

## **FORTISALBERTA LAUNCHES POWER OUTAGE ALERTS**

Jan. 27, 2020: Alberta - Have you ever been away from your home or business and need proactive communication about a power outage that takes place? FortisAlberta has released Power Outage Alerts for minimal impact to what matters most – whether that be operating an irrigation business, making dinner for the family, or serving customers at a coffee shop.

Power outage alerts will inform customers by text and email:

- When the power goes out
- Why the power is out
- If there is updated restoration information
- When the power is back on

To start receiving power outage alerts, customers must sign up for an account through [fortisalberta.com](https://www.fortisalberta.com).

“FortisAlberta offers alerts right down to the site so that customers are only receiving information that pertains directly to them,” says Todd Dettling, Vice President, Customer Service..

Customers can also receive alerts if they have multiple sites. Even during widespread storms where customers may be experiencing multiple outages across multiple sites, the alerts will only show information relevant to them.

FortisAlberta also offers customers a free mobile app that allows customers to view real-time outage information, report outages, request streetlight repairs and check their project status. Customers can report power outages using the mobile app, [online map](#), and by calling 310-WIRE (9473).

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### **About FortisAlberta**

As owner and operator of more than 60 per cent of Alberta’s total electricity distribution network, FortisAlberta’s focus is delivering safe and reliable electricity to more than half a million residential, farm and business customers. The Company serves more than 200 communities with 124,000 kilometres of distribution power lines across Alberta.

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