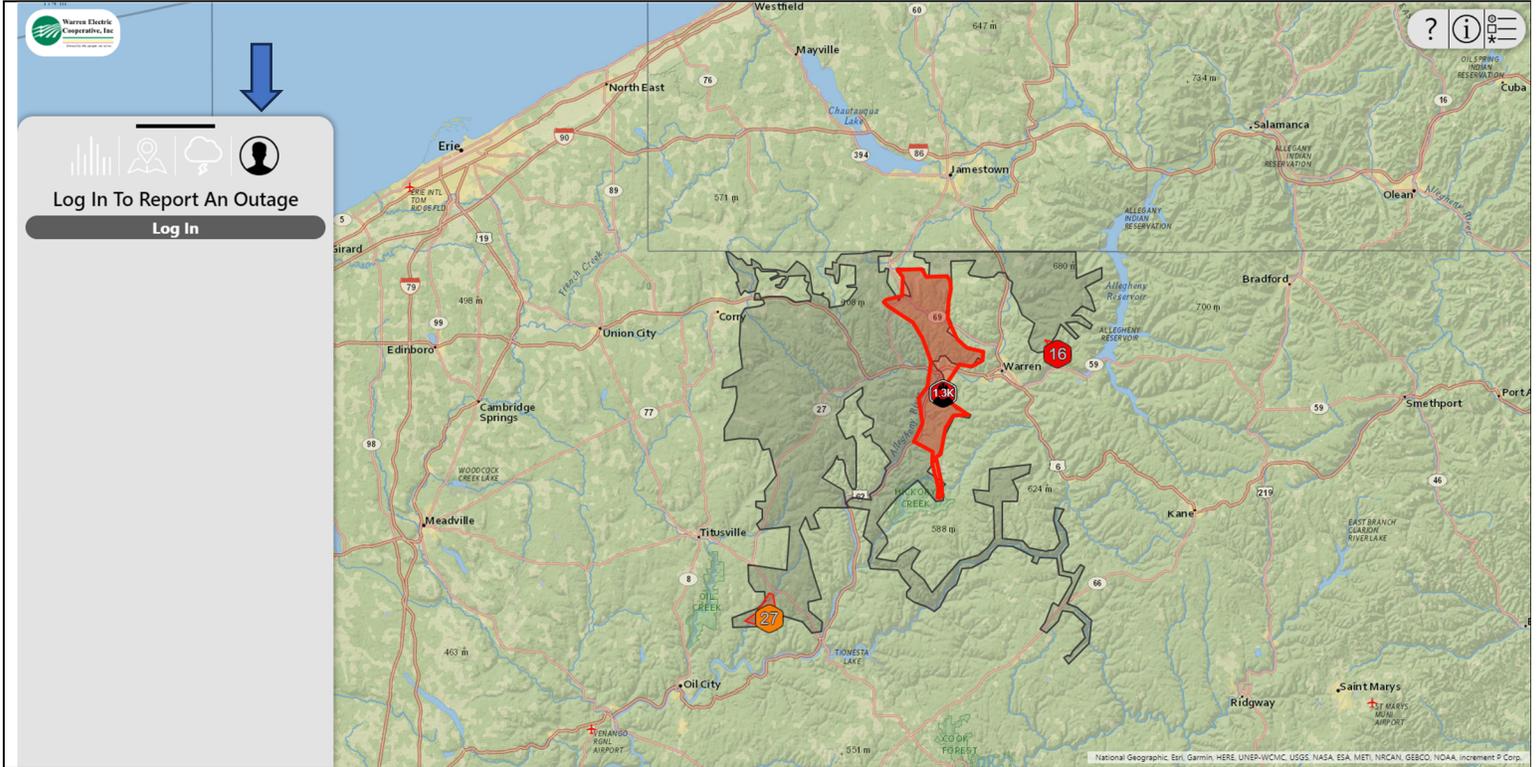
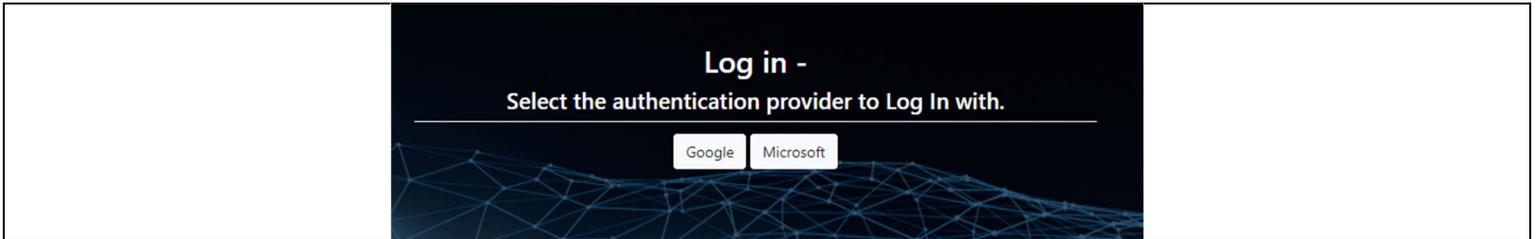


