

# Outage Notifications

## Setting up Outage via Text:

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. You will need to have your cell phone associated with your account. If you do not have your cell phone associated with your account please call 731-968-3662 to have a CSR add it to your account.
2. If you already have your cell phone associated with your account you can follow the steps below to send an outage via Text.

## 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'.

If you forget what Nicknames you used or if you do not type in your outage correctly, you will receive a text message similar to the one at the right. You can either enter the number or the Nickname as it appears in the list.

Once the outage is texted correctly, you will receive a confirmation text.

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 'outageall' if all meters are without power.

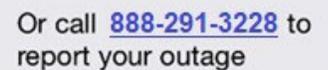
Once power is restored, you will receive a text.



Outage



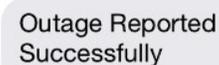
Choose-  
1: Home  
2: Pump  
3: Rental  
4: Work  
All: All



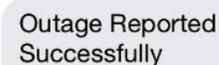
Or call [888-291-3228](tel:888-291-3228) to report your outage



Outage Reported Successfully



Outage Reported Successfully



Outage Reported Successfully



Power in your area has been restored. IF you are still out, please call [888-291-3228](tel:888-291-3228)

### **Requesting Your Outage Status via Text:**

If you would like to know the status of your outage, simply text 'OutageStatus'. Our system will reply with a message notifying you of the status.

