

Outage text Alerts Frequently Asked Questions

What are outage text alerts?

- Outage text alerts allow you and JOEMC to use the everyday accessibility of text messaging to quickly and easily communicate about power outages including reporting an outage or receiving outage restoration updates. The program is available without charge to all JOEMC members. Please note that standard message and data rates may apply through your carrier.

How do I participate in the program?

- Visit joemc.com and click on the outage text alert icon located on the right side of the page. Registration takes only a couple of seconds – you'll be asked for your cell phone number as well as your account number (you must have your account number to register).
- After hitting the submit button, you'll receive a text from (800) 681-4146 that provides a passcode number that you key in to complete the registration process.

Remember to save (800) 681-4146 to your contacts on your cell phone, so you can quickly report your outage when needed. *Please note that standard text and data rates may apply.*

Can my spouse and I both get alerts about our account on each of our phones?

- Yes, you may register multiple phone numbers to receive alerts from the same account.

I have accounts at multiple locations. Can I get alerts about each one at my mobile number?

- Yes, a mobile number can be associated with multiple locations.

I reported an outage and then texted STATUS, but the message said there was no outage for my account. Why is this happening?

- It can take a few minutes before your outage is entered into our system. Please wait a few minutes and then text STATUS again. If you get another message that says there is no outage, please text OUTAGE again to ensure that we enter your outage into our database.

I texted a question to JOEMC about my outage. Why haven't I received a response?

- Outage texting is an automated process through our outage management system and relies on keywords to communicate. Following are the only keywords allowed to communicate about an outage via text:

OUTAGE	Report a power outage
STATUS	Requests the STATUS of a power outage
STOP	Cancel participation in outage text alert program

My neighbor watches my house when I travel. Can I have alerts sent to her phone?

Yes, you may register multiple phone numbers to receive alerts from the same account. Please don't sign up someone to receive alerts from your address without their permission.

My mother is elderly and lives alone. Can I get text notifications from her account?

- Yes, with the account holder's authorization, you can register your number to receive alerts for their account.

My neighbor's power is out, but they are not registered for outage text alerts. Can I report the outage for them via text?

- No. You or your neighbor should call JOEMC at (910) 353-1940 or (800) 682-1515 to report the outage.

Why did the text message come out-of-order?

- We send messages to you in order, but your cell phone carrier does not guarantee that messages will be delivered in order. If you get two messages in a row, you may have to scroll up to see both messages on the cell phone screen.

Why does the system say "There was a problem with your message?"

- If you have a signature line automatically set up for your outgoing messages, this could prevent the system from understanding your message.
- You may have misspelled a word.
- There could be a temporary service interruption.
- Please wait for a few minutes and try again.

Why are some of the numbers/words in the message highlighted or underlined?

- In text messages, highlighted or underlined text is a hyperlink that you can touch, such as a website or phone number that can automatically be dialed.

Why am I getting multiple alerts on my cell phone?

- Your cell phone may be registered to receive messages from more than one account.
- You will get additional alerts if JOEMC sends a significant STATUS alert or if power has been restored.

What if I received a text message stating my power has been restored, but my lights are still not coming on?

- Please first check the circuit breaker at the property. If power is still not restored after checking the breaker, either text OUTAGE or call (910) 353-1940 or (800) 682-1515 to re-report the outage. There may be additional damage at your location that JOEMC was not previously aware of when making the original repairs.

How much does texting cost?

- Text alerts are offered at no charge by JOEMC. However, your cell phone provider may bill you for text messages received and sent with this service. JOEMC is not responsible for these charges. Before using, check with your cell phone service provider for text message costs.

Can Jones-Onslow EMC guarantee delivery of text messages?

- JOEMC cannot guarantee the delivery of text messages. Your cell phone wireless carrier is responsible for transmitting text messages. Text message delivery may be limited by your cell phone plan or your provider's wireless coverage area. From time to time, the texting system may be unavailable, and text messages cannot be sent by us. This could result in undelivered or untimely text messages.

What if I change my mobile phone number?

- Before changing your phone number, text STOP to unregister your account. When you receive your new phone number re-register for outage text alerts.

What if I change cell phone carriers (but I've kept my same number)?

- Participants will automatically be unenrolled and must re-register if:
 - You change cell phone carriers (even if you keep the same number); or
 - Your cell phone number is disconnected (even if it is reconnected).

What happens if my SMS text limit is reached?

- Once your text limit is reached, you will not receive any additional messages. Your text limit depends on the level of service you have with your carrier for the number of texts by daily or monthly volumes.

What happens if I move?

- If you move to another location outside of Jones-Onslow EMC's system, text STOP from your current cell phone number to opt out of the program.
- If you remain a Jones-Onslow EMC member but move to another location, please re-enroll in the program. First, text STOP to (800) 681-4146, then go to joemc.com to re-register.

How do I send text messages?

- Each cell phone works differently. Check the instructions that came with your cell phone to determine how to send text messages from your device.

What if I no longer want to receive outage text alerts from JOEMC?

- To cancel your participation in the outage text alert program, text STOP to (800) 681-4146. You will receive confirmation that you will no longer receive texts from JOEMC.