



ROLLING HILLS ELECTRIC PARTNERS WITH COOPERATIVE RESPONSE CENTER, INC. (CRC)

Working Together to Provide Service Excellence

Rolling Hills Electric is excited to announce a new business partnership with Cooperative Response Center (CRC) effective March 2, 2022 to assist with customer service needs.

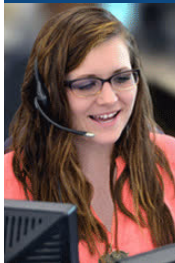
CRC is a nationwide, 24/7 contact call center, handling after-hours calls for nearly 500 electric utilities nationwide. The Minnesota-based cooperative organization provides support to utility companies in the form of call overflow, outage dispatching, and more. CRC currently has three regional call centers in the United States located in Austin, Minnesota, Dunlap, Tennessee, and Abilene, Texas.

CRC provides member support 24 hours a day, seven days a week. During busy office hours, evenings, weekends, or holidays, calls will transfer to CRC to limit customer wait times. To expedite your call, it is helpful that you provide important key information to avoid delays in getting help to you as quickly as possible, including your account number, physical address and, most importantly, your meter number. All of this information can be found on your billing statement. CRC representatives are unable to share any account information with non-account holders, per company policy.

Keeping your contact information updated is crucial. If you are calling from a phone number Rolling Hills Electric has on file, your call automatically will sync with your account information, considerably shortening the response time.

Members will still call the same numbers – (785) 534-1601 or toll free (800) 530-5572 – to report electrical outages, which will be automatically forwarded to CRC when calls are not being handled by our office. CRC will handle all after-hours outage calls from 5:00 p.m. – 8:00 a.m. Monday – Friday, and 24/7 during weekends and holidays.

Please keep in mind that CRC's customer service representatives have some limitations to the services they can provide our members. If you have questions regarding opening or closing your account, transferring or disconnection of service, payments, billing questions, or payment arrangements, please contact us during regular business hours Monday through Friday 8:00 a.m. to 5:00 p.m.



**For More
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our Website:**

www.rollinghills.coop