



New Automated Phone System

Frequently Asked Questions

Q & A

Question: What does LREC's new automated phone system do?

Answer: The automated phone system increases LREC's capacity in answering the phone calls we receive from our members. This is like having eight more customer service representatives answering phones twenty-four hours a day, seven days a week.

Question: What are the benefits of having an automated phone system?

Answer: The phone system allows LREC to offer more options for its members twenty-four hours a day, seven days a week. The new system greatly reduces the chances of getting a busy signal or waiting on a customer service representative to answer the phone, especially during major storms and power interruptions.

Question: Can I check on my account billing status by using the automated system?

Answer: Yes, you can check your billing history, current amount due and due date, as well as make your payment with the automated system.

Question: Can I make payments using the automated system?

Answer: Yes, you can pay your electric bill twenty-four hours a day, seven days a week with the automated system using a debit card or credit card (Visa or Mastercard). There is a convenience fee of \$3.95 for using a debit or credit card. Payments made after 9:00 p.m. are posted at 4:00 a.m. the following day.

Question: Is it possible for me to report an outage without talking to a dispatcher or an operator?

Answer: Yes, when you call, choose the option of using the automated system to report an outage. If the phone number you are calling from is on file with LREC, the automated system will identify your account by using the caller ID information and give you the option to submit your outage. Having your telephone numbers (cell phone and home phone) in our database will be the key to using the automated system to its fullest potential. If you are calling from a different phone than what we have on file, you can report your outage by manually entering your phone number. You can also submit an outage with your account number on the automated system.

Question: How fast are LREC Dispatchers notified of my outage situation?

Answer: Instantly, after you submit the outage on our automated system, it is updated in our outage management system and the dispatchers are notified.

Question: Does LREC answer the phones around-the-clock?

Answer: Yes, LREC has customer service representatives available during regular business hours 8:00 a.m. to 4:30 p.m., Monday through Friday. We also have a dispatcher available around-the-clock for members who would like to speak with a person when calling in to report an outage.





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OFFICE HOURS

Monday - Friday
8:00 a.m. - 4:30 p.m.

TELEPHONE

800-364-LREC or
(918) 772-2526

WEBSITE

www.lrecok.coop

LOCATIONS

Hulbert, Wagoner
and Tahlequah.

MAILING

ADDRESS

P.O. Box 127
Hulbert, OK 74441

Question: Why do I sometimes get a busy signal when I call LREC to report an outage?

Answer: During large line or feeder outages that affect hundreds of members, we receive a high volume of calls. When hundreds of members attempt to call and report outages at the same time, some callers will get a busy signal. This will happen when the number of calls received exceeds the number of calls we are able to answer at the same time. During these large outages our customer service representatives are helping members enter their outages and are unable to answer all the calls coming in.

Question: Why do I sometimes hear nothing at all when I call LREC using my cell phone?

Answer: More and more members are now using cell phones to communicate rather than a land line. Most cell phone service providers are now giving a "Call Failed" signal or "Silence" when you dial a number that is busy as opposed to a "Busy Tone" that we are accustomed to. This issue has nothing to do with our automated system. It is just a function of the cell phones.

Question: What should I do if I have an outage and the phone lines are busy when I call LREC?

Answer: Due to the high number of calls during major outages our phone system may have a busy signal. We encourage members to hang up and call back at a later time.

Question: Is it necessary to have my account number available when I call LREC's automated system?

Answer: Yes, if your phone number is not registered in our database your account will not be

recognized with the automated caller ID service. You can update your account phone number with us so the automated system will recognize your account when you call in the future. We offer you the ability to update your account information through our automated system.

Question: Do I need to call LREC back and speak with a customer service representative if I have already reported my outage using the automated system?

Answer: No, the automated system will record your outage into our outage management system. You do not have to speak with a customer service representative.

Question: Why does LREC give me these menu options when I call?

Answer: LREC gives members these options when calling, so we can quickly direct your call to whom you need to speak with, saving you and LREC time.

Question: Can I talk to a customer service representative if I don't want to use the automated system?

Answer: Yes, members wanting to speak with a customer service representative can do so at anytime day or night by simply staying on the line and not choosing any of the options available or choosing the option that transfers them to a dispatcher or an operator.

