

## Texting Signup Tutorial:

1. [Click here](#) to access the outage text messaging service login page or you can access it from the link on the 'Reporting an Outage' page of our website (www.peoplesenergy.coop).
2. Enter your e-mail address and a password to log into the registration site.

### Member Login

Welcome to the member log-in website for our text messaging service! After completing a few easy steps, you'll have the ability to report power outages faster through the convenience of text messaging from your text-enabled cell phone or mobile device.

**Please check with our office to make sure we have your cell phone number in our current database before outage texting can be activated. After registering your cell number with customer service, it may take two business days before you can sign-up for Outage Texting.**

**Get started today by completing the fields to the right.**

**Password Strength Requirements:**  
Minimum Length: 8  
Upper-case Letters: 1  
Lower-case Letters: 1  
Numerals: 1  
Special Characters(e.g.; !@#\$%^&\*()+=.\_- ): 1

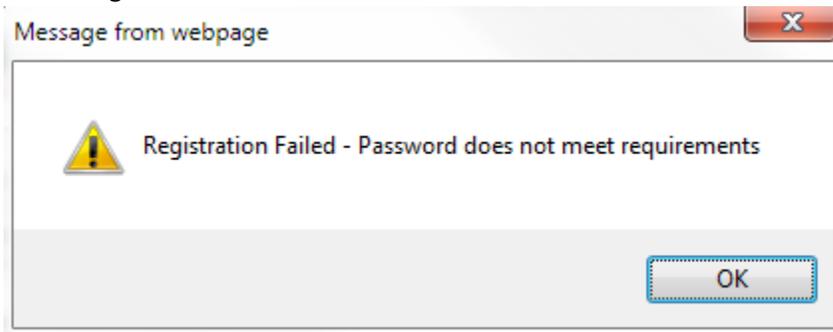
Email:

Password:

Re-enter password:

Already a member? [Log In!](#)

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



3. Read and agree to Terms of Service to continue.

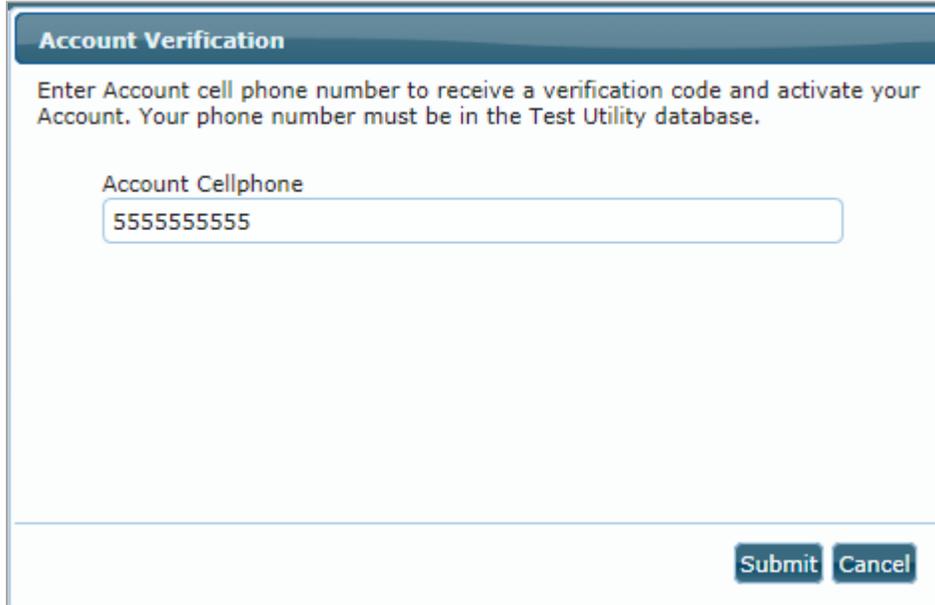
### Web Site Terms and Conditions of Use

**1. Terms**  
By accessing this web site, you are agreeing to be bound by these web site Terms and Conditions of Use, all applicable laws and regulations, and agree that you are responsible for compliance with any applicable local laws. If you do not agree with any of these terms, you are prohibited from using or accessing this site. The materials contained in this web site are protected by applicable copyright and trade mark law.

