

## FORTISALBERTA POWER OUTAGE ALERT TERMS OF SERVICE

1. When you opt-in to the power outage alert service, FortisAlberta will send you a SMS message to confirm your signup.
2. Messages will be sent to you when there is an outage affecting your home or business:
  - a. **Start Alert(s)**: Once an outage is confirmed, an alert will be sent to you advising that we are aware of your 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, Mobicity, 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>
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.