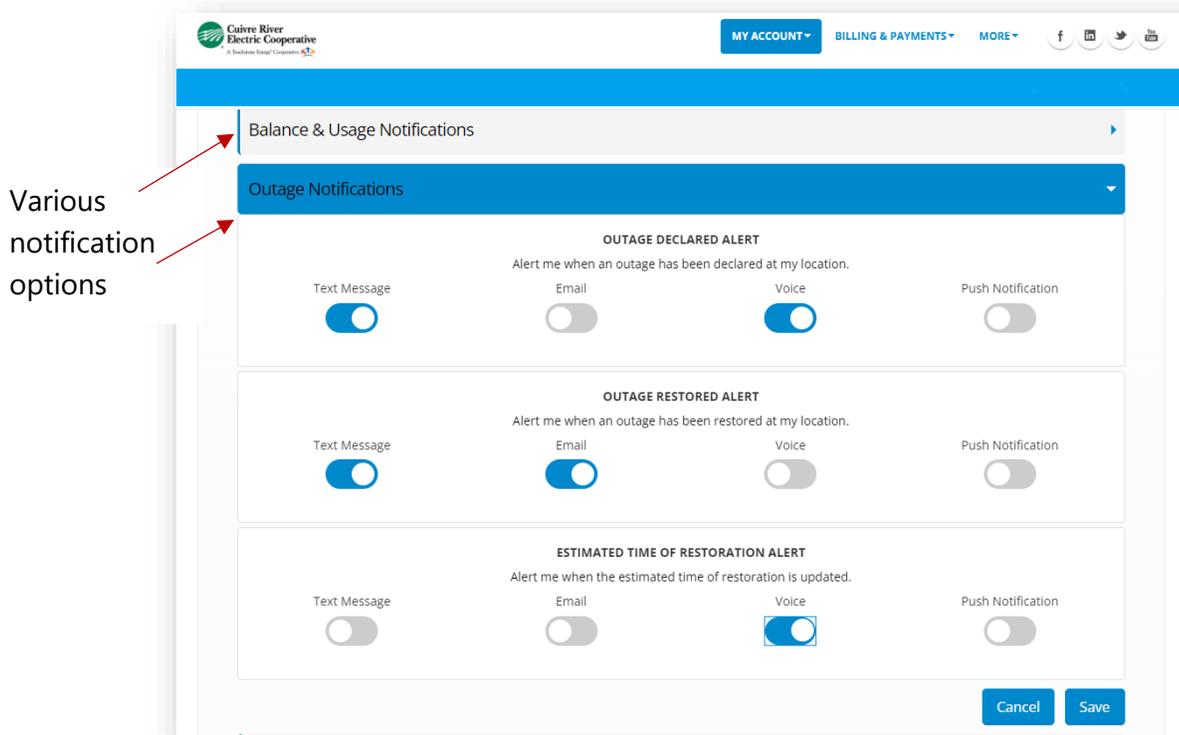


How Do I Sign Up For Alerts Using The Online Member Portal Or The My Cuivre App?

You must be registered as an online account user to sign up for alerts. To become an online user, go to <https://billing.cuivre.com/onlineportal/Custom-Login> and click "Create account" or on the MyCuivre app, click "Menu" then "New User" to register. If already registered, sign in using the online member portal or the MyCuivre app.

1. If you're using the **online member portal**, click on "My Account" and then on the dropdown menu, select "Manage Alerts." The next screen will ask you for your email address, and the phone numbers you would like alerts sent to. Hit "Save."
 - a. On the same page, you can select any or all of the alerts and the kind of alert you want (email, text, voice or push notifications):
 - b. Payment notifications – due date, past due date reminder, returned check alert, payment confirmation, arrangement installment due.
 - c. Balance and usage notifications – high energy use alert, energy usage alert, low usage alert
 - d. Outage notifications – outage declared alert, outage restored alert, estimated time of restoration alert.
 - e. Account profile notifications – account profile change/updates.
 - f. Other – customer support case alert, when the case is responded to or closed.

Make your selections for each of these -- make sure you hit "Save" when you're done. If you want to modify your choices later, just follow the same instructions above.



How Do I Sign Up For Alerts Using The Online Member Portal Or The My Cuivre App?

2. If you're using the **MyCuivre app**, sign in and then select "Menu" >> "My Alerts" >> Alerts.
 - a. The next screen will ask you for your email address, the phone numbers you would like alerts sent to, as well as your mobile phone service provider.
 - b. Once you're done, make sure you hit "Save."

If you want to modify your choices later, just follow the same instructions above.

2:32 LTE

Alerts 00000-00 >

Notifications ⓘ [toggle]

Alert for this account will be sent to

E-Mail Address
willieh@cuivre.com

Mobile Number 636 - 000 - 0000

Home Number 636 - 111 - 1111

Mobile Service Provider Verizon

Use for Voice Alerts

Mobile Number

Home Number

Smart Device(s)

Profile Name	Enable/Disable	Delete
iPhone	<input checked="" type="checkbox"/>	

Configure Menu Save

Various notification options using MyCuivre app

2:28 LTE

Alerts 00000-00 >

Alerts [icons]

Due Date Reminder	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Past Due Date Reminder	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Account Profile Change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Returned Check Alert	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Options

Please select one alert to continue

CANCEL Menu SAVE