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Can I report an outage via text messaging?

What are Outage Notifications?

Veridian has launched a Pilot Outage Notification Service where customers can receive power outage notifications (“Notifications”) via SMS (“Short Message Service”), email and telephone.

How do I register?

Veridian customers can register for Notifications through the utility’s customer portal, my.veridian. Once registered, login and click on the Notification tab to set-up your desired notifications and methods.

Can anyone register for Notifications?

If you have a Veridian Connections account, you can enroll in my.veridian and elect to receive Notifications.

Do I have to be signed-up prior to a power outage to receive Notifications?

Yes, you must be enrolled in [my.veridian](https://my.veridian.ca), and have set-up and saved your notification preferences prior to a power outage to begin receiving Notifications.

What are the Notification methods?

Outage Notifications can be received by SMS, email and telephone (through an interactive voice response system or “IVR”).

Can I sign-up more than one account for Notifications?

In most circumstances, you can link all of your accounts under one enrollment in [my.veridian](https://my.veridian.ca). If you have trouble linking accounts, look in the Library for help. If you’re still having trouble, please call our Customer Care Department: at 905-420-8440 (Ajax and Pickering) or 1-888-420-0070 (all other service areas) or by email at customercare@veridian.on.ca.

Can I register more than one person to receive Notifications?

Yes, additional contacts can be added in the Notification tab under your [my.veridian](https://my.veridian.ca) profile.

Can I choose when to receive Notifications?

You can choose the time of day you receive Notifications via telephone. However, text message and email Notifications will continue to be delivered 24/7. To ensure that you stay informed about late night and early morning outages, we recommend that customers who choose phone call Notifications also elect to receive at least one other type of notification (e.g. text messages and/or email).

How do I change my Notification preferences?

Log in to [my.veridian](https://my.veridian.ca), click on the Notification tab and update your Notification preferences. Make sure you ‘Save’ your preferences.

What if I decide I no longer want to receive Notifications?

Log in to [my.veridian](https://my.veridian.ca), click on the Notification tab and delete or change your Outage Notification details. Click on ‘Save’ to update.

From a telephone notification, you can unsubscribe by choosing 9 when prompted during a call.

Is there a fee for this service?

Veridian does not charge for this service. However, if you select SMS/text messaging Notifications, then standard text messaging fees charged by your carrier may apply.

How often will I receive Notifications?

Customers registered for Notifications through [my.veridian](#) will receive messages when:

- The Initial outage affecting two or more addresses is reported
- An updated estimate restoration time is available
- Power has been restored

Will Notifications be sent for all power outages?

No. Only outages affecting two or more addresses will be sent.

Also, in order not to disturb you with notifications about momentary blinks in power, we will only notify you about problems lasting several minutes or more that cannot be resolved quickly.

Will Notifications, such as phone calls, be delivered in the middle of the night?

You can choose the time of day you receive Notifications via telephone at the time you set-up your contact methods under the Notification tab in [my.veridian](#).

However, text message and email Notifications will continue to be delivered 24/7. To ensure that you stay informed about late night outages, we recommend that customers who choose phone call Notifications also elect to receive at least one other type of Notification (e.g. text messages and/or email).

I received a Notification indicating my power has been restored, however my power is still out – how do I report this to Veridian?

Call Veridian's 24-hour Outage Hotline at: **1-866-579-6819**. Please do not send emails regarding outages.

I signed-up on my.veridian and elected to receive power outage notifications. I'm experiencing a power outage right now and did not receive a notification.

In order not to disturb you, outage notifications will only be sent when two or more addresses are affected, and if the outage lasts several minutes or more. Notifications will not be sent for momentary outages. In addition, there are some limitations out of Veridian's control:

Phone Calls: Because we're making a large number of calls in a very short amount of time, we'll be subject to the limitations of the phone network in your particular location. This means that in cases of a large outage, we may be limited to only a few hundred calls per minute and so you may not receive a call for up to 90 minutes. If, after 90 minutes, we still can't get through due to network traffic, we reserve the right to cancel the call.

SMS: Text message notifications, unfortunately, are not guaranteed. The best we can do is send messages to your wireless carrier and trust them to pass it to your phone. While most carriers

transmit the messages quickly, there are times when the provider could hold the message for days, or just never send the message.

Email: Email messages are not guaranteed. We will send the message to your mail provider, and trust them to pass it through to your inbox. While most providers transmit the messages quickly, there may be times when the provider could hold the message for days, or just never send the message.

Can I report an outage via text messaging?

At this time outages cannot be reported by email or text. Please report power outages through Veridian's 24-hour Outage Hotline at: **1-866-579-6819**.