

# Contact Information for Priority Restoration Requests

## Understanding Priority Restoration

Under the [Public Utility Regulatory Act §38.072](#) and [16 Tex. Admin. Code §25.52 \(2023\)](#), electric utilities are required to give assisted living communities the same priority as hospitals and several other medical facilities for power restoration after an outage. Priority restoration does not mean that the assisted living community is exempt from a load shedding event or is guaranteed uninterrupted service. Rather, once an outage has occurred, the assisted living community should be given a high priority for having its electricity turned back on or “restored.” **Assisted living communities will need to either register in advance or call the listed customer service numbers BEFORE an outage to inform their electric utilities that they are priority restoration customers.**

Assisted Living communities, located in areas with retail electric competition, will need to review their electricity bills to see which of the companies below is the transmission and distribution utility for their retail electric provider. During a blackout or power outage, the transmission and distribution utility is responsible for repairing any lines and performing any needed service.

The Public Utilities Commission maintains an Interactive Outage Map with additional contact information:  
<https://www.puc.texas.gov/storm/map.aspx>

## Investor-Owned Utilities

Company	Outage Phone Number	Contact for Priority Restoration	Instructions for Registering in Advance
<a href="#">AEP Texas, Inc.</a>	<a href="tel:866-223-8508">866-223-8508</a>	<a href="mailto:criticalloadaep@aeptx.com">criticalloadaep@aeptx.com</a>	<a href="http://www.puc.texas.gov/industry/electric/forms/critical/ccform.pdf">http://www.puc.texas.gov/industry/electric/forms/critical/ccform.pdf</a>
<a href="#">CenterPoint Energy Houston Electric, LLC</a>	<a href="tel:800-332-7143">800-332-7143</a>	(713) 207-2222 (general customer service #)	<a href="https://www.centerpointenergy.com/en-us/CustomerService/Pages/CNP_Forms/Critical-Care-Customer-Form.aspx?sa=ho&amp;au=bus">https://www.centerpointenergy.com/en-us/CustomerService/Pages/CNP_Forms/Critical-Care-Customer-Form.aspx?sa=ho&amp;au=bus</a>
<a href="#">El Paso Electric Co.</a>	<a href="tel:915-877-3400">915-877-3400</a>	(915) 877-3400 (general customer service #)	
<a href="#">Entergy Texas, Inc.</a>	<a href="tel:800-968-8243">800-968-8243</a>	<a href="mailto:critical.load.eti@entergy.com">critical.load.eti@entergy.com</a>	
<a href="#">Oncor Electric Delivery Co.</a>	<a href="tel:888-313-4747">888-313-4747</a>	(214) 486-5050 (customer service #)	<a href="https://oncorcms.custhelp.com/app/critical_load/cloud_form">https://oncorcms.custhelp.com/app/critical_load/cloud_form</a>

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<a href="#">Southwestern Electric Power Co.</a>	<a href="#">East Texas: 888-218-3919</a>		
<a href="#">Southwestern Electric Power Co.</a>	<a href="#">North Texas/Panhandle: 866-223-8508</a>		
<a href="#">Texas-New Mexico Power Co.</a>	<a href="#">888-866-7456</a>		<a href="https://www.tnmp.com/customers/critical-load-non-residential/critical-load-application">https://www.tnmp.com/customers/critical-load-non-residential/critical-load-application</a>
<a href="#">Xcel Energy/SPS/Southwestern Public Service Company</a>	<a href="#">800-895-1999</a>	(806) 378-2839 (business customer service); 800-895-4999 (customer service agent)	Call customer service number and ask the representative to check your status as a "critical load and priority restoration customer"

### Electric Utilities Not Regulated by the Public Utility Commission

Municipally owned electric utilities and electric cooperatives are not regulated by the Public Utilities Commission. They are still subject to the requirements under the [Public Utility Regulatory Act §38.072](#)

Because they are not under the direct regulatory authority of the state agency, each utility will have its own process and may require additional documentation or conversations with customer service and managers to ensure the appropriate designation.

