

PLAN AHEAD FOR AN OUTAGE

While our advanced meters are designed to let us know you are without power even if you do not contact us, you may have additional information that can help restoration (seeing a line down or broken pole) – or you may just want peace of mind that we know your power is out. There are several ways to communicate with us during an outage including www.nolinrecc.com, SmartHub or by leaving details in our automated system at (270) 765-6153. You can also text OUT or STATUS to 855-938-3651 from a mobile number associated with your account.

UPDATE YOUR CONTACT INFO

It's very important to keep your contact information such as your phone number updated on your account. This can be done in SmartHub or by calling our office.

STAY SAFE!

Be aware of hazards and keep safety in mind. Flashlights are safer than using candles. Never operate a generator or grill inside your home or garage. NEVER go near downed power lines!



Know about the fuses or breaker box at your home or business including where it is located. Breakers and fuses are safety devices that shut power off if there is a problem. It is helpful to know how to reset a breaker or replace a fuse and to check these before you contact Nolin about an outage.

BREAKERS/FUSES

FOOD AND WATER

Be aware of food safety during an outage by keeping doors of refrigerators and freezers closed. Find more information about food safety at www.foodsafety.gov. If you have a domestic well at your home, you may not have access to water during an outage. It may be helpful to have bottled drinking water on hand in the event of an outage. Those with a well should also have a plan for water to use in their toilet during an outage.

GARAGE DOOR

Know how to operate your garage door during a power outage. Refer to your owner's manual.



LIFT CHAIRS

Electric lift chairs without a battery back-up will not work properly during an outage. Make sure a person has a way to exit the chair if the power is out.

FLOOD WATER

Sump pumps without a battery back-up will not function during an outage. Also, if there is flood water in your home covering electrical outlets, do not enter that area if there is power running to those outlets.



FOLLOW US!

We will provide regular updates during outages on our social media channels. We cannot take outage reports or transact any account-related business via social media.

PHONE

Chargers come in a variety of storage capacities, so it is important to know what you will need for your family to power phones and other devices if a power outage occurs. Have battery back-ups fully charged and ready to use when needed.



A Touchstone Energy® Cooperative 

Do you have a medical device that needs electricity? Planning is key!



Medical conditions often require us to plan ahead for emergencies. If you are a caretaker, or have your own medical condition, your actions before an emergency can be crucial. Nolin RECC employees work hard to provide reliable power to members, but some situations are beyond our control. Weather, vehicle accidents and even squirrels can cause a power outage. We take pride in our prompt response to an outage, but there are times that our members may be without power. Most outages last a few hours or less, while larger storms can create system-wide issues that take days to repair. While we have a Medical Priority list for members that rely on electric medical devices, that list does not guarantee a member uninterrupted power, or that their home will be restored before others. Restoration follows a process based on how electricity is delivered (see the graphic below for more details about the restoration process). If you or someone you care for relies on a medical device that requires electricity, it is important that you consult your medical provider to plan for a time that you may be without power.

Power restoration is a process...