Reporting an outage on outagemap.warrenec.coop



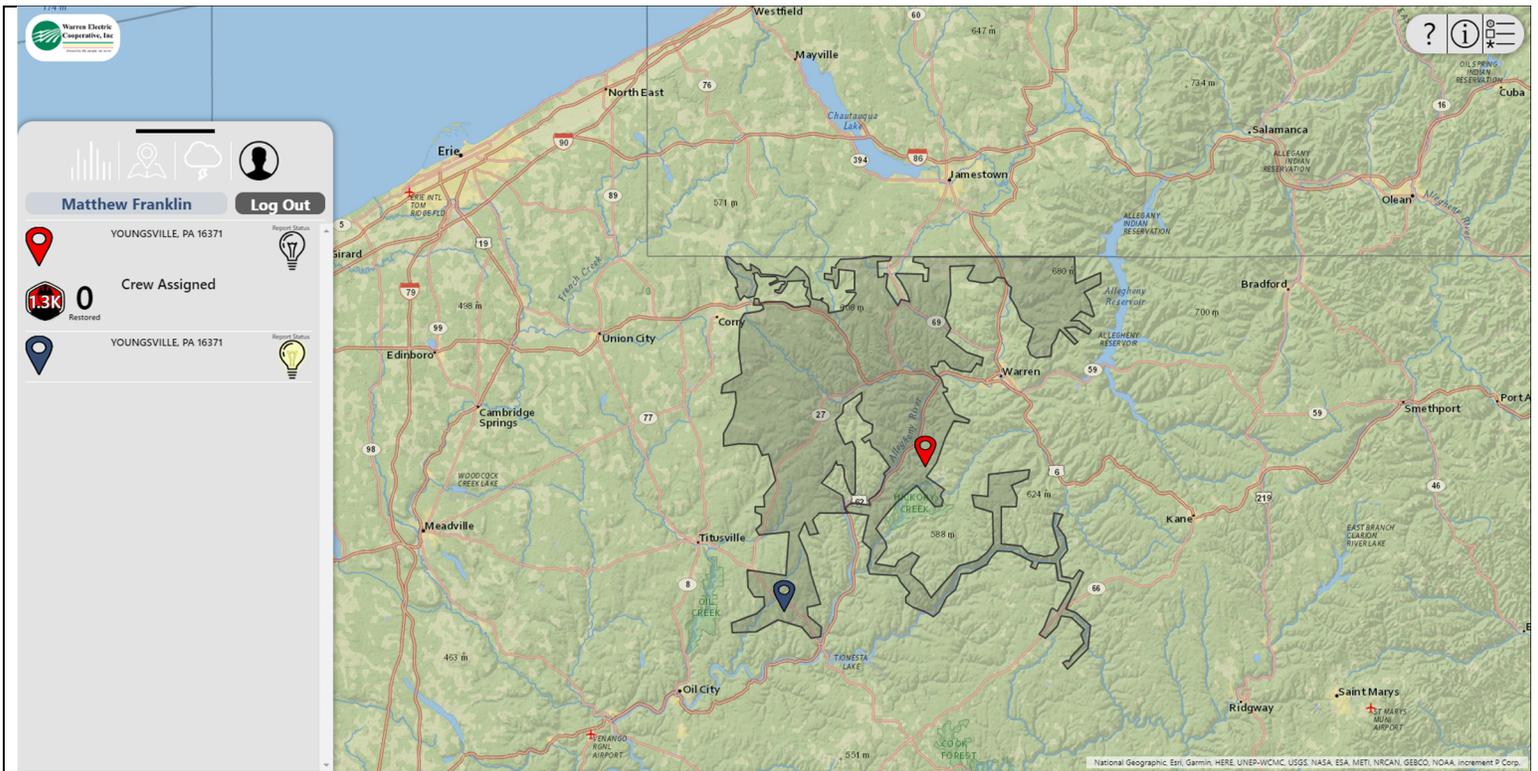
Clicking on the Person Icon allows you to log in to report your own outage.



