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## Media advisory

For Release: Dec. 15, 2022

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### Minnesota Power and Superior Water, Light and Power are responding to outages after second wave of winter storm

Duluth, Minn. — Minnesota Power and Superior Water, Light and Power crews are responding safely and as quickly as possible to restore power after the second and most powerful wave of this week's winter storm.

A foot or more of additional heavy, wet snow and high winds brought down numerous trees and limbs on power lines across the companies' service areas, causing outages affecting about 14,800 Minnesota Power customers and 3,600 SWL&P customers as of 10:30 a.m. Thursday. Minnesota Power has reports of at least 100 wires down across its service territory.

All available crews are in the field working to restore power, but deep snow is hampering travel to the affected areas and slowing the overall response. Crews are using snowmobiles and other tracked vehicles to patrol power lines where roads are not yet plowed.

The largest outages Thursday morning were centered along the I-35 corridor from Cloquet to Hinckley and in the Nisswa-Pine River area north of Brainerd. Crews from areas to the north, where there were fewer outages, are in the Cloquet-Sandstone assisting the response. Additional resources from Xcel Energy and a contractor also are assisting Minnesota Power.

Because of the difficult travel conditions, Minnesota Power expects some areas will experience multi-day outages. Customers still without power this afternoon/evening should consider securing alternative lodging for at least one night. SWL&P does not expect a multi-day outage, and expects to restore power to all customers on Thursday.

"The challenge with this winter storm response is moving people to the areas where they're needed to make repairs," said Dan Gunderson, vice president of Transmission and Distribution. "Our trucks are having a tough time getting around and many roads are impassible due to trees down. We know what we need to fix, but the same deep snow that might have people stuck at home is slowing our crews. We appreciate customers' patience and understand the inconvenience and disruption of a multi-day outage."

The number of outages could fluctuate over the next 24 hours as the snow weighs down trees, and additional power outages are possible. Minnesota Power and SWL&P restore power by first repairing major lines that feed the largest number of customers, with a priority for health and safety-related customers such as hospitals, water plants and police and fire facilities. The last repairs typically are individual service lines to homes and businesses.



The safety of our crews and customers is our top priority during this outage response. Crews are reporting many low-hanging wires because of the heavy snow. Do not attempt to touch or lift any wire. Do not attempt to remove tree branches from wires. Do not get out of your vehicle on or near wires. All power lines, including downed power lines on the ground, should be considered energized and capable of causing injury or death.

Please give crews the space they need to work safely along roads and streets, and slow down when driving near them. Our customers' patience is appreciated as we recognize the inconvenience caused by the outages.

## **Stay informed**

Minnesota Power and SWL&P customers can report outages and receive up-to-date power restoration information by downloading the Minnesota Power mobile app. To download the app for Apple iOS or Android, go to the Minnesota Power app webpage at <https://www.mnpower.com/MobileApp> or the SWL&P app webpage at <https://www.swlp.com/MobileApp> and click on the App Store or Google Play button in the banner at the top of the page. You will then be linked to the webpage where the app can be installed on your device.

Our online outage centers at [www.mnpower.com/OutageCenter](http://www.mnpower.com/OutageCenter) and <https://www.swlp.com/OutageSafety/OutageCenter> also include outage maps and information on power restoration times. Following Minnesota Power and SWL&P on Twitter or Facebook is another way to get timely updates on power outages.

## **Stay safe**

We encourage customers to be prepared for an outage. Here are some tips:

- Keep a "Lights Out" kit in an accessible place with at least one flashlight, a battery-powered radio and extra batteries.
- Use candles or camping lanterns with caution.
- If you have a fireplace, keep matches and firewood handy so you're prepared to build a fire to keep warm.
- Turn off televisions, stoves, microwave ovens, stereo equipment and other appliances except your refrigerator and freezer during an outage.
- Leave at least one light on so you'll know when power has been restored.
- Do not go near any low or downed wires as injury or death could occur. Always assume downed power lines are energized.

For more "Lights Out" tips, visit: [www.mnpower.com/OutageCenter/WhatToDoIfLightsGoOut](http://www.mnpower.com/OutageCenter/WhatToDoIfLightsGoOut)

Minnesota Power provides electric service within a 26,000-square-mile area in northeastern Minnesota, supporting comfort, security and quality of life for 145,000 customers, 14 municipalities and some of the largest industrial customers in the United States. More information can be found at [www.mnpower.com](http://www.mnpower.com).

Superior Water, Light and Power provides electricity, water and natural gas in the city of Superior and adjacent areas in northwestern Wisconsin. The company has served the area since 1889 and provides services to approximately 15,000 electric customers, 13,000 natural gas customers and 10,000 water customers. More information can be found at [www.swlp.com](http://www.swlp.com).

