Utility

Emergency Notification System

Message911™
a **CallingPost** Company

Communicate Quickly

Because the utility industry services the residential, commercial, industrial and transportation sectors of society, utility emergencies often have far-reaching effects. Restoring power, water and gas to communities after natural disasters or inclement weather must occur as quickly and easily as possible.

An easy-to-use and reliable Emergency Notification System is a necessity when undergoing the large-scale tasks of both maintaining and repairing utility systems, because it provides a way to quickly inform and update staff on the latest situation. While exceptionally useful during emergency situations, the notification system is also helpful for day-to-day functions. Good communication keeps utility organizations working at their most efficient and productive capacity, which in turn, improves the satisfaction of their customers.

Applications

Applications are numerous and include:

➢ Call-outs for additional manpower

➢ Emergency response team activation

➢ Evacuations

➢ Service hold alerts and client notification

➢ Emergency evacuation drills

➢ Inclement weather notifications

➢ System-wide conference calls

➢ Scheduling resolution

➢ General emergency response coordination

Messaging Examples

The following actual messages from our utility industry users demonstrate the various ways the emergency notification system can be applied:

Additional Manpower Needed
Good morning members, our crews are a little light today. If you are off and can come down and give some assistance please respond to this message by pressing '1' for available or '2' if you are not available. You may contact [name] at [XXX-XXX-XXXX] for further details.

Messaging Examples (continued)

Emergency Response Team Activation

This is not a drill. There has been a ██████ *emergency. Call* ██████████ *] Passcode* ██████*. This is not a drill. The* ██████ *emergency response team is being activated.*

Cancellations

The Severe Weather Plan has been cancelled. I repeat, the Severe Weather Plan has been cancelled.

Stay on the Cutting Edge

The quicker messages can be sent during emergency situations often amounts to the difference between returning basic services to customers in hours versus days. By incorporating Message911's functionalities into your organization, you'll stay on the cutting edge of the utility industry and improve your ability to provide superior service.

Testimonial

We started using Message911 for non-emergencies a few months ago implementing call-outs to customers scheduled for a shut-off of water service due to non-payment. It has helped us in getting the word out quickly and efficiently without the extra cost of sending staff to each site to notify our customers in person.

Maddie Maldonado
St. Lucie West Services District

ST LUCIE WEST
SERVICES DISTRICT

Solutions

Message911™ is a phone, web and cloud-accessible emergency notification system that allows large and small organizations to communicate to groups of people during emergency situations through pre-recorded and original messages, while providing real-time tracking of communication. Messages are provided through phone, email, SMS and fax. In addition, Message911 provides 24-hour client service support and is simple to use during real-world emergency situations.

Accounts can be tailored to meet each client's specific needs and optimized to reflect their organizational structure. Simple, quick and reliable, Message911 offers emergency notification capabilities for an affordable low cost and can scale to meet client demands and requirements seamlessly.

Message911's system is designed for intuitive use and can be learned in minutes. It is interoperable with multiple systems and has an abundant capacity, capable of easily fulfilling all of communication needs. Automatic daily backups with redundant systems from power to processors ensure reliability--meaning our system works when you need it. By providing a central point of communication that is up to 60% more affordable than the average yearly desktop system, Message911 is a proven service for outsourcing all of your emergency communication needs.

User Cycle

	From Alert Notification…
1	Access Application
2	Select Message
3	Select Recipients
4	Press Send
	… to Recipient Awareness

About Message911

Mission Statement
Message911's purpose is to help people communicate quickly, effectively and easily during emergency situations by providing a communication tool that can be individually tailored to users' needs.

Company
Message911's current client portfolio and over 15 years of experience establish a solid foundation of market knowledge, expertise, methodologies and best practice experience.

Research
As a leader in the communication industry, Message911 keeps track of current industry trends and peer research in order to provide the most up-to-date and effective services for its clients.

About CallingPost Communications, Inc.

Message911 is an emergency communication solution of CallingPost Communications, Inc. -- a company that provides a cost-effective, fast, convenient and reliable way to quickly deliver important telephone messages.

Our company was founded in 1995 by Phil Alexander, a former engineer in the nuclear power industry, who in frustration diagrammed a simple telecom software solution to simplify his personal life. After pioneering the technology, Alexander donated the service to churches and non-profits, ultimately taking his invention to market, which eventually led to the birth of CallingPost Communications, Inc.

Today, CallingPost™ has expanded its product line to include customized and branded high-speed messaging solutions for emergency notification, business professionals and personal life management. Additionally, it has developed an exceptional fundraising solution for schools that enables educators to significantly offset the cost of school-to-home communication.

CallingPost messaging solutions are available in all areas of the United States, Canada and Puerto Rico.

Team Message911
531 Blackburn Drive
Augusta, GA 30907
P: 1-800-541-1643
F: 706-364-3638
info@message911.com

R110725