



Retail Electric Provider Resources

Outage Reporting	
Report a Power Outage	www.oncor.com 1-888-313-4747
Report a Street Light Issue	www.oncor.com 1-888-313-4747
Business Request Contacts	
Service Request Line / General Inquiries for Customers	1-888-313-6862
Business Support Line - <i>access code required (REPs only)</i> Note: Please do not provide your REP access code to customers.	1-888-313-6934
New Construction Management	1-888-222-8045 c3ncmc@oncor.com
Registration & Transactional Issues	Send via MarkeTrak
Safety Nets	
Priority Move-In & Emergency Reconnect Spreadsheets may be emailed to the Contact Center or submitted via CRIP (Competitive Retailer Information Portal)	contactcenter@oncor.com or crip.oncor.com/cripweb/
Historical Usage Requests	
Historical Usage data may be acquired by sending a request with a Letter of Authorization to the Oncor Contact Center or via CRIP	contactcenter@oncor.com or crip.oncor.com/cripweb/
Important Websites	
Oncor Retail Electric Provider Information	www.oncor.com/EN/Pages/Retail-Electric-Providers.aspx
CRIP (Competitive Retailer Information Portal)	crip.oncor.com/cripweb/
Smart Meter Texas	www.smartmetertexas.com
Energy Efficiency	www.takealoadofftexas.com
Distributed Generation (Renewable, Solar and More)	http://www.oncor.com/EN/Pages/Renewable-Solar-More.aspx
Oncor ESI IDs (prefix)	
Oncor and Oncor-SESCO ESI IDs contain 17 digits which consist of a common 10-digit prefix followed by a 7-digit premise number unique to each service address. The prefixes are shown here:	Oncor: 1044372000xxxxxxx Oncor-SESCO: 1017699000xxxxxxx