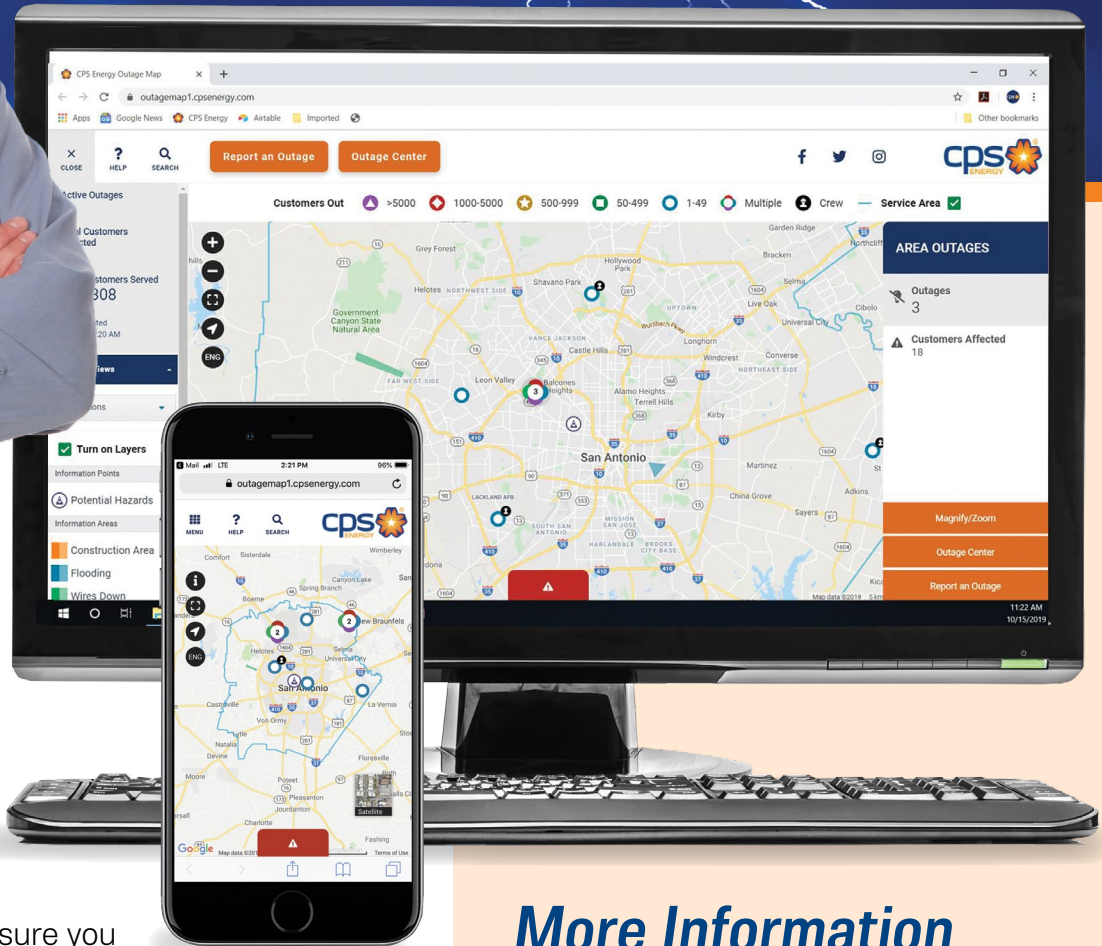
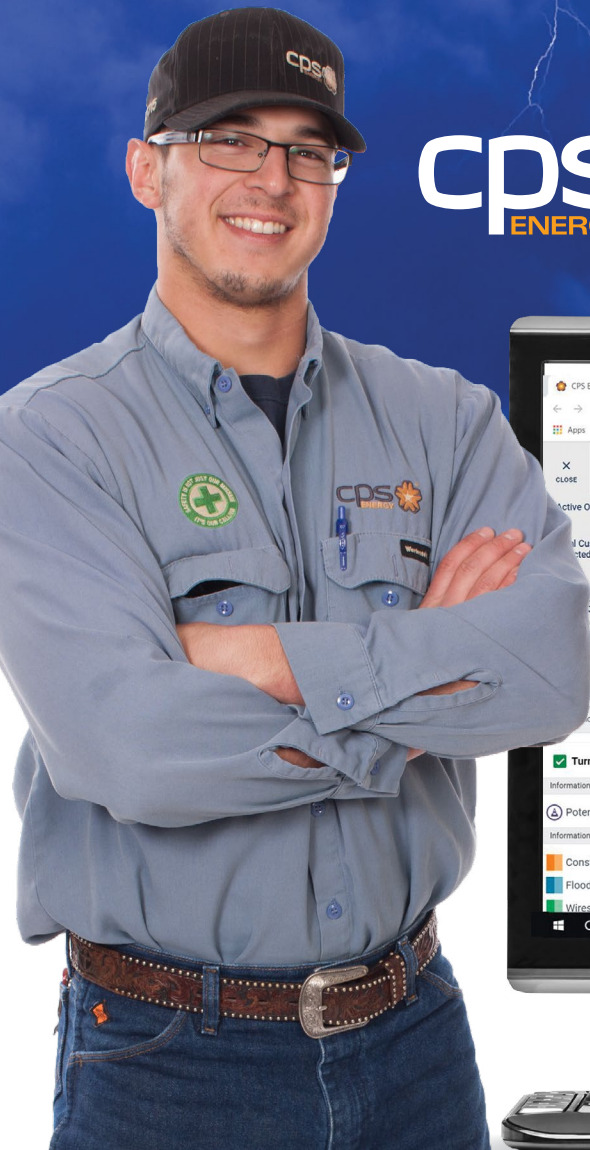


CPS ENERGY OUTAGE MAP



Bailey, Distribution Team

While we work hard to make sure you have secure, safe, resilient, reliable, environmentally responsible, and affordable power 24 hours a day, 7 days a week, 365 days a year, outages do occur.

