



START PARTICIPATING

- 1 Make sure your cellphone number is listed on your account.**

To report your outage via text message, your cellphone number must be up to date in our system 24 hours in advance. Update your contact information by calling 1.866.254.8100, select 2, then select 5 to update your phone number. You can also update your number using the customer portal or myTCEMC mobile app.
- 2 Send textTCEMC to 85700**

You must use the same cellphone number listed on your account to enroll, as this number will be used to identify your location when you report an outage. You will receive a confirmation. Next, you will verify the account by the address for which you intend to report outages. If your cellphone number is not found on your account, you will be prompted to update the number using one of the methods in Step 1.
- 3 Save 85700 in your phone as "Tri-County EMC Outage"**

COMMANDS AND RESPONSES

These one word messages are options available to communicate with the TextTCEMC system. Simply text the one word message to 85700 and wait for the response.

OUT

Use **OUT** to let us know that your power is out. You will be prompted to verify the location of the outage by entering the corresponding letter, such as "A". If you have other issues, such as flickering lights or low voltage, please call to report these conditions. You will receive a text letting you know when your power has been restored. If you receive this text and your power did not come back on, please text OUT again.

STATUS

Send **STATUS** after you have reported an outage to get updated information, such as if a crew has been assigned or is on site working on the outage. Sending STATUS when you have not reported an outage will confirm whether or not our system is aware of an outage that is affecting your location.

HELP

Entering **HELP** will generate an autoreply with available options, including how to contact our help line (478.986.8146 staffed Monday – Friday, 8:00 AM to 4:30 PM)

STOP

To discontinue receiving text messages from the textTCEMC system, simply send **STOP**. You will receive a reply verifying that you have stopped messages and will then receive no additional text messages from the textTCEMC system. To re-enroll in the program, simply send textTCEMC to 85700 and follow the instructions.

Our outage texting program gives you a quick and easy way to notify Tri-County EMC when your power goes out. There are no phone calls or waiting on hold. Set up your account using the steps below and send OUT to 85700 if your power goes out. We will only text you in response to your text messages.