

What Do I Do When My Power First Goes Out?

1. Check your circuit breakers. Customer service will ask if you have.
2. Call Central Electric Cooperative to tell us you don't have power.
 - During Business Hours (541) 548-2144
 - During Non-Business Hours (866) 459-8651

How Do I Stay Informed?

CEC uses multiple venues to keep members informed during outages.

The Outage Center: www.cec.coop/outage
Go here to get timely updates and view the outage map.

CEC will also post to Facebook & Twitter. The postings will be very brief compared to the website.



[facebook.com/CentralElectricCoop/](https://www.facebook.com/CentralElectricCoop/)



[twitter@CentralElectric](https://twitter.com/CentralElectric)

You can also search for the following hashtags:
#cecserviceinfo, #cec_outage, #cec_restore

Can I Help Bring the Power on Faster?

When everyone wants full power all at once, CEC must restore service gradually to avoid equipment overloads.

During long outages, unplug your appliances or turn off the breaker at the circuit panel.

Especially important are heat pumps, furnace fans, water heaters, freezers and refrigerators.

Leave one light circuit on so you will know when the power is back on.

After power is restored, turn individual circuits back on spaced over 15 minute intervals.

This will allow CEC to bring back everyone's service faster and help prevent your outage from recurring.

What if I Depend on Medical Equipment?

If someone in your home depends on medical support equipment contact Customer Service and let us know your requirements.

Because outages can happen unexpectedly, we urge you to have backup power available and to test the equipment regularly. Central Electric cannot guarantee against extended outages.



Power Outage Guide

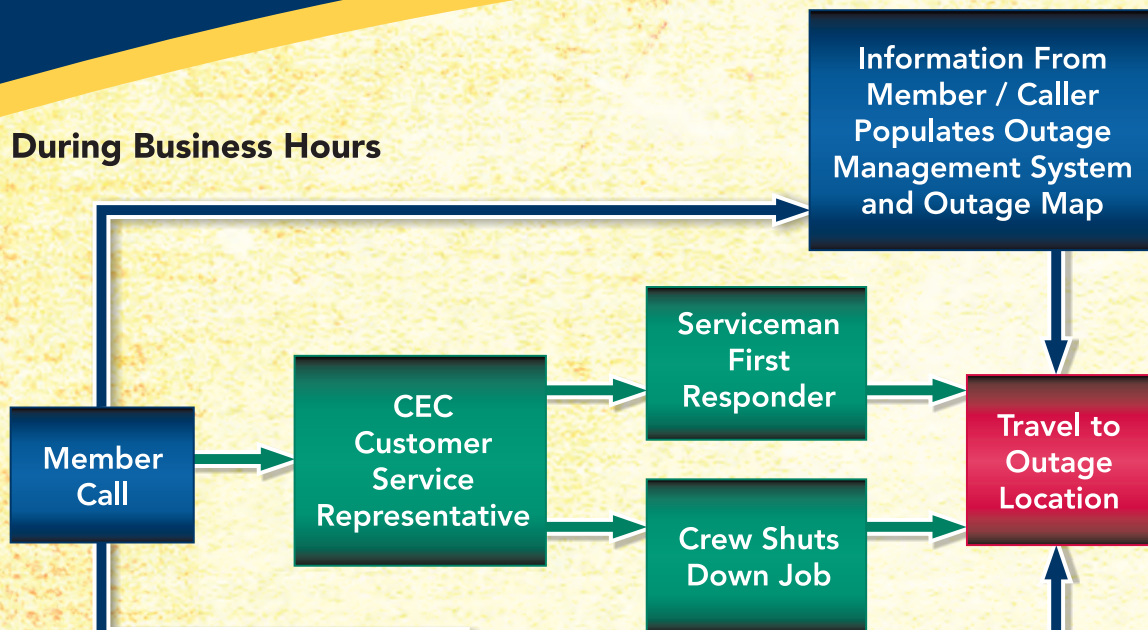
What you need to know.



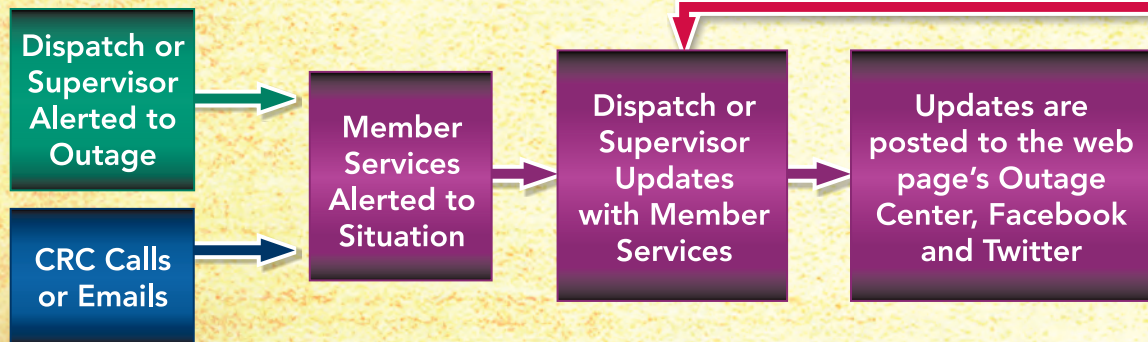
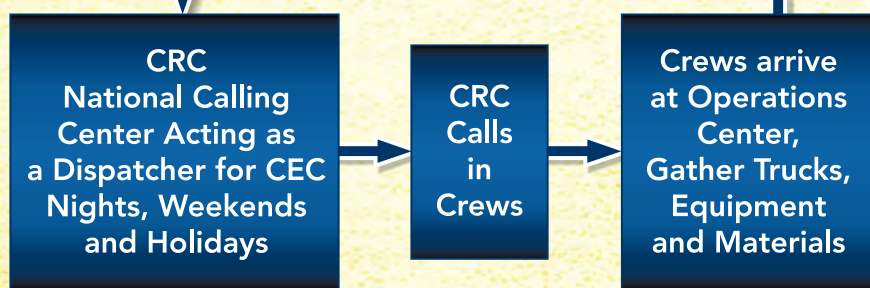
What Happens During a Power Outage?



During Business Hours



During Non-Business Hours



Business Hours vs. Non-Business Hours

As you can see by this chart, there is a difference in response time between business hours and after business hours. After hours and on weekends it takes crews longer to respond because they must come in to the operations center, gather their equipment and travel to the affected area. During business hours, crews are already geared up and can head directly to the scene.

Communicating During an Outage

Before crews even arrive on scene and assess the problem, many times members are already looking for information. Member Services can state crews are headed to the scene, but won't have much information until crews are on scene and have assessed damages. This is where the outage map can provide a lot of information to members, showing we are aware of the outage in their area. Members can stay informed by checking back regularly to the Outage center at www.cec.coop/outage or by going to Facebook and Twitter and searching either #cec_outage or #cecserviceinfo.

How Can Members Help?

Call! If your power goes out, after you check your circuit breakers, call CEC to let us know you don't have power. Not only does this help to populate our outage maps, but the more members that call in help us better locate the impacted area. Call (541) 548-2144 during business hours and (866) 459-8651 during non-business hours.

