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Subject: DEW Media Advisory: Power Outage Update

On Monday, December 2, 2013 at approximately 9:15 a.m. the SC Department of Employment and Workforce (DEW) headquarters experienced a power outage.

In order to maintain the integrity of the Unemployment Insurance system, per agency protocol, DEW chose to power down its servers which caused a delay in services. As a result, DEW will extend its operating hours on Tuesday, December 3 and Wednesday, December 4 until 7 p.m. so as to cause minimal interruption to claimants.

To mitigate future occurrences such as this, DEW is currently installing a generator that will be operational in less than 90 days.

The MyBenefits portal (mybenefits.dew.sc.gov) is now operational, and claimants are also able to file via phone and speak with representatives at 1-866-831-1724.

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