

REP Contact Resources

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| General Contact Information |
| Customer Service (8am-5pm CST Monday-Friday) * *Outages*
* *Interruptions*
* *Irregularities (Example: Partial Power and Voltage issues)*
* *Delivery Service Charges*
* *Questions regarding service orders*
 | (806) 775-2509 |
| Underground Line Locating *(Digging)* | 811 or 1-800-344-8377 |
| Diversion Hotline *(for REP Only)* | 866-949-5862 |
| Chronic Condition & Critical Care |
| Chronic Condition or Critical Care | Email: LPLcustomercare@mylubbock.usFax: (806) 775-3722 |
| Historical Usage Requests |
| *Historical Usage data may be acquired by sending a request with a Notarized Letter of Authorization to Market Operations* | marketops@mylubbock.us[Letter of Authorization link](https://cityoflubbockutilities.com/assets/uploads/docs/colu-customer-representation-release-web.pdf)  |
| Important Information |
| Building Safety *(Permitting)* | Phone: (806) 775-2087Email: buildingsafety@mylubbock.us |
| Inspections | (806) 775-3159 |
| Engineering and Construction | (806) 775-3536 |
| Risk Management:(Claims against the City for property damage, reimbursement etc.) | <https://ci.lubbock.tx.us/>*Click: I Want To> Report an Issue> File a claim against the City* |
| City of Lubbock Website | <https://ci.lubbock.tx.us/> |
| LP&L Website  | [www.lpandl.com](https://lpandl.com/) |
| Outage Reporting |
| Outage Line (24x7) | Phone: (806) 775-2509Email: lightsout@lpandl.com |
| Street Lights | Phone: (806) 775-2509Email: streelights@lpandl.com |