



## **SMS Terms and Conditions**

### **Program Description**

Arizona Public Service (APS) allows their customers to register their cell phone numbers to receive the following messages through our short code programs:

**APS Account 32501**— messages related to disconnection for non-payment.

**APS Outage 34291**— messages informing customers of outages affecting their address, restoration times and updates.

**APS Usage 67933**— messages regarding usage, demand, and bill amount thresholds.

**APS Billing 90879**— messages regarding billing, due dates, programs and rate plans.

**APS Payment 75954**— messages regarding payment confirmations and payment reminders.

**APS Field Operations 50513**— messages regarding meter appointments, meter access, and service order confirmations.

**APS Fire Mitigation 24978**— messages regarding Public Safety Power Shut-off events caused by extreme weather conditions that require electric shut off to preserve public safety.

**APS Curtailment 21509**— messages regarding curtailment events caused by power supply resource constraints that may result in rotating outages.

**APS Customer to Grid Solutions 78606**— messages regarding energy conservation and efficiency programs and events applicable to enrolled programs.

### **Supported Carriers**

AT&T, Verizon Wireless, Sprint, and T-Mobile USA.

Carriers are not liable for delayed or undelivered messages.

### **Cost**

There are no premium charges for customers using Arizona Public Service text alert programs. Message and data rates may apply.

### **Message Frequency**

The message frequency of the Arizona Public Service text alert programs will vary, depending on applicable events and account-related activity.

## How to Opt-out

To opt-out of the Arizona Public Service text alert programs, reply STOP to the following short codes. An unsubscribe message will be sent to your number confirming the cancellation, but no more messages will be sent after that one.

To stop receiving **APS Account** notifications, text **STOP** to **32501**.

To stop receiving **APS Outage** notifications, text **STOP** to **34291**.

To stop receiving **APS Usage** notifications, text **STOP** to **67933**.

To stop receiving **APS Billing** notifications, text **STOP** to **90879**.

To stop receiving **APS Payment** notifications, text **STOP** to **75954**.

To stop receiving **APS Field Operations** notifications, text **STOP** to **50513**.

To stop receiving **APS Fire Mitigation** notifications, text **STOP** to **24978**.

To stop receiving **APS Curtailment** notifications, text **STOP** to **21509**.

To stop receiving **Customer to Grid Solutions** notifications, text **STOP** to **78606**.

## Support/Help

For support or information about Arizona Public Service text alert programs, reply HELP to the following short codes. Optionally, you may call us at 1-800-253-9405 or contact us online.

For **APS Account** notifications, text **HELP** to **32501**.

For **APS Outage** notifications, text **HELP** to **34291**.

For **APS Usage** notifications, text **HELP** to **67933**.

For **APS Billing** notifications, text **HELP** to **90879**.

For **APS Payment** notifications, text **HELP** to **75954**.

For **APS Field Operations** notifications, text **HELP** to **50513**.

For **APS Fire Mitigation** notifications, text **HELP** to **24978**.

For **APS Curtailment** notifications, text **HELP** to **21509**.

For **Customer to Grid Solutions** notifications, text **HELP** to **78606**.

## Privacy Policy

The top priority of the Arizona Public Service text alert programs is the privacy of our customers.

The following is provided to address any concerns you may have.

- Arizona Public Service will never, under any circumstances, sell or distribute your cell phone number to third parties or Arizona Public Service clients for whom you have not approved.
- Arizona Public Service will never directly market to you any services for which you have not opted in, either by cell phone, text message, or email.
- Arizona Public Service will never distribute any personal information about you, including your phone number, name, billing information, or any other piece of identifying information.
- Review the complete [Privacy Policy](#).

If you have any questions, please [contact us](#).