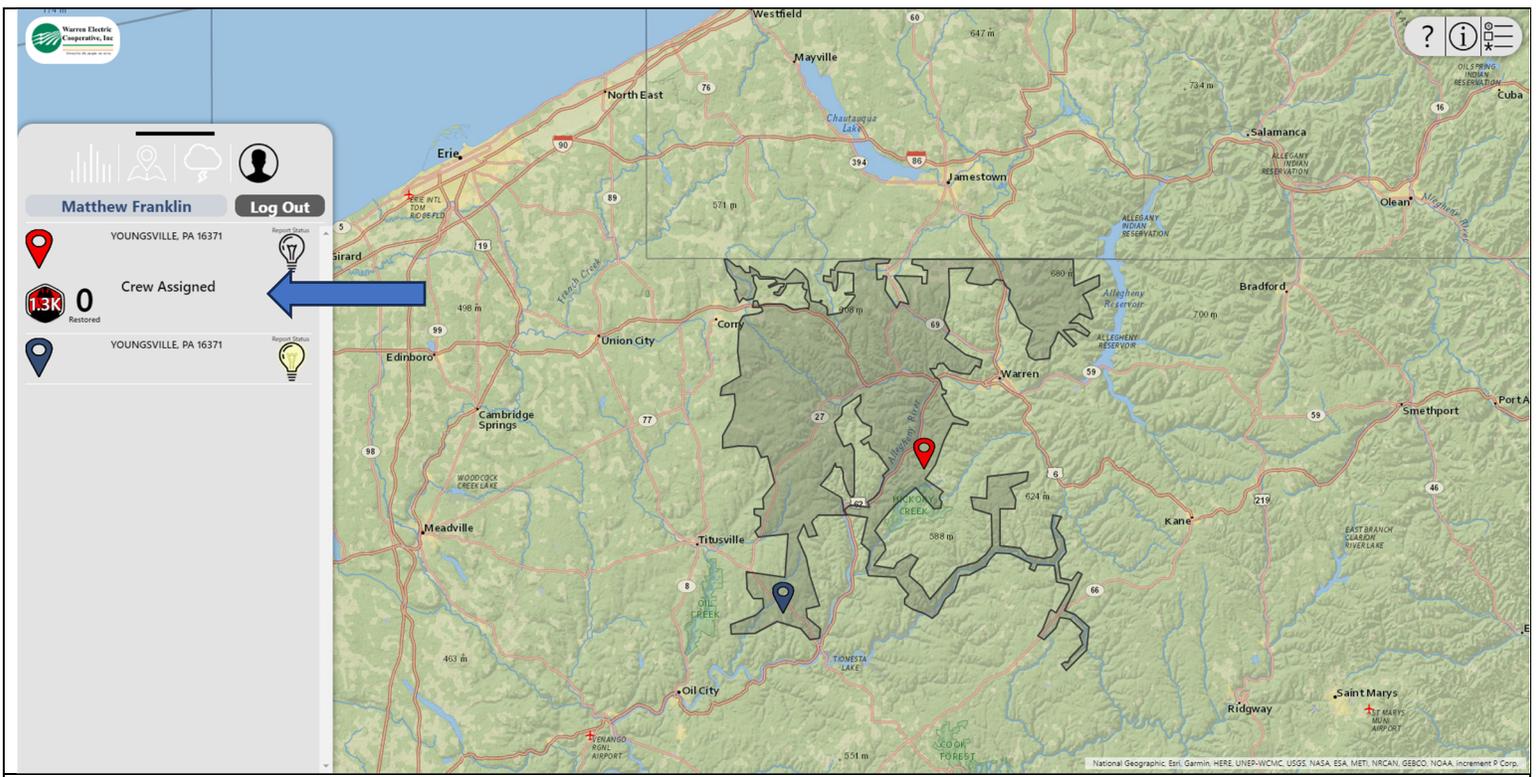
Clicking on "Log In" will prompt you to enter either a Google or Microsoft account.



