

Outage Map

User Guide



**Customer Driven.
Community Focused.SM**



December 2024
outagemap.austinenergy.com

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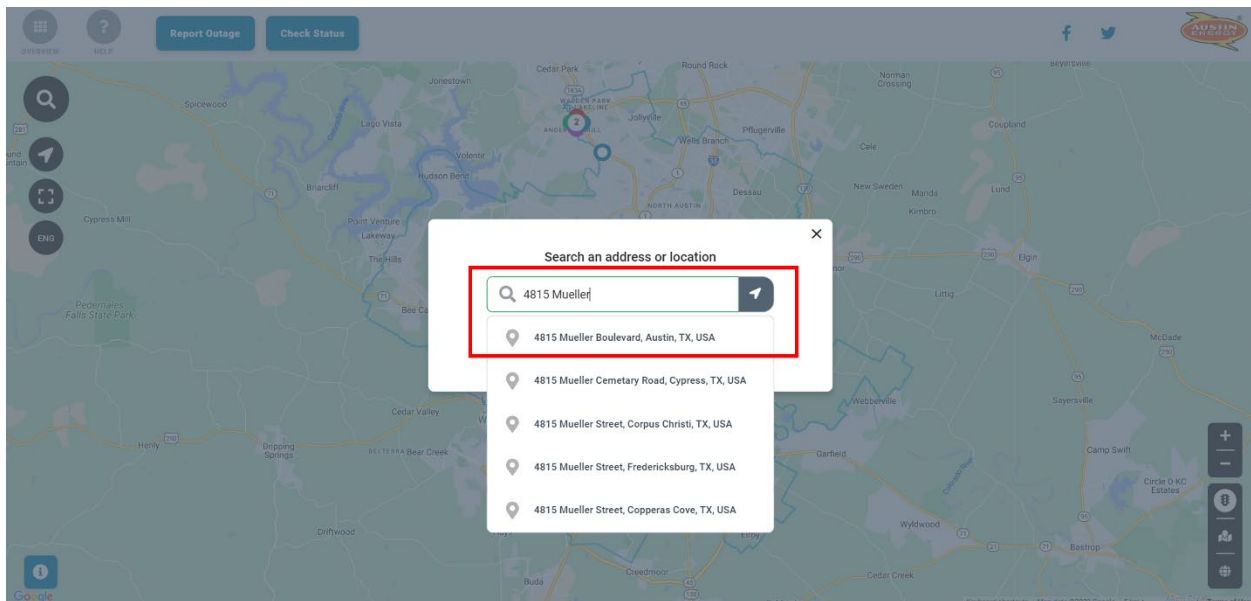
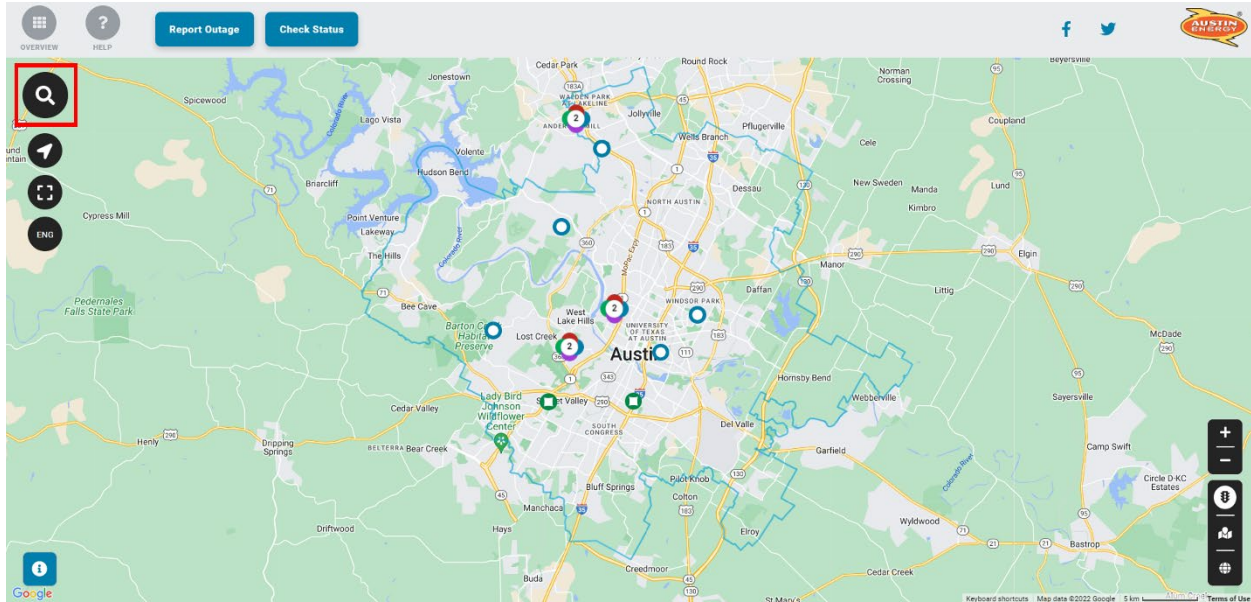
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Introduction

