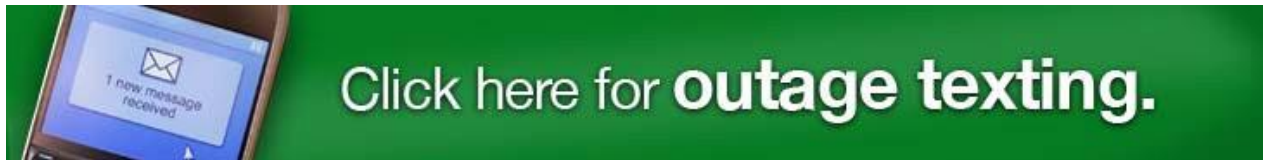


## Texting Signup Tutorial:

1. User clicks the signup link on your website – Basic signup ads will be available for your use (Blue, Green and Black)



2. User fills out login information on the signup site.

**Consumer Login**

**Please check with our office to make sure we have your cell phone number in our current database before outage texting can be activated.**

Welcome to the consumer 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.

**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

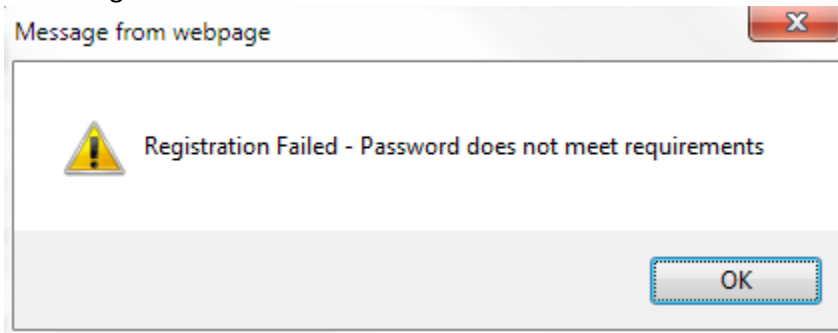
Email:

Password:

Re-enter password:

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

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



3. User will need to agree to Terms Of Service

**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.

**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](#)

5. A Verification Code will be sent to the account holders phone number.



6. 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](#)

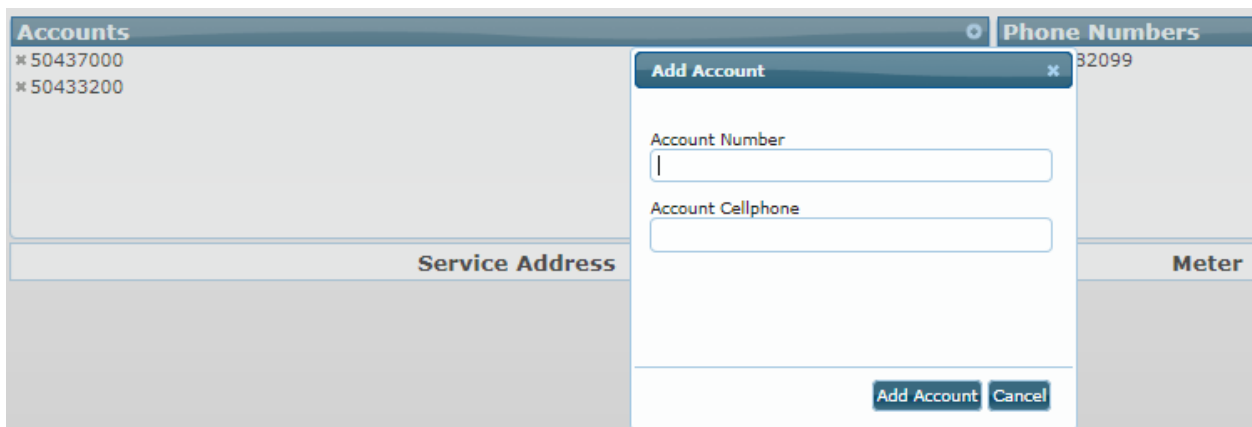
[Submit](#) [Cancel](#)

7. Phone number is now set up! A welcome message will be sent to the users phone.

Thank you for joining!  
Msg&Data rates may  
apply. Text OUTAGE STOP  
to cancel text service.

