

NEMEPA Report Outage or Pay by Text

Must Have:

- Mobile number on account in “Mobile field”
- E-check or Credit Card Payment Profile saved to make a payment
- Must opt into Messaging Service

Not receiving text messages from NEMEPA.

Text “JOIN” to “352667” and reply to message with “START”

If you are receiving text messages from NEMEPA.

Text “MENU” to “352667” to see options or text any option below

Commands:

HELP Basic Information with contact information and how to opt “Out”

JOIN Start the opt-in process

START Opt-in confirmation

STOP Quit receiving text messages from NEMEPA

BAL Shows amount owed

Prepay account, it will give them their Prepay balance. If they are Prepay and they are disconnected or pending disconnect, it will return the amount they need to pay to get or stay connected.

PAY Make a payment using E-Check or Credit Card profile

OUTAGE Enter an outage

MENU List of commands

RESET Allows you to reset the text session to start over again.

CALL Link to our phone number

Frequently Asked Questions

- Accidentally deleted the Welcome Message
 - Send “START” to 352667
- Opted out but want to start back
 - Send “JOIN” to 352667 and then reply to welcome message with “START”
- Got a new cell number
 - Will need to be changed on your account. Will receive welcome message unless already Opted-in or out on another account with that number.