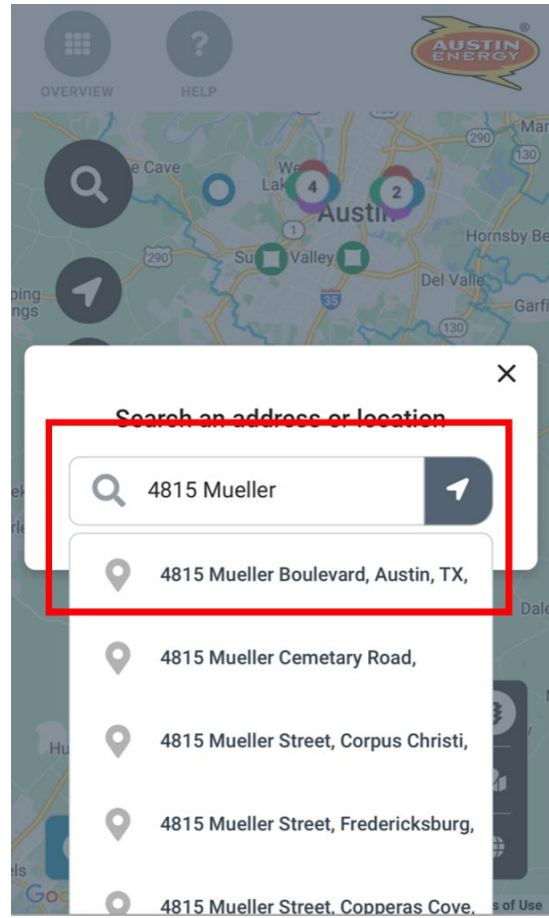
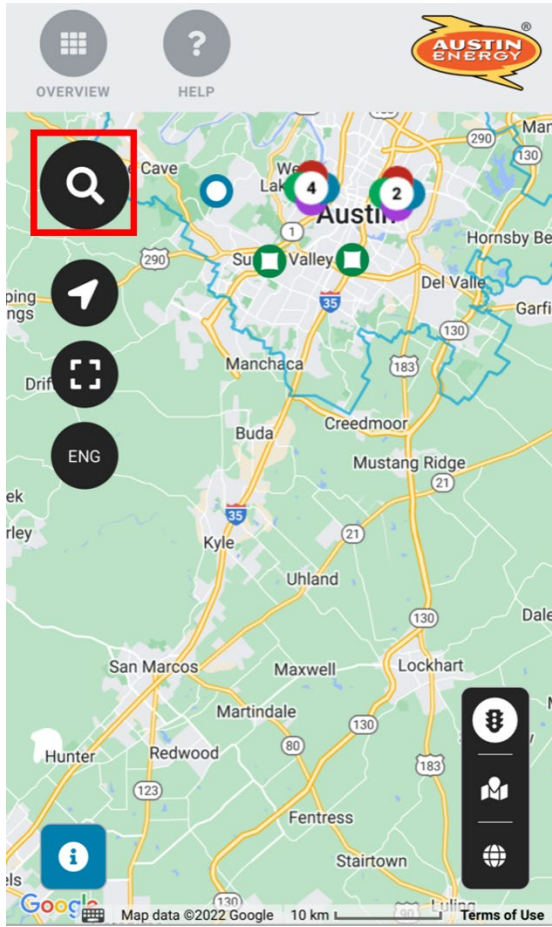
Austin Energy's Outage Map allows customers to see power outages within our service territory, report outages, and check power restoration status. To visit the map, just go to outagemap.austinenergy.com from the web browser on your computer or mobile device.

Searching the Map

You can search for an address to show its location on the map. To search, click or tap the search icon (magnifying glass) at the top of the map, type the address into the search bar, and press Enter.