### Municipally Owned Utilities

Company	Outage Phone Number	Contact for Priority Restoration	Instructions for Registering in Advance
<a href="#">Austin Energy</a>	<a href="#">512-322-9100</a>	(512) 322-6694 or AECriticalLoadSupport@austinenergy.com	<a href="https://austinenergy.formstack.com/forms/critical_load_application">https://austinenergy.formstack.com/forms/critical_load_application</a>
<a href="#">Bastrop Power and Light</a>	<a href="#">512-322-8830</a>	(512) 332-8900	
<a href="#">Bryan Texas Utilities</a>	<a href="#">979-822-3777</a>		<a href="https://weblink.bryantx.gov/Forms/BTUCriticalLoadCom">https://weblink.bryantx.gov/Forms/BTUCriticalLoadCom</a>

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<a href="#">College Station Utilities</a>	<a href="tel:855-528-4278">855-528-4278</a>	utilities@cstx.gov	<a href="https://www.cstx.gov/UserFiles/Servers/Server_12410832/File/Departments/CSU/UCS/CSU_CriticalLoadApplication.pdf">https://www.cstx.gov/UserFiles/Servers/Server_12410832/File/Departments/CSU/UCS/CSU_CriticalLoadApplication.pdf</a>
<a href="#">CPS Energy</a>	<a href="tel:210-353-4357">210-353-4357</a>	<a href="mailto:criticalload@cpsenergy.com">criticalload@cpsenergy.com</a>	<a href="https://www.cpsenergy.com/content/dam/corporate/en/Documents/Critical-Load-Application-Form.xlsx">https://www.cpsenergy.com/content/dam/corporate/en/Documents/Critical-Load-Application-Form.xlsx</a>
<a href="#">Denton Municipal Utilities</a>	<a href="tel:940-349-7000">940-349-7000</a>	customer.service@cityofdenton.com	<a href="https://lfpubweb.cityofdenton.com/PublicWeblink/DocView.aspx?id=45138&amp;dbid=4&amp;repo=Public&amp;cr=1">https://lfpubweb.cityofdenton.com/PublicWeblink/DocView.aspx?id=45138&amp;dbid=4&amp;repo=Public&amp;cr=1</a>
<a href="#">Lubbock Power &amp; Light</a>	<a href="tel:806-775-2509">806-775-2509</a>	<a href="tel:806-775-2509">(806) 775-2509</a>	<a href="mailto:LightsOut@LPandL.com">LightsOut@LPandL.com</a>
<a href="#">Lampasas Electric</a>	<a href="tel:512-556-6831">512-556-6831</a>	City of Lampasas/ Wayne Sanders	<a href="mailto:wsanders@cityoflampasas.com">wsanders@cityoflampasas.com</a>
<a href="#">New Braunfels Utilities</a>	<a href="tel:830-629-4628">830-629-4628</a>		<a href="mailto:customerservice@nbutexas.com">customerservice@nbutexas.com</a>

### Electric Cooperatives

Company	Outage Phone Number	Contact for Priority Restoration	Instructions for Registering in Advance
<a href="#">Bandera Electric Coop, Inc.</a>	<a href="tel:866-226-3372">866-226-3372</a>	(866) 226-3372	<a href="https://banderaelectric.formstack.com/forms/critical_load">https://banderaelectric.formstack.com/forms/critical_load</a>
<a href="#">Bartlett Electric Coop, Inc.</a>	<a href="tel:512-746-2771">512-746-2771</a>	<a href="mailto:customerservice@bartlettec.coop">customerservice@bartlettec.coop</a>	<a href="https://www.bartlettec.coop/sites/default/files/documents/BE_C_Critical_Load_Status_App.pdf">https://www.bartlettec.coop/sites/default/files/documents/BE_C_Critical_Load_Status_App.pdf</a>
	<a href="tel:888-881-7396">After Hours: 888-881-7396</a>		
<a href="#">Bluebonnet Electric Coop, Inc.</a>	<a href="tel:800-949-4414">800-949-4414</a>	<a href="mailto:criticalload@bluebonnet.coop">criticalload@bluebonnet.coop</a>	<a href="https://bluebonnet.coop/sites/default/files/documents/Critical-load-public-safety-industrial-form.pdf">https://bluebonnet.coop/sites/default/files/documents/Critical-load-public-safety-industrial-form.pdf</a>
<a href="#">Bowie-Cass Electric Coop, Inc.</a>	<a href="tel:877-707-2232">877-707-2232</a>		903-846-2311 (call the number and inform them of priority restoration status)
<a href="#">Central Texas Electric Coop, Inc.</a>	<a href="tel:800-900-2832">800-900-2832</a>		<a href="https://www.ctec.coop/sites/default/files/Critical%20Load%20Status%20Application.pdf">https://www.ctec.coop/sites/default/files/Critical%20Load%20Status%20Application.pdf</a>
<a href="#">Cherokee County Electric Coop</a>	<a href="tel:903-683-2248">903-683-2248</a>	<a href="mailto:linettea@cceca.net">linettea@cceca.net</a>	
<a href="#">Comanche Electric Coop</a>	<a href="tel:800-915-2533">800-915-2533</a>	<a href="mailto:alesley@ceca.coop">alesley@ceca.coop</a>	

