

# Reporting an outage

In the event of a power outage, please report it through one of the methods listed below.

Although we cannot give you an estimated resotration time during a widespread outage, please rest assured that your outage has been recorded and that our linemen and employees are working safely and dilligently to restore your power as soon as possible. Thank you for your patience and understanding.



Program our outage line in your mobile phone: **1-888-253-4232**. Remember, cordless phones will NOT work when the power is out and, if necessary, you can use your car to recharge your phone battery.

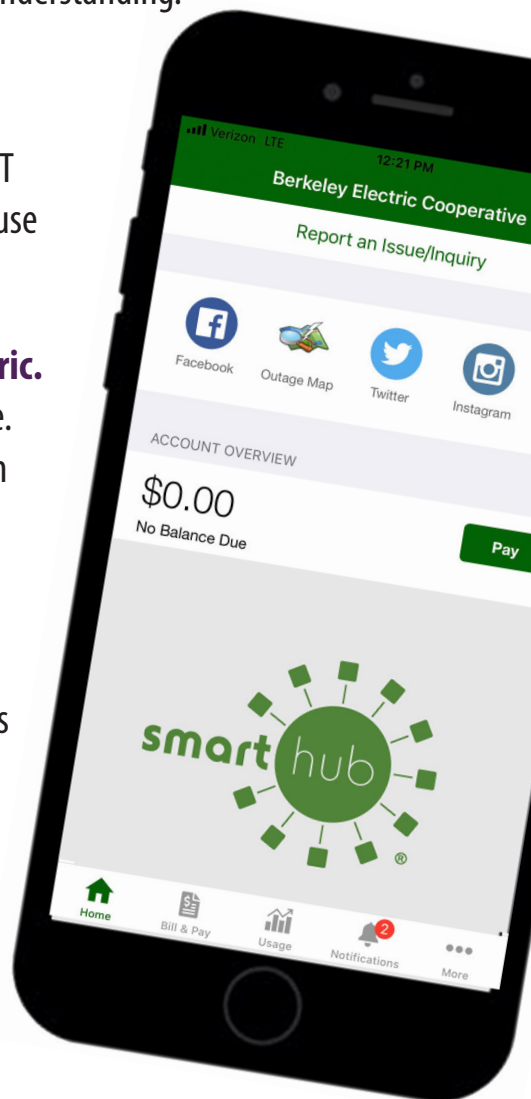


Members can report outages online at **berkeleyelectric.coop** through the Outage Center link on the homepage. Be sure to fully charge tablets and laptops during storm preparation.



Use Smarthub to **"Report an Issue."** Download our free SmartHub mobile app through the app store on your mobile device. Download instructions and links are also available on our Smarthub webpage located under "My Account/Payment Options."

**Before reporting an outage, please ensure that your contact information is up-to-date in Smarthub. If reporting an outage from a mobile phone, the number must be on record in our outage management system to correctly log the outage.**



**Berkeley Electric Cooperative**

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