



A Member's Best Friend During a Power Outage

Horry Electric Cooperative's outage text alert program—MyOutage—provides a convenient way to stay connected during a power outage. Using the everyday accessibility of text messaging, we can quickly and easily communicate about power outages.

Using MyOutage gives you peace of mind knowing you won't be caught by surprise. You'll have access to the best information we have available so you can make plans. Participating is easy—simply list your mobile number(s) on your Horry Electric account, then text **MYOUTAGE** to 1-844-369-2767. You'll also want to save this number to your contacts so you can quickly report your outage when necessary. *PLEASE NOTE: Standard text and data rates may apply.*

The next time you experience a power outage, just text our outage reporting hotline at 1-844-369-2767 using the following prompts (keywords):

1-844-369-2767

Number to text to communicate about an HEC power outage

MYOUTAGE

The initial text to send to opt-in to participate in the text program (number must be on your HEC account to activate)

OUT

Report an outage at service address associated with number

STATUS

Request the status of an outage

QUIT

Cancels participation in outage text alerts (does not cancel other account alerts)

HELP

Provides information about HEC's text program & a number to call for additional support

Please note that only these keywords will work with the text program. During widespread outage situations, status updates may not be available.



Horry Electric Cooperative, Inc.

Please see our [Frequently Asked Questions](#) section for more detailed information about how MyOutage works.

When the lights go out, turn to MyOutage. Willie Wiredhand will update you on the status of power outages through text notifications.

Make sure your mobile number(s) are listed on your HEC account to enroll in MyOutage today!

Update your contact information now to have access to this convenient service!

ONLINE

Update your account information easily and at any time by [logging in to your account on the MyEnergy Online Portal at horryelectric.com](#). Phone numbers and email are listed in the "Account Profile" section. Please note that mobile numbers may be listed in any phone number field, regardless of how that field is labeled. The text alert system will recognize a mobile number in any field formatted for a phone number.

EMAIL

Email Service@horryelectric.com (link sends e-mail) with up to SIX mobile numbers you'd like listed on your account. Be sure to provide the account-holder's name and account number!

PHONE

Connect with a Member Service Representative for assistance by calling 843-369-2211.

MyOutage Frequently Asked Questions

What is MyOutage?

- MyOutage is a notification service that enables members to report outages and receive outage restoration updates. The free program is available all HEC members. Please note that standard message and data rates may apply through your carrier.

How do I participate in MyOutage?

- First, list your mobile number(s) on your Horry Electric account, then text **MYOUTAGE** to 1-844-369-2767. You'll also want to save this number to your contacts so you can quickly report your outage when necessary. Please note that standard text and data rates may apply and it may take up to one day for changes to your account to take effect.

Can my spouse and I both get alerts about our account on each of our phones?

- Yes, you may register up to six phone numbers to receive alerts from the same account.

I have accounts at multiple locations. Can I get alerts about each one at my mobile number?

- You can receive outage notifications on any number of locations.
- If you have six or more locations, you'll be asked to call to report your outage.

I reported an outage and then texted STATUS, but the message said there was no outage for my account. Why is this happening?

- It can take a few minutes before your outage is entered into our system. Please wait a few minutes and then text STATUS again. If you get another message that says there is no outage, please text OUT again to ensure your outage is logged.

I texted my outage hours ago but haven't gotten a STATUS update. What's going on?

- In most cases, to receive a STATUS update, you must text STATUS to 1-844-369-2767. HEC will only send a STATUS notification to members if a significant event occurs that will impact restoration efforts. You will receive a text notification from HEC when power has been restored.
- During major storm events, or other times when there is a high volume of outages, STATUS updates may not be available. We will communicate outages and restoration progress on our Horry Electric Facebook page. In the case of a hurricane, ice storm, etc., we will also post updates on our Instagram and Twitter pages. Members can [view the outage map](#) any time at horryelectric.com. It is also important to remember that an Estimated Time of Restoration (ETR) will not always be available. We attempt to estimate the time of restoration to allow you to plan and safely await restoration, but ETR is only an estimate. We may have to update the estimate based on a number of factors, such as evaluation of damage from an onsite crew, changing weather conditions, additional problems that occur or any specialty crews or equipment needed for repairs once the damage is assessed. We will do our best to keep you aware with updated information.
- If the system is down, STATUS updates will not be available. We will work to communicate this across our social media platforms.

I texted a question to HEC about my outage. Why haven't I received a response?

