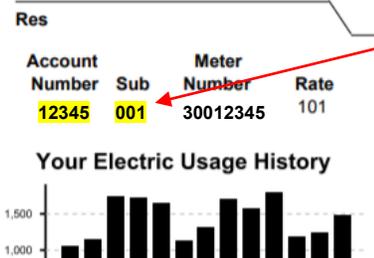


# Sign Up for Consumer Notifications

Follow these steps to sign up to receive notifications via text message or email. With this service you are still able to text your outage in and request status updates on your outage via text.

1. Click on the signup banner/link on our website or social media page
2. Accept the End-User License Agreement (EULA) and enable cookies to continue
3. The find account page will display
  - a. Enter your account and cell phone number that is linked to your account. *(If your cell phone number is not connected to your account, please contact us to add it.)*

For example:



The account number on your bill is show as this. You will have to type in your account number as this: **123451** in order for it to work (no spaces, dashes or 0's in between the account number and sub).

- b. Click "Go"
4. A verification code will be sent to your cell phone, enter the code and click verify *(note: the code is not case sensitive)*
  5. You will now have access to the account summary screen
    - a. To manage your account, click blue pencil next to the account number. This will allow you to do the following:
      - i. Enable/disable texting and emails on this page
      - ii. Add phone numbers and email addresses that you'd like to receive notifications to
      - iii. Add/edit service nickname *(You can only use nickname once, example: House can only be used on one account.)*
    - b. To view accounts tied to a specific phone number, click on the phone number
      - i. Manage phone numbers allows you to enable/disable which accounts are tied to that phone number for notifications
    - c. To view accounts tied to a specific email, click the email
      - i. Manage email address allows you to enable/disable which accounts are tied to that email for notifications
  6. At anytime you can return to account summary page by clicking the "Accounts" on the main menu bar at the top. *(Note: this option will only show if you have multiple accounts)*
  7. Once you are finished managing your account, log out.
  8. If you'd like to access your account to change methods of notifications, simply repeat these steps.

To view a step-by-step video tutorial on how to sign up, click [here](#).