

THE ONCOR CONNECTION



WINTER 2013



I hope your 2013 has gotten off to a great start. We are excited about this year and all the possibilities that come with it. As we endeavor to "stay connected", we are providing this quarterly newsletter to share industry updates, helpful tips and much more! The Dallas Customer Operations team is committed to responding to your questions and concerns. Our team is available to visit your HOA, Crime Watch meeting or to stop by for a one-on-one visit. Whether you have questions about power outages, tree trimming, streetlights or energy efficiency, we are here for you. Oncor is committed to providing safe and reliable service to our communities. We look forward to staying "connected" with you!



ANDREA SANDERS, MANAGER

Dallas Customer Operations

andrea.sanders@oncor.com

214.486.6860

Did you know that Oncor has a **texting program**? You can now text your outage by texting OUT to 66267 (ONCOR) on your cell phone. This will automatically report your outage, and we will text you once your service has been restored. What a great way to stay informed! You can go to oncor.com to learn more and sign up for this program.



HOLLY MALDONADO

Dallas Customer Operations

holly.maldonado@oncor.com

214.486.6761

Oncor has taken advantage of new **technology that allows us to share more information with customers regarding service interruptions.**

You can now access our service area map at stormcenter.oncor.com and follow the restoration process, even on your mobile phone. This will show you in real time how the weather has impacted the reliability in your area.



MICHAEL ZANDER

Dallas Customer Operations

michael.zander@oncor.com

214.486.2367

TAKE A LOAD OFF AND SAVE MONEY!

Oncor provides a variety of energy efficiency programs that can assist customers with their weatherization and energy saving needs. Check takealoadofftexas.com for details.

ENERGY SAVERS TIPS

1. Change your incandescent light bulbs to compact fluorescent light bulbs. You can save up to 30 percent on your electric bill.
2. Set your thermostat to 68 degrees in the winter and 78 degrees in the summer.
3. Seal cracks and holes around doors, windows and plumbing penetrations.

CONTACT US

REPORT AN OUTAGE

888.313.4747

SERVICE REQUESTS

888.313.6862

REPORT STREETLIGHT OUTAGE/REPAIR

888.313.4747

ASK ONCOR

askoncor.com

888.875.6279

ENERGY EFFICIENCY

takealoadofftexas.com

866.728.3674

GENERAL INFORMATION

oncor.com