

PUC Daily Outages Application

To access the PUC Daily Outages Application, login to the PUC Portal at <https://www.puc.texas.gov/portal> or click Login from the main PUC Website <http://www.puc.texas.gov>.

Public Utility Commission of Texas

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MyPUC Login Help Desk

PUC Portal Logged In as Guest

PUC Applications

- Login
- Register - PUCTX Portal Applications

PUCTX News

- New area code planned for Central Texas
- Chairman Nelson letter to ERCOT regarding resource...
- PUC petition for EPA reconsideration and stay off...
- CREZ Monitoring Website
- PUC Comments to EPA on NESHAP Rule
- All Featured Topics

Already Registered?

- [Already Registered? Login...](#)
- [Available PUC Applications](#)

Not Registered?

- [I represent a company and need access to PUC Applications](#)
(For representatives of a Company that need access to PUC Applications)

Need Assistance?

- [Help with Registration and PUC Applications - Read Me](#)
- [Get Support! Email the PUC Help Desk](#)

PUCTX Alerts

Last 10 Documents

Alert ID	Alert Date
• 39982-178	5/7/2012 10:36:00 AM
• 40225-72	5/7/2012 10:16:00 AM
• 40125-63	5/4/2012 4:54:00 PM
• 40032-90	5/4/2012 4:53:00 PM
• 26840-326	5/4/2012 4:51:00 PM
• 40125-63	5/4/2012 4:50:00 PM
• 40159-16	5/4/2012 4:50:00 PM
• 26840-325	5/4/2012 4:49:00 PM
• 40346-13	5/4/2012 4:49:00 PM
• 40371-2	5/4/2012 4:48:00 PM

PUCTX Tweets

PUC of Texas
PUCTX

PUCTX As storms move across Texas, remember that smart meters provide instant outage notice to your utility. More at: puc.state.tx.us/consumer/facts...

48 days ago · reply · retweet · favorite

PUCTX Smart meters in Texas have high security standards for your protection: puc.state.tx.us/consumer/facts...

PUCTX @ 3:15 p.m. ONCOR reports about 35,000 customer outages in DFW Metroplex from storm/tornadoes. Get updates @ stormcenter.ancor.com/mobile.html

PUCTX Smart meters are helping pinpoint storm/tornado related outages in DFW Metroplex. Get updates @ stormcenter.ancor.com/mobile.html

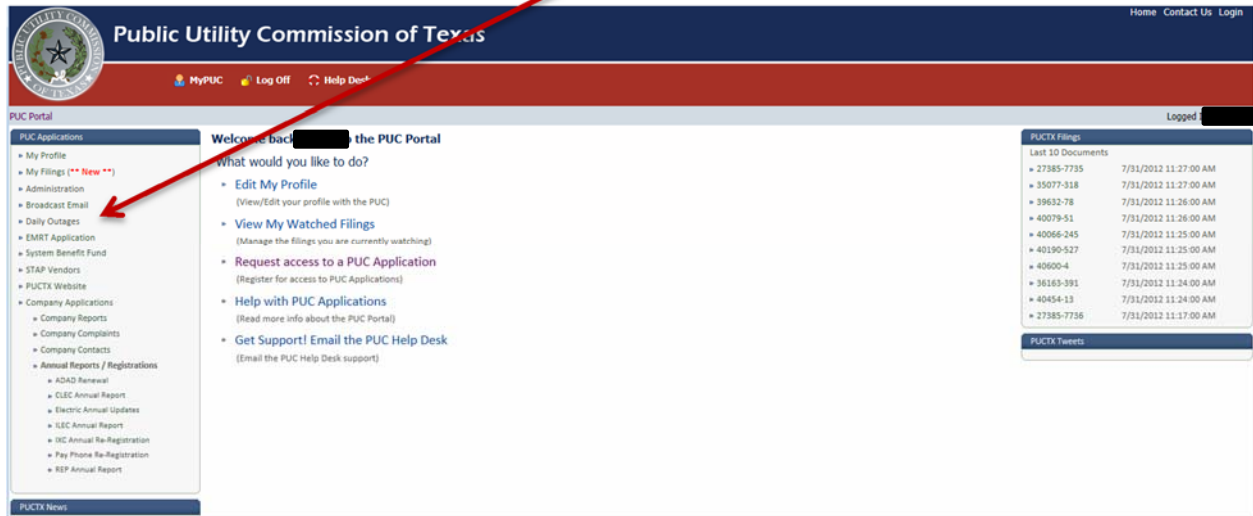
35 days ago · reply · retweet · favorite

