

Report an Outage

No one likes the power to go off, but knowing what to do can make a big difference in how soon your power is restored.

At Chariton Valley Electric Cooperative we do our best to keep the number and duration of outages as low as possible. By keeping trees trimmed and performing routine line maintenance, our members have far less outages than they would otherwise.

However, on that rare occasion, when your power does go out, here is the information you need to notify us:

During Business Hours Monday thru Friday 8:00 a.m. to 4:30 p.m.
641-932-7126 or 800-475-1702.

After Hours Emergency Number 4:30 p.m. to 8:00 a.m. plus weekends
641-932-7126 or 800-475-1702.

After normal business hours and on weekends, you will reach our dispatch service from Northeast Missouri Power and they will have a crew dispatched as soon as possible.

During times of increased call volume your call may be forwarded to our automated voice system where you will have the opportunity to leave a message for our dispatchers.

In the event of a major storm, we will continue to answer the phones from our headquarters. Please be patient as our customer service representatives work to take your call. You are important to us, but we have a limited number of lines and staff to answer calls – so you still may experience a busy signal.

Be assured that during major storms, all of the staff at Chariton Valley Electric will be working extended hours to manage the calls and restore electric service as soon as possible.

When a major storm occurs, Chariton Valley Electric will report outage information to the Iowa Association of Electric Cooperatives. They maintain a statewide outage map database by county that is updated every 10 minutes. To view this outage information go to <http://outages.iowarec.org/>.