

“Outage Texting, Now Available!”

Heart of Texas Electric Cooperative deployed a new service to the membership, the ability to TEXT an electrical outage to us. This service will provide an alternative to calling us in an outage situation. “The new service is faster and just as accurate as a phone call,” states Cooperative General Manager Rick Haile. “Almost 60% of Americans currently text. The percentage for our membership might be slightly less than that, but that percentage is increasing. For those who prefer to text, this new service is the perfect solution.”

Here are the steps you need to follow to have the ability to text power outages:

1. Call the Cooperative office to make sure we have your cell phone number(s) recorded in our system. This is very important. Simply texting our main phone numbers WILL NOT work.
2. After you have given the Cooperative your cell phone number(s), go to our website (www.hotec.coop) and register for the service. You can do this by clicking on the bar on the right side of the page: Outage Reporting. Then click on the line: [Click here to enter your information](#). The registration process is simple and takes less than two minutes.
3. You will be given an outage “texting number.” Add this number to your contacts list on your cell phone so it’s ready when an outage occurs.

Now you are ready to text us in the event your power goes out.

Please call the office during normal office hours, 8 a.m. to 5 p.m., if you have any questions or comments.