

## **What to expect when reporting an outage after hours**

Call the same phone number you would during business hours: **620-397-5327** or **800-407-2217**. Instead of speaking to an employee from your electric cooperative, you will reach an employee of Basin Electric Power Cooperative's Security and Response Services department in Bismarck, ND.

First you will hear an automated message, "Thank you for calling Lane-Scott Electric Cooperative. Your call may be recorded or monitored for quality assurance." You will then hear the following menu:

- If you're calling to report an electrical outage, press 1.
- If you have a billing question, press 2.
- For all other calls, press 0.

Press 1 to report your outage. A dispatcher will answer if available, and you can report your outage to him or her. The dispatcher will ask if you are completely out of power, if your neighbors have power, or if you have checked your outside breakers. They will verify your information and get a good call back phone number if the lineman need to contact you for more information.

If all the dispatchers are busy assisting other callers, an automated outage system will assist you. You will be asked to press 1 to report an outage by using your phone number, or 2 to report the outage by meter number. Press 3 to report downed lines or poles or if you have critical information about the cause of an outage. Once you have completely answered the questions, you will receive a message confirming that your outage has been reported and that line crews have been or will be dispatched.