



BARC's New Autocue System

YOU CAN NOW REPORT POWER OUTAGES AND
MAKE CREDIT CARD PAYMENTS ON YOUR
ELECTRIC ACCOUNT



REPORTING A POWER OUTAGE

Call **800-846-2272** and choose **Option 1** from your phone - At the next prompt, choose **Option 1** again - this will direct you to Autocue

You must enter your electric account number to report a power outage

The service address will be read back to you. If it is incorrect, contact BARC Customer Service during regular business hours to correct it. *It is important we have your correct service address on file to accurately log outages*

Once in Autocue:

Choose Option 3 to report a power outage



CHECK YOUR BALANCE / MAKE AN ELECTRIC ACCOUNT PAYMENT

Call **800-846-2272** and choose **Option 1** from your phone - At the next prompt, choose **Option 1** again - this will direct you to Autocue

Once in Autocue, you can:

Choose Option 1 to hear your account balance

Choose Option 2 to pay your electric account balance -

Enter your account number to pay your account

The service address will be read back to you. If it is incorrect, contact BARC Customer Service during regular business hours to update it. *It is important we have your correct service address on file to ensure accurate payment*

If correct, continue and you will be prompted to enter your payment amount and payment method information

QUESTIONS? CONTACT BARC CUSTOMER SERVICE

800-846-2272