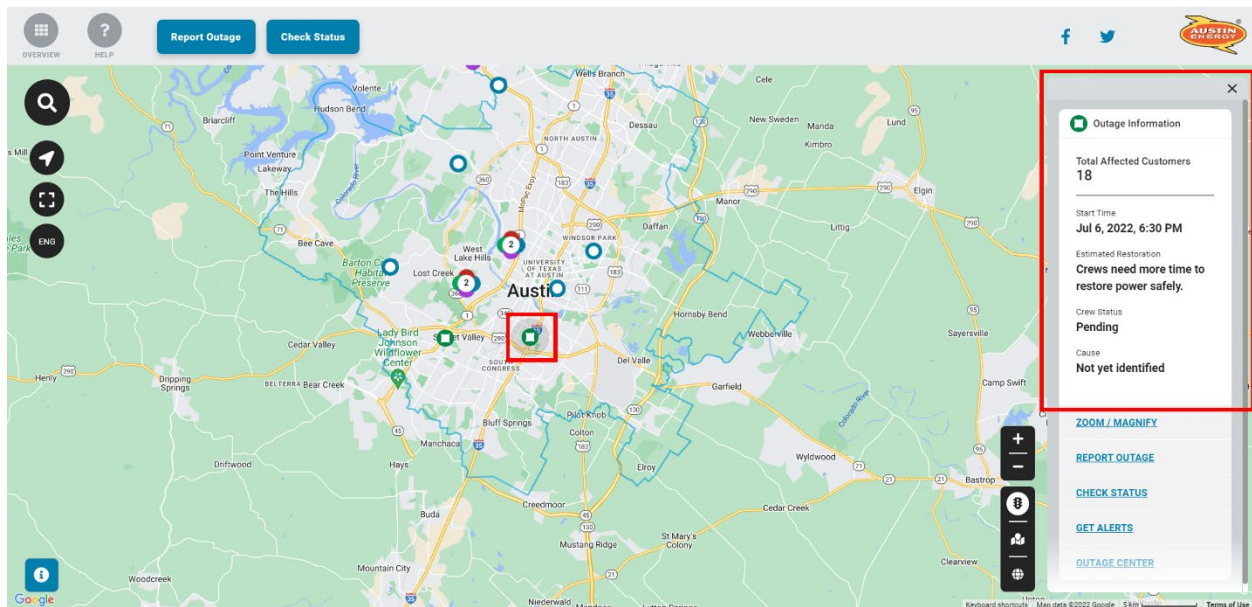


On mobile devices, tap the search icon (magnifying glass) at the top of the map, type the address into the search bar, and tap the arrow button.

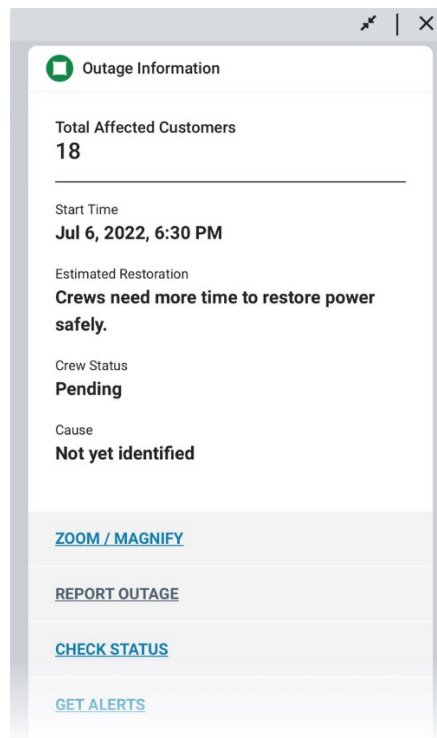
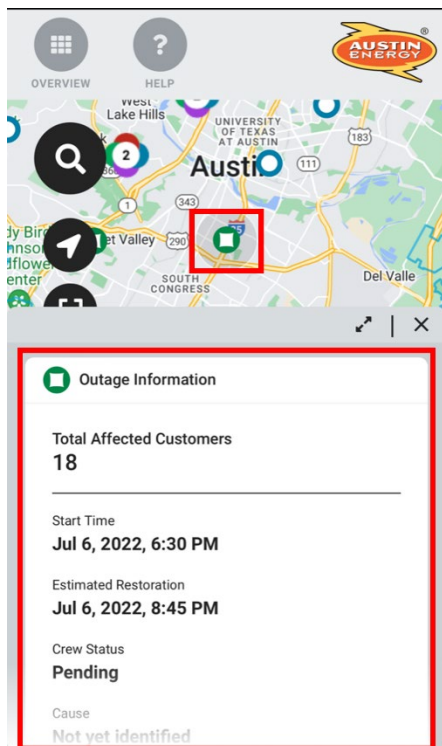


Outage Details

Info Panel For information about an outage location, click or tap on the individual “outage icon” or “outage cluster” to open the info panel.

