

My power is out! How can I report it?



If your power goes out, please report it!

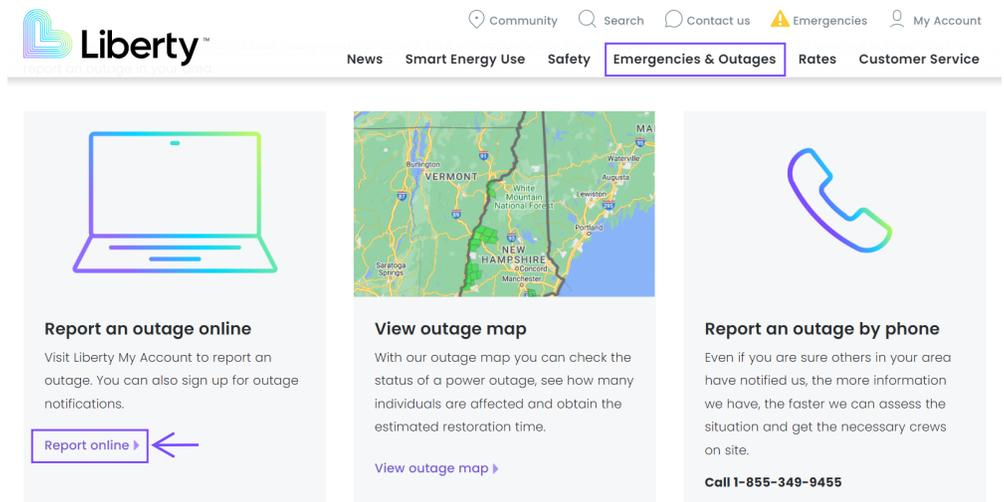
Even if you are sure others in your area have notified us, the more information we have, the faster we can assess the situation and get the necessary crews on site.

There are two ways you can report an outage:

1 Report it online through our website

Liberty's online Outage Center allows you to report a power outage quickly and easily through our reporting tool in My Account.

- From the Outage Center, select the "Report online" option - this will redirect you to the "Report an Outage" form
- You can also check out our new and improved outage map from this page



The screenshot shows the Liberty website's navigation menu with 'Emergencies & Outages' selected. Below the navigation, there are three cards:

- Report an outage online**: Includes a laptop icon and a 'Report online' button with a red arrow pointing to it.
- View outage map**: Includes a map icon and a 'View outage map' link.
- Report an outage by phone**: Includes a phone icon and the phone number 'Call 1-855-349-9455'.

The "Report an Outage" form requires you to input the following information:

- Liberty Account number (this can be found in the upper lefthand corner of your bill)
- Zip/postal code associated with customer service address
- Mobile phone number

The confirmation message you receive when you submit the outage report form will inform you if you are part of a planned or unplanned outage, and provide an estimated time of service restoration, if available.

Outage Reporting

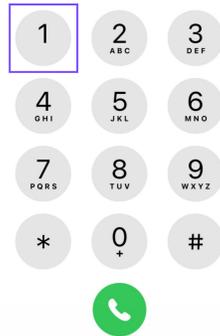


2 Report it over the phone

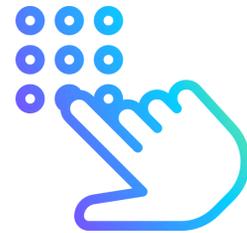
Our interactive voice response phone system offers a way to report an outage over the phone by following the prompts.



Call us at 1-855-349-9455



Select option 1 from the automated voice menu



Follow the prompts and select the appropriate menu options to report the outage

If you are calling from a phone number associated with a planned or previously reported outage, you will receive notice of this via the automated phone system.

***Note:** You may be asked to authenticate your Liberty account by entering your phone number, service address zip code and/or account number.