# Texting Signup Tutorial:

1. User clicks the signup link on your website – Basic signup ads will be available for your use (Blue, Green and Black)



2. User fills out login information on the signup site.



- If you do not select a password that meets the strength requirements, you will receive this message.
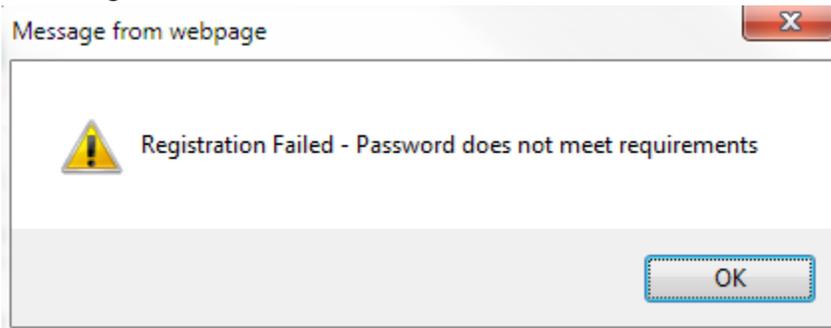


3. User will need to agree to Terms Of Service

**Account Verification**

Enter Account cell phone number to receive a verification code and activate your Account. Your phone number must be in the Test Utility database.

Account Cellphone

5555555555

Submit  Cancel

5. A Verification Code will be sent to the account holders phone number.

Text Message
Today 9:19 AM

Acct Verification Code:
72561

6. Enter the Verification Code and select 'submit'

**Account Verification**

A text message was just sent to your mobile device with a verification code. It may take a minute to receive. Please enter the verification code below.

Verification Code

|

Re-Send Verification

Submit  Cancel

7. Phone number is now set up!  A welcome message will be sent to the users phone.

Thank you for joining! Msg&Data rates may apply. Text OUTAGE STOP to cancel text service.

8. If adding, removing accounts or adding, removing phone numbers do the following:

**If adding an account**, click on the '+' and type in the account number and account cellphone. Click on 'Add Account'.

| Accounts | Phone Numbers |
|---|---|
| ✕ 50437000 | 32099 |
| ✕ 50433200 | |

**Add Account**                                                    ✕

Account Number

Account Cellphone

| Service Address | Meter |
|---|---|

Add Account   Cancel

**If deleting an account**, click on the 'x' in front of the account number. A pop up will appear and click 'ok'.

| Accounts | Phone Numbers |
|---|---|
| ✕ 50437000 | ✕ 5074382099 |
| ✕ 50433200 | |

**Are You Sure?**                          ✕

⚠ 50433200 and all associated locations will be removed.

| Service Address | Meter |
|---|---|

OK   Cancel

**If adding a phone number** to the account, click on the '+' and type the phone number in the phone number box and click 'Add Phone Number'. You will then have to verify that number as well by waiting for the verification code, enter the verification code and submit. It should not add the phone if it was not verified.

| | Phone Numbers |
|---|---|
| | ✕ 5074382099 |

**Add Phone**                     ✕

Phone Number

| Meter | Keyword |
|---|---|
| | Save |

Add Phone Number   Cancel

**If deleting a phone number** from the account, click on the 'x' next to the number. You will then receive the screen below and need to click on 'ok' to confirm the changes or 'cancel' to cancel them.
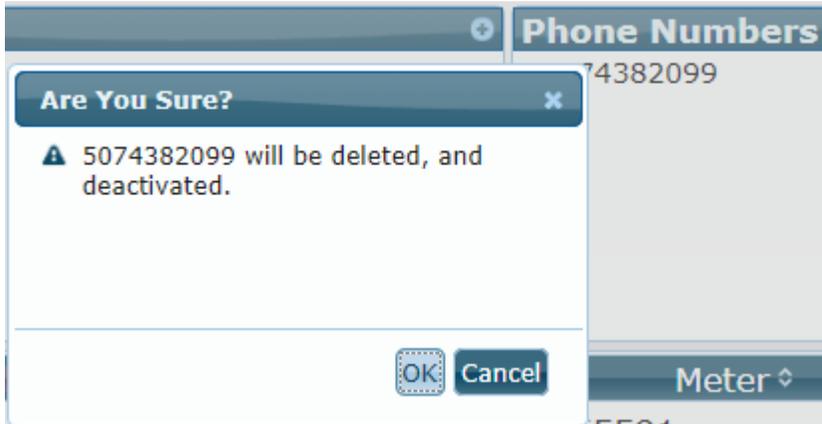