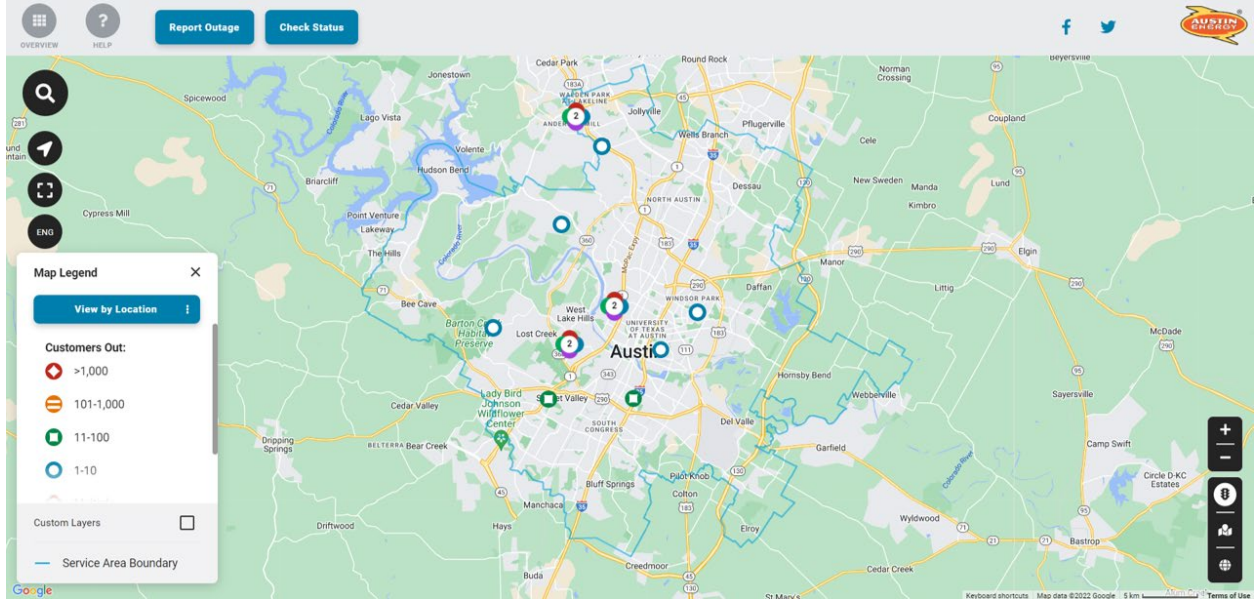


On mobile devices, the info panel opens from the bottom of the map. You can tap the icon at the upper right side of the info panel to show more information.

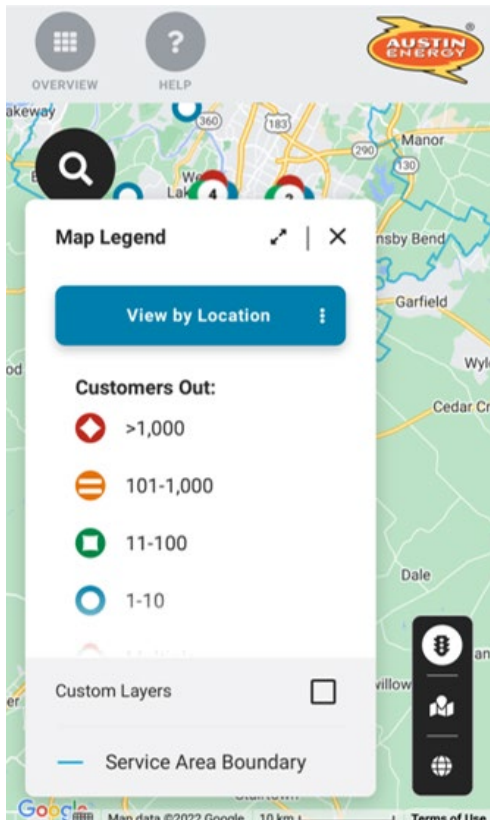


Map Legend

On desktop devices, the legend appears at the top of the map below the map header.



On mobile devices, the legend appears if you tap the compass icon at the upper left side of the map below the map header.

