

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.

Attention: Utility Bill Customers

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.

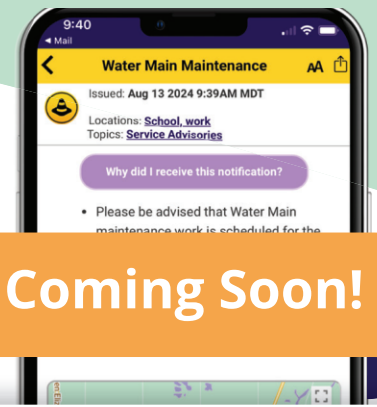
All other Town citizens and visitors will be able to download the app or subscribe to receive these alerts via text, phone and/or email in October once the new system is launched. Registration will be free and easy to do.

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.

In October, 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.



Coming Soon!

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.

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 or phone the Town Office at 403-783-4431 during office hours where Town staff can assist you in opting out.

For more information, please visit Ponoka.ca/p/alerts or call the Town of Ponoka office at 403-783-4431.

~ TOWN NEWS ~

- **Ponoka Aquaplex Annual Maintenance and Facility Improvements** - The Ponoka Aquaplex is undergoing annual maintenance and facility improvements. The facility is temporarily closed to the public and will resume regular operations on Tuesday, September 17. Thank you for your patience and understanding.
- **Grey Carts and Green Carts** should be placed at the curb for pick up on September 4, 5 and 6 – depending on your Zone.
- **Green Carts and Recyclable Materials** bundled in clear or blue transparent plastic bags should be placed at the curb for pick up September 11, 12 and 13 – depending on your Zone.
- **Missed Pickups** – If your curbside recycling, green cart or grey cart was not picked up on your collection day, please contact E360S dispatch at 403-341-9300 or by email at rddispatch@e360s.ca.

For more information on the curbside waste collection program, please visit Ponoka.ca/p/waste-management or call the Town Office at 403-783-4431.

~ UPCOMING COUNCIL MEETINGS ~

- **Next TOWN COUNCIL MEETING:**
Tuesday, September 10 at 6 p.m.
- **Next PRIORITIES AND INITIATIVES COMMITTEE MEETING:**
Tuesday, September 17 at 6 p.m.
The public is welcome to attend all Council meetings. Meetings will be held in Town Council Chambers on the third floor of the Ponoka Civic Centre (5604 50 Street).



Hometown Weekly
Town of Ponoka News and Events

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