




# Lynches River Electric Cooperative, Inc.

® Your Touchstone Energy® Cooperative 

## For Members of Lynches River Electric Cooperative

With storm season upon us now is a good time to review steps to reporting an outage. That's not to say you'll have an outage, but it never hurts to be prepared. Our new members will benefit from this information as well.

Reporting an outage through our automated outage reporting system is as easy as pressing a few numbers on your phone.

The process goes much faster if we have your phone number in our system. If we do not, a few extra steps are necessary. The same is true if you have more than one account.

Members are encouraged to call the outage numbers rather than the main office number.

For your convenience, we've provided the Guide to Reporting an Outage at right. Clip out the guide and keep it next to your phone.

## Guide to Reporting an Outage

Call the Lynches River Outage Reporting System at  
**675-LREC (local) or 1-866-675-LREC (toll free)**  
Then follow the instructions to report your outage.

### You will hear . . .

When you call the outage reporting system you will be asked if this is a security light problem only.

**Press 1** if security light only or **Press 2** for a power outage

You have reached Lynches River's automated outage reporting system.



You will be asked to enter the 10-digit phone number for the location of the power outage. If we do not have your phone number in our records or if you have more than one account number, you will be asked to enter you account number. You will then hear the name associated with the account number you entered.

**Press 1** if the name is correct or **Press 2** if it is not

Please enter the 10-digit phone number for the location of the power outage.



Downed wires or poles are a hazard, so let us know if you have any downed lines or poles near your home.

**Press 1** for yes or **Press 2** for no

At this point, your outage has been reported to our dispatch center.

Your outage has been reported. The dispatcher will be notified and repairs will begin as soon as possible.



If you want to be notified once power has been restored,

**Press 1** for yes or **Press 2** for no

The automated system will call you back as soon as repairs have been made.

Please enter the area code and phone number where we can call you back when the power has been restored.



We now have all of the information we need to begin repairs and restore your power.

Thank you. Your outage will be repaired as soon as possible.



**Follow these instructions to quickly and easily report your outage.**