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.

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.
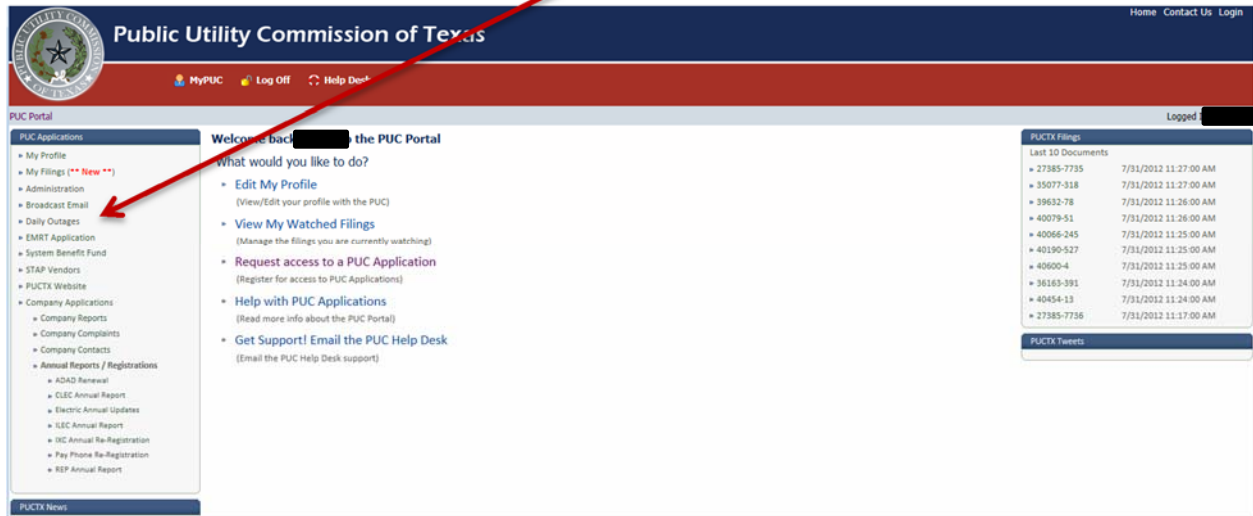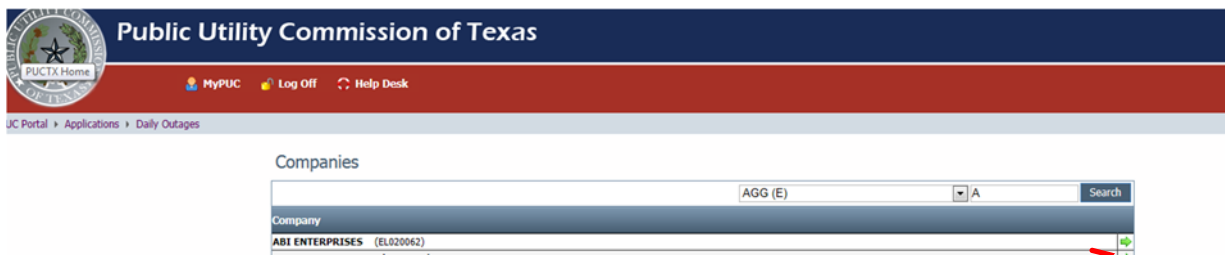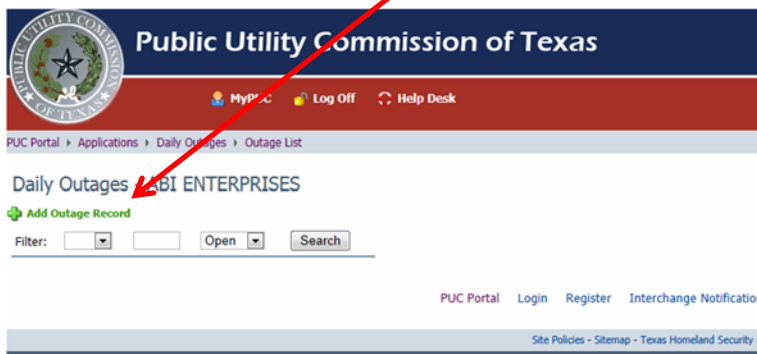

When you first login to the application, you will see a list of the companies that you have been granted rights for reporting outages.

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.

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.

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.

Example of Cause and Impacted Facility

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

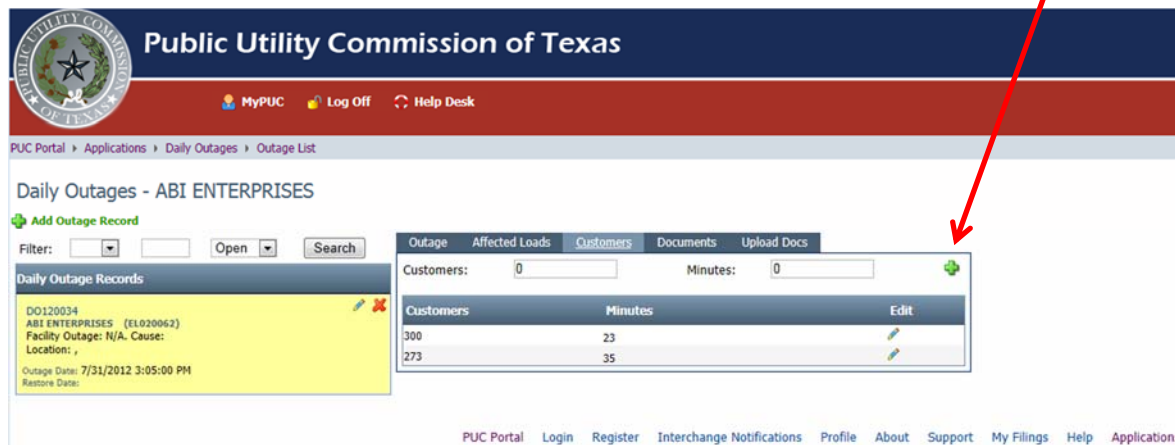To add an Affected Load, choose the Affect Load tab and select from the drop down list. The Note field is to identify the specific Load such as the name of the hospital or school. Click to create the entry.

