



EasyPay – Alerts Information

Alerts:	Contact Methods Supported:				Groups:	
	Email	Push	SMS	Phone	EasyPay	Usage Monitor
Balance			SMS		EasyPay	
Daily Balance	Email	Push			EasyPay	
Daily Usage	Email	Push			EasyPay	Usage Monitor
Disconnect	Email	Push	SMS	Phone	EasyPay	
High Usage	Email	Push			EasyPay	Usage Monitor
Low Balance	Email	Push	SMS		EasyPay	
Pending Disconnect	Email	Push	SMS	Phone	EasyPay	
Reading			SMS		EasyPay	
Recharge	Email	Push	SMS		EasyPay	
Reconnect	Email	Push	SMS		EasyPay	

Groups:

EasyPay = Prepay Customers

Usage Monitor = Usage Monitor Only Customers

Contact Methods Supported:

Email = Email Alerts

Push = Push Notifications on Smart Phone

SMS = Text Messages

Phone = Phone Calls

Alert Types:

Balance = SMS Only. Text “BAL” to 1-833-888-1347 for your current EasyPay balance

Daily Balance = Email and Push Only. Receive daily balance in EasyPay/Usage Monitor account.

Daily Usage = Email Only. Receive usage amount for yesterday’s activity.

Disconnect = Email, Push, SMS, and Phone. Notifying meter has been disconnected.

High Usage = Email Only. Daily usage amount exceeded certain threshold set by customer.

Low Balance = Email, Push, SMS. Balance has made it past low balance threshold. Needs to make payment.

Pending Disconnect = Email, Push, SMS, Phone. Will be disconnected next business day if payment isn’t made.

Reading = SMS Only. Text “READ” to 1-833-888-1347 for the last meter reading (usage).

Recharge = Email, Push, and SMS. Notification of payment received.

Reconnect = Email, Push, SMS. Your account has been reconnected and power should be restored.

www.myusage.com

Numbers to Know:

IVR Phone Number: 888-443-4058

Opt-Out Number: 888-443-4018

SMS (Text Message) Number: 833-888-1347

