

# HOT LINES



July 2019

News about your community and cooperative

Midwest Electric, Inc.

A Touchstone Energy® Cooperative

419.394.4110 | 1.800.962.3830  
[www.midwestrec.com](http://www.midwestrec.com)

## IMPORTANT MEMBER INFO

### POWER IS OUT: What should I do?

If power is lost to your home, first look to see if the power loss is due to a problem within the home. Start to troubleshoot the problem by checking for a blown fuse or tripped circuit breaker in the home's main fuse/breaker panel. Even if the breaker is in the on position, flip the breaker to the off position and then back on to reset it.

If the problem is determined to be a blown fuse or tripped circuit breaker, be sure to unplug all major appliances before replacing the fuse or flipping the breaker to reduce the electrical load on the breaker going into the home.

If you have a meter base mounted on an electric pole, check that breaker as well. To check this breaker below the meter base, first open the cover below the meter. Inside of this cover is the main disconnect breaker. Flip the breaker to the off position and then back on to reset it.

If power hasn't been restored to the home after taking these steps, call us to report the outage at 800-962-3830. Remember that the overhead or underground service from the point where the wires exit the pole-mounted breaker box are considered your wires and are the responsibility of the member, not the co-op.

#### My neighbor has power but I don't. Why?

When this happens, it could mean the service line between your home and the transformer is damaged. Or, it could mean that a three-phase power line serves your neighborhood and you are served by a different line than your neighbor.

#### Stay in the know

Watch our Facebook and Twitter pages, as well as our outage map on our website. You can also enroll in outage notifications through your online SmartHub account (or mobile app), meaning we'll send you alerts via text or email.

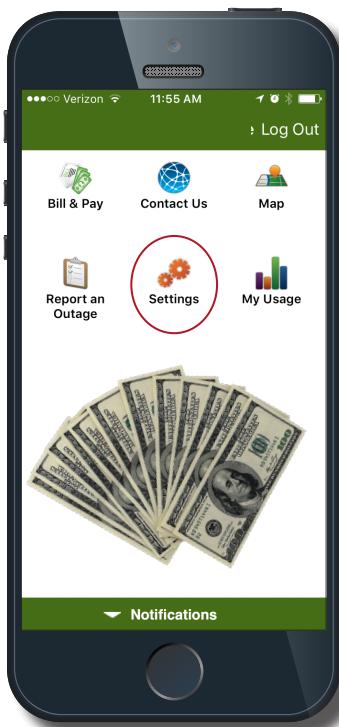
### Going to the 50th Anniversary Apollo 11 Celebration? Look for our Touchstone Energy balloon!



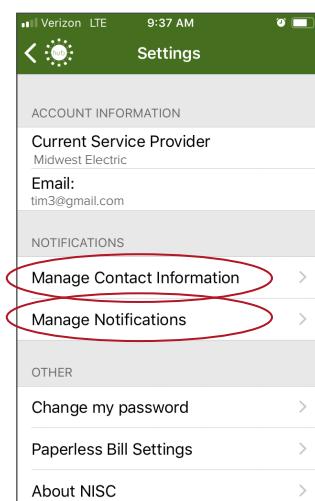
ENTER TO WIN ONLINE AT  
[MIDWESTREC.COM/BALLOONRIDE](http://MIDWESTREC.COM/BALLOONRIDE)



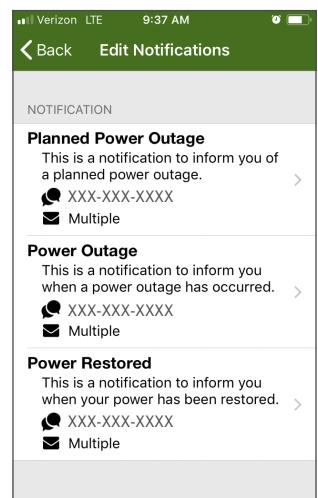
# WANT OUTAGE UPDATES VIA TEXT? SIGN UP AND YOU COULD WIN \$100!



## How to set up outage notifications via SmartHub mobile app



**Step 1:** Tap “Manage Contact Information.” Tap “Add e-mail contact.” Add email address and click continue. Accept terms and conditions. Enter verification code and tap “save contact.” Your email will appear with “e-mail enrolled” directly below it. Tap the back button and add phone numbers in the same manner.



**Step 2:** Tap “Manage Notifications.” Tap “Service” to turn on notifications. Tap the toggle to turn on notifications for email or text messages, under each notification type. Tap the back button. Now your phone number and/or email address should show up below the notification type as shown at right.

**Want more?** Visit [midwestrec.com/outage-notifications](http://midwestrec.com/outage-notifications) or call our office at 800-962-3830 for desktop instructions. Set up outage notifications by text and you'll be entered to win a \$100 bill credit!



Did you know that during peak times of 2-6 p.m. on the extreme hottest days, electricity costs more?

If you can lower your family's electric use during these peak times or delay use of electricity until after the peak times, you can help keep our electric rates stable and save money. We have not changed our distribution rates since August 2010, partly because of our peak load management.

Make sure to turn off things that are not in use or not necessary. Whether you can put off laundry, avoid running the dishwasher, wait to shower, or turn up the thermostat just a few degrees, it all helps immensely. *Watch our Facebook page on extremely hot days to see if a peak alert is issued.*

## Consider medical needs when prepping for outages



If you have special medical needs (such as oxygen, dialysis, etc.), you need a backup plan in case of a power outage. Consider getting a backup generator, make plans for a friend or relative to help care for you, and ensure your county EMA office knows your needs.

We can't restore power for certain members sooner than for others. We follow a restoration plan that gives priority to the greatest number of members first, then works down to individual outages. If your outage is an individual one, we can only repair it after we've fixed main lines.

For more outage tips, visit [midwestrec.com](http://midwestrec.com).

