



# Reporting a Utility Issue

## 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.

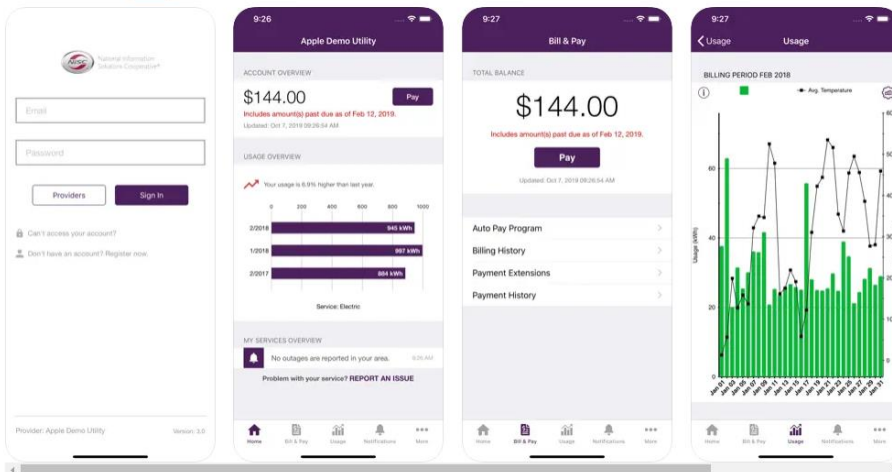
You can also do so on the SmartHub app for utilities or on the VEC website (<https://vec.org/outage-central/>) so the phone lines can stay open for 911. The SmartHub app is available for Android and Apple Devices. Download the app. The app will allow you to report an outage, see a map of outages and 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. Continue. You will then need to set up a username and password.

App Store Preview



**SmartHub** (4+)   
National Information Solutions Cooperative   
#90 in Utilities   
★★★★ 2.5 • 1.1K Ratings   
Free

Screenshots [iPhone](#) [iPad](#)





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## 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.