

Reporting Outages by Text

Huntsville Utilities announces a new service for customers ... the ability to report an electrical outage by TEXT. This service will provide an alternative to calling during an outage situation. According to data collected by Pew Research Center of Washington, D.C., 81% of cell phone owners use their cell phone to send or receive text messages. This alternative for reporting power outages is a great solution for customers who prefer to text.

Here are the steps you need to register to text power outages:

1. Call Huntsville Utilities (256-535-1200) to include your cell phone number(s) on your account information. If you are a registered online account user, you can also check and add your number in your "Contact Info" on the Online Customer Account Website (accessible through www.hsvutil.org) instead of calling.
2. After you have verified that your cell phone number(s) is on your account, go to the "Contact Us" page on Huntsville Utilities' website (www.hsvutil.org) and click the "Register for Outage Reporting by Text" link to signup for the service. The registration process is simple and takes less than two minutes. A link to a help guide is also available.
3. Add the number "55050" to your contacts list on your cell phone so it's ready when an outage occurs. You may want to name it something like "Hsv Util Outage Text". Texting to our main phone number WILL NOT work.

Now you are ready to text us if your power goes out. Please call the office (256-535-1200) during normal office hours, 7:00 a.m. to 7:00 p.m., if you have any questions or comments about the service.*

Please note:

- Availability of the "Outage Reporting by Text" service will begin the Monday following your registration.
- Text reporting is limited to one during each 24-hour period, 12 midnight to 12 midnight. If you experience a second outage or need to follow up on the first report within this time frame, please call (256) 53LIGHT (535-4448).
- These text messages are processed automatically and not read by a person. If you have an emergency please call 911.
- Huntsville Utilities is not responsible for any charges that may be incurred by your cell phone service provider for use of the texting service on your phone.
- To unsubscribe from the "Outage Reporting by Text" service, text "OUTAGE STOP" to 55050.

*<http://www.pewinternet.org/fact-sheets/mobile-technology-fact-sheet/>