**2. Use License**

- a. Permission is granted to temporarily download one copy of the materials (information or software) on Cooperative Response Center's web site for personal, non-commercial transitory viewing only. This is the grant of a license, not a transfer of title, and under this license you may not:
  - i. modify or copy the materials;
  - ii. use the materials for any commercial purpose, or for any public display (commercial or non-commercial);
  - iii. attempt to decompile or reverse engineer any software contained on Cooperative Response Center's web site;
  - iv. remove any copyright or other proprietary notations from the materials; or
  - v. transfer the materials to another person or "mirror" the materials on any other server.

- When prompted, enter the cell phone number you have on file at the Cooperative.



**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.

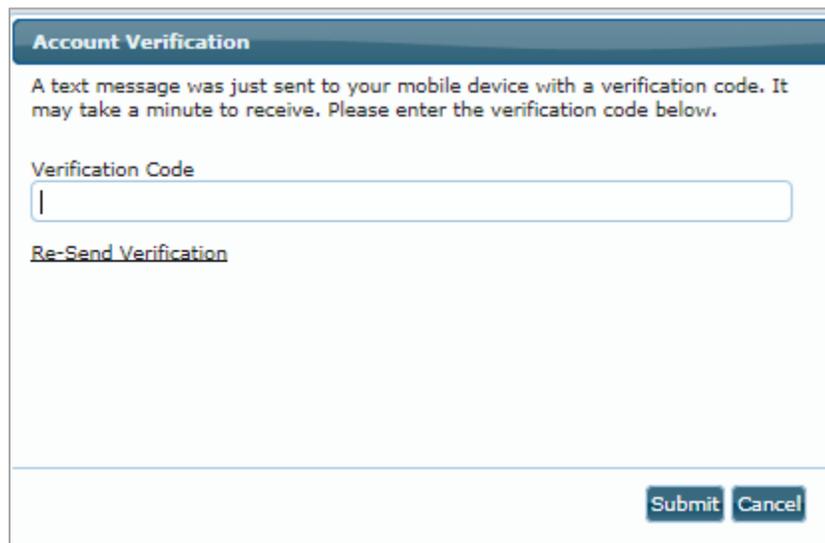
Account Cellphone

[Submit](#) [Cancel](#)

- A verification code will be sent to the account holder's cell phone number on file.



- When prompted, enter the verification code and select 'submit'



**Account Verification**

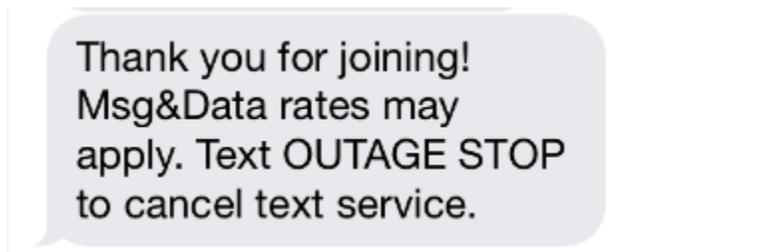
A text message was just sent to your mobile device with a verification code. It may take a minute to receive. Please enter the verification code below.

