

Sign Up for Consumer Notifications

Follow these steps to sign up to receive notifications via text message or email. With this service you are still able to text your outage in and request status updates on your outage via text.

1. Click on the signup banner/link on our website or social media page
2. Accept the End-User License Agreement (EULA) and enable 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.)*
 - 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
 - a. To manage your account, click blue pencil next to the account number. This will allow you to do the following:
 - i. Enable/disable texting and emails on this page
 - ii. Add phone numbers and email addresses that you'd like to receive notifications to
 - iii. Add/edit service nickname *(You can only use nickname once, example: House can only be used on one account.)*
 - b. To view accounts tied to a specific phone number, click on the phone number
 - i. Manage phone numbers allows you to enable/disable which accounts are tied to that phone number for notifications
 - c. To view accounts tied to a specific email, click the email
 - i. Manage email address allows you to enable/disable which accounts are tied to that email for notifications
6. At anytime you can return to 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)*
7. Once you are finished managing your account, log out.
8. If you'd like to access your account to change methods of notifications, simply repeat these steps.

Reporting Your Outage via Text:

Text 'Outage' to 55050. If you only have one meter, texting the Nickname is not necessary. You can send a text that just says 'outage'.

If you forget what Nicknames you used or if you do not type in your outage correctly, you will receive a textmessage similar to the one at the right. You can either enter the number or the Nickname as it appears in the list.

Outage

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

Or call [800-892-1578](tel:800-892-1578) to report your outage

Once the outage is texted correctly, you will receive a confirmation text.

If you have multiple meters that are out of power, you can report those one at a time by texting the number or Nickname from the list or you may text 'all' or 'outageall' if all meters are without power.

Once power is restored, you will receive a text.

Outage Reported Successfully

Outage Reported Successfully

Outage Reported Successfully

Power in your area has been restored. IF you are still out, please call [8008921578](tel:8008921578)

Requesting Your Outage Status via Text:

If you would like to know the status of your outage, simply text 'OutageStatus'. Our system will reply with a message notifying you of the status.

OutageStatus



Your Touchstone Energy® Partner 