- Outage texting is an automated process through our outage management system and relies on keywords to communicate. Following are the only keywords allowed to communicate about an outage via text:

MYOUTAGE	Opts member into the outage text alerts
OUT	Reports an outage at service address associated with number
STATUS	Requests the STATUS of an outage
QUIT	Cancels member's participation in outage text alerts
HELP	Provides information about HEC's text program & a number to call for support

My neighbor watches my house when I travel. Can I have alerts sent to her phone?

- Yes, you may register up to six phone numbers to receive alerts from the same account. Please don't sign up someone to receive alerts from your address without their permission.

My mother is elderly and lives alone. Can I get text notifications from her account?

- Yes, with the account holder's authorization, you can register your number to receive alerts for their account.

My neighbor's power is out, but they are not registered for MyOutage. Can I report the outage for them via text?

- No. You or your neighbor should call HEC at 843-369-2212 to report the outage. You may only report an outage via text message for the accounts associated with your mobile phone. Your neighbor may register for the program by texting MYOUTAGE to 1-844-369-2767. Standard message and data rates may apply.

Why did the text message come out-of-order?

- We send messages to you in order, but your cell phone carrier does not guarantee that messages will be delivered in order. If you get two messages in a row, you may have to scroll to see both messages.

Why does the system say, "There was a problem with your message?"

- If you have a signature line automatically set up for your outgoing messages, this could prevent the system from understanding your message. Please wait a few minutes and try again.
- You may have misspelled a word.
- There could be a temporary service interruption.

Why are some of the numbers/words in the message highlighted or underlined?

- In text messages, highlighted or underlined text is a hyperlink that you can touch, such as a website or phone number that can automatically be dialed.

Why am I getting multiple alerts on my cell phone?

- Your cell phone may be registered to receive messages from more than one account.
- You will get additional alerts if HEC sends a significant STATUS alert or if power has been restored.

If my estimated restoration time has passed and I am still without power, do I need to text OUT again?

- No. While the estimated time of restoration (ETR) may have passed, our crews are still working hard to restore your power. We will update the estimate based on a number of factors, such as evaluation of damage from an onsite crew, changing weather conditions, additional problems that occur or any specialty crews or equipment needed for repairs once the damage is assessed.
- While we do our best to keep the ETR up-to-date and to keep you aware of updated information, our first priority is safely getting your power back on. You can text STATUS to 1-844-369-2767 at any time to see your latest ETR and update. You will receive a text when your power is restored. If you receive a message indicating that your power has been restored but you are still without power, please check your property's breakers and re-report if necessary, by texting OUT to 1-844-369-2767.

What if I received a text message stating my power has been restored, but my lights are still not coming on?

- Please first check the circuit breaker at the property. If power is still not restored after checking the breaker, either text OUT to 1-844-369-2767 or call 843-369-2212 to re-report the outage. There may be additional damage at your location that HEC was not previously aware of when making the original repairs.

How much does texting cost?

- Text alerts are offered at no charge by Horry Electric. However, your cell phone provider may charge you for text messages received and sent with this service. HEC is not responsible for these charges. Before using, check with your cell phone service provider for text message costs.

Can Horry Electric guarantee delivery of text messages?

- HEC cannot guarantee delivery of text messages. Your wireless carrier is responsible for transmitting text messages. Text message delivery may be limited by your cell phone plan or your provider's wireless coverage area. From time to time, the texting system may be unavailable and text messages cannot be sent. This could result in undelivered or untimely text messages.

What if I change my mobile phone number?

- Prior to changing your phone number, text QUIT to unregister your account. When you receive your new phone number, be sure your account has been updated with the new number, then text MYOUTAGE to 1-844-369-2767 to re-register your account.

What happens if my SMS text limit is reached?

- Once your text limit is reached, you will not receive any additional messages. Your text limit depends on the level of service you have with your carrier for the number of texts by daily or monthly limits.

What happens if I replace my phone?

- If you keep the same phone number, you will continue to receive messages. If you get a new phone number you will need to be sure your account has been updated with the new number, then text MYOUTAGE to 1-844-369-2767 to re-register your account.

What happens if I move?

- If you move to another location outside of Horry Electric's system, text QUIT to opt out of the program.

How do I send text messages?

- Each cell phone works differently. Check the instructions that came with your cell phone to determine how to send text messages from your device.

What if I no longer want to receive MyOutage messages from HEC?

- To cancel your participation in MyOutage messages, text QUIT to 1-844-369-2767. You will receive confirmation that you will no longer receive outage texts from Horry Electric. Please note that this will not prevent you from receiving other account alerts if you are subscribed to them.