

Daniel Buchholtz

From: Wilhelmi, Michael S <Michael.S.Wilhelmi@xcelenergy.com>
Sent: Wednesday, August 28, 2024 5:12 PM
To: Wilhelmi, Michael S
Subject: FW: NEWS RELEASE: Xcel Energy crews restore power for 95% of customers affected by recent storms in Twin Cities

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Dear City Leader,

Sharing with you a recent company update regarding our progress in restoring our customers to power. It contains some good information to help address citizen questions that may come your way.

As of this writing, about 95% of our metro-area outages have been restored. In the east metro suburbs, we have about 3,000 customers remaining without power. Our crews and contractors will continue to work through the evening and night.

Please contact me with any questions, or with needs you may have.

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Xcel Energy crews restore power for 95% of customers affected by recent storms in Twin Cities

Remaining customers to be restored by Thursday evening

MINNEAPOLIS (August 28, 2024) — Xcel Energy crews have restored power for 95% of customers affected by severe thunderstorms that brought heavy rain, hail and winds of 60-plus miles an hour to the Twin Cities Metro and western Wisconsin this week.

About 1,800 workers, including Xcel Energy team members and contractors, have now gotten the lights back on for approximately 250,000 customers who lost power during the two rounds of powerful storms that downed trees and power lines Monday evening and Tuesday morning. Over the past 48 hours, crews have replaced the equivalent of 14 miles of wire and more than 250 power poles in total or in part.

Xcel Energy anticipates restoring most of the remaining 12,000 customers' power by Thursday evening. Crews focus on repairs that get the largest number of customers back in service as quickly as possible and are now addressing smaller outages affecting a few customers at a time.

Xcel Energy thanks customers for their patience as crews respond to hundreds of outage jobs following the widespread storm damage. Customers can check their outage status by visiting Xcel Energy's [outage map](#), which displays the

anticipated time for restoration when available, texting STAT to 98936, or using the company's [website](#). Customers can sign up for outage notifications using the My Account feature on Xcel Energy's website. As crews continue their work, Xcel Energy will adjust estimated restoration times as needed.

Stay safe and informed

Customers who remain without power should check for damage to their mast, which is the electric service connection to their home. If the mast is damaged, a licensed electrician must make repairs and it must be inspected before service can be restored. For additional details, visit Xcel Energy's [Outage Checklist](#).

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**.

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. To keep mobile devices charged, customers can consider using laptops or car chargers. Coffee shops and community centers are also good places to charge devices.

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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](#) and [Facebook](#).