



## ALPENA POWER OUTAGE TEXT MESSAGING

This is an **OPTIONAL** program. Customers can still report outages by calling our office at **989-358-4900, 24/7**.

### TO OPT-IN TO THE TEXT MESSAGING PROGRAM

Your cell phone number **must** be listed on your account to use the texting options. If your phone number is not recognized you will be directed to call our office at 989-358-4900.

We offer 2 opt-in options. 1.) You can text the word, **Alpena**, to 989-358-4900 or  
2.) Scan the QR code to the left



You will be directed to our text phone number 989-358-4900 with the word **Alpena** populated in the message box.

When you press send you have opted-in.


### Once you are opted-in to the texting program:

- You can send messages to Alpena Power by typing the phone number 989-358-4900
  - **OUT** – will allow you to report an outage
    - Your address(es) will show up, if correct, reply with the letter associated with the address where the outage is located
    - You will get a confirmation text that your outage has been received
  - **STATUS** – will allow you to get an update on outages in your area
  - **QUIT** – to opt out of the texting program
- You will receive messages automatically when there is a verified outage in your area
- You will receive outage restored messages

### INTERACTIVE VOICE RESPONSE (IVR) SYSTEM

Alpena Power Company has installed a new IVR phone and Outage Management System. When customers call our main number, 989-358-4900, they can choose options to report power outages, make payments, or get account information without having to wait to speak to a representative.

If your current phone number is on file and you are calling from that number, the outage management system will recognize it and let you know immediately if you are affected by a current outage. You can request call backs or text messages for restoration notifications.



**Alpena Power Company**  
**MAIN: 989-358-4900**  
**Toll Free: 1-866-358-4900**

**\*\* IMPORTANT \*\***  
**Changes to our phone menu options**

Press/say 1 for: To report a power outage  
Press/say 2 for: For an electrical emergency  
Press/say 3 for: Acct services, payment arrangements, phone # update  
Press/say 4 for: Automated bill payment  
Press/say 5 for: New construction, transfer service, technical questions  
Press/say 6 for: Vegetation management or tree concerns  
Press/say 7 for: Information on Energy Thrift Certificates  
Press/say 8 for: Customer Service



## PAYMENT OPTIONS

- Visit [www.alpenapower.com](http://www.alpenapower.com) Click on “Pay my bill”, sign into your account, OR use “Guest Pay”.
- Call 989-358-4900:
  - Choose option 4, *automated bill payment* to access our IVR system
  - Choose option 8, and request to sign up for *pay by text*. A link to your account will be texted to your cell phone, click on the link and it will direct you to your account information.
- Sign up for automatic monthly withdrawal from your savings/checking or debit/credit card. Forms are available on the back of your statement and on our website
- Use the after-hour payment drop box located at the office on 9<sup>th</sup> Avenue, left of the main entrance
- Use any of our collection agencies:
  - Alpena Alcona Area Credit Union
    - Bagley Street
    - US 23 North
  - Wolverine State Credit Union
    - Bagley Street
    - Chisholm Street
  - Alpena Community Credit Union
    - Miller Street

## REFRESHED WEBSITE

This week Alpena Power Company launched a refreshed website that takes advantage of the latest design technologies and incorporates the capabilities of its newly installed outage management system. The refreshed website can be viewed at:

[www.alpenapower.com](http://www.alpenapower.com)

A top priority of Alpena Power is to leverage technology to provide reliable and cost-effective electric service to our nearly 17,000 customers. The new website will provide a customer friendly, easy-to-use, and intuitive experience where our customers can find information on; billing and payment services, how to get help with your energy bill, energy waste reduction and rebate programs, rates and tariffs, and customer services such as how to start, stop, or transfer service, as well as information on our vegetation management programs.

One of the largest improvements is our revised Outage Center which gives quick and easy instructions on how to report an outage or electrical emergency and is the easiest way to check on the status of an outage or recent outage history through our interactive outage map. The outage center can be accessed from any internet connected device at:

[www.alpenapower.com/outage-center/](http://www.alpenapower.com/outage-center/)

