

Friday, July 26, 2019

Media Contact: Kelly Crawford
(706) 379-3121; kelly.crawford@brmemc.com

BRMEMC Releasing New Outage Texting Service

YOUNG HARRIS, Ga. — Blue Ridge Mountain EMC will release a new outage texting service on August 1. The new outage texting service provides another option for members to communicate outages to BRMEMC.

Currently, power outages are reported by a phone call or by reporting it online and entering your phone number or account number. The new texting service will also allow members to report an outage as well as receive updates on a previously reported outage—this is particularly helpful during inclement weather situations.

“Providing another option for member-customers to report outages ensures we know about outages immediately and the location of the outage,” said General Manager Jeremy Nelms. “We see the outage texting service as being advantageous to communicating updates to member-customers as well.”

BRMEMC members will automatically be opted in to the outage texting service with the cell number they have on file with their membership account. If you’re unsure your cell number is on file or if you would like to add your cell number to your account, call BRMEMC’s customer service department at (706) 379-3121. The outage texting service is easy to use. You will be able to text OUT to (800) 292-6456 to report an outage and text STATUS to receive updates. You may opt out at any time.

The new outage texting service is free to BRMEMC members, but standard text messaging rates apply. For more information, visit brmemc.com.

About Blue Ridge Mountain EMC

Blue Ridge Mountain Electric Membership Corporation is a member-owned electric cooperative headquartered in Young Harris, Georgia, serving over 53,000 member-customers in Cherokee and Clay Counties in Western North Carolina, and Towns, Union and Fannin Counties in Northeast Georgia. Organized locally in 1937, BRMEMC has invested well over \$270 million in

physical infrastructure in its mission to provide reliable electric and broadband services to its members where those services would not otherwise have been available.

###