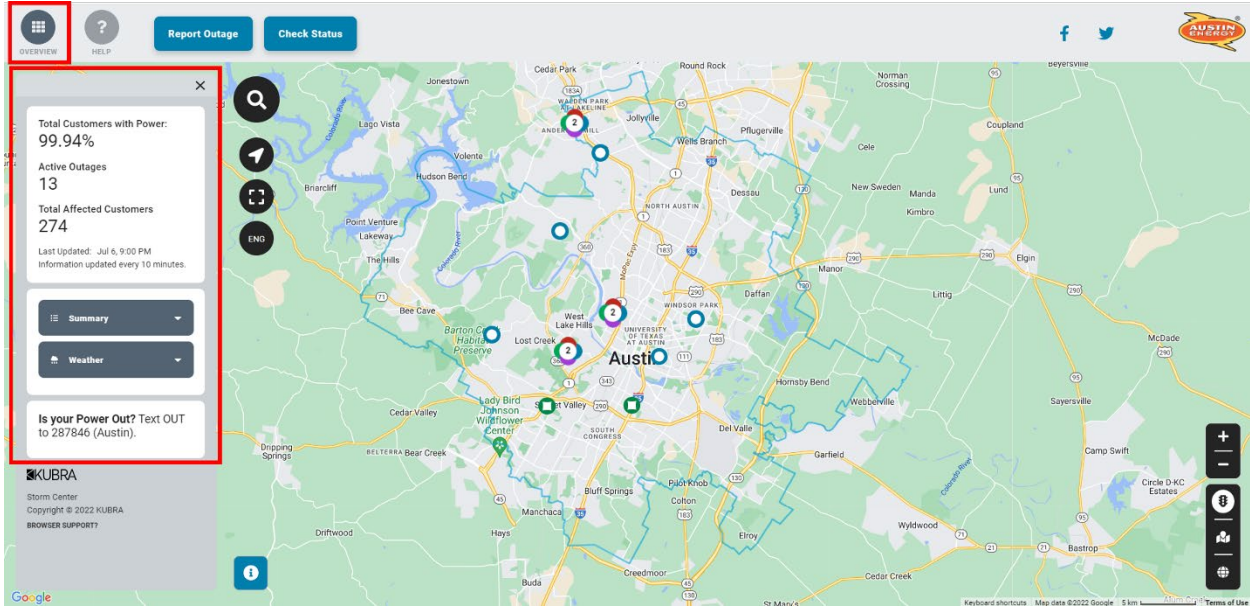


Overview Panel

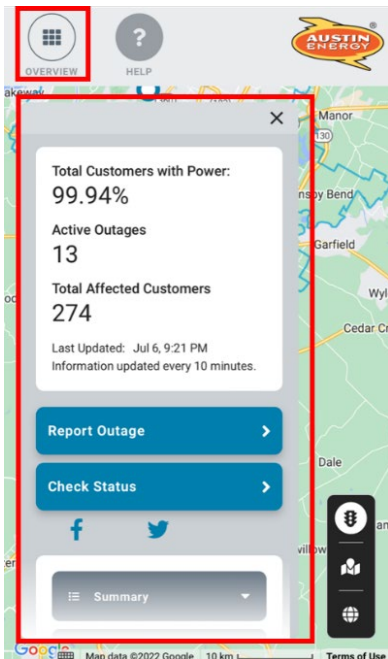
To open the overview panel, click or tap the icon at the upper left corner of the map. The overview panel contains summary outage information and reports. It may also include tools for showing weather information or custom layers on the map.

Outage Information Overview

The section at the top of the overview panel shows summary information about power outages as well as the time information on the map was last updated.

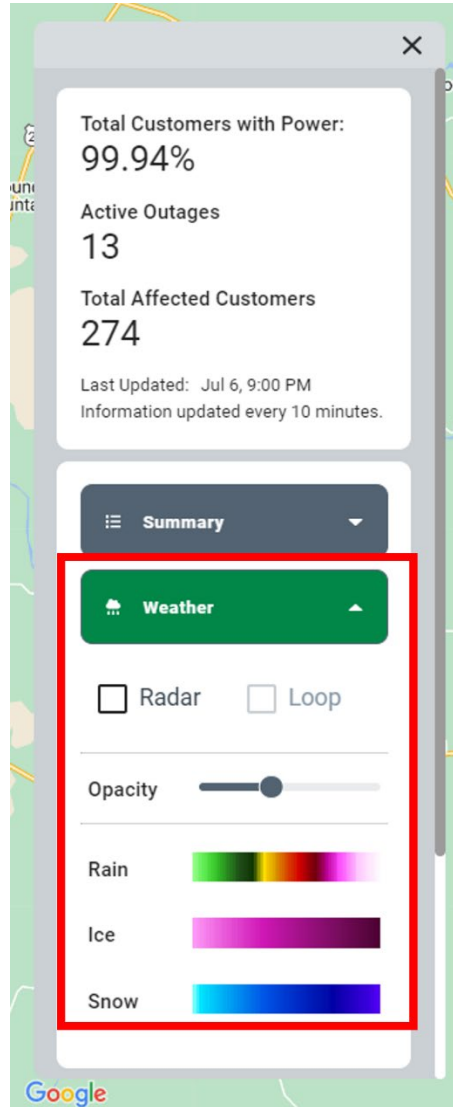
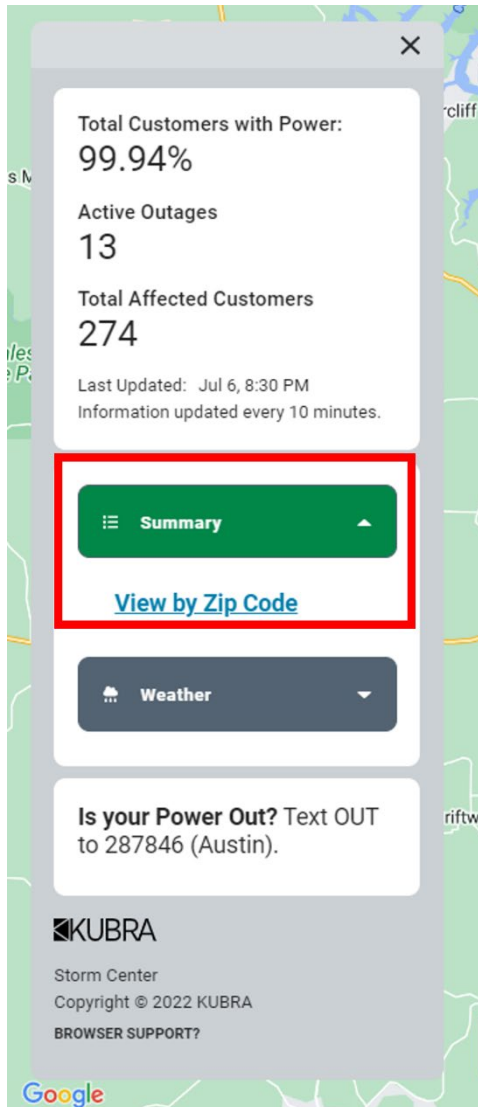


