



ARIZONA CORPORATION COMMISSION

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Commission Recommends Customers Take Action to be Prepared for Monsoon Outages

(Phoenix) The Corporation Commission is urging residents to prepare in advance for the possibility of power outages during Monsoon storms.

In a first round of heavy storms Friday evening, 26,000 Arizona Public Service Company (APS) customers lost power. The company was able to restore 90 percent of the outage in the first 12 hours. In all 155 power lines, 74 transmission lines, and 81 distribution poles were damaged. Salt River Project (SRP), which is not regulated by the Commission, reported 24,000 customers lost power over-night on Friday with damage to 10 transmission poles and 14 distribution poles.

The Commission commends APS for its quick response and in notifying the Commission of these outages. Regulated utilities must report outages to the Commission and Staff monitors the progress in restoring the power.

"I want to take a moment to thank all of the APS employees who worked around the clock all weekend to restore power to the thousands of customers who experienced an outage due to the powerful monsoon storm last Friday evening," said Chairman Doug Little. "Fortunately, the vast majority of customers had their power restored quickly. That fact is a testament to the planning and preparation that APS does to be ready for these types of storms. The APS field crews are truly unsung heroes, working long hours to get customers back on the grid as soon as possible. It is this commitment to customer service and going the extra mile that makes APS a valued part of our Arizona community."

Each spring, the Commission holds a Summer Preparedness Workshop where utilities statewide submit plans for providing safe reliable electricity during the high summer demands and how they will respond to emergencies and outages due to storms.

Tuesday, a smaller number of customers Valley-wide lost power temporarily and more storms are forecast over the next couple of days. The Commission offers the following tips to customers to be prepared and stay safe.

- Contact your electric company should you have an outage.
- Never touch or drive over a downed line.
- Call 911 to report downed lines.
- Keep an emergency supply kit at home with flashlights a battery powered radio and batteries.
- If you smell gas or suspect a gas leak due to storm damage, call 911.
- Many utilities will send outage alerts to your mobile device. You need to sign-up for that service in advance.
- Check out your utility's outage reporting procedures ahead of time by clicking on your utility.

<https://www.aps.com/en/globalservices/outagecenter/Pages/home.aspx>
<https://tucsonelectric.com/outage/>

<https://www.uesaz.com/outage/>

<http://www.srpnet.com/safety/storm/default.aspx>

