

EWEB Power Outage Texting - Reference

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EWEB Power Outage Texting - Reference

EWEB Power Outage Texting - Terms and Conditions

Thank you for your interest in the EWEB Power Outage Texting program!

With Power Outage Texting you may text EWEB during an outage to report your outage or receive outage status updates. **Message and data rates may apply. Message frequency varies by account.**

- Text **OUT** or **OUTAGE** to TXEWEB (893932) to report an outage.
- Text **STAT** or **STATUS** to TXEWEB (893932) to obtain current outage status.
- Text **HELP** to TXEWEB (893932) for brief instructions.
- Text **STOP** to TXEWEB (893932) to stop messages from the Power Outage Texting program.

Participating carriers include T-Mobile®, Verizon Wireless, AT&T, Sprint, Boost, U.S. Cellular®, MetroPCS, Virgin Mobile and Cricket.

You can opt out of the program at any time by texting the word **STOP** to TXEWEB (893932).

Power Outage Texting help is available with the following options:

- Text the word **HELP** to TXEWEB (893932)
- Review program information at <http://www.eweb.org/text>
- Send us an email at <http://eweb.org/ContactUs.aspx>
- Call us at 800-841-5871.

EWEB Power Outage Texting - Reference

EWEB Power Outage Texting - Instructions

EWEB's Power Outage Texting makes it easier than ever to let EWEB know about your power outage.

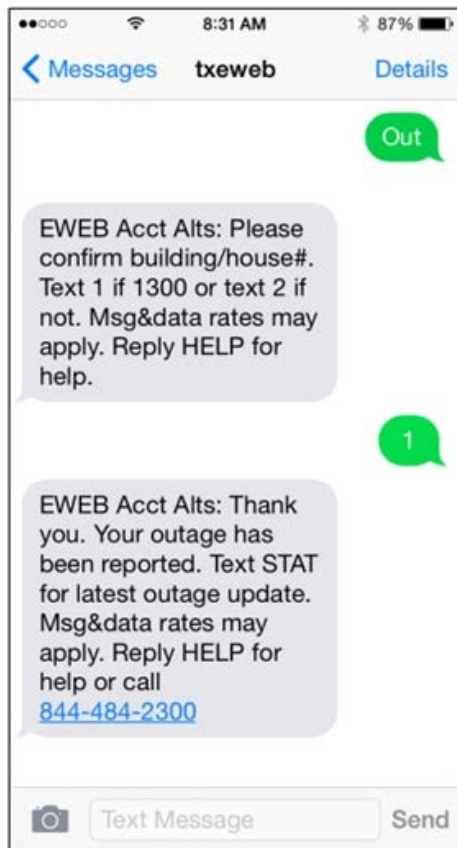
- Text **OUT** to TXEWEB (893932) and Power Outage Texting will confirm your address and record your outage.
- Text **STAT** to TXEWEB (893932) to obtain the latest available outage status updates.

NOTE: Your cell phone plan must be able to text to an alphabetical Short Code to send to TXEWEB. If your cell phone is unable to text to TXEWEB, just use the numeric short code **893932**.

Message and data rates may apply when using Power Outage Texting.

Texting an Outage to EWEB

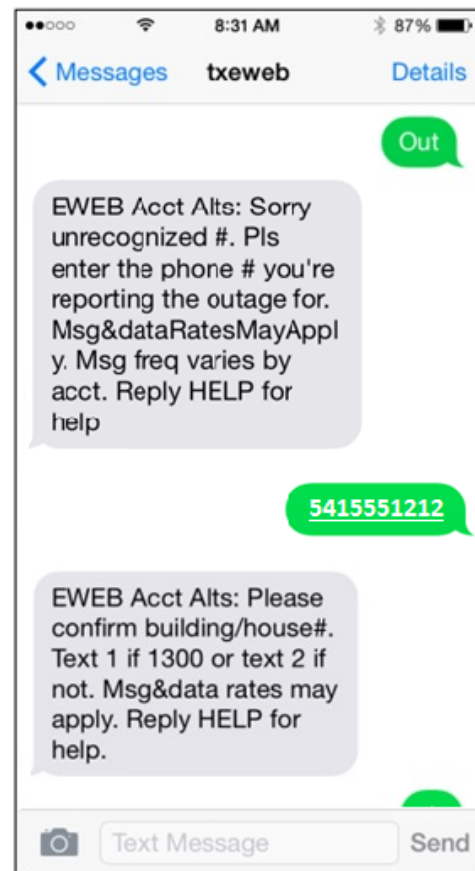
Power Outage Texting recognizes you from your phone numbers on file with your EWEB Account information. When texting from a recognized cell phone number, the exchange appears as shown below:



- The phone number you text to is **TXEWEB** (or 893932).
- The message you send is **OUT**.

When texting from an unrecognized cell phone number (not on your EWEB account), an additional prompt will be shown to confirm a phone number on file with EWEB, before confirming the address and reporting the outage, as shown here:

Once a new cell phone number is associated with a recognized phone number (on the EWEB Account), Power Outage Texting then will recognize the new cell phone number for future outage text messaging, including OUT and STAT.

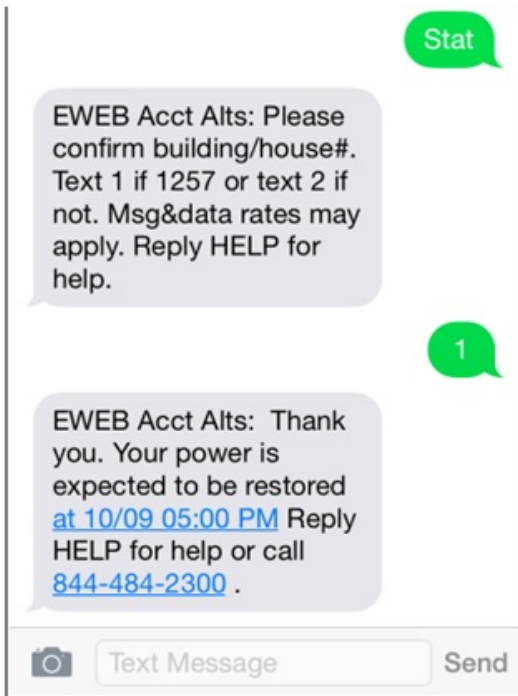


For security, Power Outage Texting always confirms your address, each time you text OUT or STAT. EWEB customers with a single address are shown their address number for confirmation. EWEB customers with service at multiple addresses are prompted to enter their specific outage address for confirmation.

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Texting EWEB for Status Updates

Once your outage is reported, either by phone or by text, you may text **STAT** to TXEWEB (893932) for any available status update, as shown below:



- The phone number you text to is **TXEWEB** (or 893932).
- The message you send is **STAT**.

Power Outage Texting always confirms your address when you text an outage or for status.

Note: Most outages require at least one to two hours time for EWEB crews first to assess problems before making an estimate of restoral time. In larger outages, this lead time is increased while crews ensure customer safety, before then proceeding to assess and restore power.

Outage status updates are only provided when customers either call EWEB's outage line (**844-484-2300**) for a status update, or text **STAT** to request a status update. EWEB does not proactively send status updates.

Message and data rates may apply when using Power Outage Texting.