Verification Code

[Re-Send Verification](#)

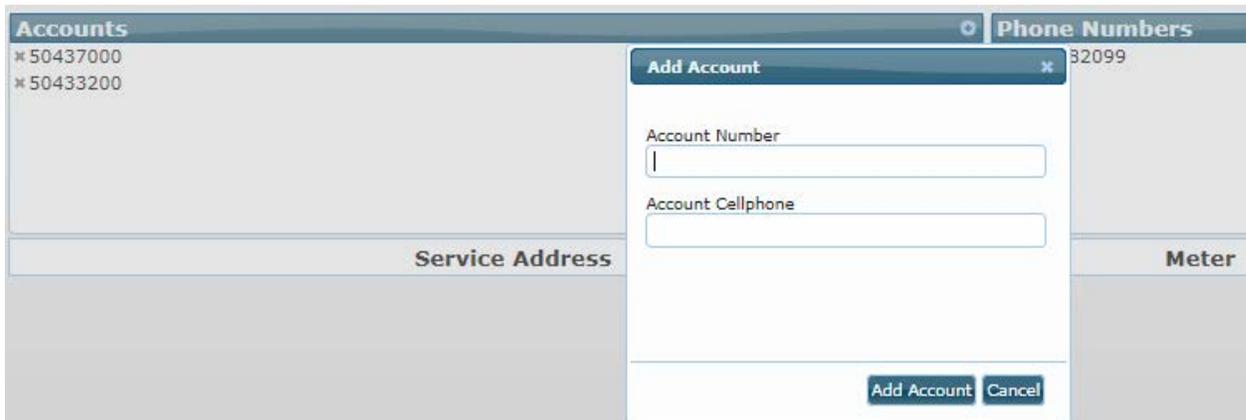
[Submit](#) [Cancel](#)

- The cell phone number is now set up and a welcome text message will be sent to the phone.

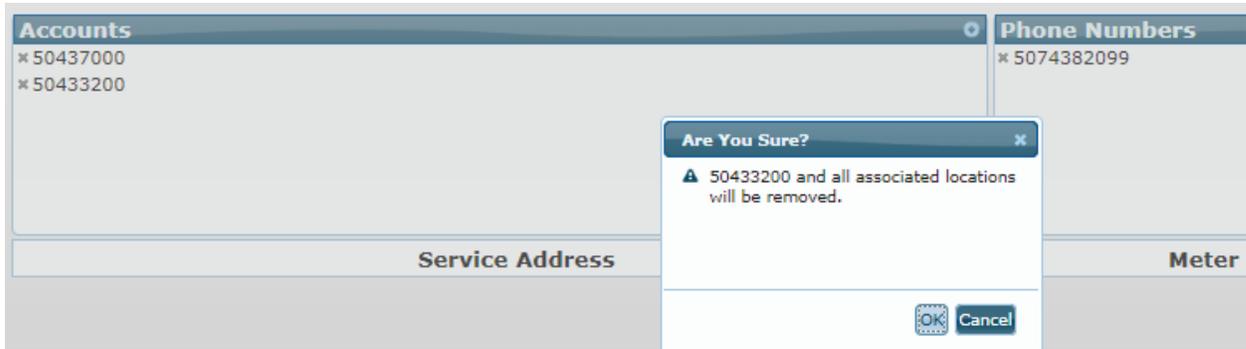


- If you have multiple accounts and want to add or remove ACCOUNTS do the following:

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

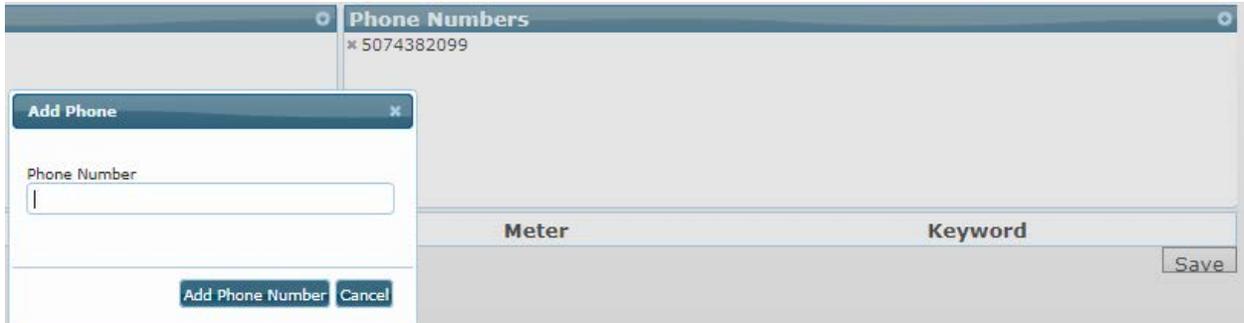


**If deleting an account**, click on the 'x' in front of the account number. A pop up will appear and click 'ok'.

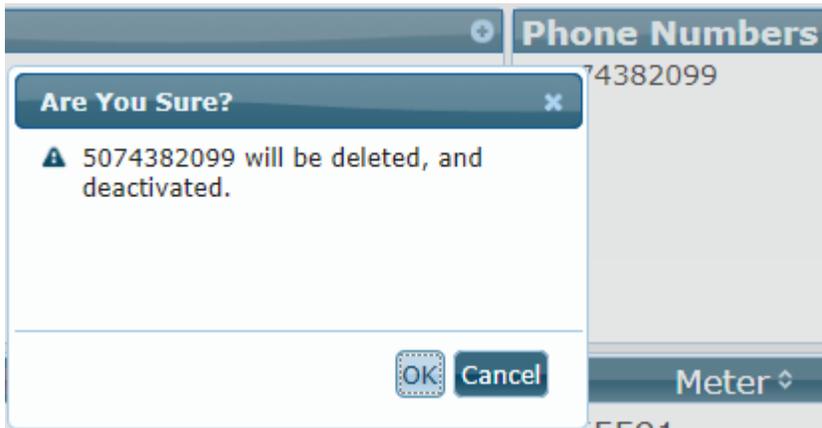


8. If you want to add or remove PHONE NUMBERS do the following:

**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.



**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. You must then associate keywords with your service locations such as "Home" or "Barn".

Service Address	Meter	Keyword
12288 CO RD M-BUSINESS	4855591	Work
12288 CO RD M-HOUSE	4855261	Home
PARK 04 SW(BUCKHORN)	8657566	Rental
PARK 04NW(BUCKHORN)-PUMP	76601125	Pump

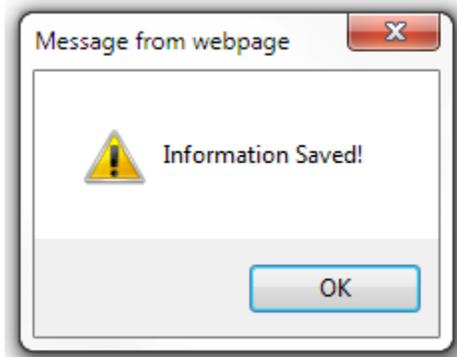
Save

10. Click 'Save' to retain changes.

Service Address	Meter	Keyword
12288 CO RD M-BUSINESS	4855591	Work
12288 CO RD M-HOUSE	4855261	Home
PARK 04 SW(BUCKHORN)	8657566	Rental
PARK 04NW(BUCKHORN)-PUMP	76601125	Pump

Save

11. A message box will appear to confirm information has been saved.



12. You can now report outages via text by texting 55050! 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.

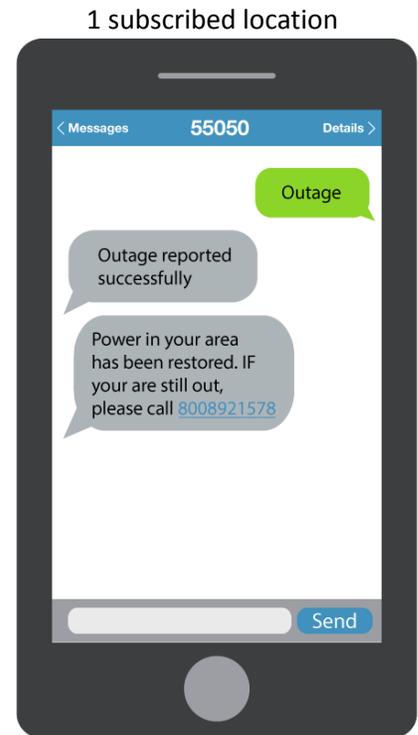
See the instructions for reporting an outage' to report an outage via text.