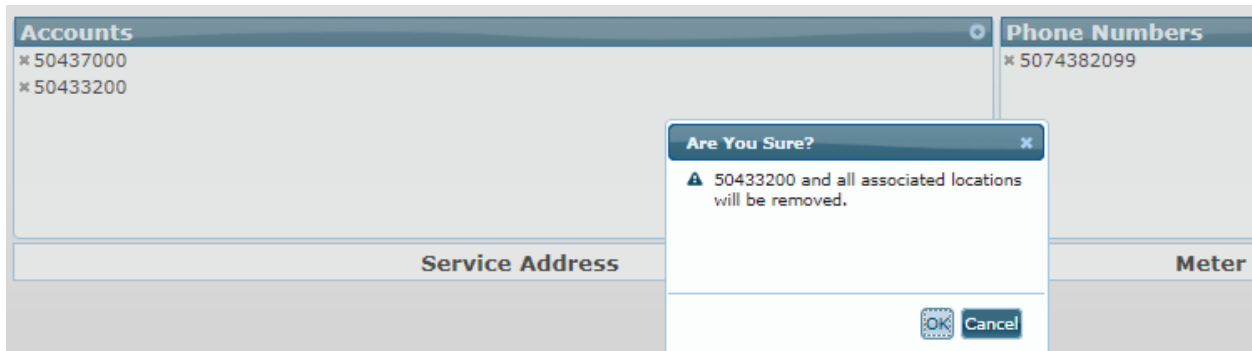
8. If adding, removing accounts or adding, removing phone numbers do the following:

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



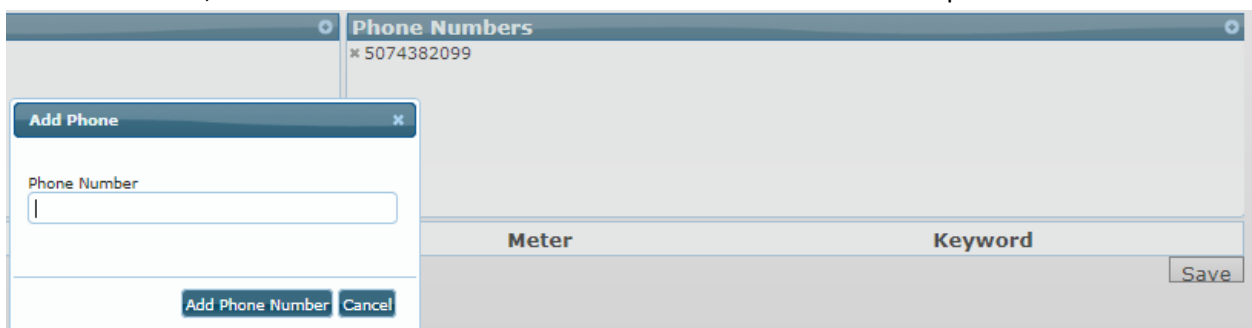
The screenshot shows a web interface with two main sections: 'Accounts' on the left and 'Phone Numbers' on the right. The 'Accounts' section lists two accounts: \*50437000 and \*50433200. The 'Phone Numbers' section lists one number: \*32099. A dialog box titled 'Add Account' is open in the center, containing two input fields: 'Account Number' and 'Account Cellphone'. At the bottom of the dialog are 'Add Account' and 'Cancel' buttons. The background interface has a 'Service Address' field at the bottom left and a 'Meter' field at the bottom right.

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



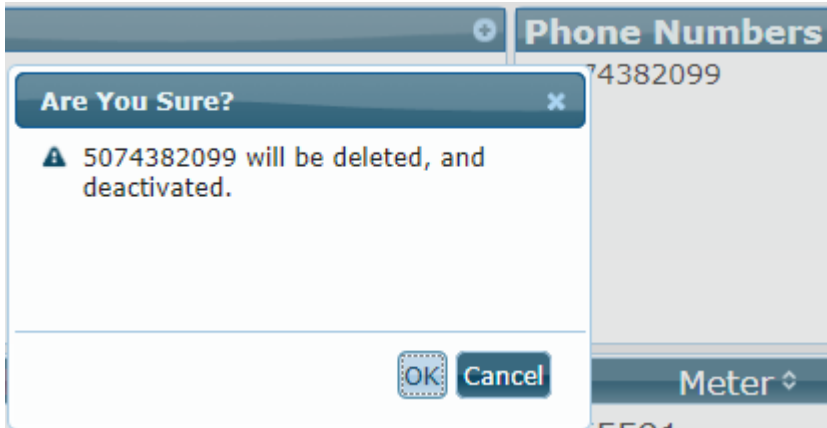
The screenshot shows the same web interface as above. A confirmation dialog box titled 'Are You Sure?' is open in the center. It contains a warning icon and the text: '50433200 and all associated locations will be removed.' At the bottom of the dialog are 'OK' and 'Cancel' buttons. The background interface shows the 'Accounts' list with \*50437000 and \*50433200, and the 'Phone Numbers' list with \*5074382099. The 'Service Address' and 'Meter' fields are also visible.

**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.



The screenshot shows a web interface for 'Phone Numbers'. The main section lists one number: \*5074382099. A dialog box titled 'Add Phone' is open in the center, containing a single input field: 'Phone Number'. At the bottom of the dialog are 'Add Phone Number' and 'Cancel' buttons. The background interface has a 'Meter' field on the left and a 'Keyword' field on the right, with a 'Save' button at the bottom right.

