

Frequently Asked Questions

Q: What kind of text alerts & notifications should I expect from this service?

A: Customers will receive text messages concerning current electric outages, street cleaning, leaf collection and snow removal notifications. Notifications will only be sent during daytime hours with the exception of relevant power outage information that may occur after hours. To manage your communications you may text HELP to 1-888-785-0387 or call 785-7500 to reach our automated phone number update service between the hours of 6:30 am to 2:30 pm

To receive text alerts on your phone, you must have a text messaging plan from your service provider. Message and data rates may apply. Please contact your wireless provider if you have questions regarding your text messaging service, including information about any charges or fees you may incur.

Q: How do I reach a live representative via text messaging?

A: Currently you can not reach a live representative via text messaging. If you need to speak to a representative concerning your utility account, please contact us at 785-7100.

Q: Is there a fee to receive Alerts & Notifications?

A: We do not charge a fee to our customers to receive our alerts. However, your carrier may charge you to send and receive text messages. Contact your carrier for more details. Message and data rates may apply.

Q: How do I register to receive alerts from the City of Hamilton?

A: All utility customers are automatically registered if they have provided a text enabled device to their primary utility account contact information. If you are unsure if your contact information is current, please visit <https://gis.hamilton-oh.gov/apps/textupdate> and enter your home address to verify and update your preferences. Each utility account is allowed two text message enabled numbers.

Q: How will I know if I am registered or not?

A: You will receive a welcome text message from the City of Hamilton welcoming you to the service.

Q: What if I no longer want to receive messages from the City of Hamilton?

A: To stop receiving alerts, you may either reply **QUIT** to a text message you receive or text the following: **Leaf QUIT** (Notices about leaf collection), **Snow QUIT** (Notices about snow removal) or **Sweep QUIT** (Notices about street cleaning) to 1-888-785-0387. You will receive a text message from the City of Hamilton to confirm you want to discontinue the City of Hamilton's text messaging service and will no longer receive no more messages.