

1-800-526-7282

Clinton County Electric 24 Hour Outage Phone Number

Toward the end of October, 2010, we implemented Cooperative Response Center (CRC) as our after-hours call center solution. We chose CRC because they are the leaders in their field.

After the decision was made to go with CRC, members started to experience some "phone issues" while reporting outages to our call center. These "phone issues" were puzzling to us since we hadn't experienced them before. After some extensive research, we determined the problem to be a limited capacity when transferring local calls to the AT&T toll system, which then delivers the call to CRC. This created a huge bottleneck of calls. Our old call center was local; therefore calls were not transferred to the AT&T toll system. Clinton County Electric has six inbound telephone lines. With our old provider, when a member called in an outage and was the seventh call in the queue, the member simply got a busy signal. Now when that happens, the member gets a pre-recorded AT&T message stating "all circuits are busy".

We didn't expect this to be an issue when we chose CRC as our provider. Please know that the problem isn't with CRC, but rather the way calls are routed to them. We have come up with a solution to our "phone issues"; we will simply try to avoid the transferring from the local exchange to the toll system. **We are asking our members to start using 1-800-526-7282 for all outage calls, 24 hours a day, 7 days a week.** You will not be charged anything for using this number. Calls received during office hours will be routed to our location and after hours calls will be routed to CRC. Our local number of 526-7282 will still work, but using the 800-526-7282 number will ensure your calls going through to either us, during normal office hours, or to CRC after-hours. Take the time right now and put this new number into your cell phone with an appropriate name like **"Electric Outage"**.

Please continue to use 526-7282 for all non-outage business that you wish to conduct with Clinton County Electric.



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