

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.us  Fax: (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](mailto: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) 775-2087  Email: 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) 775-2509  Email: lightsout@lpandl.com |
| Street Lights | Phone: (806) 775-2509  Email: streelights@lpandl.com |