# Instructions for Reporting an Outage

If you have:

ONE subscribed location:

1) Text "Outage" to 55050. Keyword is not necessary. Note: to make reporting an outage easier, save Outage to your phone as a contact with the phone number 55050.
2) You will receive a response "Outage Reported Successfully" and need to do nothing more.
3) You will receive a restoral text when power has been restored to your area.

1 subscribed location
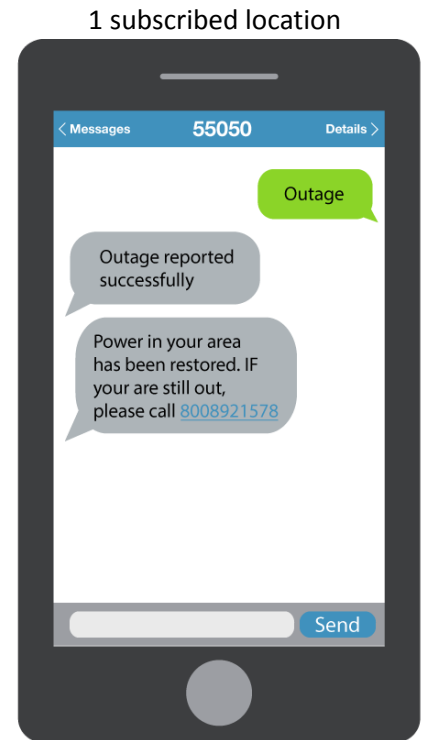
MORE THAN ONE subscribed location:

1) Text 55050. Keywords are necessary. If all locations are out, text "Outage All" to 55050. If some but not all locations are out, you will have to report each outage separately to 55050, as in:
   - Message 1: Outage Home
   - Message 2: Outage Barn
2) You will need to wait for a "Outage Reported Successfully" response text for message 1 (for the home) before sending message 2 (for the barn). You should receive an "Outage Reported Successfully" response text for message 2. If more than two locations are out, continue reporting each outage as a separate message until all have been reported.
3) You will receive a restoral text when power has been restored to your area.

More than 1 subscribed location
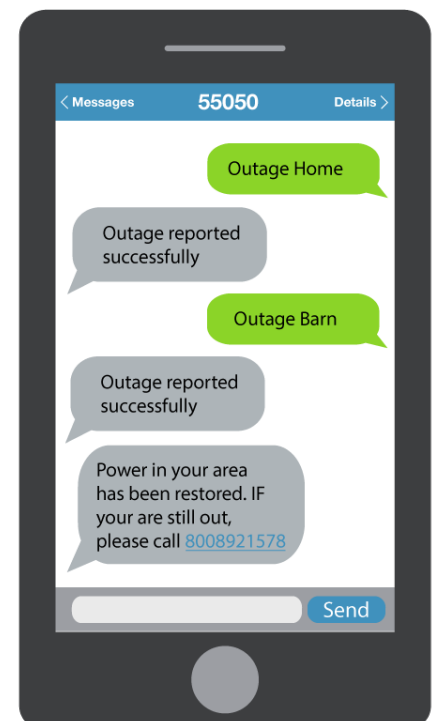
* IF Keywords were not used in original text or if you have forgotten them:

You will receive a response text asking to choose a location. You can either enter the number or the text as it appears in the options list.

Choose-
1: Home
2: Pump
3: Rental
4: Work
All: All

Or call 800-892-1578 to report your outage
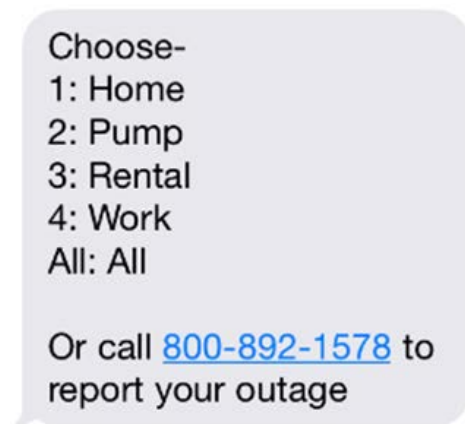
Again, you will need to wait for a "Outage Reported Successfully" response text in between locations. Example:

      Message 1: "Home" (or "1")
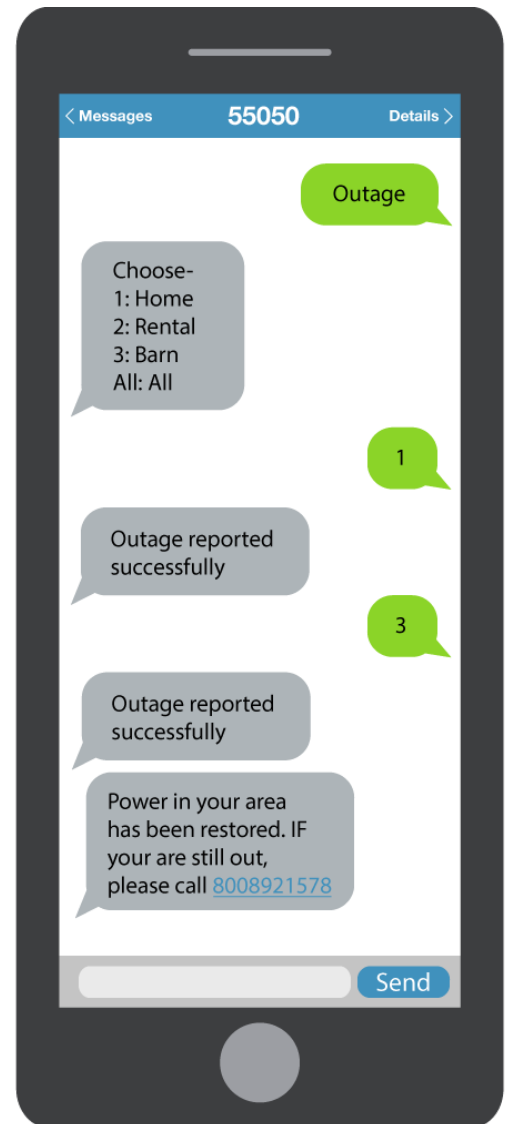   Wait for the response
      Message 2: "Barn": (or "3")
      Wait for the response

If ALL locations are out of power, simply reply with "All"

NOTE: Sending a combination like "1, 3" in the same message will not work.

You will receive a restoral text when power has been restored to your area.

< Messages   **55050**   Details >

Outage

Choose-
1: Home
2: Rental
3: Barn
All: All

1

Outage reported successfully

3

Outage reported successfully

Power in your area has been restored. IF your are still out, please call 8008921578

Send