

Text Messaging Terms and Conditions

Program description

Pacific Power customers can register their phone to receive text messages regarding power outages, billing, account balances and to make payments.

Supported carriers

Pacific Power's approved carrier list includes, but is not limited to, the following: AT&T, Sprint, Virgin Mobile, T-Mobile, MetroPCS, U.S. Cellular and Verizon Wireless. Carriers are not liable for delayed or undelivered messages.

Cost

There are no premium charges for customers using Pacific Power's text alerts. Message and data rates may apply.

Message frequency

Message frequency may vary to subscribers of Pacific Power's text alerts based on monthly account activity and outage notifications.

How to opt-out

To opt-out of Pacific Power's text alerts program, reply STOP to the most recent message received. A final unsubscribe message will be sent to your number confirming the cancellation.

NOTE: If you text STOP, you will no longer receive emergency text notifications, including power outage and Public Safety Power Shutoff text alerts.

Need help?

To get help or learn more about Pacific Power's text alerts program, reply HELP to the message in question, call our toll free number at 1-800-538-4228 or visit our Account Alerts Frequently Asked Questions.

Privacy Policy

Pacific Power is committed to safeguarding the privacy of customer information. Pacific Power's policies and practices for collection, use, retention, transfer and access of customer information is strictly limited to uses necessary to service customer accounts and agreements with the company. Pacific Power will not provide, rent or sell your information to company affiliates or nonaffiliated third parties, without your advance knowledge, except in limited circumstances. To view our full policy, please visit PacificPower.net/Privacy.