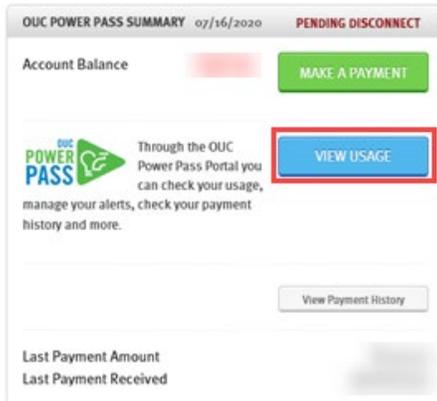


## How to Set Up Alerts for OUC Power Pass

1. Visit OUC.com and log into your myOUC Online Profile.
2. Click **View Usage**.

### Account Summary



3. This brings you to the MyUsage Summary. Now, click **Settings**.



4. In the Contact Methods box, click **Configure Contact Methods**.

MyUsage Alerts provide important information about your account. i

These contact methods indicate to what phone number(s) or email address(es) alerts should be delivered.

If we have trouble contacting you using one of these methods, or if you have requested that we stop contacting you using this method, you will see a disabled indication next to the contact method name. Mouse over this indicator to determine the cause; edit the method to resolve it.

Configure your active alerts below contacts box. Certain settings or delivery methods may not be available for all alert types.

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### Contact Methods

Show  entries Search:

Name	Type	Contact	Action
No data available in table			

Showing 0 to 0 of 0 entries ◀ Previous Next ▶

[+ Configure Contact Methods](#) [View Change History](#)

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### Alerts

Show  entries Search:

Name	Type	Contact	When	Action
No data available in table				

Showing 0 to 0 of 0 entries ◀ Previous Next ▶

[+ Create Alert](#) [View Change History](#) [View Alert History](#) [Show Default Alerts](#)

5. Here you may choose the method(s) of contact you would like to receive:
- Enter a name for your contact method (use your first and last name).
  - Enter your email address for the Email option, or phone number for the Phone or SMS options.
  - Click **Save**.

### Configure Alert Contact Methods

Contact Methods determine how you receive MyUsage Alerts. Note that **not all** contact methods are supported for all alert types.

Please be aware that **deleting** a contact method will stop delivery of alerts to that method.

**Email**

**Phone**

**SMS**

6. The Contact Methods box will now list the method(s) you added. Now, click **Create Alert**.

The screenshot shows a 'Contact Methods' section with a 'Show 10 entries' dropdown and a search box. Below is a table with columns: Name, Type, Contact, and Action. One row is visible with 'SMS' in the Type column and 'Edit' and 'Delete' buttons in the Action column. Below the table, it says 'Showing 1 to 1 of 1 entries' and has 'Previous' and 'Next' navigation arrows. At the bottom are two buttons: 'Configure Contact Methods' and 'View Change History'.

The screenshot shows an 'Alerts' section with a 'Show 10 entries' dropdown and a search box. Below is a table with columns: Name, Type, Contact, When, and Action. The table is empty, displaying 'No data available in table' and 'Showing 0 to 0 of 0 entries' with 'Previous' and 'Next' navigation arrows. At the bottom are four buttons: 'Create Alert' (highlighted with a red box), 'View Change History', 'View Alert History', and 'Show Default Alerts'.

7. Select the Alert Type and complete the required fields.

**Note:** Though the menu displays a number of options, however only the *Low Balance*, *Disconnect*, and *Pending Disconnect* alerts will send alerts for OUC Power Pass. You may only create one alert at a time. When you select an alert Type, the appropriate fields will display that alert type.

- a. **Name:** This will auto-populate based on the Type selected (Low Balance, Pending Disconnect, or Disconnect)
- b. **Contact Type:** Select your Contact Type (Email, Phone, SMS - this will only display the types you entered earlier)
- c. **Contact:** Choose the Contact (If you entered multiple email or phone numbers you will need to select which one to use for this alert)
- d. **Dollar Threshold:** For the Low Balance Alert, you will need to enter the dollar amount that will trigger the alert. For example, if you enter \$20.00, when your account balance falls below \$20.00, you will receive the Low Balance alert.
- e. **When:** This is defaulted to 11:30 AM to ensure you are notified promptly after other system events occur on the account.

The screenshot shows the 'Create Alert' form. The 'Type' dropdown menu is open, showing options: 'Choose', 'High Usage', 'Daily Balance', 'Low Balance', 'Disconnect', and 'Pending Disconnect'. The 'Low Balance' option is highlighted with a red box.

8. Click **Save**

### Create Alert

Type: Low Balance

Name: Low Balance

Contact Type: SMS

Contact: SMS (321370)

DollarThreshold: 10.00  
Select threshold value from \$ 10.00 - \$ 50.00

When: 11:30 AM

9. The Alerts window will show your registered alert. To add additional alerts, simply repeat steps 6 through 8.

### Contact Methods

Show 10 entries Search:

Name	Type	Contact	Action
...	SMS	...	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Showing 1 to 1 of 1 entries

### Alerts

Show 10 entries Search:

Name	Type	Contact	When	Action
Low Balance	Low Balance	...	11:30 AM	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Showing 1 to 1 of 1 entries

## How to Enable Prepaid Alerts

If you disabled your alerts by texting STOP, or opting out of your phone alerts through the automated system, and you would like to enable your alerts to the same phone number, FCC Regulations require that you initiate the request from that phone number.

To enable your SMS alerts, you must text ACTIVATE or HELP to 77407 from the phone number you previously disabled. While OUC does not charge for alerts, standard messaging and data rates may apply based on your carrier and mobile phone plan. Alerts work with most major mobile phone carriers.

To enable automated phone alerts, dial 1-877-764-0018 and follow the prompts.

### Privacy Policy

OUC respects your privacy and values your trust. We take great care to ensure that your personal information is kept safe from unauthorized access and will not share your personal information in violation of any regulation or law. Keep in mind, however, that OUC is a public entity and some information may not be private under the laws which govern public entities. The only employees or companies who can access your personal information are those who use it to service your account or provide services to you or to us. OUC diligently maintains physical, electronic and procedural safeguards that comply with applicable federal standards to guard your private personal information and to assist us in preventing unauthorized access to that information. OUC shall not disclose any information about you to third parties, except as permitted by law.

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