



**Price Electric
Cooperative**

A Touchstone Energy® Cooperative

Smart Hub How-To: Report Your Outage in Smart Hub

Active members with a Smart Hub account may now report their power outage through Smart Hub, rather than calling.

Login to Smart Hub. (On the Web)

On the left navigation, click Report Power Outage



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 Report Power Outage

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 Sign Out

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NOTIFICATIONS (2)

 Go to All Notifications

Breakfast in the Northland

Join us Saturday, October 11 from 7-10 a.m. at the PEC office in Phillips for Breakfast in the Northland. For more details, visit the PEC website.

Smart Sense Rebates

Have you purchased a new Energy Star appliance, smart thermostat, or heat pump? You may be eligible for a PEC rebate.

CUSTOMER OVERVIEW

 Go To Make A Payment

\$189.31

Last Payment Amount
PAID on August 20, 2025
Auto Pay Enrolled

\$0.00

Past Due Balance

\$0.00

Current Bill Amount

Pay

USAGE OVERVIEW

 Go to Usage Explorer



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Review and agree to the terms and conditions

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REPORT POWER OUTAGE

Do NOT report a power outage unless you are present at the property and have verified your electric meter is blank. Smart devices such as cameras, doorbells, or thermostats being offline do not conclusively indicate a power outage. If a crew is dispatched to your property and an outage is not present, you will be charged a trip fee of \$300 during business hours and \$700 outside of business hours. The callback phone number below will only be used if there are follow up questions regarding your outage. If you would like a notification (text or email) for outage restoral, that can be updated through Manage Notifications in Smart Hub. Questions? Call 800-884-0881. Call 911 if this is an emergency. Fees are subject to change at anytime without notice.

☐ I accept the Terms and Conditions. *

Account Number -- Property Address

Comments

One-Time Callback Number

☐ Save this number for future contacts and agree to terms. *

Cancel

Send

Once you agree to the terms and conditions, the following fields can be filled in:

- Click the green drop-down box with your service address in it to change the service location you are reporting an outage for (if applicable)
- Enter any comments necessary (heard a loud bang, tree on the line, etc.)
- Enter a phone number (this will only be used if we need to call you with questions regarding the outage)
- Send your outage

Once your outage has been submitted, you will receive confirmation on the screen.

REPORT POWER OUTAGE


✓ Your outage has been submitted.

Report Another Outage

View Issue Status

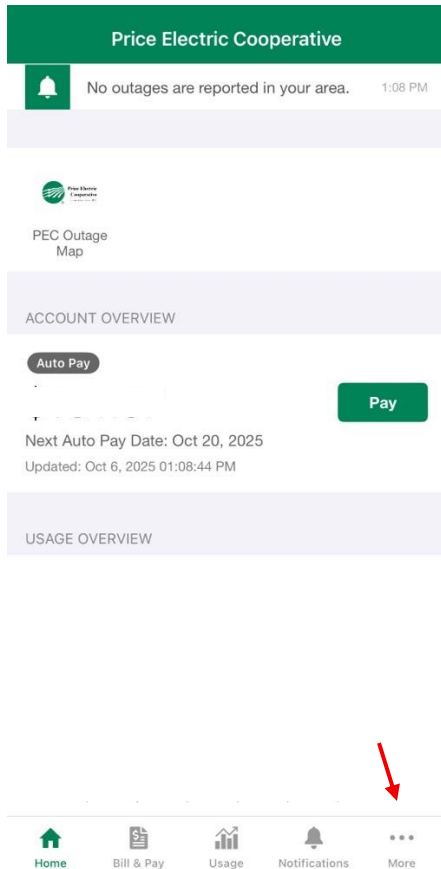


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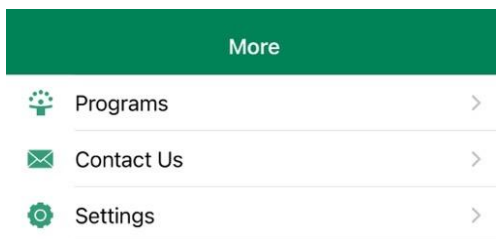
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Smart Hub App

On the bottom of the screen, Navigate to the More menu option



On the More screen, click Contact Us





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On the Contact Us screen, click Report Power Outage

[← More](#) **Contact Us**






CONTACT INFORMATION

Price Electric Cooperative
W6803 Springs Drive
PO Box 110
Phillips, WI 54555
info@priceelectric.coop
[715-339-2155](tel:715-339-2155)

Location >

Report Power Outage >

Track Issue Status >

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Once you are on the Report Power Outage screen, you will need to review and agree to the terms and conditions. Then, the following fields can be filled in:

- Ensure you have the right account number and service location in focus (if you have more than one service address with PEC)
- Enter any comments necessary (heard a loud bang, tree on the line, etc.)
- Enter a phone number (this will only be used if we need to call you with questions regarding the outage)
- Send your outage

Once you submit your outage, you will receive a confirmation on the screen.