PUCTX PUC public meeting May 17th re: new 737 area code for Central Texas. Details at: www.puc.state.tx.us/news/737.html

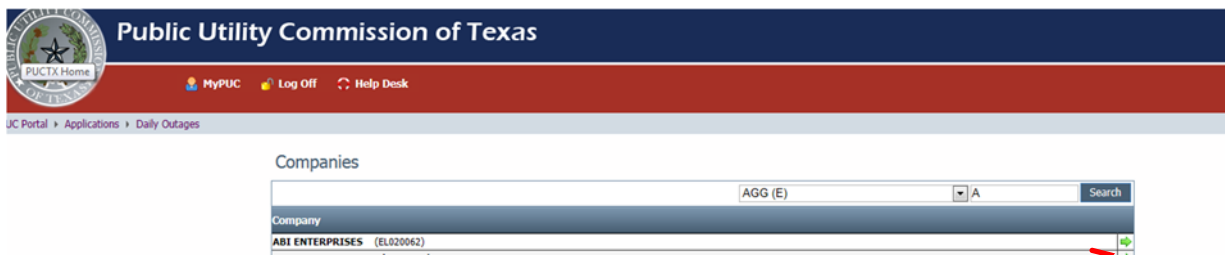
builder join the conversation

If you do not currently have a portal account, you will need to set up one. For assistance with the portal and requesting access to our available applications, use the help section as shown.

After you have set up your Portal account and have been granted access to the Daily Outages application, login to the Portal and click on the Daily Outages application in the menu on the left.

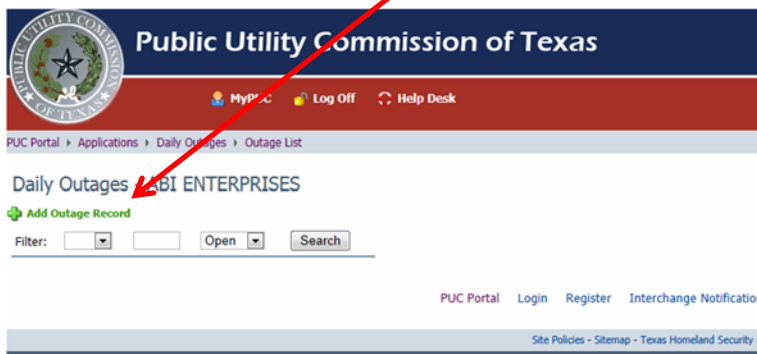


When you first login to the application, you will see a list of the companies that you have been granted rights for reporting outages.



If you have been granted access to multiple companies, you will see them all listed. To begin entering outage data, click the green arrow to the right of the company.

To start an outage report, click on "Add Outage Record."



Once you click Add Outage Record, a new record will be created. Records for each outage report will be listed on the left side of your screen. The view defaults to open records only. You may filter your records by changing the options and clicking search.

Add Outage Record

Filter: **Open**

Daily Outage Records

DO120034
ABI ENTERPRISES (E1020062)
Facility Outage: N/A. Cause:
Location: ,
Outage Date: 7/31/2012 3:05:00 PM
Restore Date:

Outage **Affected Loads** **Customers** **Documents** **Upload Docs**

Submitted By

Contact Name:
Phone:
Email:

Outage

Outage #: DO120034
Status: **Open**
Company: ABI ENTERPRISES
Affirm: ☐
I affirm that, to the best of my knowledge, the information contained in this report is accurate and complete.