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<a href="#">Concho Valley Electric Coop, Inc.</a>	<a href="tel:325-655-6957">325-655-6957</a>	<a href="mailto:klankford@cvec.coop">klankford@cvec.coop</a>	
<a href="#">Cooke County Electric Coop Association</a>	<a href="tel:940-759-2211">940-759-2211</a>	<a href="mailto:janet.voth@pentex.com">janet.voth@pentex.com</a>	(940) 759-2211 (call the number and inform them of priority restoration status)
<a href="#">CoServ Electric</a>	<a href="tel:844-330-0762">844-330-0762</a>	(940) 321-7800 or email <a href="mailto:contact@coserv.com">contact@coserv.com</a>	<a href="https://www.coserv.com/help/critical-care-commercial-accounts/">https://www.coserv.com/help/critical-care-commercial-accounts/</a>
<a href="#">Deaf Smith Electric Coop, Inc.</a>	<a href="tel:806-364-1166">806-364-1166</a>	<a href="mailto:mzamora@deafsmith.coop">mzamora@deafsmith.coop</a>	
<a href="#">Fannin County Electric Coop, Inc.</a>	<a href="tel:903-583-2117">903-583-2117</a>	<a href="mailto:jshinpaugh@fcec.coop">jshinpaugh@fcec.coop</a>	
<a href="#">Farmers Electric Coop, Inc.</a>	<a href="tel:903-455-1715">903-455-1715</a>	<a href="mailto:jnimmo@FarmersElectric.coop">jnimmo@FarmersElectric.coop</a>	
<a href="#">Grayson Collin Electric Coop, Inc.</a>	<a href="tel:903-482-7111">903-482-7111</a>	<a href="mailto:david.mcginnis@grayson-collin.coop">david.mcginnis@grayson-collin.coop</a>	
<a href="#">Guadalupe Valley Electric Coop, Inc.</a>	<a href="tel:800-223-4832">800-223-4832</a>	<a href="mailto:dschauer@gvec.org">dschauer@gvec.org</a>	
<a href="#">HILCO Electric Coop, Inc.</a>	<a href="tel:254-687-2331">254-687-2331</a>	(800) 338-6425 (customer service 24/7)	<a href="https://static.spacecrafted.com/b993f461c2024818b0c102c57b4d48fc/r/e5d108185bc04131a378312ca152c382/1/lifesupportregistration8922.pdf">https://static.spacecrafted.com/b993f461c2024818b0c102c57b4d48fc/r/e5d108185bc04131a378312ca152c382/1/lifesupportregistration8922.pdf</a>
<a href="#">Houston County Electric Coop, Inc.</a>	<a href="tel:800-970-4232">800-970-4232</a>	<a href="mailto:hcec@houstoncountyelec.com">hcec@houstoncountyelec.com</a>	
<a href="#">Jackson Electric Coop, Inc.</a>	<a href="tel:361-771-4400">Jackson County: 361-771-4400</a>	<a href="mailto:kpeters@myjec.coop">kpeters@myjec.coop</a>	<a href="#">Load Shed/Critical Care   Jackson Electric Cooperative, Inc (jceec.com)</a>
	<a href="tel:979-245-3029">Matagorda County: 979-245-3029</a>		
<a href="#">Karnes Electric Coop, Inc.</a>	<a href="tel:888-807-3952">888-807-3952</a>		
<a href="#">Lamb County Electric Coop, Inc.</a>	<a href="tel:806-385-5191">806-385-5191</a>		
<a href="#">Lea County Electric Coop, Inc.</a>	<a href="tel:575-396-3631">575-396-3631</a>		

