Managing your outage texting

Follow these steps to add users for outage texting and/or if you want to name multiple accounts.

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
   i. 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.)
   ii. 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
   i. To manage your account, click blue pencil next to the account number. This will allow you to do the following:
      A. Enable/disable texting and emails on this page
      B. Add/edit service nickname (You can only use nickname once, example: House, Barn, Business - can only be used on one account.)
   ii. To view accounts tied to a specific phone number, click on the phone number
      A. Manage phone numbers allows you to enable/disable which accounts are tied to that phone number for notifications
6. At any time, 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 would 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.

Reporting Your Outage via Text:

Text 'Outage' to **55050.** If you only have one meter, texting the Nickname is not necessary. You can send a text that just says '**outage**'.
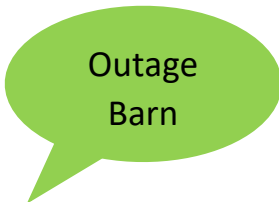
> Outage

Once the outage is texted correctly, you will receive a confirmation text. **"Outage Reported Successfully"**
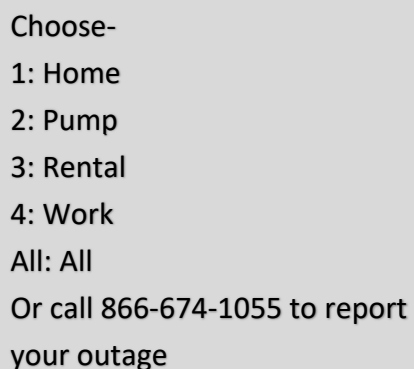
> **Outage Reported Successfully**

If you have multiple meters that are out of power, you can report those one at a time by texting the number or Nickname from the list or you may text 'all' or 'or 'outage all' if all meters are without power.

> Outage
> Barn

If you forget what Nicknames you used or if you do not type in your outage correctly, you will receive a text message.

You can either enter the number or the Nickname as it appears in the list.

> Choose-
> 1: Home
> 2: Pump
> 3: Rental
> 4: Work
> All: All
> Or call 866-674-1055 to report your outage

Once the outage is texted correctly, you will receive a confirmation text. **"Outage Reported Successfully"**

Outage Reported Successfully