Introducing Outage Texting

You can now text in your outage! To use this new texting service, we must have your cell phone number on file, and you have to register for the service on our website. First, verify your contact information by looking at the bottom portion of your electric bill or by logging in to your SmartHub account. You can also call the office and check to see what phone number we have on file. Next, visit our website at dunnenergy.com and navigate to the Outage & Storm Center and click on **Sign Me Up**! You will need to answer some questions and can give your meter(s) a nickname.
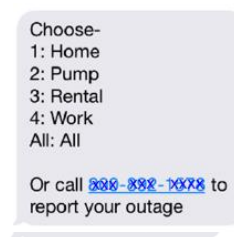
Once you're registered, you can simply text "Outage" to 55050, if you have one meter.
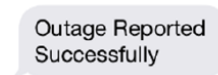
If you have multiple meters that are out of power, you can report those one at a time by texting the nickname to 55050. Or, you may text 'all' or 'outageall' if all meters are without power.
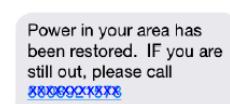
If you forget what nicknames you used, or if you do not type in your outage correctly, you will receive a text message similar to the one at the right. You can either enter the number or the nickname as it appears on the list.

Once the outage is texted correctly, you will receive a confirmation text.

Once the power is restored, you will receive a text.

If you would like to know the status of your outage, simply text 'OutageStatus.' Our system will reply with a message notifying you of the current status of the outage.

We hope that adding another line of outage reporting will help during large scale power outages. It is also an added convenience for those who just want to shoot a text and get on with their day. You can still call your outage in 24/7 to 800-924-0630.