

August 2020

Newsletter



After-Hours Outage Reporting

OCEC has worked with Cooperative Response Center, Inc (CRC) since 2015 to provide after-hours customer support. CRC has created a set of questions that their representatives will ask when you report an outage. Below CRC has provided additional information as to why they ask these questions.

- **Have you checked your main fuse/breaker?** For most utilities, if the outage is due to an issue on your side of the meter, there is nothing the line crew can do, an electrician will need to be called. If the problem is the main fuse or breaker, you will likely get your power on sooner than later and possibly avoid a charge to call out a line crew unnecessarily.
- **What is the 10-digit phone number listed on the account?** The best scenario is to call in your outage from the main/home phone number listed on your account. That way your location information is automatically populated in our system and we can efficiently report your outage. In cases where you are not able to call from that number, please have the account's phone number readily available so we can quickly access your information.
- **What is your meter number/account number?** If you are unable to determine the phone number listed on the account and an address search is not working (or you have multiple accounts with us), the next best piece of information you can provide is your meter number or account number so our agents can correctly identify your account. These numbers are listed in the top line of your billing statement each month.
- **What is the service address on the account?** If you have multiple accounts, we want to make sure we send the line crew personnel to the right location. Is your house, barn, or well out of power? Are all of them out of power? If only one of your accounts/meters are out of power, please make sure to provide the service address for that account/meter. This information can be found in the top line of your billing statement each month.
- **How long have you been without power?** It's not critical that you know this information, but any details about the outage can be helpful to our line crews.
- **Do you know if your neighbors are out of power too?** This isn't always easy to determine but if you happen to know if your neighbors are out of power, it helps indicate to line crew personnel where the source of the outage might be.

Hours:

Monday - Thursday
7:00 am - 5:30 PM

Office Info:

93 W Chewuch Rd
Winthrop, WA 98862
Toll Free: (888) 710-2228
Local: (509) 996-2228

Online:

Web:
www.ocec.coop
Email:
info@ocec.coop
Twitter:
[@ocec_info](https://twitter.com/ocec_info)

OCEC Board:

Sara Carlberg
scarlberg@ocec.coop

Cara Godwin
cgodwin@ocec.coop

John Kirner
jkirner@ocec.coop

Michael Murray
mmurray@ocec.coop

Dale Sekijima
dsekijima@ocec.coop

Travis Thornton
tthornton@ocec.coop

Alan Watson
awatson@ocec.coop

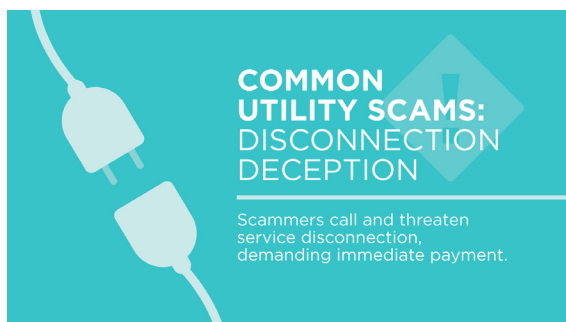
After-Hours Outage Reporting Continued

- **Any odd occurrences before the power went out?** This may not be information you know, but if you notice anything odd happening before the power went out such as blinking lights, a loud bang, etc., is helpful information that can help the line crew identify the cause of an outage.

No one likes it when their power goes out, but working together we can get your power up and running as soon as possible. Always call 509-996-2228 to report your power outage day or night.

CRC is a nationwide, cooperatively owned and operated, 24/7 contact center and central station. Founded in 1992, CRC has steadily increased the size and scope of its operation with offices currently in Austin, MN, Dunlap, TN, and Abilene, TX. CRC serves nearly 500 members and associate members in 45 states, representing nearly 10.5 million consumers.

Scam Alert!!



Aggressive demands for immediate payment over the phone especially through prepaid cards, gift cards or other unusual methods are scams. If you have a past-due balance, OCEC will first mail and/or email notices and recommend payment options before disconnecting service. Give us a call at 509-996-2228 if you ever have questions about your account.

*Currently OCEC is not disconnecting services for non-payment in accordance with the Washington State Governor's office Proclamation 20-23.5

Drive Thru Membership Event Monday September 14th

Missing your annual meeting gift? OCEC has a limited quantity of energy efficient LED lightbulb packages available to distribute to our membership. We will be hosting a 'Drive Thru' event September 14th from 3:00pm – 5:00pm. The event will be held in the parking area of The Winthrop Barn to distribute these packages which include lightbulbs, a load sensing power strip and a kitchen/bathroom faucet aerator.

We will follow safety guidelines in place at the time of the event to keep you and our staff safe and healthy. Packages will be distributed on a first come, first serve basis, one per membership.

Our usual annual membership meeting has been cancelled for 2020.