outages in less than 60 seconds. Once the cause of the problem is identified, the system or an Xcel Energy representative will provide customers with an estimated restoration time.

Xcel Energy is prepared

Xcel Energy is known for fast restoration during weather-related outages, and one reason for that is the preparation done in advance. Crews and equipment are available at service centers throughout the region to quickly and safely restore electric service. Xcel Energy invests in its infrastructure to ensure it is

robust and reliable, trains employees so they can respond quickly, enlists outside companies to assist when necessary, and partners with communities to protect the public.

Other ways customers can prepare, stay safe

- **Stay away from downed power lines.** Always assume an electric line, even one that is on or near the ground, is energized and therefore dangerous. Never, under any circumstance, touch or move a downed power line. If you come across a downed power line, leave the area and report it immediately by calling **1-800-895-1999**.
- **Build a home emergency kit.** Xcel Energy recommends assembling an easily accessible kit that you can rely on in the event of a power outage. Useful items may include:
 - Xcel Energy phone numbers - 1-800-895-1999 for residential or 1-800-481-4700 for business
 - Battery-powered radio or television
 - Flashlights
 - Batteries
 - Back up phone chargers
 - Bottled water and nonperishable 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)
- **Observe food safety.** According to the United States Department of Agriculture (USDA), food safety is directly related to the temperature of the food. To maintain refrigerator and freezer temperatures, keep doors closed as much as possible. A full freezer will stay at freezing temperatures for approximately two days and a half-full freezer approximately one day. Visit the [USDA website](#) for more information.
- **Report your outage.** You can help Xcel Energy get a jump on power restoration by telling us about outages. Just call **1-800-895-1999** and follow the prompts—our automated phone reporting system lets you report outages in less than 60 seconds. Once we've identified the cause of the problem, the system or an Xcel Energy representative will provide you with an estimated restoration time.

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 www.xcelenergy.com or follow us on [Twitter](#) and [Facebook](#).

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