

# HARRIS COUNTY MUD No. 280's CUSTOMER NOTIFICATION SYSTEM



## FREQUENTLY ASKED QUESTIONS

### What is the Customer Notification System?

The Customer Notification System service allows authorized Harris County MUD No. 280 officials to create and rapidly disseminate time-sensitive messages to every customer by telephone, cell phone and/or email addresses stored in the notification database. With this service, Harris County MUD No. 280 can contact residents and businesses in minutes.

### How does the service work and is there a charge?

Authorized Harris County MUD No. 280 officials can send out a voice message that is delivered quickly to individual phones. Messages may also be sent to enrolled email addresses. Messages may be sent to residents on one street or to the entire District. **This service is provided to Harris County MUD No. 280 customers at no extra charge.**

### What types of messages will be sent using the service?

Messages regarding the safety or welfare of our community would be the focus of messages. Message examples include the interruption of water service due to water mainline water breaks, boil water notices, drought water restrictions.

### Is this the notification system that Tomball ISD uses?

No, it is a similar system, but the database of phone numbers and email addresses is totally separate. Harris County MUD No. 280 cannot access contact information from another database. Residents will need to enter their contact information in the Harris County MUD No. 280 database.

### Is my telephone number included in the notification database?

All registered land phone numbers in the Harris County MUD No. 280 area have been captured, but not cell phone numbers or unlisted land phone numbers. As the registration form shows, you may register up to three phone numbers, two email addresses and one number for text messages. The registration form can be accessed on the Home page of Water District Management (WDM) website at [www.WDMTexas.com](http://www.WDMTexas.com), by clicking on the Connect CTY logo, select the [Harris County MUD No. 280](#) link and then click the "Sign Up Now – Connect CTY button".

***Harris County MUD No. 280's goal is to be able to reach all customers quickly in an emergency to keep the community informed.***

We know that keeping your information personal is important, but we encourage you to provide as many points of contact as possible. We believe that the ability to contact you in a time of crisis is vital. Please rest assured that we will not share any of your personal information from the Customer Notification System database with anyone.

Residential Portal Sign in [Add Contact Information](#) Confirm Sign out

Enter your information below and click the **Add My Contact Info** button to submit your contact information. **The fields in bold are required.** Please note that the address you enter must be in the **HARRIS COUNTY MUNICIPAL UTILITY DISTRICT NO. 280.**

<b>First Name</b>	<b>Last Name</b>	<b>Primary Phone Number</b>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Address</b>		Secondary and alternate phone numbers will only be called when necessary.
<input type="text"/>		
<b>City</b>	<b>Zip</b>	<b>Secondary Phone Number</b>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Primary Email Address</b>		<b>Alternate Phone Number</b>
<input type="text"/>		<input type="text"/>
<b>Secondary Email Address</b>		If you use a TTY or TDD device please choose the appropriate phone for those messages.
<input type="text"/>		<b>TTY Phone Number</b>
<input type="checkbox"/> I am over 18 years old, and have read and agree to the TERMS OF USE.		N/A
		<b>SMS phone no. will only be used for text messaging&gt;</b>
		<input type="text"/>

### **What is a "SMS Number"?**

Providing a SMS number when registering for Customer Notification System allows us to send a text message to your cell phone or other mobile device. In an emergency, text messages are often delivered faster and more reliably than phone calls.

### **What if my contact information changes?**

You can update your contact information at any time by going online at [www.WDMTexas.com](http://www.WDMTexas.com). Click on Connect CTY and click on Harris County MUD No. 280, and click on Sign Up Now.

### **If I have provided more than one phone number, when will they be called?**

Should an emergency situation arise that requires us to contact you at multiple phone numbers, we can activate the system to place a simultaneous call to all of your numbers.

### **Will there be a way to identify incoming Customer Notification System calls made by Harris County MUD No. 280?**

The caller-ID number for calls generated by the Customer Notification System will be displayed as 281.376.8802. If you have questions, please call Water District Management (WDM) at 281.376.8802.

In addition, messages will begin with the identity of the sender of the call. For example: "Hello, this is Harris County MUD No. 280 calling with an important message.

### **What precautions are being taken to protect personal information?**

The Customer Notification System is a service of The NTI Group, Inc. (NTI). NTI takes security and privacy concerns very seriously and does not sell, trade, lease or loan any data about its clients to any third party. From a technical perspective, NTI utilizes multiple physical and virtual layers of firewalls to maintain data security. NTI only utilizes secure transmissions with its customers. No confidential information is ever transmitted between NTI and its customers using e-mail or FTP, but rather always utilizes either a VPN tunnel or SSL. Data is hosted in state-of-the-art facilities which require photo identification, thumb-print recognition, keyed access, and are manned 24/7 with full-security personnel. All data is encrypted prior to being placed on tape for offsite storage. NTI also retains an external, independent security firm to perform annual security audits.

## **TROUBLE SHOOTING PROBLEMS**

### **Will the service work if I have a call screening system on my phone?**

There are several varieties of call screening devices which use differing methods for screening. In general, the system has been found to work with these devices, but some may require some type of pre-programming to allow our telephone number to pass through. We may conduct periodic tests to assure that messages are being delivered to numbers in the notification database.

### **How does the Customer Notification system respond to busy signals or no-answer situations?**

For busy signals, the call will be repeated several times in an attempt to reach you. The same is true for No-answer and Call-waiting. If the phone is answered by a message recorder, the message will be left on the answering device. If after several attempts the call does not successfully go through, the system will stop attempting to call.

### **I was not able to listen to the entire call. Is there a way to repeat the message?**

Yes, at the end of the message playback, simply press the star (\*) key on your telephone to have it repeated in its entirety.

### **I answer the phone but the "Hello" message repeats. It then hangs up, calls back, and the same thing happens again. How can I hear the entire message?**

Repeating or looping of messages happens when the system detects excessive noise in the background. This can be caused by loud radio/television volumes, people talking, or busy traffic noise. When you receive the next call, say "hello" once and turn down the volume of your radio/television or press the mute button on your telephone to allow full message delivery.