If you use a smartphone to access the map, this section may also include links for reporting an outage or contacting the utility.



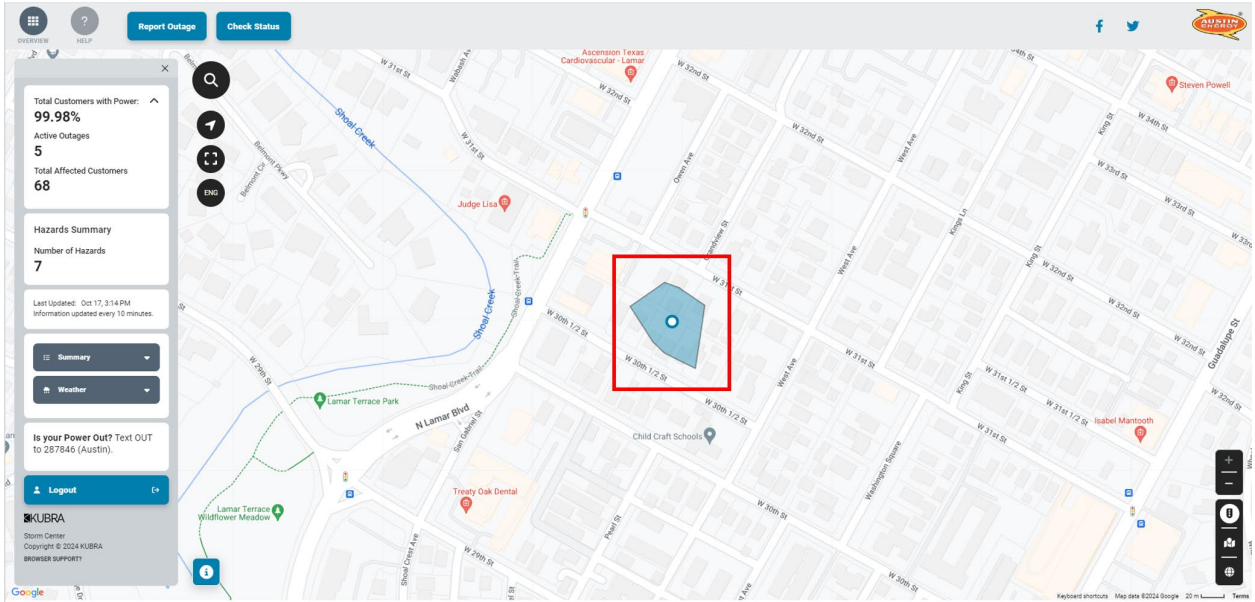
Summary View

You can view outage data summarized by ZIP code. Click or tap middle section of the overview panel and select the option you want from the dropdown list.



Shaded Polygons

A shaded polygon appears when zooming in on an outage that affects several customers in the same area.



Summary ZIP Code Table

Click or tap the "View by ZIP Code" link under Summary to view a table of customers affected by outages by ZIP code. From a summary table, you can click or tap on a ZIP code to open a view of the outage map centered on that area.

