

## Public Notification Announcement

In order to provide effective communication with our customers, Rural Lorain County Water Authority (RLCWA) has implemented an Emergency Notification System. Public notification helps consumers know what to do if there is a problem with their drinking water.

RLCWA is implementing a computerized customer notification system known as Notify. The Notify System is designed to make phone calls, send text messages, and generate emails to customers in the event of emergencies or other important events. Notify is more than just a name. It can contact up to 120,000 customers per hour and can specifically identify customers affected by an emergency to avoid “unnecessary” notifications.

It is important that residents and business owners provide contact information such as current telephone numbers, cell phone numbers, or email addresses. This is the way you will be contacted during water emergencies.

Customer contact information will not be provided to any outside agencies or companies. You may choose up to five ways to be notified: Phone 1, Phone 2, Text (cell number), E-Mail Address 1 or E-Mail Address 2. All calls and text messages sent to customers will have the caller identification 440-355-5121. Emails will identify RLCWA as the sender.

This service is being provided by RLCWA at no additional charge to its customers. To update your information please complete this form and send it back in the envelope provided to:

**RLCWA**  
**42401 State Route 303**  
**LaGrange, OH 44050**

### Emergency Notification Contact Information

|                     |
|---------------------|
| Account Number:     |
| Phone 1:            |
| Phone 2:            |
| Text (cell number): |
| E-Mail Address 1:   |
| E-Mail Address 2:   |

If you prefer, you may call 440-355-5121, fax this form to 440-355-6628, visit our website at [www.rlcwa.com](http://www.rlcwa.com), or email the information to [customerservice@rlcwa.com](mailto:customerservice@rlcwa.com).