Signing Up for Outage Texting

During an outage, members can text in their outage and receive updates regarding the status of their reported outage.

*** It is important that your cell phone number is up to date on your account before starting this process. If you are not sure, please contact member services at 800-214-2694. ***

Follow these steps to sign-up for and enable outage texting:

1. Click on 'Register for Outage Texting' icon on our website:
    https://www.peoplesenergy.coop/outage-texting

2. Read and accept the End-User License Agreement (EULA) and, if applicable, 'enable or accept' cookies to continue.

3. The find account page will display

   a. 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.) You can find your account # in the upper right-hand corner of your monthly billing statement.*

   b. 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. *Note: If more than one account shows up, click on the pencil ✎ next to the account you are enrolling.*

   This will allow you to manage your account.

6. Make sure the 'green check mark' ☑ is next to the phone number you want to use for outage texting. *Note: At this time, you can only text in outages and receive status updates through texting, not email.*

   - If you don't see the ☑, then click on the red circle ⊘.

   - You can add phone numbers that you'd like to use for outage texting by clicking on the 'green plus' box ➕. *These additional phone numbers do not have to be already linked to your account.*

   - You can add/edit service nickname *(You can only use a nickname once, example: House can only be used on one account.).* Click on the blue pencil box ✎ next to electric service address and meter number.

7. At any time, you can return to the 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)*

8. Once you are finished managing your account, log out.

9. **You are now setup to report outages via text by texting '55050' and typing in message 'outage'.**

   **Be sure to add this number to your contacts under 'Outage Texting', 'PEC Outage', or some other contact name you'll remember so you can easily access the number to text in an outage should one occur.

   In addition to reporting the outage, you can also receive outage status by texting 'status' or 'outage status' to 55050.

10. If you'd like to access your account to change methods of notifications, simply repeat steps 1-8 above.

Note: Member understands and agrees these text messages are processed automatically and are not read by a person. Member <u>shall</u> report any life-threatening emergency by calling 911. Member also understands each outage report sent via text messaging will result in a minimum of three individual text messages. Member's cell phone plan's standard text messaging and data rates apply, and Member is responsible for all related charges.