

Reporting a Power Outage

What should I do first if my power is out?

If your electricity should go off, first go to the main electrical panel in your house or at your meter pole to see if a fuse has blown or a breaker has tripped. If the problem is not in your main panel, call a neighbor to determine if other homes in the area have been affected. If Cooperative personnel are called out after-hours for problems on the member's side of the meter, a charge may be assessed. Once you have determined that the problem is not within your home, call the Cooperative.

What number do I call?

Dial 1-800-762-1400 or 618-827-3555 (24 hours per day) to report directly to our automated outage reporting system.

How does the automated system work?

The telephone number from where you are calling (Caller-ID) will be recognized by the system and matched to our existing records for your account. If a telephone match is not found, you will be asked to enter the telephone number associated with the account experiencing the outage. If this telephone number is recognized by the system, it will locate your account and location information for the system dispatcher. If the telephone number is not found, or if you have more than one account associated with the same telephone number, you will be asked to enter your 8-digit account number, which is located on your billing information. If you do not have this account number, you will be asked to



leave a message for the system dispatcher. You will also be asked to leave a message if you know of the specific problem that has caused the outage.

Why do you use an automated system?

The automated outage reporting system allows system dispatchers to quickly sort and manage power outages, providing you with faster service. Our dispatch center is staffed 24 hours a day. If you have an electrical outage or emergency, a trained system dispatcher is always on duty to monitor the system.

How will I know my outage has been reported or my message has been received?

For every call, the information

recorded by the automated outage reporting system is reviewed by a trained system dispatcher 24 hours per day.

If my telephone number is not recognized by the system, how can I update it?

Call us during normal business hours and ask us to update your telephone number. You should give us the primary telephone number you wish to have associated with your account(s).

Can I report a power outage through email?

No. Our dispatchers are not able to respond to individual outages via email. Please notify us by telephone if you have an outage. We appreciate your patience!

