



Text **"OUTAGE"** to report your outage.

Text **"STATUS"** to receive the status of your outage.

Text **"STOP"** to no longer receive texts from TextPower.

Text **OUTAGE** to 1-765-505-7005



**TextPower**



### **What is TextPower?**

TextPower is an outage notification program. SCI REMC will be able to communicate basic outage information with members registered for TextPower via text. We understand that when your power is out, communication can be difficult. Now, with a simple OUTAGE text you can report your outage quickly and efficiently. You will receive an outage confirmation text as well as updates throughout your power outage.

### **Do I have to sign up to get the text messages?**

During our initial registration, we will be signing up members whom we have up-to-date information in our system. Those members will receive a "Welcome Text" from 1-765-505-7005. If you do not wish to be a part of our text notifications, simply text STOP to quit all messages. If you do NOT receive a welcome text, you will need to register at SCI REMC Outage SMS Registration by simply having your account number. This is a free and simple registration.

### **What if I have more than one account?**

You will be able to register all of your accounts by individual account number, giving each account a personalized nickname. (EX: barn, house, rental) You can report outages separately for each of your meters or homes.

### **Can my spouse and I both register our phone numbers so we are BOTH notified during an outage?**

YES! You can register as many phone numbers as you want for each account so the whole family will be notified during an outage event.

### **Will you register for me?**

If you are not comfortable registering with the link or you don't have your account number please call the contact center at 1-765-505-7005 and they will be happy to register your number! This is also a good time to make sure the contact number on your electric account is up to date.

### **I don't want to EVER receive text messages how do I opt-out?**

If you are one of the members that were opted in during our initial phase, you simply text STOP when you receive your "Welcome Text" from TextPower. If you were not initially registered, you can call the office at 1-765-505-7005 and our contact center representatives will be happy to add an attribute to your account stating you do not want to be registered for TextPower at any time.

### **How do I report an outage?**

Text OUTAGE to 1-765-505-7005.

### **How often will you be sending me text messages during outage events?**

1. We will send you an initial outage text confirming your outage report or letting you know there is an outage affecting your address.

1-765-505-7005

Register here: [sciremc-sms.sienatech.com/](http://sciremc-sms.sienatech.com/)

2. 15 minutes after the outage is reported you will receive your first ETOR (*Estimated Time of Restoral*) text. You will receive an update text if the ETOR changes.
3. A restoral text will be sent informing you the power has been restored.

### **Will I be bombarded with Text messages?**

No, we have worked hard and changed several configurations to ensure our ETORs are as accurate as the software can predict to avoid sending unnecessary texts during outage events.

### **Will you use my number to send advertisements, offers etc?**

At this time, we are only using TextPower for outage notifications. In the future, we may send you information that would relate to planned outages in your area. We will never send junk mail via text through TextPower.

### **I don't want to receive messages after midnight, can I request that?**

Unfortunately, we cannot set time parameters on your outage notifications via text. You will receive updates on your outage throughout the night until power is restored.

### **Can I get notifications for my Mother's house?**

Absolutely. She can register you OR you can register your number as long as you have her account number and permission.

### **If I don't call in and report my outage will you let me know if my power is out?**

If you are part of a known outage, yes. We will text you 5 minutes after the outage affecting your address is known. Please remember if you know you are out of power it is always best to report it to ensure we know of your outage.

### **How long after my power goes out will I get a confirmation text if I don't report it?**

5 minutes after it is first reported you will receive a text saying you are part of a known outage.

### **How soon will I be able to get an Estimated Time of Restoral (ETOR)?**

You will receive a text with an estimated restoral time 15 minutes after the outage is first reported. Our Outage Management System will create an ETOR based on outage device history, the number of outages on the system at the time and the extent of the outage. Very large storms will not have an ETOR.

### **I registered my phone number and I used to get text messages but now I don't, what happened?**

Did you change phone providers? If so, you will have to re-register your number due to the number being associated with a different provider.

### **I am trying to get the status of my outage but when I text STATUS to 1-765-505-7005 I keep getting a message that says "estimated restoration time is still being assessed," it has been doing this for hours, what is going on?**

During very large outage events we have to disable our ETOR program that predicts the estimated time of restorals. Unfortunately, the more extensive the outages the more difficult it is to predict. When we have a grasp of the extent of the outages we will enable the ETOR program and you will once again receive an ETOR time when you text STATUS.