

# AVERY SUBSTATION PROJECT

## FREQUENTLY ASKED QUESTIONS



### What is the Avery Substation Project?

The Avery Substation Project includes several components:

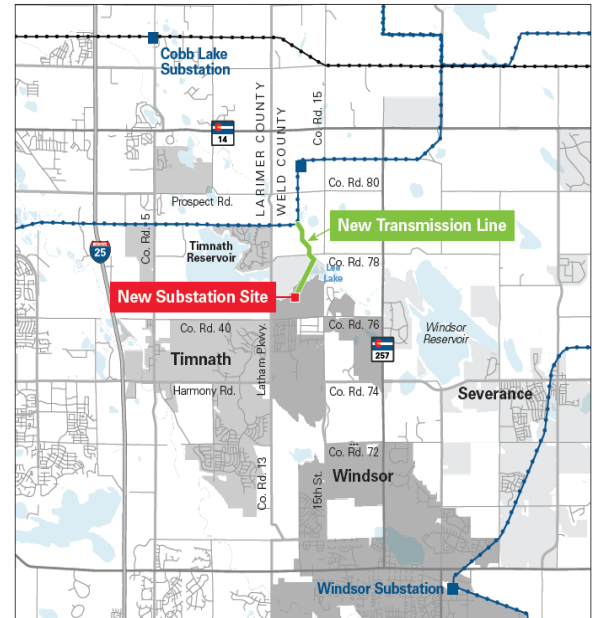
- A new electric distribution substation located in Windsor
- Overhead double-circuit 230-kilovolt (kV) electric transmission line (0.5 miles in unincorporated Weld County, 0.4 miles in Severance and 0.4 miles in Windsor)
- New distribution lines and upgrades to existing distribution lines near Windsor, Severance and Timnath

Power for the line will be provided by interconnecting with the existing Platte River Power Authority (PRPA) Timberline-Ault 230-kV transmission line. This connection will supply the Avery Substation with the power needed to serve the surrounding communities.

The new Avery Substation will add capacity to deliver reliable, safe electric power to Windsor, Timnath, Severance and surrounding communities. The substation will help reduce the risk of electric outages while meeting the energy needs of existing and new homes and businesses for years to come.

The Avery Substation will:

- Provide additional system capacity when customer demand is highest
- Maintain adequate voltage to serve electrical demand
- Provide backup to the existing Cobb Lake and Windsor substations, which are reaching capacity



This map is a graphic and may not show exact locations

### Why is the Avery Substation needed?

Xcel Energy is making upgrades to the electric system to enhance reliability and support development in this fast-growing area of northern Colorado. Proactive planning for current and future growth will help reduce the risk of electric outages and improve grid reliability.

### What does a substation do?

Distribution substations, like the Avery Substation, are a key component of any electric delivery system. They receive electric power from high-voltage lines and reduce or “step down” these higher voltage levels to lower voltage levels. Once the voltage is reduced, it is distributed to customers by way of electric distribution lines or “feeders.”

### What is the difference between a transmission line and a distribution line?

Transmission lines transport power over longer distances and at higher voltages than distribution lines. A distribution line is designed to bring lower-voltage energy into homes and businesses.

### When will Avery Substation construction be complete?

Substation construction is anticipated to be complete by summer 2022. To place the substation in service, a brief power outage is required. Construction schedules may change. Visit [xcelenergy.com/Avery](https://xcelenergy.com/Avery) for up-to-date information.

### Why is a brief power outage needed to place Avery Substation in service?

A brief electric service outage is needed to move electric service to customers from the Cobb Lake Substation to the new Avery Substation. This process is like doing electrical work at home and turning off the breaker before working on the wires. We know losing power is inconvenient and thank our customers for their understanding and patience as we work to place Avery Substation in service.

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### **FREQUENTLY ASKED QUESTIONS**

#### **When is the power outage happening and how long will it last?**

A brief electric service outage will occur when Avery Substation is placed in service. The outage date has not been finalized but is anticipated to take place at the end of May. Xcel Energy will notify customers about the outage and once the date is confirmed. The planned outage is expected to last about 15 minutes and will impact approximately 3,000 customers. There is no need for customers to report an outage during this time unless it extends longer than 3.5 hours. We know losing power is inconvenient and thank our customers for their understanding and patience as we work to make the energy grid even more reliable.

#### **Who will be impacted by the power outage?**

Around 3,000 Xcel Energy customers in areas of Fort Collins, Timnath, Severance and Windsor will be impacted by the brief electric service outage. Visit [xcelenergy.com/Avery](https://xcelenergy.com/Avery) to view a map of the outage area. Affected customers who have provided us with their phone number or email can expect to be contacted by Xcel Energy prior to the outage.

#### **How will Xcel Energy customers be notified about the brief power outage?**

Affected customers who have provided us with their phone number or email can expect to receive a reminder (via a phone call and/or an email) from Xcel Energy prior to the outage. Customers can sign up to receive notifications or update their notification preferences by logging into [xcelenergy.com/MyAccount](https://xcelenergy.com/MyAccount). Outage information will also be communicated via the Avery Substation website, newsletter and open house.

#### **How do I prepare for the brief power outage?**

- Turn off computers and remember to reset alarm systems or other equipment sensitive to a power outage or electrical surges.
- Plan for batteries and other alternatives to meet your needs when the power goes out. Fully charge mobile phones and other battery-powered equipment before the outage is scheduled to begin.
- Keep freezers and refrigerators closed.
- Remember that garage door openers, sump pumps and other equipment that operates only by electrical power will not work during the outage.
- For additional tips and information about how you can be ready for an outage, visit the Xcel Energy outage and safety page.

