

Report Your Electrical Outages to Your Utility

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Many Lake Carroll Members have experienced whole or partial outages at their Lake Carroll residences over the years. Recently, it seems to be increasing...and it's not just during inclement weather. We have lived in Lake Carroll full-time for 26 years and have experienced the sporadic outages since we moved in. If you are like us and the power comes right back on before you get the outage report called in, you simply hang up. But is that what should be done? After my husband spoke to a ComEd rep following the recent outages, that does not seem to be the correct response. The ComEd rep wanted as much information as we could give him...Has it happened before? How often? How long is it off? Can we tell if it's just us, our section, or the whole lake? So we have concluded that whether the power comes back on or not, we are reporting it and we encourage other Members to do so, too.

There are several ways to report an outage...phone, text, and social media. See the following information from the ComEd website:

<https://www.comed.com/Outages/ReportAnOutage/Pages/ReportonMobileSocial.aspx>

REPORT ON MOBILE & SOCIAL

Lights out? Let us know! You can quickly and easily report your outage via text message, mobile app, ComEd Facebook app, or by calling customer service at 1-800-Edison-1 (800-334-7661). The online services and phone number are available 24 hours a day, 7 days a week. You may also visit [Check My Outage Status](#) or [View Outage Map](#). (links provided on website)

MOBILE DEVICE: TEXT "OUT"

Subscribers to Outage Alerts can quickly report an outage by texting "OUT" to 26633 (COMED). You will also receive notifications when an outage has been reported at your address, and get ongoing updates as the status of your outage changes.

Enroll: Enroll by texting 'ADD OUTAGE' to 26633. You will instantly receive a text message confirming your enrollment.

Report: Report your outage by texting 'OUT' to 26633. You will receive a text to confirm if you have a PARTIAL outage (i.e. flickering lights) or a FULL outage. After you confirm your outage is PARTIAL or FULL, your outage is reported.

Check Status: Receive your outage status on demand at any time by texting 'STAT' to 26633.

Unsubscribe: You may unsubscribe from Outage Alerts at any time by texting 'STOP' to 26633.

MOBILE DEVICE: REPORT IN APP

Use the free [ComEd Mobile App](#) to quickly report an outage from an Apple iPhone® or Android™ device. The app will also provide notifications as the outage status is updated.

TWITTER: TWEET #OUT TO @COMED

Sign up for Twitter Outage Reporting and you can tweet your real-time power outages. Log in to your Twitter account and tweet #OUT to @ComEd and follow the prompts to register your account number to your twitter handle. Or use our [online form](#) to register.

FACEBOOK: REPORT IN APP

Report your outage directly from our Facebook Outage App, and stay connected with us on our Facebook page for outage details and restoration updates during major storms.