Power Outage Texting Notes

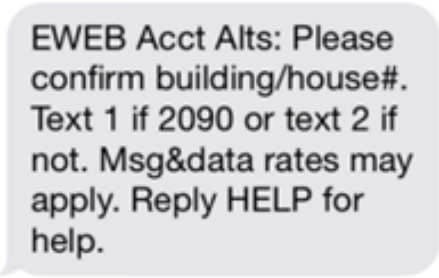
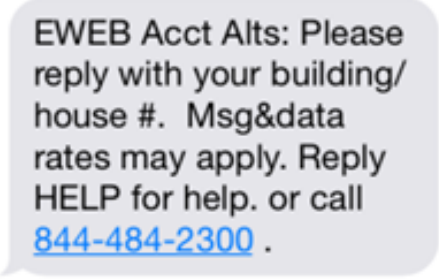
- To maximize Power Outage Texting effectiveness for your household:
 - Ensure your current phone numbers are correctly reflected on your EWEB account information.
 - Let all members of your household know your recognized EWEB phone numbers.
- Some cell phone plans do not permit texting to a Short Code with letters, like TXEWEB, but all cell phones should be able to text to 893932.
 - The TXEWEB short code is intended to help customers remember the outage texting number more easily.
- All Power Outage Texting replies come from 893932, even if customers text to TXEWEB. Ongoing text message threads will occur on the 893932 number.
- When texting STAT, customers should be cautious that the cell phone does not auto-correct their entry of **STAT** to the word **Stay**.
- If Power Outage Texting prompts you for a response that it does not receive within 15 minutes, the system will send a timeout message.
- Any cell phone can report an outage for your location(s), as long as the sender knows a recognized phone number on your EWEB account.
- Message and data rates may apply when using Power Outage Texting.

EWEB Power Outage Texting - Reference

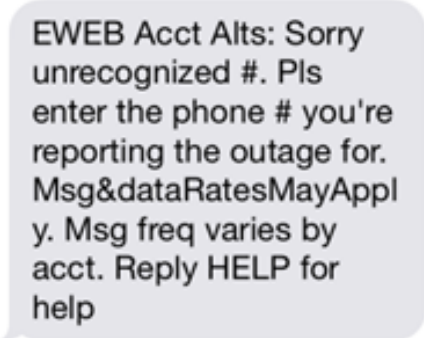
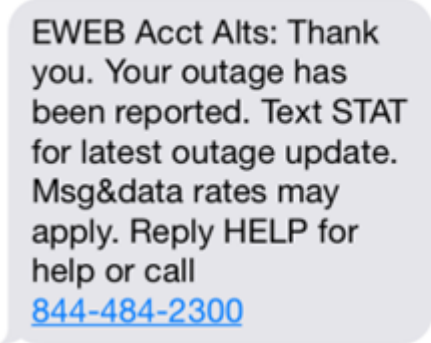
EWEB Power Outage Texting - Text Messages and Responses

The following pages show Power Outage Texting messages and responses, with descriptions of each response.



NOTE: a **recognized phone number** is a phone number that is listed on the customer's EWEB Account.

Customer Texts:	Power Outage Texting responds:	Description
OUT (for a recognized cell phone number of a single-premise customer)		<p>Power Outage Texting recognizes the texting cell phone number and responds for the customer to enter 1 to confirm the outage address.</p> <p>Power Outage Texting must always verify the customer's outage address, for each OUT and STAT text message request.</p>
OUT (for a recognized cell phone number of a multi-premise customer)		<p>Power Outage Texting recognizes the texting cell phone number and responds for the customer to enter the number of the outage address.</p> <p>For customers with more than one EWEB service location, entry of the full address number is required to distinguish the specific outage address.</p> <p>Power Outage Texting must always verify the customer's outage address, for each OUT and STAT text message request.</p>



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Customer Texts:	Power Outage Texting responds:	Description
<p>OUT (for an unrecognized cell phone number)</p>		<p>Power Outage Texting does not recognize the texting cell phone number, and prompts for entry of a 10-digit phone number that is on record with the EWEB Account (a recognized phone number).</p> <p>Once a recognized phone number is entered, Power Outage Texting will proceed to confirm the outage address. After that, Power Outage Texting will be able to identify the new cell phone number, even if that cell phone number is not on the EWEB Account.</p> <p>Although Power Outage Texting will be able to identify the new cell phone number, that cell phone number will not be added to the EWEB Account, nor is it a recognized phone number. It is simply tied to a recognized phone number by Power Outage Texting.</p>
<p><i>Customer confirms outage address, and no update is currently available.</i></p>		<p>Power Outage Texting has recorded an outage for the address, and indicates that no status update is currently available.</p>