9. Users will then need to associate keywords with their Service Locations such as "Home" or "Barn".



10. Click 'Save' to retain changes.



11. Box will appear to confirm information has been saved.
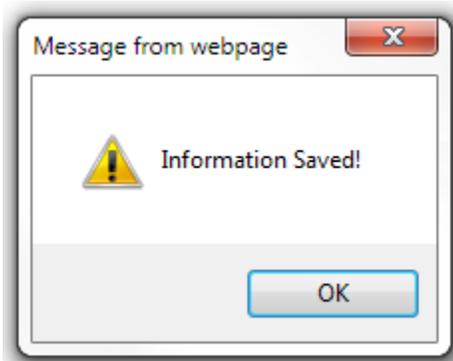


12. Users can now report outages via text!

# Reporting an Outage:

## If user has:

### ONE subscribed location:

1) User texts "Outage" to 55050. Keyword is not necessary. Note: to make reporting an outage easier, save Outage to your phone as a contact with the phone number 55050.
2) User will receive a response "Outage Reported Successfully"
3) User needs to do nothing more.
4) User will receive a Restoral text when power has been restored to their area.

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### MORE THAN ONE subscribed location:

More than 1 subscribed location
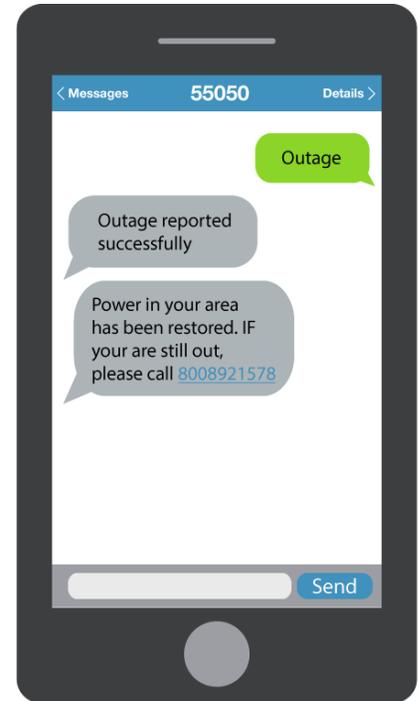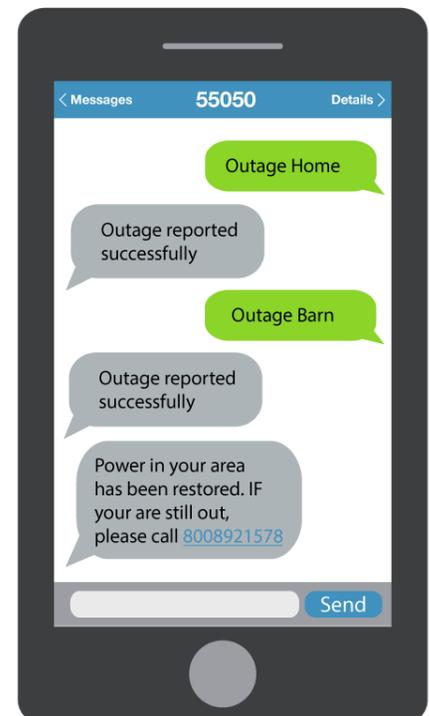
1) User texts 55050. Keywords are necessary. If all locations are out, user can text "Outage All" to 55050. If some but not all locations are out, user will have to report each outage separately to 55050, as in:
   - Message 1: Outage Home
   - Message 2: Outage Rental
2) User will need to wait for a "Outage Reported Successfully" response text for message 1 before sending message 2. User should receive an "Outage Reported Successfully" response text for message 2. If more than 2 locations are out, continue reporting each outage as a separate message until all have been reported.
3) User needs to do nothing more.
4) User will receive a Restoral text when power has been restored to their area.

**\* IF Keywords were not used in original text or user has forgotten them:**

User will receive a response text asking them to choose a location. User can either enter the number or the text as it appears in the options list.



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

Or call 800-892-1578 to report your outage
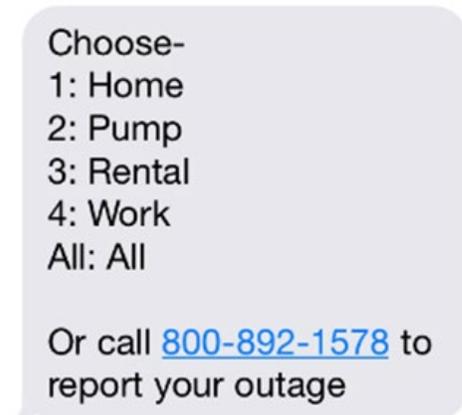
User will need to wait for a "Outage Reported Successfully" response text in between locations.  Example:

      Message 1: "Pump" (or "2")
      Wait for the response
      Message 2: "Work: (or "4")
      Wait for the response

If ALL locations are out of power, simply reply with "All"

NOTE: Sending a combination like "1,3" in the same message will not work.

User will receive a restoral text when power has been restored to their area.



55050

Outage

Choose-
1: Home
2: Rental
3: Barn
All: All

1

Outage reported successfully

3

Outage reported successfully

Power in your area has been restored. IF your are still out, please call 8008921578