

## **BPUB Asks Customers to Use Outage Reporting Application**

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The Brownsville Public Utilities Board (BPUB) asks customers to use its mobile outage reporting application to report any service outages or problems with service.

The main feature of this application is the ability to report outages or other service-related problems. Customers can report issues with: electricity, water, wastewater, street lights, fire hydrants, security lights and trash/brush.

By using this application, customers won't have to wait over the phone during times of high call volume, like during a weather event or major outage. All reports are routed to the appropriate personnel so that work orders are quickly created.

The application is web based, which means it doesn't require customers to download anything. Users can bookmark the page for easy access or can save it to the home screen of their mobile device. The application's responsive design means that it adapts to whatever device is being used, whether it be a desktop computer, tablet or mobile phone. It has also been tested to ensure functionality with all major browsers.

The application is not available on Apple's iTunes store or at Google's Play Store. Users must go to the BPUB website ([www.brownsville-pub.com](http://www.brownsville-pub.com)) to save the bookmark onto the device being used. The outage reporting application can be accessed from the top right side of the homepage.