**How To Report a Power Outage to CFE via Computer or Cell Phone in the Raquet Club**

I would suggest printing out this document and filling in the sections in case you need it for reporting a power outage at your home:

If you lose power and don’t have enough Spanish to call in the outage you can also report the problem via computer (if you still have internet service) or via your cell phone as long as you have wifi or data.

Data will you need to report an outage:

* The service number, located at the top right of your CFE bill.
* Complete address (street, between streets, neighborhood, delegation -DF- or municipality, entity and CP).
* Provide your phone number

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| Service Number: |  |
| Address: |  |
| Between Streets: |  |
| Delegation: | San Juan Cosala |
| Municipality: | Jocotepec |
| Entity: | Raquet Club |
| CP: | 45820 |
| Phone # |  |

1. From a search engine of your choice on your computer or cell phone (e.g. Google, Microsoft Edge etc.) do a search for Reporte de Falla CFE.
2. The first link in the search should say Reporte de Falla, or if you device auto-translates it (Failure Report). Click on this and add in the necessary information.
   1. You can also type in the following link but it is rather long: <https://app.cfe.mx/aplicaciones/CCFE/SolicitudesCFE/Solicitudes/AvisoDeFallaGmx.aspx>
3. Hit the Continuar “Continue” button to submit your power outage report.