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. Users will then need to associate keywords with their 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

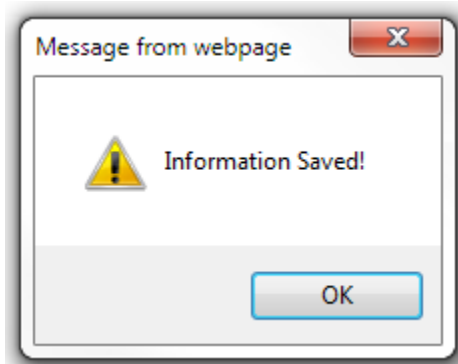
Save

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. Box will appear to confirm information has been saved.



12. Users can now report outages via text!

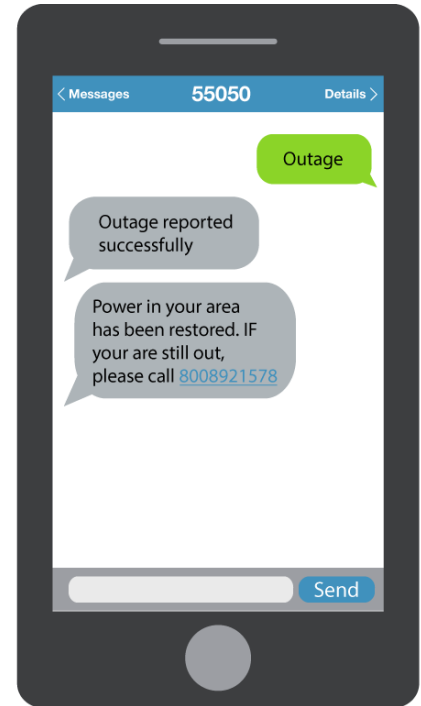
## Reporting an Outage:

### If user has:

#### ONE subscribed location:

- 1) User texts “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) User will receive a response “Outage Reported Successfully”
- 3) User needs to do nothing more.
- 4) User will receive a Restoral text when power has been restored to their area.

1 subscribed location

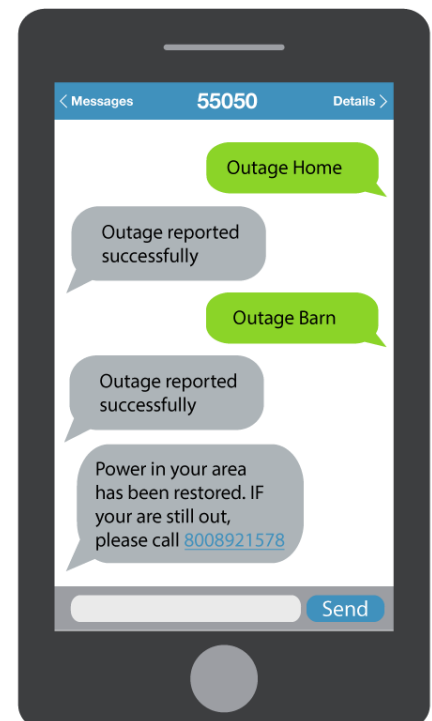


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#### MORE THAN ONE subscribed location:

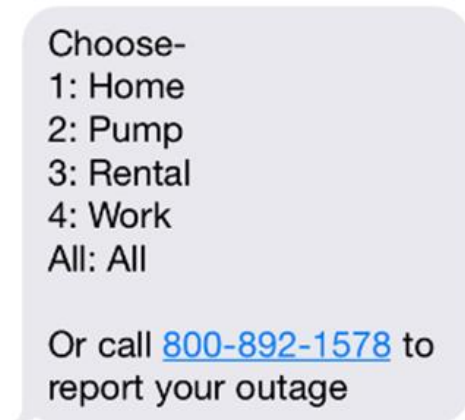
- 1) User texts 55050. Keywords are necessary. If all locations are out, user can text “Outage All” to 55050. If some but not all locations are out, user will have to report each outage separately to 55050, as in:
  - Message 1: Outage Home
  - Message 2: Outage Rental
- 2) User will need to wait for a “Outage Reported Successfully” response text for message 1 before sending message 2. User should receive an “Outage Reported Successfully” response text for message 2. If more than 2 locations are out, continue reporting each outage as a separate message until all have been reported.
- 3) User needs to do nothing more.
- 4) User will receive a Restoral text when power has been restored to their area.

More than 1 subscribed location



**\* IF Keywords were not used in original text or user has forgotten them:**

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



User will need to wait for a “Outage Reported Successfully” response text in between locations. Example:

Message 1: “Pump” (or “2”)

Wait for the response

Message 2: “Work: (or “4”)

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.

User will receive a restoral text when power has been restored to their area.

