

## Praising Excellence

*By Donna Bishop*

As a customer of Xcel Energy I would like to praise the tremendous effort that the employees of this company devoted to restoring electrical energy to over 300,000 customer affected by the record snow storm that hit the Denver Metro area on Wednesday March 23, 2016. This spring blizzard dropped nineteen and a half inches of heavy wet snow at the same time that Mother Nature whipped winds through the area in gusts up to 55 mph.

Most of us in Denver were still peacefully sleeping as your crews and heavy equipment headed for Boulder around 4:00 a.m. The blizzard increased in intensity with over 300,000 of your customers experiencing electrical outages by about noon that day. Your company managed to get over 500 trained employees out into the community to restore power as well as coordinate repair workers from Oklahoma, New Mexico, Kansas and Texas for a grand total of 800 employees. Each crew worked sixteen hour shifts around the clock. The vast majority of us had electricity restored before the evening of the 23<sup>rd</sup>.

Our building with forty residents discussed how many times we each had automatically reached for the light switch, put something in the microwave or planned to cook something and then remembered, "Oh, no electricity!" We started plans for cold evening meals when the lights suddenly shone bright, the refrigerator came to life, and the computer made those unique sounds as it booted itself.

For one day we stopped to realize how much we depend on your employees and your company to support our daily lives. Thank you all for the hard work, long hours and difficulties you faced on Wednesday and every day.

Your pleased customer,

Donna Bishop