

# FAQs



## What is EAWSD ALERT?

- **EAWSD ALERT** is the *official emergency alert and notification system* that the ELDORADO AREA WATER & SANITATION DISTRICT will be using to send **time sensitive** alerts to our customers (i.e. service outage due to a water main break or critical information about any other natural disaster that could impact reliable water service to you and your family).
- **EAWSD ALERT** is a free service that allows you to sign up online to receive customized alerts via text message, email, or voice message. This service is provided by the ELDORADO AREA WATER & SANITATION DISTRICT at no cost to our customers; however, message and data rates may apply. Please check with your phone service provider.

## Why should I enroll in EAWSD ALERT?

- When emergencies happen, be the first to know. The ELDORADO AREA WATER & SANITATION DISTRICT uses **EAWSD ALERT** to send official, real-time alerts to our customers with critical information and actions you may need to take to keep you and your family safe. By signing up for EAWSD ALERT, you are taking a significant step toward improving your personal safety.

## How does it work?

- When an emergency occurs that meets the criteria for sending out a notification to our customers, the ELDORADO AREA WATER & SANITATION DISTRICT will send an alert to everyone who has opted-in to receive alert notifications. If the event is more localized, EAWSD will do its best to send notifications only to the targeted area or neighborhood where service is being impacted. A greater degree of accuracy can be achieved if you include the address of your service location when you enroll in the service.

## Does it cost anything to enroll?

- This service is provided by the ELDORADO AREA WATER & SANITATION DISTRICT at no cost to our customers; however, message and data rates may apply depending on your phone services provider. If you are concerned, we recommend checking with your phone service provider.

## Can EAWSD guarantee that I will receive alert notifications if I enroll?

- While EAWSD ALERT is an excellent emergency notification system, we cannot guarantee that you will receive a notification in all cases. Disasters and emergencies are chaotic and unpredictable, and notification is dependent on external providers such as your wireless carrier or email delivery service, all outside of the ELDORADO AREA WATER & SANITATION DISTRICT'S control. EAWSD ALERT will use several means of communications to try to ensure that if any one communication method, technology, or delivery option should be unavailable to reach our customers, other methods will be used to improve the likelihood that you will see the alert message.

## Signing Up

### How do I sign-up to receive an EAWSD ALERT?

- Signing up for EAWSD ALERT is easy! Click on this [Registration URL](#) link or go to the EAWSD website homepage at [www.EAWSD.org](http://www.EAWSD.org) and look for the EAWSD ALERT button to register your contact information. If you ever need to update your existing EAWSD ALERT contact preferences, click [here](#) to login or go to the EAWSD ALERT button on the EAWSD website homepage.

### Who can sign-up to receive an EAWSD ALERT?

- EAWSD ALERT is available to anyone who lives, works, or rents a property in Eldorado and has water service from EAWSD. When you enroll, the service location can be your home or work location, or any other location in Eldorado you think could potentially be impacted if there was any kind of emergency.

### I don't own a computer - how can I sign-up to receive an EAWSD ALERT?

- Your local public library or senior center are both good resources where you can find a computer and sign up online to enable you to receive an EAWSD ALERT.

## Alerts

### What types of EAWSD alerts will I receive?

- Emergency alerts are sent 24/7 when the notification is time sensitive (i.e. service outage due to a water main break or any other natural disaster that could impact water service to our customers).

### Can I call the alert phone number back or reply back to the email?

- You cannot reply to texts or emails sent by EAWSD ALERT.
- Voice messages provide a dial-back number to replay an alert message.

### When will I start receiving alerts?

- Once you have registered online at the [Registration URL](#) or on the EAWSD website homepage at [www.EAWSD.org](http://www.EAWSD.org), and confirmed your contact information within the system, you will begin receiving alerts.

### How do I update or remove my notification preferences and contact information used by EAWSD ALERT?

- Follow the steps below to change your EAWSD ALERT preferences (*for example, to reduce the number of messages of a certain type, or to change the contacts used for each kind of message*):
  1. Go to the [login page](#) for EAWSD ALERT.
  2. Login using your EAWSD ALERT username and password (*If you've forgotten these, follow the instructions on the page under "Forgot Username or Password?"*).
  3. Once signed in, click the 'Preferences' tab at the top.
  4. Under 'Notification Preferences', you can make changes to both the phone numbers and email addresses on which you want to receive EAWSD ALERT messages by clicking or unclicking the checkboxes.
  5. You can also choose the method you wish to receive alerts by (i.e. text, voice, email)
    - a. If you wish to **only receive emails**, uncheck the "Text" and / or "Voice" choices, so that only "Email" remains checked.

### How often will I receive alerts?

- The frequency for which you receive alerts depends on the addresses you provide and the types of alerts you select to receive, as well as the frequency of actual emergencies. EAWSD will only send you alerts about the information you select to receive. To change your alert settings, [login](#) and edit your preferences. In general, emergency alerts will **only be sent when deemed necessary and/or the notification is time sensitive** (i.e. service outage due to a water main break or any other natural disaster that could impact water service to our customers).

### How does EAWSD ALERT respond to busy signals or no-answer situations?

- If a call completes and is sent to your answering machine or voice mail system, a message is left. If a phone call is not answered or busy, the system redials your number several times.

## **Privacy & Contact Information**

### Will my information be disclosed or shared?

- No, your information is private and will not be used or distributed in any manner. The information that you provide is exempt from public disclosure and will be used for emergency purposes only.

### What precautions are taken to protect personal contact information in the EAWSD ALERT system?

- Personal information provided to EAWSD ALERT is private and only used to notify you of official EL DORADO AREA WATER & SANITATION DISTRICT communications and to support the District's emergency notification services. Your information will not be used for marketing purposes, nor will it be sold to telemarketers or data-mining organizations. A variety of "opt-in" mechanisms are available to ensure you are getting just the messages you want to receive, delivered via the devices and communication modes that you choose. EAWSD ALERT maintains the highest standards in physical and cybersecurity technologies and conducts regular audits to ensure all information is kept secure. Privacy policies are also outlined in the TERMS AND CONDITIONS you will review when you sign up to receive EAWSD ALERT notifications.