




People's Energy Cooperative

Your Touchstone Energy® Cooperative 

Instructions for Reporting an Outage

If you have ONE service location enrolled in outage texting:

1. Text 'OUTAGE' to 55050.
2. You will receive a response 'Outage Reported Successfully' and need to do nothing more. *(Note: if there is an emergency, like a downed power line, fire, etc., please contact proper local authorities, as well as contact us directly at 800-214-2694.)*
 - a. If you would like status on the outage, you can text 'STATUS'.
3. You will receive a restoral text when power has been restored.

Example: Text to 55050 (for registered account) (green is what member sent as a text and gray is what the system automatically reported back to member):



If you have MORE THAN ONE service location enrolled in outage texting:

1. Text to 55050. Nicknames are necessary. If all locations are out of power, text 'Outage All' to 55050. If some, but not all registered locations are out of power, you will have to report each outage separately to 55050. For example:

- a. Message 1: Outage Home
- b. Message 2: Outage Barn

Note: You must wait for the message 'Outage Reported Successfully' for message 1 before reporting message 2.

2. You will receive a restoral text when power has been restored to your area.

More than 1 subscribed location

