

# NEW Town of Ponoka Notification Service and App

Download the App or register online to receive notifications by text, email or recorded voice calls.

On October 31, the Town of Ponoka is launching a new Notification Service which includes an app that you can download on your smartphone.

## Receive Critical Information Quickly

The new service will send you alerts that keep you informed about:

- Utility service disruptions;
- Large-scale, local emergencies; and
- Other important Town news.



If you don't have a smartphone, you can receive alerts by email, text or recorded voice call.

## You May Already be Registered

If you currently receive a Town of Ponoka Utility Bill, you are enrolled to receive emergency and utility alerts through the primary phone number and address associated with your utility bill (unless you contacted the Town to opt out).

**Town utility customers should receive an introductory recorded voice call on November 6** confirming you have been registered to receive these alerts. The 'Town of Ponoka' will appear on the call display on your phone when you receive the call.

If you would rather receive alerts through an app on your phone or by email or text, you can go to the App Store or Google Play and download the **Voyent Alert App** on your phone, or register online at [register.voyent-alert.com](https://register.voyent-alert.com) to receive email or text alerts.

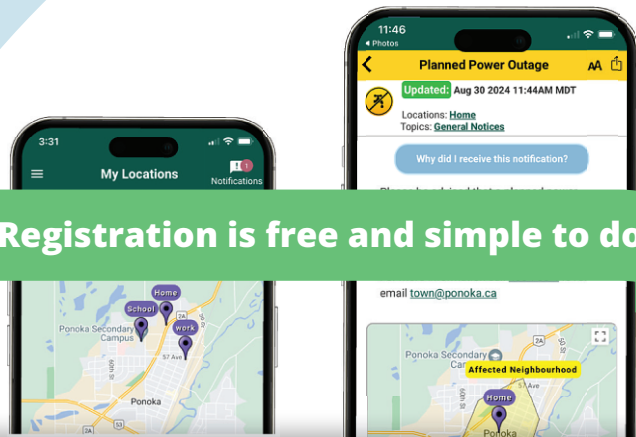


## If You Are Not a Town Utility Customer

If you are not a Town utility customer, you can download the app or subscribe to receive alerts via text, phone and/or email at [register.voyent-alert.com](https://register.voyent-alert.com). Registration will be free and easy to do.

The Town of Ponoka is using the Voyent Alert notification system to send out these alerts. Voyent Alert is developed by an Alberta-based company, ICESoft Technologies.

Registration is free and simple to do!



## Non-Emergency Alerts

The new service offers other optional, non-emergency alerts about important and helpful Town information such as:



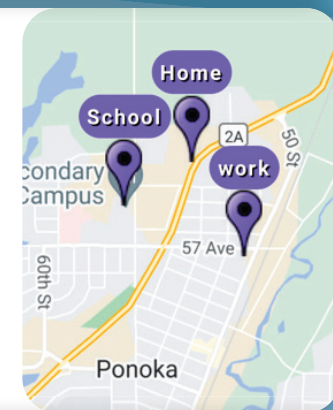
- Town road closures;
- Curbside waste collection reminders;
- Parking bans during snow removal;
- Town event notifications; and
- General Town E-news - such as new program announcements and other important Town news posted at [Ponoka.ca](https://Ponoka.ca) under Latest News and Notices.

If you choose to download the Voyent Alert app or register online for email or text alerts, you will automatically be registered to receive all non-emergency alerts that the Town offers.

To choose only the non-emergency alerts you wish to receive, click the menu icon in the top left corner of the opening screen and then select "My Topics". Click the checkmarks to **deselect the topics you do not want to receive**. You will receive alerts for all topics that have checkmarks remaining beside them.

## Track Multiple Locations

You can receive alerts that are specific to your location. You can also receive alerts for multiple locations, such as 'school', 'work' and 'Mom and Dad's house' to stay informed and be prepared for the unexpected, no matter where you or your family members are.



## Can Utility Customers opt out?

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

To opt out, simply press '8' at the end of any recorded voice call from the new service, or submit an Online Service Request on the Town website at [Ponoka.ca](https://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](https://Ponoka.ca/p/alerts) or call the Town of Ponoka office at 403-783-4431.