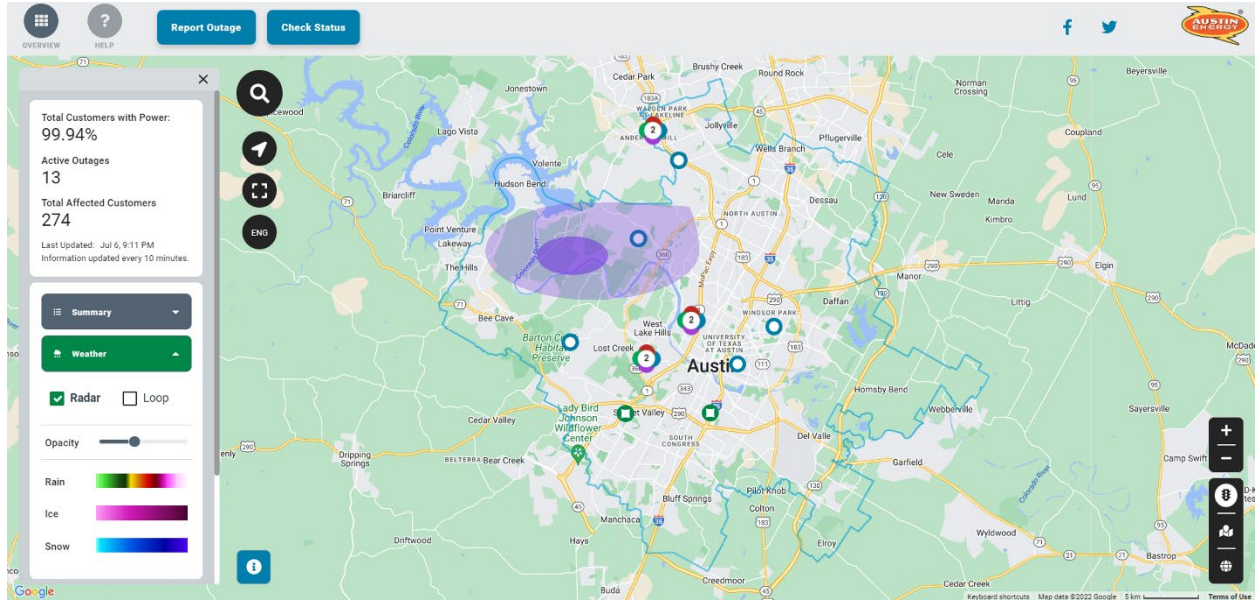
The screenshot shows the 'View By Zip Code' table. The table has two columns: 'Zip Code' and 'Customers Affected'. The table is filtered to show ZIP codes 78610 through 78702. The row for ZIP code 78702 is highlighted in blue, indicating it is the selected ZIP code. The total number of affected customers is 274.

Zip Code	Customers Affected
78610	0
78613	0
78617	0
78652	0
78653	0
78660	0
78681	0
78701	0
78702	1

Last Updated: Jul 6, 9:11 PM. Information updated every 10 minutes. Total Affected Customers 274

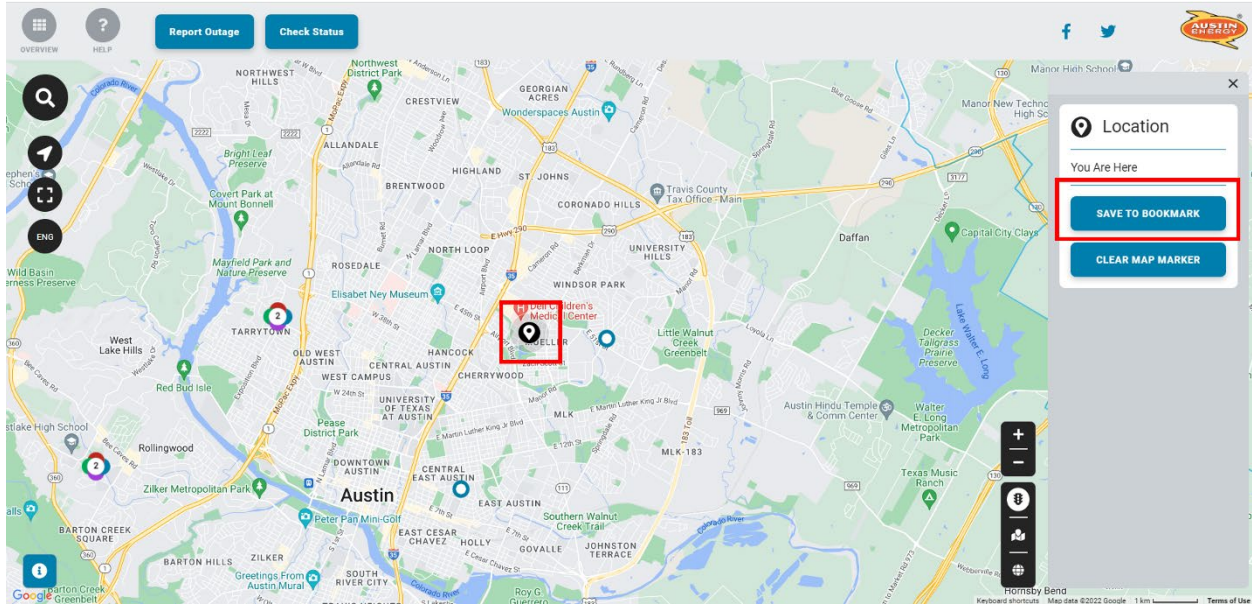
Weather

Click or tap the "Weather" section of the Overview panel to open settings for turning on or off a static weather radar image (Radar) or an animated weather radar image (Loop). You can also adjust the brightness of the weather radar image using the Opacity slider.