Location - Source of Outage

Address:
City:
Latitude:
Longitude:

Outage Times

Outage Date: 7/31/2012 3:05 PM
Restoration Date:

Outage Notifications

Authorities: ☐
Media: ☐

Outage Cause and Impacted Facility

Cause:
Cause Other:
Facility: N/A
Facility ID:

Once the record is created, you may begin entering the outage information. Location is representative of the source of the outage. For instance, if a pole is down, the location is the actual location of the pole. You must enter at minimum a City in the location section. We would appreciate your cooperation in providing Latitude and Longitude, but they are not required fields. The Outage date and Restoration date fields are both required before closing the outage event. To enter the date and time of the outage, type directly in the field or use the icons to select the date and time. In the Outage Notifications section, check the appropriate box if any Media or Authorities were notified. At any time in the process, you may click "Save Event Leave Open" at the top of this screen. This allows you to logout and come back later to make final edits to your outage report.

In the next section, the Outage Cause and Impacted Facility are selected from drop down menus. If you select “Other” as the Cause, please provide a brief description in the “Cause Other” field.

The screenshot shows the 'Outage Times' section with 'Outage Date' set to 7/31/2012 3:05 PM and 'Restoration Date' empty. Below is the 'Outage Notifications' section with 'Authorities' and 'Media' checkboxes. The 'Outage Cause and Impacted Facility' section has a 'Cause' dropdown menu open, showing options: Animal, Environmental Conditions (not weather), Equipment Failure, Generation, Human, Transmission, Vegetation Contact, Weather, and Other. The 'Facility' and 'Facility ID' fields are empty. A 'Notes' text area is also visible. At the bottom, 'Edited By' and 'Entered By' are shown as redacted, and 'Entered' is 7/31/2012 3:05:00 PM.

After selecting a Facility from the drop down list, you should provide a Facility ID if one is available. Please report the facility IDs as consistently as possible. For example, if your Substation ID is 008925, it shouldn't be reported as ABI00825 one time and ABI 825 for the next outage.


This screenshot shows the 'Outage Cause and Impacted Facility' section. The 'Cause' dropdown is set to 'Human'. The 'Cause Other' field is empty. The 'Facility' dropdown menu is open, showing a list of facility types: N/A, Bushings, Pole or Cross Arms, Feeders / Trunk lines, Fuses, Generation Failure, Insulators, Junctions / Elbows, Lateral Lines, Overhead Distribution Line, Overhead Transmission Lines, Section Lines, Substations, Switches / Circuit Breakers, Taps / Service Lines, Transformers, Underground Distribution, and Underground Transmission. The 'Facility ID' field is empty. The 'Notes' section is also visible. At the bottom, 'Edited By' and 'Entered By' are redacted, and 'Entered' is 7/31/2012 3:05:00 PM. A footer bar contains 'PUC Portal' and navigation links: Home, Notifications, Profile, About, Sup.

Example of Cause and Impacted Facility

This screenshot shows the 'Outage Cause and Impacted Facility' section with specific values filled in. The 'Cause' dropdown is set to 'Human'. The 'Cause Other' field is empty. The 'Facility' dropdown is set to 'Fuses'. The 'Facility ID' field is filled with 'ABI00825'. The 'Notes' section is empty.


The next step is to add any affected loads and the number of customers affected. Click on the appropriate tab to add this data:

