

Outage Texting 101

A step-by-step guide to TVEC's new outage texting service

Step 1

Your mobile number must be in our member services database. Contact TVEC Member Services at 1-800-766-9576, or use the Member Services Portal on tvec.net to update your information.

Step 2

Text TVECREG to 85700.

Step 3

The system will confirm the service address you want to associate with your outage texting number.

Step 4

Save 85700 in your contacts list for future reference.

Step 5

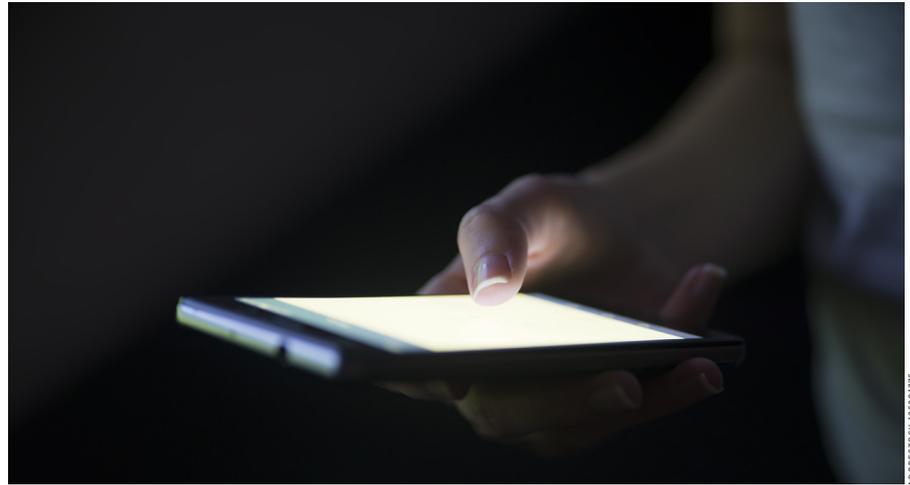
Text OUT to report an outage, or STATUS for information during an outage.

Step 6

You will receive a text message to indicate that power has been restored to your address.



Outage Texting



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When an electrical outage happens, it is in everyone's best interest to get the problem resolved as quickly as possible.

To make communication easier during an outage situation, Trinity Valley Electric Cooperative has implemented a technological solution: text message outage reporting.

"This technology is a natural addition to our advanced metering infrastructure system that we installed a few years ago," said TVEC IT Manager Jerry Woolston. "Once members are enrolled in the system, a simple text message puts their outage directly in our system, just as it would if they called the outage reporting hotline number. Then, they also get a message when power has been restored."

Texting to report an outage is faster and easier than calling in, but it does require some preparation ahead of time to use the service.

First, the mobile number that will be used for outage texting must be in a member's account information at TVEC.

Then, the member must enroll by texting "TVECREG" to 85700 to register their phone in the service.

The system will then send a text prompt to confirm a service address.

Once that is all set, it is smart to save the 85700 number with a descriptive name in the phone's contact list.

During an outage, a member only needs to text "OUT" to 85700 to report

the problem.

When the outage is restored, the member will receive a text message to indicate that the power is back on.

Contact TVEC Member Services at 1-800-766-9576 for assistance in setting up outage texting for your account.

