1. Outage Occurrence

2. Customer Care
Customer Care is made aware of an outage via phone call from a customer or through El Paso Electric's (EPE) automated telephone service. Notification of the outage and any updates are made through EPE's social media platforms or by notification via the MyEPE app.

3. Distribution Dispatch
Distribution Dispatch monitors for outages 24/7 to help coordinate resources and assist with power restoration. Distribution Dispatch is informed of an outage occurrence immediately through a Customer Care Representative or EPE’s Outage Management System to include reported outages via the MyEPE app. Distribution Dispatch then sends a lineman to assess the cause of the outage. EPE’s outage map is then updated online.

4. Linemen
A lineman is the first to survey the outage and determines if help is needed. Depending on the size and cause of the outage (distribution line vs. transmission line), the lineman will fix the issue or request help from additional field crew.

5. Substation
If the outage occurs at a substation, specialized substation crews are sometimes called out to make repairs. They can also help to reroute power so that a larger number of customers regain power sooner while repairs are made to the affected substation or lines.

6. System Operations
System Operations also works 24/7 to monitor the electric grid. They are in constant communication with linemen, field crews, substation crews and other operators to keep you connected to safe and reliable power.

7. Outage Repaired
Outage repaired - The MyEPE app, outage map and social media platforms are updated to inform customers that power has been restored.

To report an outage in Texas call (915) 877-3400 and in New Mexico call (575) 523-7591.