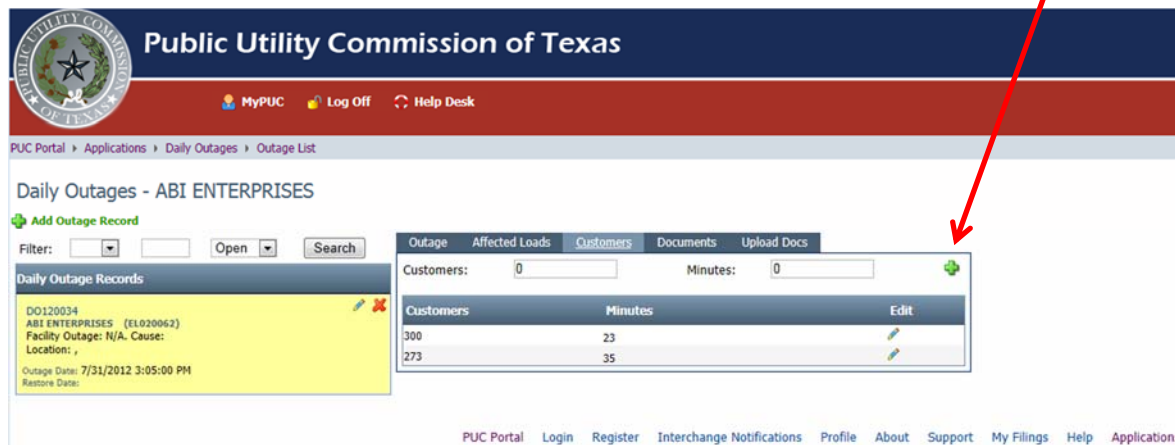
The screenshot shows the Public Utility Commission of Texas website. The header includes the PUC logo and navigation links: MyPUC, Log Off, and Help Desk. The breadcrumb trail is: PUC Portal > Applications > Daily Outages > Outage List. The page title is 'Daily Outages - ABI ENTERPRISES'. Below the title is a green '+ Add Outage Record' button. A filter section includes a dropdown menu, an input field, and buttons for 'Open' and 'Search'. The 'Daily Outage Records' section displays a record for DO120034, ABI ENTERPRISES (ELO20042), with Facility Outage: N/A, Cause: , Location: , Outage Date: 7/31/2012 3:05:00 PM, and Restore Date: . The 'Affected Loads' tab is selected, showing a form with 'Submitted By' (Contact Name, Phone, Email) and 'Outage' (Outage #, Status, Company, Affirm) fields. A red arrow points to the 'Affected Loads' tab.

To add an Affected Load, choose the Affect Load tab and select from the drop down list. The Note field is to identify the specific Load such as the name of the hospital or school. Click  to create the entry.

The screenshot shows the Public Utility Commission of Texas website. The header includes the PUC logo and navigation links: MyPUC, Log Off, and Help Desk. The breadcrumb trail is: PUC Portal > Applications > Daily Outages > Outage List. The page title is 'Daily Outages - ABI ENTERPRISES'. Below the title is a green '+ Add Outage Record' button. A filter section includes a dropdown menu, an input field, and buttons for 'Open' and 'Search'. The 'Daily Outage Records' section displays a record for DO120034, ABI ENTERPRISES (ELO20062), with Facility Outage: N/A, Cause: , Location: , Outage Date: 7/31/2012 3:05:00 PM, and Restore Date: . The 'Affected Loads' tab is selected, showing a form with 'Type' (Governmental Agencies (including police and fire), Hospitals / Critical Healthcare Facilities, Individual Critical Care Customers, Military Facilities, Major Retail Centers, Schools/Universities, Water and Wastewater Facilities, Other (please describe)), 'Note' (), and a green '+ Add' button. A red arrow points to the 'Affected Loads' tab.

You may enter more than one affected load per outage. To add additional records, simply repeat the steps.

Number of Customers is added in the much the same way as Affected Loads. Click the Customers tab. Enter the number of customers that were affected and the length of their outage. Click  to add customer information.




