

Power Out? Text GP&L!

GP&L customers can report a power outage by text message.

Two ways to text your outage:

- If your cell phone number is already associated with your GP&L account, simply text **OUT** to **972-205-4000**.

OR

- If you don't have a cell phone number associated with your GP&L account, or if you have multiple accounts, text the **account number** (including the dash) for the location experiencing the outage to **972-205-4000**.

NEW! Check outage status

Check outage status by replying **STATUS** to GP&L's confirmation message.

You can still call **972-205-3000** to report an outage over the phone.

See other side for instructions on how to add a cell phone number to your account.

Visit gpltexas.org/OutageText for more information.



Your Phone Number is the Key for Easy Outage Reporting

In the event of an outage, we can use your phone number to identify your service address and initiate service restoration.

Confirm or update the phone numbers associated with your utility account.

- The easiest way to confirm or update your phone numbers is to sign in to **My Account** on **GarlandUtilities.org**.
- You can also email the phone numbers to **CustServ@GarlandTX.gov**. Make sure you provide the account number to which the phone numbers apply.
- Customers without internet access can call **972-205-2671**.

Remember to add or update your cell phone number – it will make it easier to report a power outage by text message.

See other side to learn more.