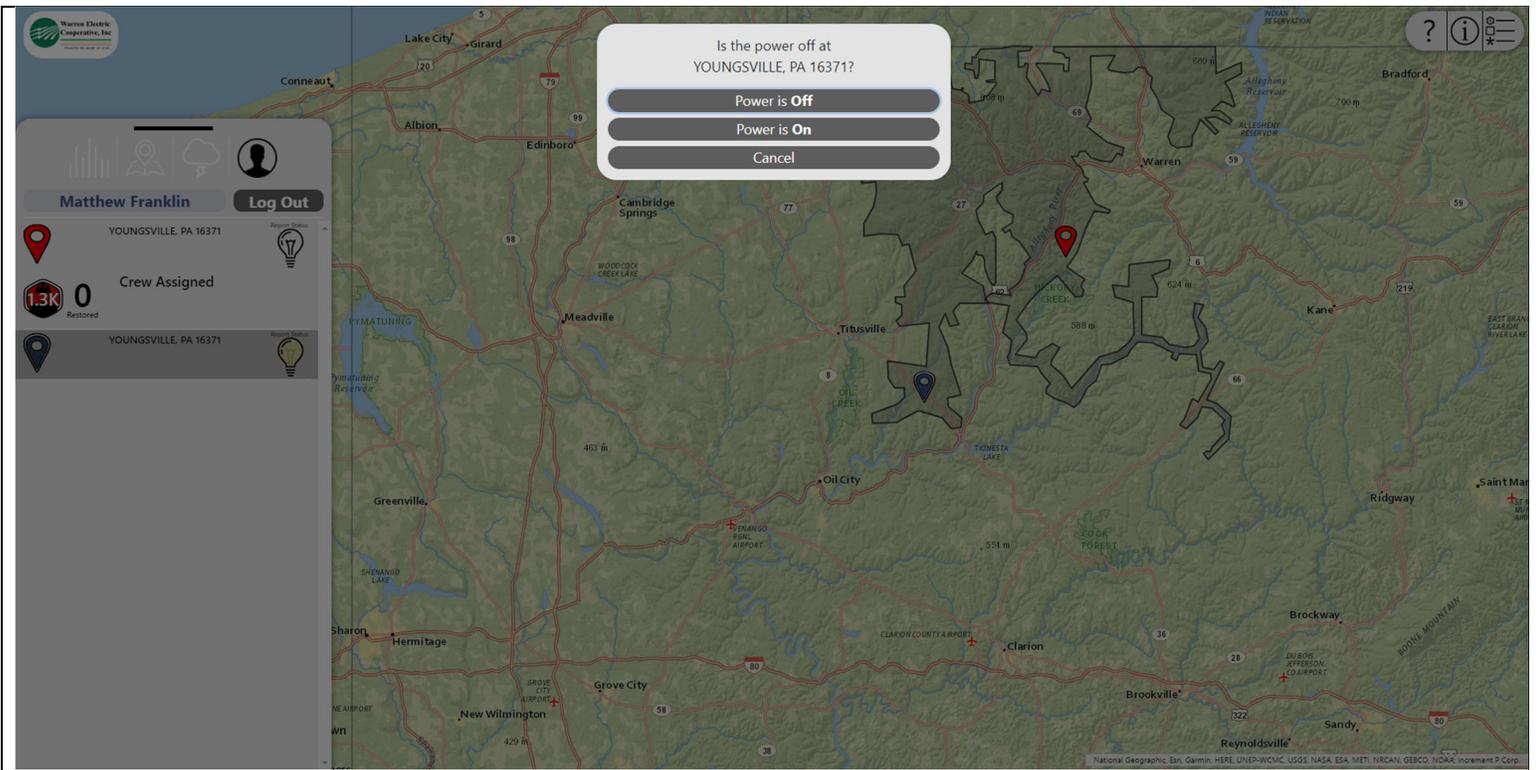
Then you will enter your Meter Number (located on your meter or on your bill) and your Account Number. If you have multiple account numbers, you can pick any one combination and all your accounts will be tied back to your Google or Microsoft account.



