

Customer Support

A cooperative employee is available seven days a week to help you with maintenance of the unit or pendant. There is no extra fee for these services. When the unit is installed, you provide some basic information including your address, phone number, and medical history, as well as names and addresses of the people you would like called if you need help. If any of this information changes, please call OEC. We will take care of getting those changes to the response center.

Contact Us



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History of Our Program

Oconto Electric Cooperative (OEC) has provided the MainStreet Messenger program since 1999 with excellent results. We have over 85 clients who, along with their families, are very pleased with our program. OEC has been an electric provider for over 85 years, so we are here to stay. We provide on-going support to our valued MainStreet Messenger clients. We're just a phone call away to answer your questions or provide service on the equipment. We are here to help you.



MainStreet Messenger

**PERSONAL EMERGENCY
RESPONSE SYSTEM**





***You'll get protection
24 hours a day,
7 days a week
and will get help at the
push of a button!***

- The button is water resistant and shall be worn in the bath or shower, as it is intended to be worn at all times.
- In the event of a power outage, the back-up battery in the base unit will power the unit for over 24 hours.
- The unit can support multiple pendants.
- A trained responder is at CRC 24 hours a day, seven days a week to answer emergencies.
- Unit will be tested during installation and you will be asked to test it once a month after the initial installation.
- The system has a range of up to 1200 feet depending on structural variances.

- Installation, billing and customer support services are locally provided.
- Installation takes only 30-60 minutes.
- No long-term contracts to sign.

Within seconds of activating your button, someone from the response center will attempt to speak to you. At that time you will communicate with the Cooperative Response Center (CRC) to request the help you need.

CRC will then contact someone from the list of responders that you provided during the installation, and let them know that you need assistance.

Responders should be people that live near you so they can respond to your need for help quickly. CRC can also call a rescue squad if the situation requires additional help.

The Care@Home™ is a 4G LTE cellular based medical alert system. Hands free, two-way communication over AT&T's 4G LTE cellular network.



Cost of Service

Basic Alert

Service fee is \$40 per month

One-time installation fee of \$35

A medical alert pendant will be given to you to wear around your neck or on your wrist.



Auto Fall Sensor

Service fee is \$45 per month

One-time installation fee of \$35

A medical alert pendant will be given to you to wear around your neck. This button can detect when a sudden fall occurs and will signal the Cooperative Response Center (CRC) that you need help. You can also simply press the medical alert button to call for help.

Fall Detection does not detect 100% of all falls. Users should always push their button when they need help.

