

Additional News



Reporting an electric outage

We are in snowy season, and with snow sometimes comes power outages. If you do experience a power outage, you can report it through our outage map or My Account mobile app, or by calling 1-855-349-9455.

To access the outage map, visit www.libertyenergyandwater.com, navigate to the "Emergencies and Outages" drop-down menu, then select "Outage Center." There, you can report your outage online, view a map of affected areas, and learn more about what Liberty does to get you back up and running. Please note, **you don't need an account to view the outage map!**

If you choose to report your outage through My Account, remember to sign up for emergency notifications while you are there.

Need a refresher on how to use the outage map? Scan the QR code below.



Medically dependent on electricity?

Is there medical equipment in your home that depends on electricity? Would the loss of power cause a life threatening situation for a member of your household? If the answer is yes, please call us at 1-800-375-7413 so we can note your account. We will send you a notification when storms are approaching that could cause outages.

We work hard to provide our customers with safe and reliable service. However, there are sometimes factors beyond our control, such as adverse weather, that may result in a power outage. If that happens, we want you to be prepared.