

Setup Process for Reporting Power Outages via Text Message

You may want to print these instructions before you begin.

Step 1 – Confirm you cellphone number is on file

- Confirm your current cellphone number is on file with the Cooperative.
 - Contact us at 507-367-7000 or by email at memberservices@peoplesrec.com to confirm.
 - If your cellphone number needs to be added or updated you will need to wait 48 hours before proceeding to the next step.

Step 2 – Complete the Registration Process (using your computer)

- Click here <http://texting.crc.coop/Default.aspx?u=9010> to enter the Member Login page and begin the registration process.
 - Note: This is a different system than the online billing system
 - If you are having problems, try holding down the control key while clicking on the link.
 - If you are still having problems, copy and paste the link in your web browser.
- On the Member Login page, enter your email address and create a password and then click the 'Register' button.
- Read and accept the terms and conditions.
- On the 'Account Verification' page, enter your cellphone number and click the 'Submit' button.
- A text will be sent to your cellphone revealing an account verification code.
- Enter the verification code and click the 'Submit' button.
- You will then receive a second text message thanking you for joining.
 - If your cellphone number is not on file with the Cooperative, you will receive a message to contact the Cooperative and provide the number.
- After registering, you will be directed to a screen listing the account number(s) associated with your cellphone number.
 - On this screen, you'll find the number to use for reporting an outage via text message.
 - You can add more cellphone numbers in the phone number section if you want to text in outages from more than one cellphone.
- Be sure to create an 'outage' contact in your cellphones contact list so it will be readily available when a power outage occurs.
 - If you have multiple accounts, set up key word indicators for each account (i.e., home, well, cabin, garage, barn, etc.). This will increase the likelihood of reporting individual or full outages successfully.
- After entering/verifying your outage information and clicking the "Submit" button, you can start reporting outages via text message.

Texting an Outage

1. Check the breaker panel for tripped breakers before texting.
 - If the problem is found to be located on the member's side a trip fee may be charged.
2. Open a new text message on your cellphone.
3. Enter the outage short number code provided (or the contact name you created) during the sign up process in the "Send To" field.
4. Type 'Outage' (without quotes, not case sensitive) in the message field and "Send".
 - If you set up key word indicators during the registration process, it is important that you use those (i.e. Outage Barn or Outage All)
5. Once the text is received and verified by the outage management system, you will receive an "Outage Reported Successfully" message.
6. A second text message will be sent when the outage is restored.
 - If you find you are still without power, you will be directed to call the Cooperative with the contact number provided.
7. Always call the Cooperative immediately, if you know the cause of an outage or see any evidence of a dangerous electrical situation.