

EASY PHONE GUIDE



WHEN CALLING REC, FOLLOW THESE OPTIONS:

In the event of an **emergency** ALWAYS

Press: **1**

To **make a payment**

Press: **2** **1** **2**

To request a **payment extension**

Press: **2** **1** **3**

Use this option if you are able to make your payment in full, but need to extend your due date.

To speak with a **customer service representative**

Press: **2** **1** **0**

Use this option to connect to a customer service representative if you are unable to make your payment in full; are having difficulty making a payment; if you need assistance with an unusually high electric bill; or for additional help.

For REC's **hours of operation** and **directions**

Press: **2** **5**



**Rappahannock
Electric Cooperative**

A Touchstone Energy® Cooperative 