

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 report any changes in your contact information. Check the numbers printed on the back side of your statement. If they are incorrect, or you have additional numbers to add, make the corrections and check the "change address" box on the front side of your statement, call customer service or insert this form in your next statement. For security, do not e-mail the information.

Account Information Form

Acct. No. _____

LREC service address _____

Name _____

Address (if different from above) _____

City, _____

State _____

Zip _____

Home Phone _____

Alternate _____

Cell _____



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