Public Utility Commission of Texas

MyPUC Log Off Help Desk

PUC Portal > Applications > Daily Outages > Outage List




Daily Outages - ABI ENTERPRISES

 Add Outage Record

Filter: Open

Daily Outage Records

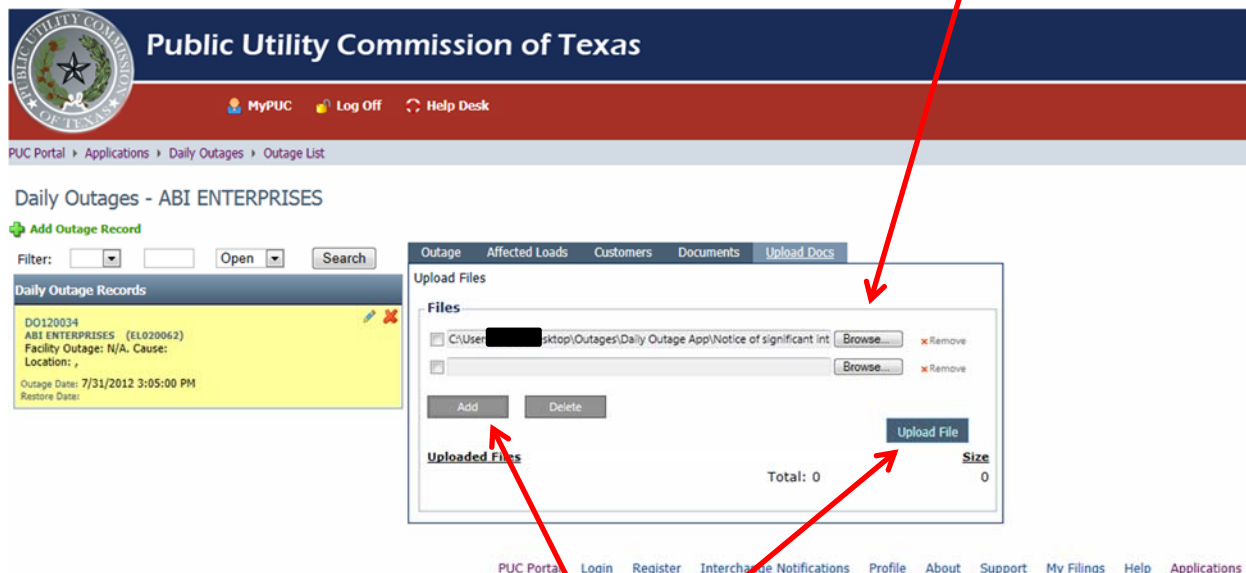
DO120034
ABI ENTERPRISES (ELO20062)
Facility Outage: N/A. Cause:
Location: ,
Outage Date: 7/31/2012 3:05:00 PM
Restore Date:

Outage	Affected Loads	Customers	Documents	Upload Docs
Customers:	0	Minutes: 0		
Customers	Minutes	Edit		
300	23			
273	35			

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To add additional customer records, simply repeat the steps.

To upload supporting documentation, use the Upload Docs tab. Use the Browse button to locate your document.




Public Utility Commission of Texas

MyPUC Log Off Help Desk

PUC Portal > Applications > Daily Outages > Outage List



Daily Outages - ABI ENTERPRISES

 Add Outage Record

Filter: Open

Daily Outage Records

DO120034
ABI ENTERPRISES (ELO20062)
Facility Outage: N/A. Cause:
Location: ,
Outage Date: 7/31/2012 3:05:00 PM
Restore Date:

Outage	Affected Loads	Customers	Documents	Upload Docs
Upload Files				
Files				
<input type="checkbox"/> C:\User\ [redacted] \Desktop\Outages\Daily Outage App\Notice of significant int <input type="button" value="Browse"/>  Remove				
<input type="checkbox"/> <input type="button" value="Browse"/>  Remove				
<input type="button" value="Add"/> <input type="button" value="Delete"/>				
<input type="button" value="Upload File"/>				
Uploaded Files				
Total: 0				
Size				
0				

PUC Portal Login Register Interchange Notifications Profile About Support My Filings Help Applications

If you have multiple documents to upload, click Add to get an additional line. If you accidentally select the wrong document, simply click on Remove next to the document. When you have added all the documents you need to upload, click Upload File. You may see a list of the documents that have been uploaded for this outage from the Documents tab.

To close out your outage report, you must confirm a couple items. First, be sure you have completed the Restoration Date field. Once you are comfortable that all information has been accurately entered, you must check the “Affirm” checkbox indicating “to the best of my knowledge, the information contained in this report is accurate and complete.”





PUC Portal > Applications > Daily Outages > Outage List

Daily Outages - ABI ENTERPRISES

[Add Outage Record](#)

Filter: All

Daily Outage Records

DO120036 ABI ENTERPRISES (EL020062) Facility Outage: N/A. Cause: Location: , Outage Dates: 8/2/2012 9:44:00 AM Restore Date:	 
DO120034 ABI ENTERPRISES (EL020062) Facility Outage: Pole or Cross Arms. Cause: Animal Location: Austin, Outage Dates: 7/31/2012 3:05:00 PM Restore Date: 7/31/2012 3:05:00 PM	 

Save Event Leave Open **Save And Close Event**

Submitted By

Contact Name:
Phone: 512
Email: @puc.state.tx.us


Outage

Outage #: DO120034
Status:
Company: ABI ENTERPRISES
Affirm: ☒
I affirm that, to the best of my knowledge, the information contained in this report is accurate and complete.

