

Power Outage and Reporting a Utility Issue

Here are a few helpful reminders that each homeowner should consider in an effort to minimize the impacts that could result from a planned Power Outage. Several of these recommendations are also good things to do when an unscheduled power outage occurs.

- Our power provider Volunteer Energy Cooperative has a Smartphone app called SmartHub that will provide current status on power restoration efforts when an outage occurs. It also has a lot of other information on your account both billing and power usage. It is available from the app store for both Apple and Android devices. Just search for SmartHub or follow the instructions at the end of this tip sheet:
- Only use Portable Generators in well-ventilated areas away from your home to prevent Carbon Monoxide Poisoning during a power outage. You cannot see, taste or smell Carbon Monoxide and it is often called "the invisible killer."
- If you are on a CPAP machine you need to check with your physician or your medical equipment supplier concerning your individual course of action such as a battery backup system. Those who are on oxygen also need to check with their individual physician and medical supplier about your specific needs. Let your physician know that you are dependent on life-support devices and about the planned power outage and follow their advice. Also let the FG Police Department know that you are on oxygen and/or a CPAP machine in case of a power outage.
- Check your flashlights and portable radios to confirm they're working. Use flashlights for lighting, not candles which can be a fire hazard.
- Fully charge your cell phone, laptop and any other devices before the power outage.
- Set your refrigerator and freezer to their coldest settings (remember to reset them back to normal once power is restored). During an outage, minimize the number of times you open the refrigerator or freezer door. Food can stay cold in a full refrigerator for up to 24 hours and in a well-packed freezer for 48 hours (24 hours if it is half-packed).
- You may want to unplug your major electronic devices like televisions and computers, either prior to a scheduled outage or during an unscheduled outage and then re-plug them after power has been restored. This will provide added protection in the event there is a power surge as the power is restored.
- During a power outage water usage can cause your grinder pump to overflow into your yard or crawl space. Limit your water usage as much as possible. It is no longer recommended that you turn off your grinder pump during a power outage.
- Don't forget to reset your clocks and interior and exterior timers after the power is restored.
- The Fairfield Glade Police Department will conduct extra patrols through all neighborhoods during power outages.



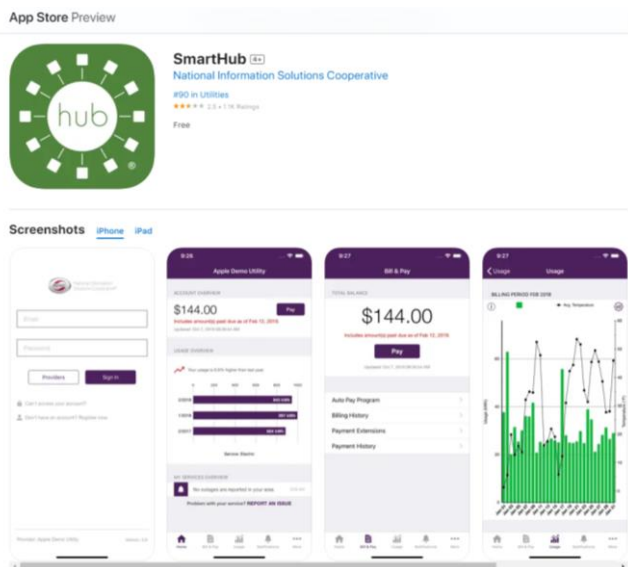
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All Police Department and Emergency Services personnel are on call and will be available throughout the duration of the event and if you need emergency services, please **call 911** for the fastest response. Driving is discouraged during the outage unless it is an emergency.

Electric – Volunteer Energy Cooperative for Crossville

If you need to report a power outage, you can, in Crossville Tennessee, call at **(800) 987-CEMC (2362)**. You can report your outage through the automated phone system or speak with a member representative.

You can also do so on the SmartHub app for utilities or on the VEC website (<https://vec.org/outage-central/>) so the phone lines can stay open for 911. The SmartHub app is available for Android and Apple Devices. Download the app. The app will allow you to report an outage, see a map of outages and pay your Utilities bill. After you download the app for Utilities, open it. When it opens, at the bottom select the button on the right that says "by name." You can then type in Volunteer Electric Cooperative and the address will come up. Note that their main office is in Decatur, TN and that is what will come up. You will then need to set up a username and password.



Gas – Middle Tennessee Natural Gas Utility District

There are emergency times when you may need to contact your natural gas company to address an emergency such as:

- You suspect a carbon dioxide problem;
- You smell gas

Although there is an app for Android phones available, with these types of situations the gas company suggests you call **1-833-484-6964** or call **911** if you cannot reach anyone at the 833 telephone number. Middle TN Natural Gas Utility District has technicians available 24/7 for these emergencies. Also, regular customer service is available from 8AM to 5PM daily.

Water – Crab Orchard Utility

In the case of water problems, please call **931-484-6987**. Their main office is at 2089 East First Street

"IF YOU SEE SOMETHING, SAY SOMETHING NOW"

Revised March 2026