



Full terms and conditions

FORTISALBERTA **PLANNED** POWER OUTAGE (PPO) ALERTS AND PUBLIC SAFETY POWER SHUTOFF NOTIFICATIONS (PSPS) TERMS OF SERVICE

This service is used solely for power outage and Public Safety Power Shutoff (PSPS) notifications issued by FortisAlberta. It will not be used to deliver "Broadcast Immediate" emergency alerts or other public emergency notifications.

1. FortisAlberta will send customers notifications about planned power outages and Public Safety Power Shutoff updates using the information provided by customer's retail service providers.

2. Messages will be sent to customers using the primary contact information listed with their selected retail service provider.

a. Start Alert(s): Once a planned power outage is known or a potential Public Safety Power Shutoff (PSPS) may impact a customer, a short message service (SMS) text will be sent to the primary phone number listed. Notice may include SMS text messages, voice recorded message, and/or email.

b. Update Alert(s): Updates will be provided when a PPO is cancelled or rescheduled.

c. Restoration Alert(s): An alert may be sent to customers when power has been restored for PSPS only.

3. You can cancel SMS service at any time by texting "STOP" to 22762 (ABPMA). After you send the SMS message "STOP" to us, we will send you a confirmation



text that you have unsubscribed to outage alerts. After this, you will no longer receive SMS text messages. If you want to receive power outage alerts again, text START to 22762 to receive SMS messages again.

4. If at any time you forget what keywords are supported, text "HELP" to 22762(ABPMA). After you send the SMS message "HELP" to us, we will respond with instructions on how to use our service as well as how to unsubscribe.

5. We can deliver messages to the following mobile phone carriers: Rogers, Fido, Telus, Bell, Mobility, Videotron, Sasktel, Virgin, MTS, Freedom Mobile, Public Mobile.

6. SMS message and data rates may apply for any messages. Frequency of alerts will vary depending on the frequency and duration of power outage or anticipated power outage. If you have any questions about your text messaging or data plan, it is best to contact your wireless provider. For all questions about the power outage alert service, please call FortisAlberta at 310-WIRE (9473) or 1-866-717-3113.

7. If you have any questions regarding privacy, please read FortisAlberta's privacy policy: <https://www.fortisalberta.com/privacy-policy>

8. FortisAlberta provides the information found on the Power Outage Alert Service for informational purposes only. The information provided is not intended as advice to, or concerning, particular users or circumstances. THE INFORMATION FOUND ON THE POWER OUTAGE ALERT SERVICE IS PROVIDED ON AN "AS IS" BASIS, WITHOUT WARRANTY OR CONDITION OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF COMPLETENESS, ACCURACY, USABILITY, FITNESS FOR A PARTICULAR PURPOSE OR MERCHANTABILITY. The user assumes all risks for the use of the Power Outage



Alert Service. The user's sole remedy for dissatisfaction with the information provided is to stop using the information.

9. FortisAlberta, on behalf of its affiliates, officers, directors, employees, agents, consultants and contractors, completely disclaims all liability for the use of the information provided through the power outage alert system, including liability for any losses, damages, lawsuits, claims or expenses, including, but not limited to, consequential losses anyone may incur as a result of using this information.

FORTISALBERTA **UNPLANNED** POWER OUTAGE ALERT TERMS OF SERVICE

1. Customers signed up to receive notices through My Account receive updates regarding current outages to advise that the power outage is known. Customers must create an account and opt in to receive unplanned outage alerts.

2. Messages will be sent to customers signed up through My Account when FortisAlberta is aware of an outage affecting the subscribers home or business using the preferred method identified by the customer:

a. Start Alert(s): Once an outage is confirmed, an alert will be sent to the customer advising them that FortisAlberta is aware of the outage.

b. Update Alert(s): Updates will be provided when the cause and/or estimated restoration time of the outage has changed.

c. Restoration Alert(s): An alert will be sent to you when power has been restored.

3. You can cancel the SMS service at any time by texting "STOP" to 22797 (ABPWR). After you send the SMS message "STOP" to us, we will send you a



confirmation text that you have been unsubscribed. After this, you will no longer receive SMS messages from FortisAlberta. If you want to receive power outage alerts again, sign up as you did before and you will start to receive SMS messages again.

4. If at any time you forget what keywords are supported, text "HELP" to 22797 (ABPWR). After you send the SMS message "HELP" to us, we will respond with instructions on how to use our service as well as how to unsubscribe.

5. We are able to deliver messages to the following mobile phone carriers: Rogers, Fido, Telus, Bell, Mobility, Videotron, Sasktel, Virgin, MTS, Freedom Mobile, Public Mobile.

6. SMS message and data rates may apply for any messages sent to you from us and to us from you. Frequency of alerts will vary depending on the power outage. If you have any questions about your text messaging or data plan, it is best to contact your wireless provider. For all questions about the power outage alert service, please call FortisAlberta at 1-866-717-3113.

7. If you have any questions regarding privacy, please read FortisAlberta's privacy policy: <https://www.fortisalberta.com/privacy-policy>

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Alert Service. The user's sole remedy for dissatisfaction with the information provided is to stop using the information.

9. FortisAlberta, on behalf of its affiliates, officers, directors, employees, agents, consultants and contractors, completely disclaims all liability for the use of the information provided through the power outage alert system, including liability for any losses, damages, lawsuits, claims or expenses, including, but not limited to, consequential losses anyone may incur as a result of using this information.