

You can now text PEC to report an outage

**TEXT "OUTAGE"
TO 25022 TO
REPORT POWER
INTERRUPTIONS**

PEC is proud to announce the launch of an exciting new feature. Members can now report an outage by simply texting the word "outage" to 25022 from a mobile device. Please only text "outage" to this number when you have a real outage to report. To verify your enrollment, confirm that your mobile number is listed in SmartHub or call 888-554-4732.



Add your mobile number to SmartHub to enroll to send and receive texts

To utilize this new feature, your mobile number must be associated with your account. To verify your enrollment, confirm that your mobile number is listed in SmartHub or call 888-554-4732.

1. Log in or create your account at pec.smarthub.coop.
2. From the top menu, select 'My Information' from the 'My Profile' drop-down.
3. Select 'Update My Billing Address & Contact Information' from the left menu.
4. Add or confirm your mobile number in the 'Mobile Phone' box.
5. Click 'Save' at the bottom.

That's it!

We recommend saving the number 25022 in your contacts as "PEC Outage." Once you report the outage by text, our system will automatically send you updates, including an estimated time of restoration if it's available. Find everything you need to know about outages at pec.coop/outages.

