

Understanding the Outage Map

If an outage occurs, our [Outage Map](#) is the best place to find up-to-date information. Here is a quick reminder on how to read the map:

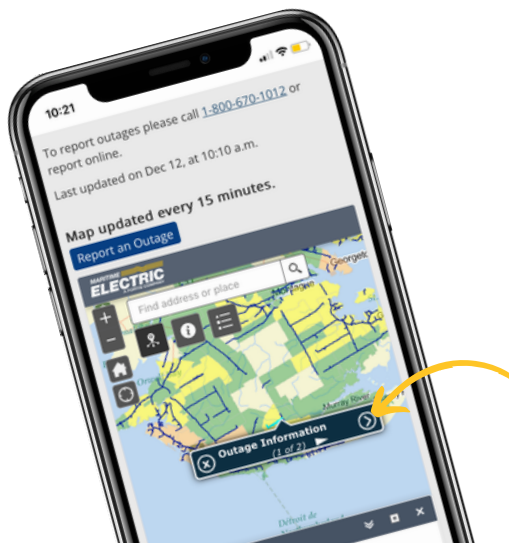
OVERVIEW

The outage map updates every 15 minutes to provide you with the latest outage information.

If your area is not highlighted, the outage might not be reported to us yet. Please call us at 1-800-670-1012 to report an outage or you can [report it online](#).

MOBILE MAP

The mobile map works like the desktop outage map. The easiest way to find the outage you are looking for is by entering your address in the search bar and selecting the correct one from the options in the drop down menu.



Zoom in and out

The search box can be used to find a specific address.

Areas experiencing an outage will be highlighted green, yellow, orange or red. The colours corresponds to the number of customers without power. Click this button to view the legend.

You can see an overview of outages, the communities affected and the number of customers out by clicking the Info Summary button.

The navy lines on the map identify the exact location of the outage within the community. You can click on the navy line to see more information about the specific outage.

Once you have found the outage you are looking for, click the circled arrow. It will then bring up more details.