




## Hickman-Fulton Counties RECC

A Touchstone Energy® Cooperative 



Hickman-Fulton Counties RECC is proud to announce a new cooperative business partner, Cooperative Response Center, Inc. (CRC) of Austin, Minnesota. CRC is a nation-wide, cooperatively owned and operated 24/7 call center, handling after-hours calls for 198 electric cooperatives nationwide.

Founded in 1992, CRC has steadily increased the size and scope of its operation with offices in Austin, Minnesota and Dunlap, Tennessee, as organizations recognize the important role of combining services. CRC is able to provide Hickman-Fulton Counties RECC with levels of service far beyond what we could offer on our own.

CRC provides professional call center customer care and crew dispatch services that are essential in providing quality service to our consumers during service interruptions. CRC's Energy Dispatch services combine inbound customer care and outage notification for electric utilities. By using experienced and professional crew dispatching, CRC allows more consumers' phone calls to be answered with fewer busy signals during outages. This will enable HFRECC to pinpoint outage locations more quickly.

CRC's support and service to Hickman-Fulton RECC will be a seamless operation of call handling. Members will call **270-236-2521** or **1-800-633-1391** to report electrical outages, pay bills by phone, or turn in a service request. These calls will automatically be forwarded to CRC when calls are not being handled by the HFRECC office. CRC will be handling calls for HFRECC after 4:00 p.m. weekdays and all hours on weekends and holidays.

Hickman-Fulton Counties RECC's members will now have a customer service representative at their fingertips 24 hours a day!

As the electric utility industry evolves into a more customer focused market, Hickman-Fulton Counties RECC is responding by partnering with CRC to provide our members with the best possible service available.