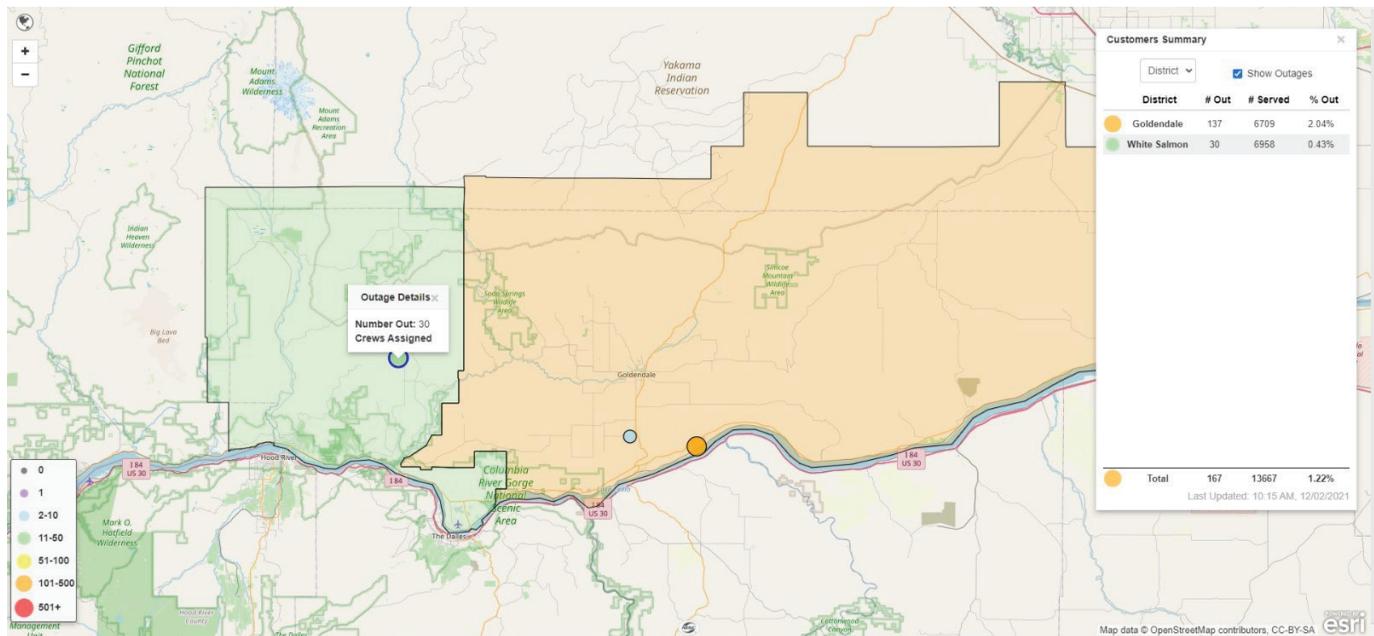The online outage tracker shows the size of outages and how many customers are without power.

Track Outages Online

Klickitat PUD's real-time outage map lets customers see where power is out and line crew status

Klickitat PUD works to implement new customer empowerment tools to provide up-to-date information in an efficient manner.

The PUD's new outage management system and after-hours answering service provide a real-time outage map that details areas impacted.

This includes the number of customers out of power and crew status—dispatched or completed—regardless of the time of day.

The outage map is available online at www.klickitatpud. com/news/outageNotices.aspx or on SmartHub.

When an outage affects any part of the Klickitat PUD service territory, customers should notify KPUD as soon as possible by phone or via SmartHub.

When an outage begins to unfold, the office often does not know the cause or extent until line patrols and outage calls are logged. As information is relayed from crews and line patrollers, KPUD continuously updates its website, Facebook page and customer service staff to provide the most current information and the estimated time of restoration.

As power outage reports are logged into the outage management system, the map automatically populates the impacted area with color-coded symbols indicating the size of the outage. As users hover over the colored circle, a note provides brief details pertaining to each outage.

A summary of the outages is posted in a window to the right of the map, providing a snapshot of total customers affected in the service territory. At the bottom of this window is a timestamp of the last time the outage map was updated. It refreshes every five minutes.

Klickitat PUD encourages customers to continue reporting power outages by phone or through SmartHub to ensure the usefulness of the outage map.

Please refrain from notifying KPUD about outages through a website inquiry or Facebook. These tools are intended for mass communications and are not effective for critical incoming messages. ∎