

## **Key to Outage Status Terms on Our Outage Map**

**ACKNOWLEDGED** – REC is aware of your outage, but no estimated time of restoration has been established. (This status is usually only assigned during major outage events.)

**ASSIGNED** – Crews have been notified, and restoration should occur by the end of the day. (This status is usually only assigned during major outage events.)

**DISPATCHED** – Crews are en route to the source of damage for that particular outage event.

**ON-SITE** – Crews have arrived and are working to restore power.

**OUTAGE RESTORATION TIP:** If you notice that nearby neighbors' power has been restored, but your lights are still out, please report your outage again. You can do so by calling 800-552-3904 or by logging into the Web Self-Service portion of [www.myrec.coop](http://www.myrec.coop).