

# WHAT ARE ENHANCED POWERLINE SAFETY SETTINGS?

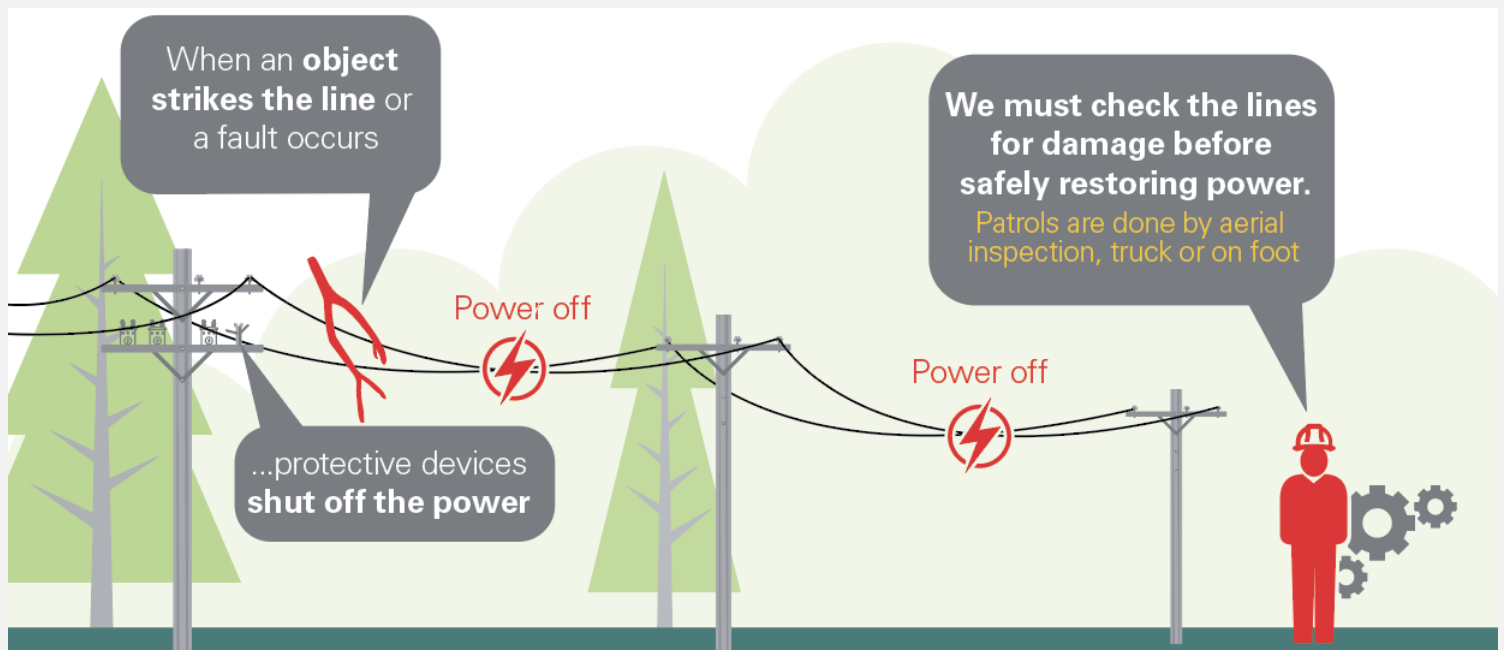
## Enhanced Powerline Safety Settings (EPSS) are a proven wildfire mitigation tool.

EPSS allows for power lines to remain in-service during periods of elevated wildfire risk, with protection settings enabled.

- EPSS is used in areas with higher wildfire risk identified by risk probability models considering facts like weather, housing density, terrain, and miles of overhead lines.
- It is intended to enhance public safety during heightened risk conditions, but it means power outages are likely to occur more frequently, and if they do, are likely to last longer because crews need to patrol the line before restoring power.

When EPSS is activated, **power lines are more sensitive and can quickly stop the flow of energy if an issue is detected**, like a tree branch or other object touching the line.

When that occurs, the **power will remain off until our crews can inspect the line** to make sure it's safe to turn it back on.



# POTENTIAL OUTAGE PREPARATION



**As outages due to EPSS are not planned, it is not possible to notify customers in advance.**

We understand how disruptive it is for customers to lose power. That is why we are working hard to support our customers and communities, reduce the impact of outages, and help you be prepared.

Customers can sign up for outage notifications through the My Account feature on [xcelenergy.com](http://xcelenergy.com). You can also view an outage map that displays outage details and anticipated time for restoration.

If a customer depends on a powered medical device, we encourage them to register through our medical assistance program, create an outage plan and have a backup power source. Find more on the benefits of the program at [xcelenergy.com](http://xcelenergy.com).

Outage info, including safety tips, is available at [xcelenergy.com/Outages](http://xcelenergy.com/Outages)

## Report an Outage

**Our customers have a number of ways to report an outage.**

- Text OUT to 98936 to report an outage or text STAT to check the status of your outage
- Xcel Energy mobile app available on iOS and Android
- Online at [www.xcelenergy.com/outages](http://www.xcelenergy.com/outages)
- Call 1-800-895-1999

**Xcel Energy puts safety at the foundation of everything we do. Our comprehensive fire risk mitigation program is designed to help protect lives, homes, and communities from the threat of wildfire.**

For more information on these safety settings, visit [www.xcelenergy.com](http://www.xcelenergy.com). For questions, call 800-895-4999 or visit [my.xcelenergy.com/customer-support](http://my.xcelenergy.com/customer-support).