OPERATIONAL ENHANCEMENTS: NEW OUTAGE MAP!

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Informational Update
OBJECTIVES & TAKEAWAYS

• WE’VE LISTENED TO OUR CUSTOMERS & NOW HAVE A MUCH BETTER WAY TO PROVIDE INFORMATION ON OUTAGES & RESTORATION
AGENDA

• BACKGROUND
• GREAT COLLABORATION
• TIMELINE
• BENEFITS
• ENHANCEMENTS
• ‘HOW TO’ VIDEO
• GETTING THE WORD OUT
• OUTAGE & RESTORATION EXPERIENCE
BACKGROUND

CUSTOMERS HAVE PROVIDED US FEEDBACK ON THE EXISTING OUTAGE MAP THROUGH PHONE CALLS, SOCIAL MEDIA, & FOCUS GROUPS.

USING THIS FEEDBACK, WE’VE IMPLEMENTED A NEW & ENHANCED OUTAGE MAP
Project team was composed of 67 employees from 10 areas across our enterprise.
The new map was implemented within an accelerated timeline of 6 months.
BENEFITS

Old Map

New Map

- Improve Customer Experience
- Provide Improved Outage Information
- Implement New Features

New map has increased customer functionality & enhanced access to valuable information
ENHANCEMENTS

**Views**
Provides the ability to change language settings & view outages by location & zip code

**Frequent Updates**
Refreshes information every 5 minutes

**Mobile Device**
Displays map on any mobile device

**Community**
Provides easy access to links for community support, road closures, & safety

**Details**
Features more information including wire down locations & a summary of outages by cities/areas

**Weather**
Shows current weather in the service area & shows the movement of the storm
How to Use New Outage Map
GETTING THE WORD OUT

All New Outage Map

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 new 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.

Visit our Outage Center at: cpsenergy.com/outagecenter

CPS Energy
December 3 at 4:59 PM -

There are several ways our new outage map can help if you ever experience a power outage. Don’t be left in the dark! Check out these tips to learn how to navigate...

See More

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Our enhanced outage map is live and better than ever! While reliability is one of our highest priorities, power outages can still happen, especially when the weather is acting up. Keep this map handy so you’re not left in dark: outagemap1.cpsenergy.com

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

17 Shares
OUTAGE & RESTORATION EXPERIENCE

BASED ON OUR CUSTOMERS’ FEEDBACK, WE NOW PROVIDE A MORE COMPREHENSIVE AND INFORMATIVE OUTAGE & RESTORATION EXPERIENCE FOR OUR CUSTOMERS:

- ENHANCED VIEWS
- ENABLED FOR MOBILE DEVICE
- MORE FREQUENT UPDATE
- ACCESS TO COMMUNITY INFO
- IMPROVED OUTAGE INFORMATION
- WEATHER VIEWS
Thank You