

## **POWER OUTAGES**

Thanks to Diane Tarkington for running down the following information.

We need to call AEP and complain each time the electric power goes out. Please call 1-877-373-4858. Check your electric bill, the number will be posted on your electric bill and may be different depending on your electric provider. We are told that AEP is unaware of when power flickers or goes out, and our complaint is the only way they know of the problem. AEP will install a recording voltmeter at no charge to capture the fault when such flickering or outage occurs. I called AEP requesting a voltmeter installation on my electric meter but they stated that documentation was required when the outage occurred. Without documentation, nothing will happen so please call each and every time an outage occurs, no matter how short. Apparently there are two electric lines that feed Bahia Bay, so it is important to call, even if you think someone else reported the situation.

A call to the Texas Public Utility Commission at 888-782-8477 will result in an investigation of the problems we encounter. You will receive a claim# and the Commission has 48 hours to respond to your complaint. They are open from 9-4 on Monday through Friday.