



MyAccount/SmartHub PSOM Sign-Up + Medical

8-9-21

General PSOM Alert Sign-Up

TDPUD will attempt to notify you by e-mail within 48-24 hours and 12-4 hours of a potential wildfire safety PSOM outage. Customers may sign up for additional text or SMS alerts as indicated below.

You will need your Truckee Donner Public Utility District account number. This can be found on your TDPUD bill. If you don't already have an online account, it can be set up using your account number at www.tdpud.org.

1. Click the blue "My Account" icon in the upper right corner of the screen.
2. Click on "New Account? Click here to use SmartHub!" to register your new account. Of if you already have an online account, this is where you log on.
3. Make sure your contact information is up-to-date.

Note: If you are not a TDPUD customer but would like to be notified by e-mail of a PSOM alert in the Truckee area, you can sign up on TDPUD's website at www.tdpud.org/i-want-to/notifications.

To set up your notifications for Public Safety Outage Management (PSOM) once you are logged onto your SmartHub account (Using a Computer or Tablet, Preferred Method):

1. Click on "Notifications" in the gold bar at the top of the screen.
2. Click on "Manage Contacts" to confirm your email and phone numbers are correct in our system, and they have been "confirmed" and "activated." Click on the green "Confirm Contact" button next to each contact.
3. Select the check boxes if you want this contact to only have phone calls, text messages, or both. If you want to receive texts and calls, make sure the "Place on Do Not Call List" is set to "No."
4. If you have selected to receive text notifications, you will receive a text to your phone with a 6 digit code and a box will pop up on your computer screen. Enter the 6 digit code from the text in the "phone verification code" box in your Smarthub account.
5. You will need to agree to the Terms and Conditions and then "Save" the Contact.
6. Under "Notifications" click on "Manage Notifications" and go to the "Reports" section. The first three notifications deal with PSOM. You will want to set this up to email or text you as needed.

To set up your notifications for Public Safety Outage Management (PSOM) once you are logged onto your SmartHub account (Using the SmartHub App):

1. Open your TDPUD SmartHub App on your phone.
2. If on an iPhone, click the three dots on the bottom menu labeled "More". If on an Android, go to "Settings" through the top three horizontal lines.
3. Click "Settings"
4. Click "Contact Methods"

- a. Confirm that your phone number and email are correct (if needed use the icons at the top to add a phone number or email)
 - b. Select the radio button if you want this contact to only have phone calls, text messages, or both. If you want to receive texts and/or calls, make sure the radio button for “Place on Do Not Call List” is set to “No”
 - c. If you’ve selected to receive text notifications, you will receive a text to your phone with a 6 digit code which you will then enter in the “phone verification code” box in your SmartHub App
 - d. You will need to agree to the Terms and Conditions and then click “Continue”
5. Go back to “Settings” on the top left of the screen
 6. Click “Manage Notifications” and click the “Reports” section. The first three notifications deal with PSOM. You will want to select the radio button next to the email and/or phone number to receive notifications as needed.
 7. Click “Save” at the bottom of the screen after every change

Medical Necessity Alert Sign-Up:

For customers registered with SmartHub for alerts (see above), TDPUD will attempt to notify you by e-mail within 48-24 hours and 12-4 hours of a potential wildfire safety PSOM outage. Customers may sign up for additional text or SMS PSOM alerts through MyAccount. Medical Necessity customers who have signed up will also receive a phone call as a second form of alert.

1. Call TDPUD Customer Service at 530-587-3896 during local support hours from 9AM-3PM, Monday through Thursday and ask to be added to the Medical Necessity list.
2. Make sure your contact information is up to date.

For more information on NV Energy PSOM wildfire safety power outages and how to be prepared, visit www.tdpud.org/PSOM.