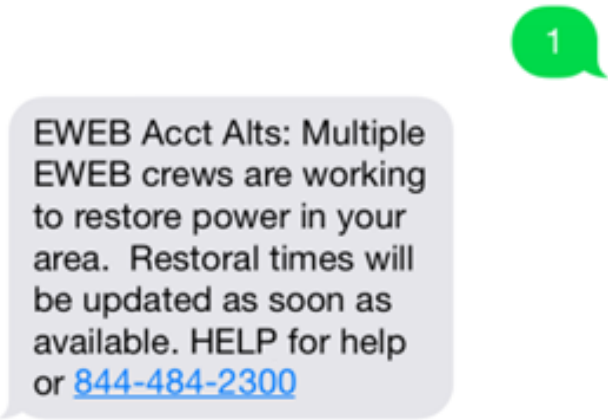
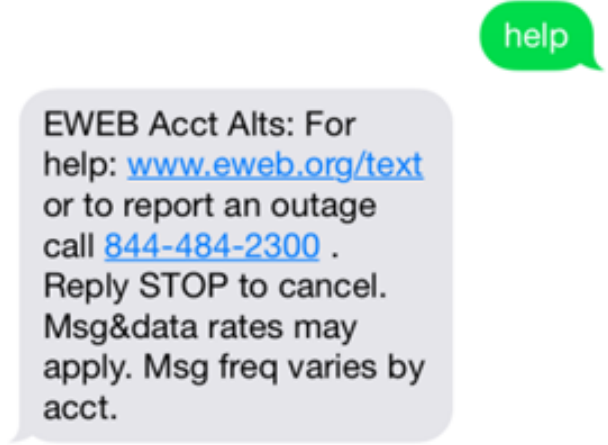
EWEB Power Outage Texting - Reference

Customer Texts:	Power Outage Texting responds:	Description
<p><i>Customer confirms outage address, and an update is currently available.</i></p>	 <p>EWEB Acct Alts: Thank you. Your outage has been reported & an update is available. Reply Y to receive update. Reply HELP for help or 844-484-2300</p>	<p>Power Outage Texting has recorded an outage for the address, and a status update for the outage address is available.</p> <p>The customer can reply Y for the current status update. The status update will be either a status update message or an estimated restoral time (<i>See STAT replies, below</i>).</p>
<p>STAT (when there is no available status update)</p>	 <p>EWEB Acct Alts: Sorry, we're still assessing & will update info when available. Txt STAT later for further update. Msg&data rates may apply. Reply HELP for help</p>	<p>Power Outage Texting replies that a status update is not yet available.</p> <p>This message means that EWEB crews are still assessing the outage and have not yet made an estimate of restoral time.</p>

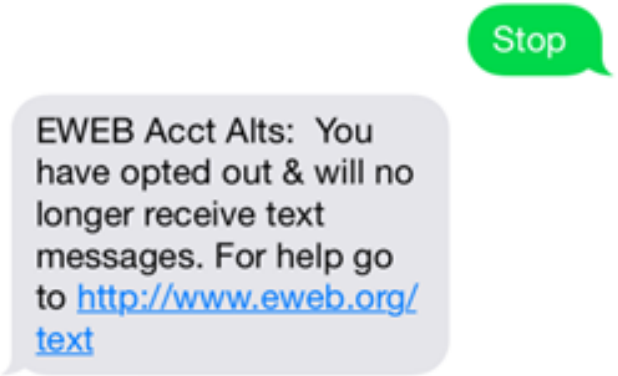
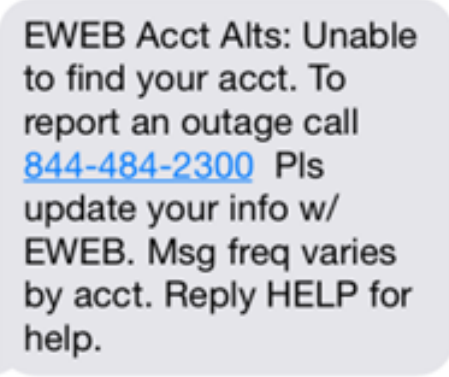
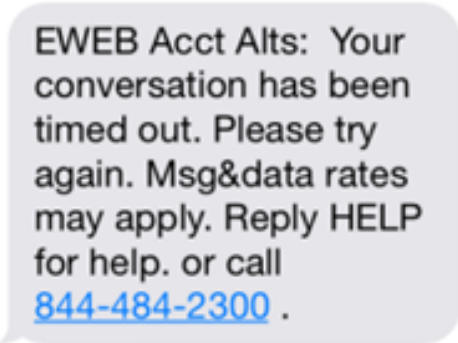
EWEB Power Outage Texting - Reference