Location - Source of Outage

Address:
City: Austin
State:

You may now click “Save and Close Event” to complete the outage record. This will change the Status field to close. Should you have to view the record again, you can locate it in the column on the left. You will need to be sure you are filtering your view on Closed or All. If any required fields are incomplete, you will be notified at this time.





When working in the Daily Outage application, the current record will always be highlighted in yellow. If you have saved an event and left it open, it will be listed in the left column when you return to the application. To begin editing the record, locate the correct one and click on the  icon to open the record for editing.

Daily Outages - ABI ENTERPRISES

[Add Outage Record](#)

Filter: All

Daily Outage Records

DO120036 ABI ENTERPRISES (EL020062) Facility Outage: N/A. Cause: Location: , Outage Dates: 8/2/2012 9:44:00 AM Restore Date:	 
DO120034 ABI ENTERPRISES (EL020062) Facility Outage: Pole or Cross Arms. Cause: Animal Location: Austin, Outage Dates: 7/31/2012 3:05:00 PM Restore Date: 7/31/2012 3:05:00 PM	 

If you need to delete a particular record, click on the ✖ delete icon.

One other feature we would like to point out is the Latitude and Longitude tool. Click on the map icon located in the Location Section of the main page.


Location - Source of Outage

Address:

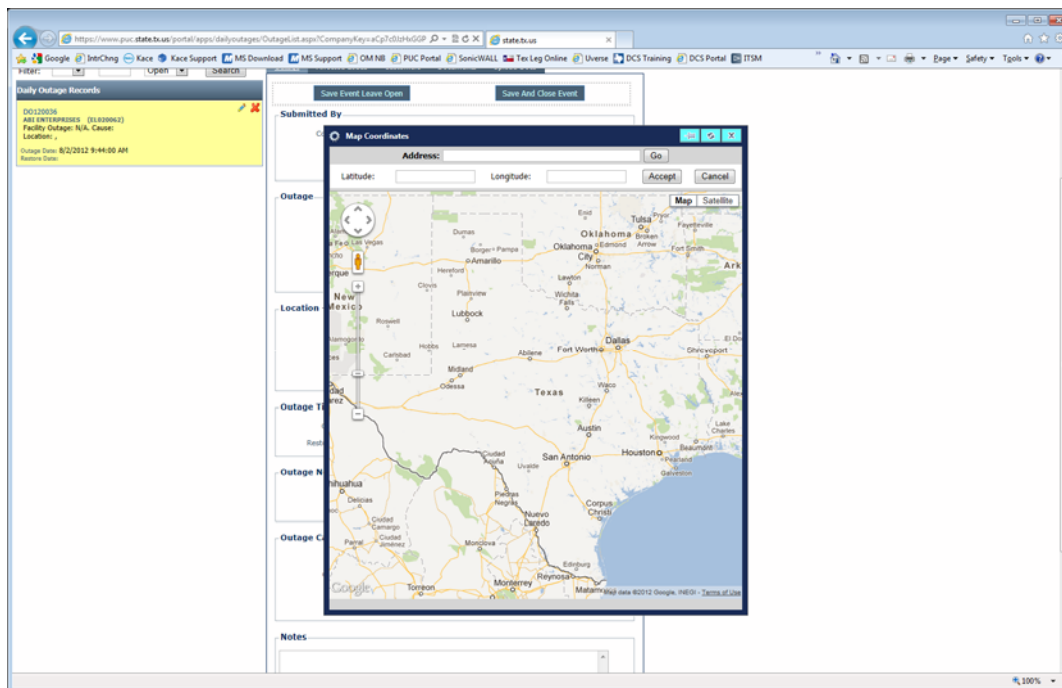
City:

Latitude:

Longitude:

A small icon of a map with a red pushpin, indicating the location tool.

This will open a map that can be used to create your Latitude and Longitude coordinates.



You can use the mapping functions such as zoom and satellite to locate your Outage Facility. Double clicking on the map inserts the coordinates for you.

For assistance with PUC Daily Outages, please call our Help Desk at 512-936-7100.