



**Lake Region Electric Cooperative**  
PO Box 643  
Pelican Rapids, MN 56572  
www.lrec.coop  
800.552.7658 or 218.863.1171

## Update Your Contact Information

LREC's automatic outage call handling system is known as PORCHE. It is an acronym for Primary Outage Response and Call Handling Equipment.

During outages, for example, when call volume is high and all customer service representatives are busy, your call will be transferred to the PORCHE system for faster service. At other times, your calls will be answered by a customer service specialist during business hours and by our answering service after hours.

PORCHE uses your phone number to identify your account. If you are calling from a phone not at the outage location, you will be asked to say your number or enter it using your phone's touch pad. If your number is still unrecognized, you will be asked to enter your account or meter number. And if the outage in your area has already been reported, you will receive a message acknowledging the outage.

Correct phone numbers are the key to quick service. Please take a moment to update your contact information. Since many members now use their cell phone routinely or have disconnected landline service completely, it is crucial we have your cell phone number and email address on file. You can write them on the back of your electric billing stub and return with your payment, insert this form in your statement, email the correct information to [billing@lrec.coop](mailto:billing@lrec.coop), or call our Customer Service Department with the updated information.

### Account Information Form

Acct. No.

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**LREC service address**

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Name

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Address (if different from above)

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City

State

Zip

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Home Phone

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Primary Phone

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Cell Phone

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Email

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**Mail:**  
BUDGET BILLING  
LAKE REGION ELECTRIC COOPERATIVE  
PO BOX 643  
PELICAN RAPIDS, MN 56572

**Fax:**  
218-863-1172

**Scan and email:**  
[billing@lrec.coop](mailto:billing@lrec.coop)