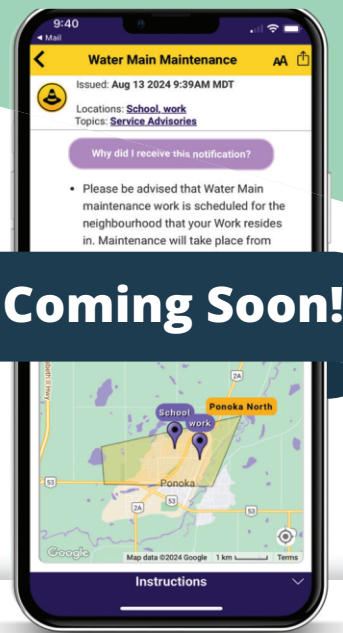


# NEW Town of Ponoka Notification Service and App

*Receive Critical Information Quickly!*

Beginning in October, the Town of Ponoka will roll out a new Notification Service that will send out alerts to keep you informed of utility service disruptions and large-scale, local emergencies.



## How do I subscribe?

Town of Ponoka residents who receive a monthly utility bill will automatically be enrolled to receive these alerts through the primary phone number and address associated with their utility bill.

All other Town citizens and visitors will be able to download the app or subscribe to receive these alerts via text, phone and/or email in October once the new system is launched. Registration will be free and easy to do.

Once the new service launches in October, Town utility customers will be able to choose how they want to receive alerts.

They can download the Voyent Alert! app to receive notifications on their phone. Or they can register online to receive alerts via email or text message instead of, or in addition to, receiving recorded voice calls.

The Town will use the Voyent Alert! system to send out alerts.

## Can I opt out?

Yes, opting out is easy, but we encourage you to remain subscribed so that you continue to receive critical information that could help protect your safety or help you be better prepared during a utility service disruption.

If you choose to opt out, you can do so after the new service launches in October by pressing "8" at the end of any recorded voice call you receive.

Or you can submit an Online Service Request at anytime on the Town website at [Ponoka.ca](http://Ponoka.ca) or phone the Town Office at 403-783-4431 during office hours where Town staff can assist you in opting out.

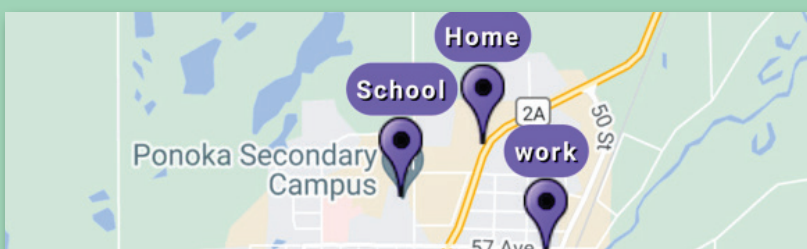
## Non-emergency Alerts

You can also sign up for optional non-emergency notifications about important and helpful Town information such as road closures, waste collection reminders, snow and ice control updates, etc.

## Receive Alerts Relevant To You

*Based on your location. Choose locations important to you.*

If you download the app in October, you can receive alerts that are specific to your location. You will even be able to receive alerts for multiple locations.



## Update your Utility Bill Contact Information Today!

Is the primary phone number associated with your utility bill the best way for you to receive alerts once this new service launches in October?

If not, please phone the Town Office as soon as possible at 403-783-4431 so we can update your utility bill contact information that will be used to automatically register you for this new notification service in October.

*Questions? Visit [Ponoka.ca/alerts](http://Ponoka.ca/alerts) or call the Town of Ponoka office at 403-783-4431.*



**Hometown Weekly**  
Town of Ponoka News and Events

Town of Ponoka  
#200, 5604-50 Street,  
Ponoka, AB T4J 1G5  
Phone: 403-783-4431  
[www.ponoka.ca](http://www.ponoka.ca)