# Instructions for Reporting an Outage

## If you have:

### ONE subscribed location:

- 1) Text “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) You will receive a response “Outage Reported Successfully” and need to do nothing more.
- 3) You will receive a restoral text when power has been restored to your area.



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### MORE THAN ONE subscribed location:

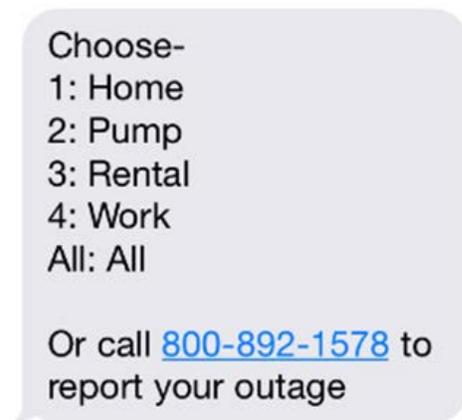
- 1) Text 55050. Keywords are necessary. If all locations are out, text “Outage All” to 55050. If some but not all locations are out, you will have to report each outage separately to 55050, as in:
  - Message 1: Outage Home
  - Message 2: Outage Barn
- 2) You will need to wait for a “Outage Reported Successfully” response text for message 1 (for the home) before sending message 2 (for the barn). You should receive an “Outage Reported Successfully” response text for message 2. If more than two locations are out, continue reporting each outage as a separate message until all have been reported.
- 3) You will receive a restoral text when power has been restored to your area.

### More than 1 subscribed location



**\* IF Keywords were not used in original text or if you have forgotten them:**

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



Again, you will need to wait for a "Outage Reported Successfully" response text in between locations. Example:

Message 1: "Home" (or "1")

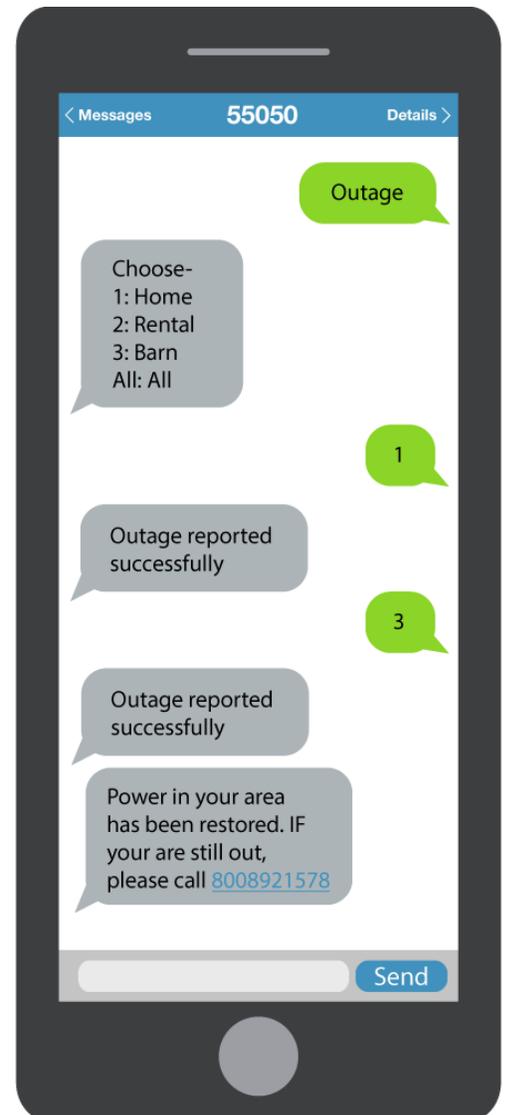
Wait for the response

Message 2: "Barn": (or "3")

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.**



You will receive a restoral text when power has been restored to your area.