Our goal is to restore power quickly and safely, as well as keep you informed. Our OUTAGE MAP has enhanced information and visuals you can view on your PC and your phone. The map updates every 5 minutes.

In addition, there is a weather overlay option allowing you to view outage and weather conditions simultaneously.

More Information On Your PC & Phone!

- Outage location
- Number of customers per outage
- Cause of outage
- Estimated time to fix
- Weather overlay
- Updated every 5 minutes

See back for
How-To-Tips

Visit our Outage Center at:
cpsenergy.com/outagecenter

OUTAGE MAP

How-To-Tips

1 Search

Search allows you to type in your address or general location. After typing in your information, click the location you want to view and the outage map will shift to your location and place a blue flag there.

2 Report an Outage

The orange Outage button allows you to immediately report your outage online.

3 Tools

The tools section shows you active outages, customers affected and total customers served. It also allows you to switch Map Views, select a Summary Report or the Weather tool to view weather radar to see what's currently going on in your area.

6 Area Outages

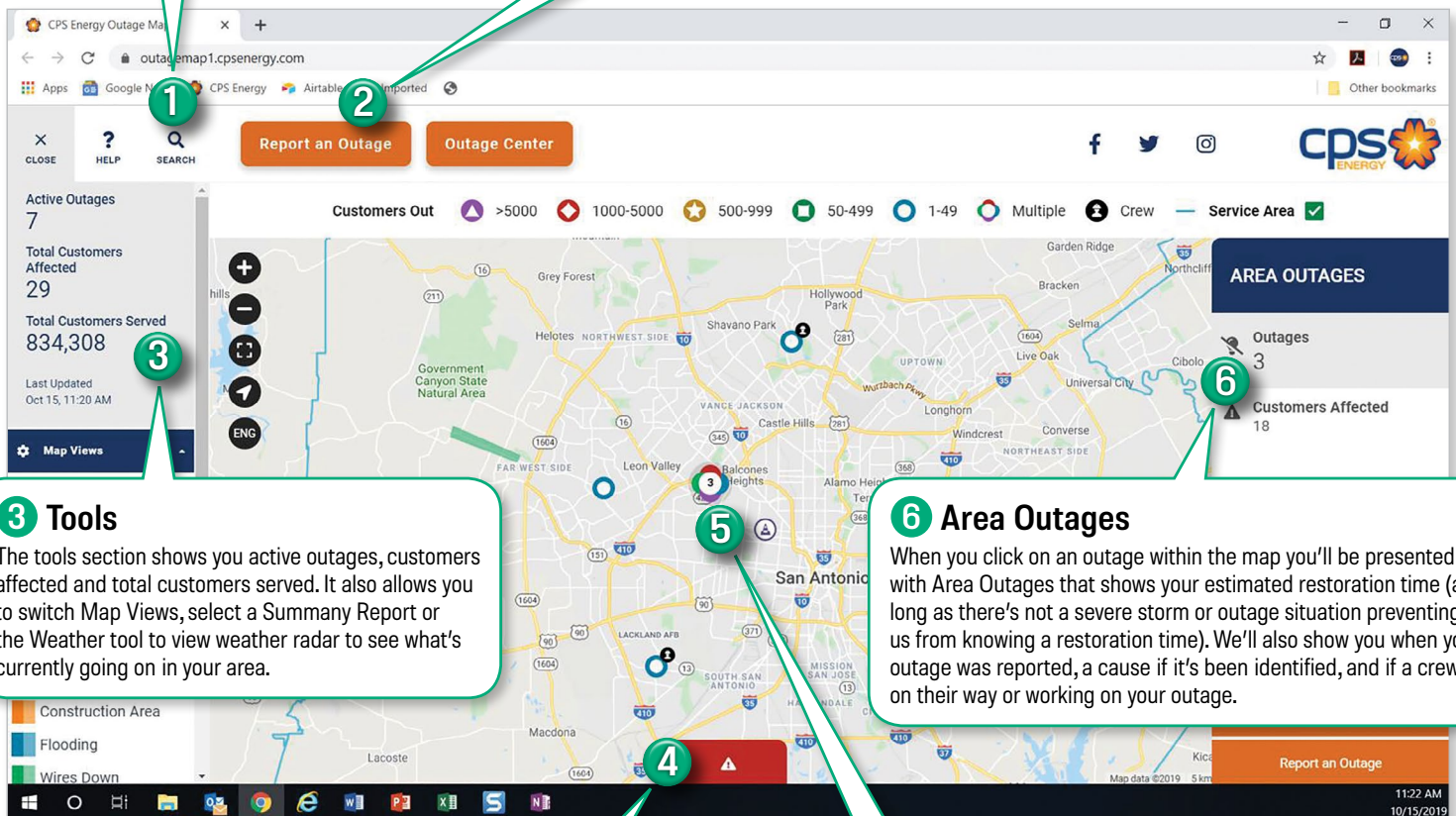
When you click on an outage within the map you'll be presented with Area Outages that shows your estimated restoration time (as long as there's not a severe storm or outage situation preventing us from knowing a restoration time). We'll also show you when your outage was reported, a cause if it's been identified, and if a crew is on their way or working on your outage.

2 Alert Tab

The Alert tab appears in a situation where you may need to know widespread outage information or updates.

2 Icon

An icon may appear on the map for things like a hazard, cooling centers or relevant photos of crews and outages.



For an intuitive **How-To-Video**, visit our Outage Center at cpsenergy.com/outagecenter