



NEWS RELEASE

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Frigid temperatures forecast for Upper Midwest region

Customers encouraged to stay safe, crews are ready to respond

Eau Claire, Wis. (Jan. 25, 2019) – With frigid temperatures expected this weekend and throughout next week, Xcel Energy reminds customers to think about what they would do when severe winter weather hits and offers tips for cold weather safety.

Stay informed -- Sign up for outage notifications

While Midwest folks are hardy souls, we all should be prepared for an outage situation. 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.

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.

- Text OUT to 98936 to report an outage or text STAT to check the status of your outage
- Online at xcelenergy.com/out
- 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.

Other ways customers can prepare, stay safe

- **Keep natural gas meters clear.** Clearing snow and ice from natural gas meters is key to avoiding the potential for dangerous natural gas buildup indoors due to vents becoming sealed when covered in ice and snow. Xcel Energy strongly recommends keeping the entire meter assembly clear by gently removing snow or ice from the meter, associated piping and the roofline above the meter. Check often to ensure melting snow isn't dripping on the meter from the roof or nearby trees. Use a shovel around a meter to move snow away; do not use a snowblower near a meter.
- **Build a home emergency kit.** Xcel Energy recommends assembling an easily accessible kit that can be used 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
- A phone that does not require electricity
- Non-electric alarm clock
- 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)

Xcel Energy is prepared

Xcel Energy is known for fast restoration during weather-related outages, and the reason is the preparation done in advance. Crews and equipment are on standby at service centers throughout Wisconsin and Michigan when severe weather approaches to quickly and safely restore electric service. Xcel Energy partners with communities to protect the public and invests in its infrastructure to ensure it is robust and reliable.

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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. With its Wisconsin/Michigan headquarters in Eau Claire, 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 [Twitter](#) and [Facebook](#).