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<a href="#">Magic Valley Electric Coop, Inc.</a>	<a href="tel:866-225-5683">866-225-5683</a>		
<a href="#">Medina Electric Coop, Inc.</a>	<a href="tel:866-632-3532">866-632-3532</a>		
<a href="#">Mid-South Electric Coop Association</a>	<a href="tel:936-825-5100">936-825-5100</a>		
<a href="#">Navasota Valley Electric Coop, Inc.</a>	<a href="tel:800-443-9462">800-443-9462</a>		
<a href="#">North Plains Electric Coop, Inc.</a>	<a href="tel:806-435-5482">806-435-5482</a>		
<a href="#">Nueces Electric Coop, Inc.</a>	<a href="tel:800-632-9288">800-632-9288</a>		
<a href="#">Pedernales Electric Coop, Inc.</a>	<a href="tel:888-883-3379">888-883-3379</a>		
<a href="#">Rio Grande Electric Coop, Inc.</a>	<a href="tel:800-749-1509">800-749-1509</a>		
<a href="#">Rita Blanca Electric Coop, Inc.</a>	<a href="tel:806-249-4506">806-249-4506</a>		
<a href="#">Rusk County Electric Coop, Inc.</a>	<a href="tel:903-657-4571">903-657-4571</a>		
<a href="#">Sam Houston Electric Coop, Inc.</a>	<a href="tel:888-444-1207">888-444-1207</a>		
<a href="#">San Bernard Electric Coop, Inc.</a>	<a href="tel:800-364-3171">800-364-3171</a>		
<a href="#">San Patricio Electric Coop, Inc.</a>	<a href="tel:361-364-220">361-364-220</a>		
<a href="#">South Plains Electric Coop, Inc.</a>	<a href="tel:888-741-0111">888-741-0111</a>		
<a href="#">Southwest Arkansas Electric Coop Corp.</a>	<a href="tel:888-262-2743">888-262-2743</a>		
<a href="#">Southwest Rural Electric Association, Inc.</a>	<a href="tel:833-590-0353">833-590-0353</a>		

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<a href="#">Southwest Texas Electric Coop, Inc.</a>	<a href="tel:833-590-0353">833-590-0353</a>		
<a href="#">Southwestern Electric Coop, Inc.</a>	<a href="tel:800-637-8667">800-637-8667</a>		
<a href="#">Swisher Electric Coop, Inc.</a>	<a href="tel:806-995-3567">806-995-3567</a>		
<a href="#">Taylor Electric Coop, Inc.</a>	<a href="tel:325-793-8500">325-793-8500</a>		
<a href="#">Tri-County Electric Coop, Inc.</a>	<a href="tel:817-444-3201">817-444-3201</a>		
<a href="#">Trinity Valley Electric Coop, Inc.</a>	<a href="tel:800-967-9324">800-967-9324</a>		
	<a href="tel:800-766-9576">800-766-9576</a>		
<a href="#">United Coop Services, Inc.</a>	<a href="tel:817-556-4000">Cleburne/Joshua: 817-556-4000</a>		
	<a href="tel:254-965-3153">Stephenville: 254-965-3153</a>		
	<a href="tel:817-447-9292">Burleson: 817-447-9292</a>		
	<a href="tel:817-326-5232">Granbury: 817-326-5232</a>		
	<a href="tel:254-435-2832">Meridian: 254-435-2832</a>		
	<a href="tel:940-779-2985">Possum Kingdom: 940-779-2985</a>		
<a href="#">Upshur Rural Electric Coop Corp.</a>	<a href="tel:866-804-1674">866-804-1674</a>		
<a href="#">Wharton County Electric Coop, Inc.</a>	<a href="tel:800-460-6271">800-460-6271</a>		
<a href="#">Wise Electric Coop, Inc.</a>	<a href="tel:940-627-2167">940-627-2167</a>		
<a href="#">Wood County Electric Coop, Inc.</a>	<a href="tel:866-415-2951">866-415-2951</a>		