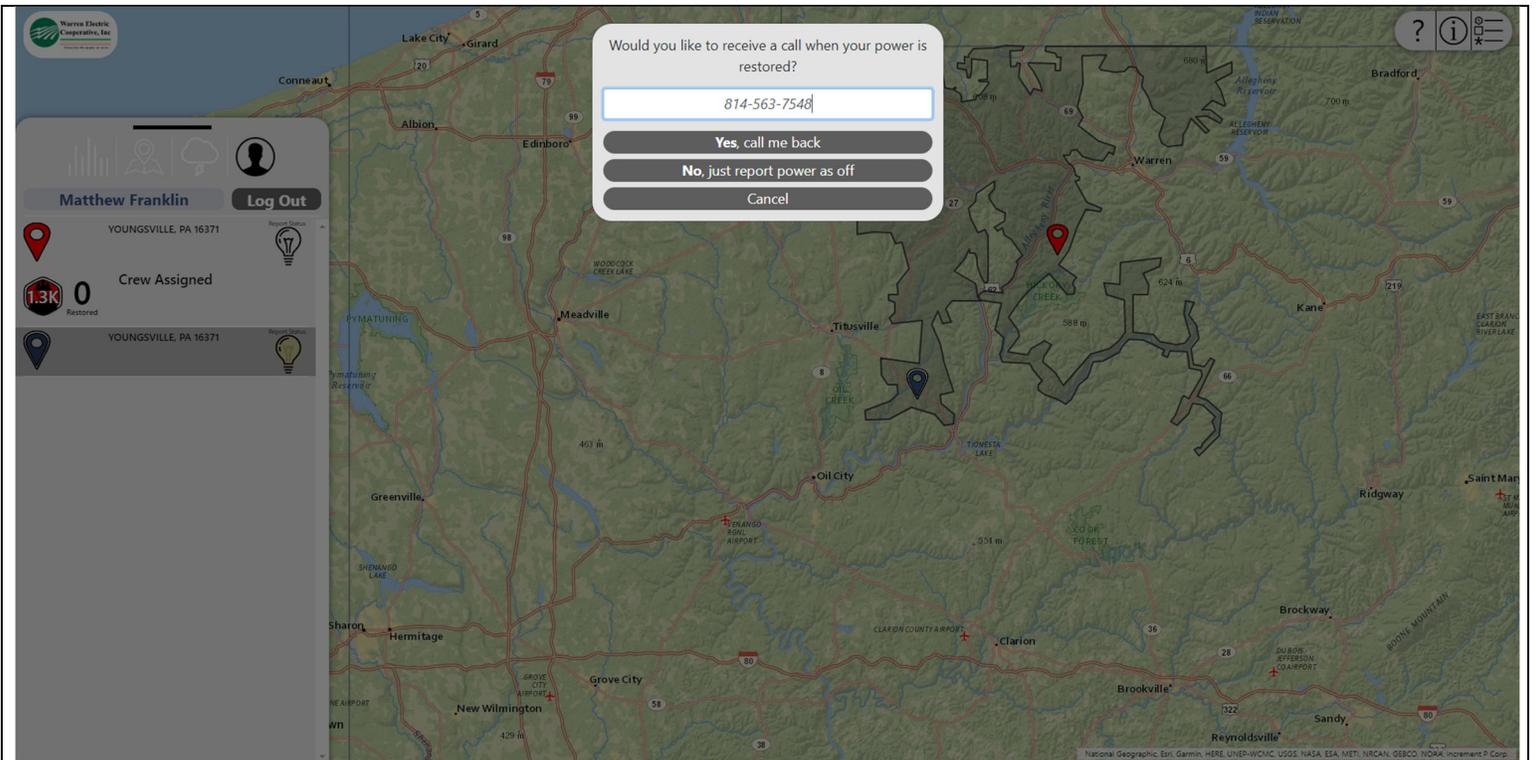
Once you have logged in, you will see your account(s). In this example, this member has two accounts. The First account is already part of an existing outage.



If you want to report an outage, you just need to click on the light-bulb for the account that has the an outage.



After clicking on the light-bulb, it will bring up an outage reporting menu. To report your outage, just click "Power is Off".



After clicking "Power is Off", you will have an option to enter a call-back number, then press "Yes, Call be back". If you do not want a call-back, simply press "No, just report power as off"

The screenshot displays a utility management interface. On the left, a sidebar shows the user's name, 'Matthew Franklin', and a 'Log Out' button. Below this, there are three sections for outage statistics, each with a location pin icon and a 'Request Status' button:

- Crew Assigned:** Shows a red location pin icon, the address 'YOUNGSVILLE, PA 16371', a '1.3K' icon, and a '0' count.
- Assessing:** Shows an orange location pin icon, the address 'YOUNGSVILLE, PA 16371', a '1' icon, and a '0' count.

The main area is a topographic map of West Virginia, with a grey shaded region indicating an outage area. A red location pin is placed on the map, corresponding to the 'Crew Assigned' location. The map includes various geographical features like rivers, lakes, and towns such as Union City, Warren, and Kane.

Now you'll notice that the 2nd account is marked as being part of an outage. In this case, it is in an outage of 1 member, with no crew assigned yet and the size has not been verified yet. Please remember it takes 2-5 minutes for the information to refresh on your screen, so please be patient while the system refreshes.