Customer Texts:	Power Outage Texting responds:	Description
<p>STAT (with an estimated restoral time in the past)</p>	 <p>EWEB Acct Alts: Pwr restore estimate was 10/09 02:00 PM. If not restored txt STAT in 1hr for update. Msg&data rates may apply. Reply HELP for help.</p>	<p>Power Outage Texting replies with the past time that power was expected to have been restored.</p> <p>This message is usually seen when power has been recently restored and the estimated or actual restoral time was in the recent past.</p> <p>During larger outages, estimated restoral times may need to be adjusted as the outage situation unfolds, and it is possible this reply will be seen when power is not yet restored, even though the restoral time shows in the past.</p> <p>The customer is encouraged to wait an hour before texting STAT again, during which time power is expected to be restored, or the restoral time is expected to be updated.</p>
<p>STAT (with an estimated restoral time in the future)</p>	 <p>EWEB Acct Alts: Thank you. Your power is expected to be restored at 10/09 05:00 PM Reply HELP for help or call 844-484-2300 .</p>	<p>Power Outage Texting replies with the future estimated time that power is expected to be restored.</p> <p>A future Estimated Restoral Time is available. During larger outages, the estimated restoral time may need to be updated, and it is possible that the restoral time will be changed during the course of the outage event.</p>

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Customer Texts:	Power Outage Texting responds:	Description
<p>STAT (with a general status message)</p>		<p>Power Outage Texting may reply with a general status update message, depending on information provided by EWEB's outage organization.</p> <p>General status messages will cover the customer's broader area, or may apply to all customers subject to outages.</p> <p>General status messages are more likely to occur during larger outage events.</p>
<p>HELP</p>		<p>Power Outage Texting replies with the EWEB.org outage text web page link and the toll-free EWEB power outage line: 844-484-2300.</p>

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Customer Texts:	Power Outage Texting responds:	Description
<p>STOP</p>	 <p>EWEB Acct Alts: You have opted out & will no longer receive text messages. For help go to http://www.eweb.org/text</p>	<p>Power Outage Texting replies that the customer will not receive further text messages from EWEB.</p>
<p>Customer enters an unrecognized phone number</p>	 <p>EWEB Acct Alts: Unable to find your acct. To report an outage call 844-484-2300 Pls update your info w/ EWEB. Msg freq varies by acct. Reply HELP for help.</p>	<p>Power Outage Texting cannot recognize the entered phone number as being associated with an EWEB Account.</p> <p>In this case, the customer will need to call the toll-free EWEB power outage line at 844-484-2300 for outage reporting or status updates.</p> <p>EWEB also recommends that customers update their EWEB Account information.</p>
<p>No response from Customer/Timeout</p>	 <p>EWEB Acct Alts: Your conversation has been timed out. Please try again. Msg&data rates may apply. Reply HELP for help. or call 844-484-2300 .</p>	<p>Power Outage Texting prompted the customer for a response that it did not receive within 15 minutes, so it replied with the Timeout message.</p> <p>This message means that you must start your text message over. Alternatively, you can call the toll-free EWEB power outage line at 844-484-2300 to report your outage or obtain the latest outage status.</p>