



Central Electric Cooperative

Outage Notification FAQs

- **Why would I want to get a text alert when power is restored?**
 - A: If we send you an alert that power is back on and you are still without lights, there is an additional problem. When you report your outage again, crews will be alerted and will know that the work they did that restored power for other people did not fix your power and that they need to look at additional equipment closer to your location.
- **Can I use the app and also access SmartHub from a computer?**
 - A: Yes! If you are on a computer, you can access SmartHub from www.central.coop. You can also download the app and access your information from a device. You can download the app by searching for SmartHub from your device's app store.
- **Why should I use SmartHub?**
 - A: It puts everything you need to manage your account in one place. It allows you to report an outage by clicking one button, pay your bill easily, see how much electricity you are using, and more!
- **When will I be notified?**
 - A: When CEC's outage management system predicts an outage based on reports from other members on your same line (or when you call in an outage) and when CEC's system believes your power has been restored. CEC will also notify you of an estimated restoration time, whenever possible.
- **What happens if I have multiple accounts?**
 - A: You will receive a notification for each account affected by the outage that you have signed up for notifications for. The notifications will include the service address of the affected account.
- **What if it says my power is back on and it is not?**
 - A: It is possible that two outages exist on a line and the main line was restored, but there is still a separate outage affecting your location. In that case, call the phone number included in that text or visit SmartHub to report that you are still without power.
- **Can I opt out of outage notifications after signing up?**
 - A: Yes. Notification preferences can be changed at any time.
- **I have more than one electric account, and I would like to receive outage notifications for all of them. What should I do?**
 - A: Each account will need to be enrolled in notifications. You can sign up by visiting SmartHub.
- **My power went out, but I did not receive a text message. Why?**
 - A: It is possible you may have accidentally replied STOP or unsubscribed. If either of these is the case, you will no longer receive text message notifications and will need to sign up again through SmartHub. You also may not have gotten a text because your outage has not been reported. If your power is out, please report an outage through SmartHub or by calling 800-282-8610.

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