

# Power Outage Texting



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, no waiting on hold and no need to know your account number. Just 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.

## How to Participate:

- Step 1: Make sure your cellphone number is listed on your account.**  
The textTCEMC system uses your cellphone number to identify the location of the outage. You can log onto [www.tri-countyemc.com](http://www.tri-countyemc.com) to update your contact information or call a representative at 478.986.8100 or 1.866.254.8100.
- Step 2: Send textTCEMC to 85700**  
You must use the same cellphone number listed on your account to enroll, as this number will be tied to your account when you report an outage. You will quickly receive a confirmation. You will then be asked to verify the account by 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.
- Step 3: Save 85700 in your phone as “Tri-County EMC Outage”**

## Available Texting 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 onsite 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 5:00 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.