

CPS ENERGY ENCOURAGES CUSTOMERS TO BE PREPARED FOR INCOMING STORMS

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(San Antonio, TX) – January 10, 2020- According to the [National Weather Service](#), a cold front followed by showers and thunderstorms will arrive Friday afternoon. CPS Energy is actively monitoring weather conditions as the threat of heavy rainfall and winds up to 60 mph may impact portions of their service territory. The utility has already started preparations by ensuring adequate supplies, resources and equipment are ready should customers experience a power outage.

Storm Preparations & Safety

The upcoming storm may be accompanied by lightning, which can strike transformers, utility poles, power lines and other equipment, possibly resulting in a power outage. Strong winds can cause tree limbs to contact power lines or result in power lines swaying into each other, also resulting in power outages. CPS Energy is encouraging customers to be prepared for potential weather-related outages and downed power lines. High winds can limit the use of bucket trucks to reach power lines. If winds exceed 30 mph, linemen will need to climb poles to safely make repairs, slowing restoration efforts.

CPS Energy wants to ensure the safety of the public, customers, and employees and is asking residents to drive safely and to remember to look for CPS Energy workers as they work to restore power to the community. On September 1, 2019, the state's [Move Over/Slow Down law](#) became applicable to utilities requiring drivers to move over or slow down when they encounter utility crews on the side of the road.

New Interactive Outage Map Provides Helpful Information

CPS Energy is encouraging customers to familiarize themselves with their NEW interactive [Outage Map](#) by viewing an outage map [tutorial video](#) located at the [Outage Center](#). In addition to a better look and feel, the new outage map gives users an improved experience with more detailed information about their outage. The new map refreshes every 5 minutes instead of 15, includes icons indicating when CPS Energy crew members are in the area to restore power and highlights safety hazards and potential dangers such as flooding, wires down, etc.

Additional features of the map include:

- Web-based and responsive
- Ability to bookmark locations or addresses
- Weather feature gives users the ability to toggle a weather radar overlay
- English and Spanish language settings

Users can also report outages from the map and be directed to additional resources like shelters, road closure information, etc.

Outage & Safety Tips

CPS Energy is asking customers to be prepared for these types of severe thunderstorms by following these tips:

- Report your outage online with your smart phone or tablet or by calling (210) 353-HELP (4357).
- Be prepared. Keep cell phones, flashlights, batteries and other important items available for an unexpected power outage.

- Stay informed. Check CPS Energy's new [outage map](#). Refresh your browser for current outage updates. Also, follow our [Facebook](#) and [Twitter](#) sites for status updates. If possible, seek local TV or radio station weather reports.
- Stay away from downed power lines and report them to CPS Energy. Do NOT attempt to move or drive over the lines. Even in an outage, power lines may still have electricity running through them.
- Keep the refrigerator door closed as much as possible. Refrigerated food should be safe for up to 4 hours.
- Discard any perishable foods that have been above 40 °F for more than 2 hours. Visit the U.S. Food & Drug Administration website to learn how to keep food safe at [fda.gov](#).
- If your neighbors have power and you do not, check your breakers.
 - Keep in mind that tripped breakers account for about 20% of our service calls.
- Motorists are asked to slow their speed and use caution through the affected areas when utility crews are out restoring power.
For additional safety tips, please visit [cpsenergy.com](#).