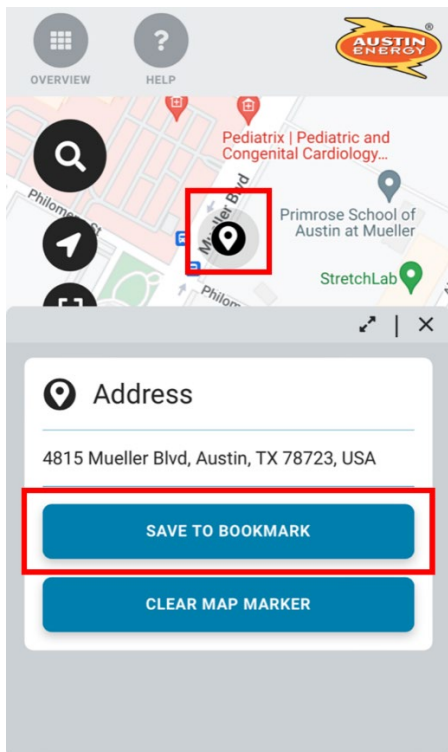


Saving Map Views

To save a map view centered on a specific address, click or tap the search icon (magnifying glass) at the top of the map and type in an address, click or tap the flag icon on the map, and then click or tap the Add to Bookmarks button in the info panel that opens to the right of the map.



On mobile devices, the info panel opens from the bottom of the map. Map view bookmarks are saved using local storage in your web browser.



Map Tools

Zooming

To zoom in or out, click or tap the corresponding button (+ plus sign or - minus sign) in the bottom right corner of the map OR rotate the wheel on your mouse OR pinch in or out on your touchscreen.

Panning

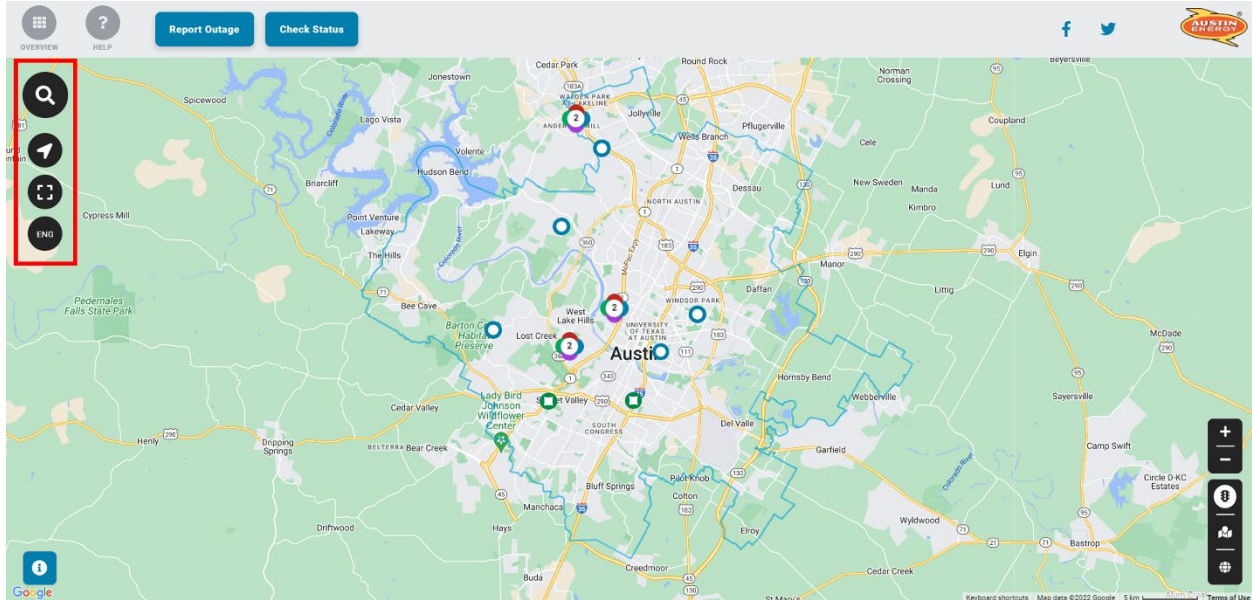
To pan on the map, use the arrow keys on your keyboard OR click or tap a point on the map and, without releasing, drag the map in any direction.

Show My Location

To view the status of your current location, click the arrow and allow your computer or mobile device to share your location with Austin Energy.

Spanish-language Map

To toggle between English and Spanish, click the ENG/ESP button.



Other Resources

Click the “Help” button at the top of the map to access information on outage safety, types of outages, power restoration, and more.