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.
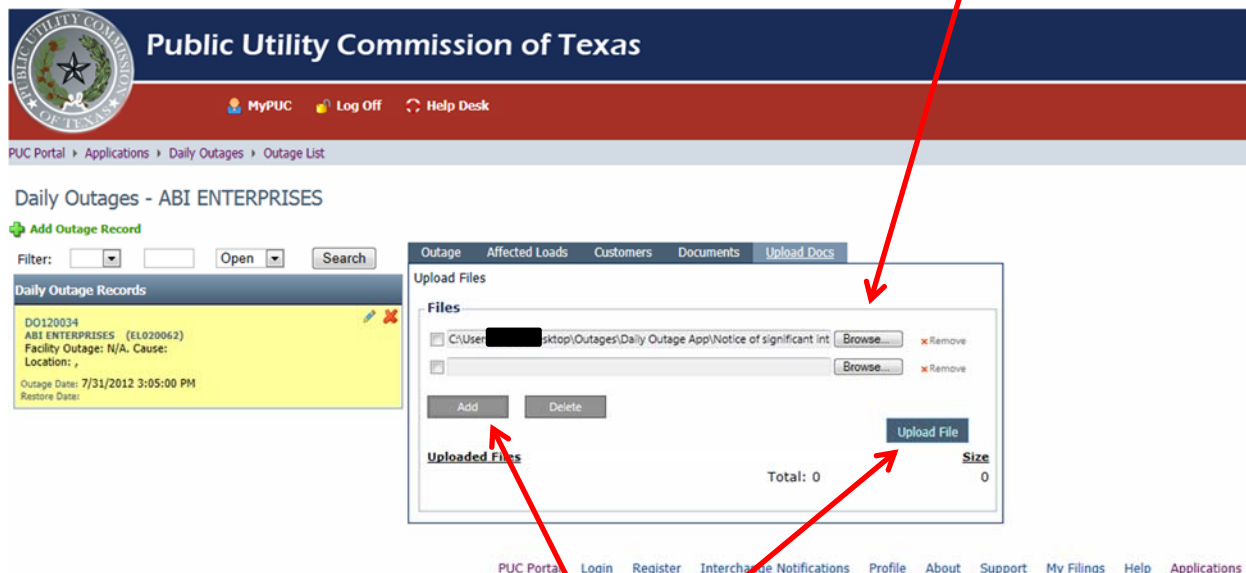
To add additional customer records, simply repeat the steps.

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

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."

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.

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.

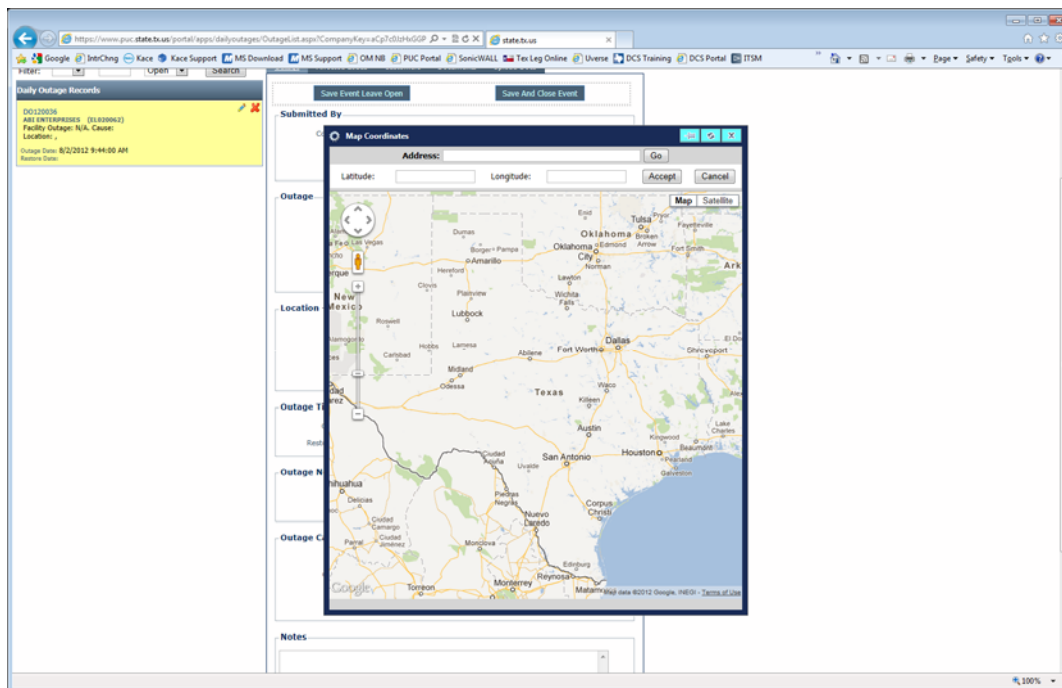This will open a map that can be used to create your Latitude and Longitude coordinates.

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.