



**FOR IMMEDIATE RELEASE**

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## **ELECTRIC CUSTOMERS NOW ABLE TO REPORT POWER OUTAGES ONLINE**

**HIGH POINT, N.C. (January 9, 2018)** – City of High Point electric customers can now report an electric outage from the City’s website and mobile app. Users must be a City of High Point electric customer, and they must enter a utility account number or the primary phone number listed on the utility account. Once an outage is reported, a ticket is then created and the Utility Dispatch Division will be able to view it and work the outage. When the ticket is closed, a restoration phone call or text message will be sent to the customer, whichever they designate as their preference.

“With the upgrade to our outage management software, we are now able to offer our customers the option of reporting an electric outage online. While we hope you never have to use this service, this added functionality is a step towards reducing your inconvenience during an outage,” said Customer Service Director Bob Martin.

To submit an outage online, visit [www.highpointnc.gov/outage](http://www.highpointnc.gov/outage) and click on “Report Outage”. From the City of High Point mobile app, click on the “Power Outage” icon.

For more information, contact Bob Martin at 336.883.3178 or [bob.martin@highpointnc.gov](mailto:bob.martin@highpointnc.gov).

*The City of High Point aims to serve as the catalyst for bringing together the community’s human, economic and civic resources for the purpose of creating the single most livable, safe and prosperous community in America. For more information on the City, visit [www.highpointnc.gov](http://www.highpointnc.gov).*

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