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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](http://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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