

# Help Us Restore Power Outages Sooner

## Update Your Contact Information With Us

Outage calls during non-office hours are answered by our dispatch center. If you are the first member to report an outage during this time and your call is answered by an automated system (IVR), the system will ask questions to determine your service location. If your contact information is correct, there are fewer questions IVR will have to ask before locating your service.

To successfully report your outage:

- Please do not hang up in the middle of reporting the outage, as it will not be reported.
- You will receive a call back to confirm the outage, if you are the only caller to report an outage in your area. This will be from a toll-free number.
- Please answer this call. They will ask you a series of questions, to help prioritize the outage, determine if it is a Sedgwick County Electric Cooperative equipment issue, or if it is related to the member's electrical equipment.

To locate your service and call you back as quickly as possible, we need to have your updated contact information. Please check the bottom of your bill for the contact numbers and email we have on file. If these need to be updated, please do so, using one of the following ways:

- Cross out the outdated information at the bottom of the bill and replace it with updated information. Send the stub back with your payment and we will make the correction when we receive it.
- Call the office at 316-542-3131 or our toll-free number 1-866-542-4732 during regular business hours (8am to 5pm, Monday through Friday, except major holidays).
- Online at our website, [www.sedgwickcountyelectric.coop](http://www.sedgwickcountyelectric.coop), click the green box labeled "Online Bill Pay with Smarthub" and log in or set up an account.

Click My Profile

Click My Information

Update My Billing Address & Contact Information

Make changes

Click Save

Sedgwick County Electric Cooperative's Board and Employees are committed to providing safe, reliable, innovative energy solutions for you, our member-owners. Please help us by updating your contact information now and in the future as changes occur.