

Post Wood MUD's EMERGENCY COMMUNICATION SYSTEM

WHAT IS CONNECT-CTY AND FREQUENTLY ASKED QUESTIONS



WHAT IS THE CONNECT-CTY SERVICE?

The Connect-CTY service allows authorized Post Wood MUD officials to create and rapidly disseminate time-sensitive messages to every customer by telephone, cell, and/or email addresses stored in the notification database. With this service, Post Wood MUD can contact residents and businesses in minutes.

HOW DOES THE SERVICE WORK AND IS THERE A CHARGE?

Authorized Post Wood MUD 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 is a FREE service provided to Post Wood MUD customers.**

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 mainline water breaks, boil water notices, drought water restrictions, or changes in trash service.

IS THIS THE NOTIFICATION SYSTEM THAT SPRING ISD USES?

Yes, it is a similar system but the database of phone numbers and email addresses is totally separate. Post Wood MUD cannot access contact information from another database. Residents will need to enter their contact information in the Post Wood MUD database.

IS MY TELEPHONE NUMBER INCLUDED IN THE NOTIFICATION DATABASE?

Connect-CTY has captured all landline phone numbers in the Post Wood MUD area, but not cell phone numbers. As the registration form to the right shows, you may register up to three phone numbers, two email addresses and one number for text messages. The registration form can be accessed at www.WDMTexas.com. Then go to the Post Wood MUD page and click the Connect-CTY button.

Post Wood MUD'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 Connect-CTY 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 Post Wood MUD water district.

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

WHAT IS A "SMS" NUMBER?

For most consumers, the SMS (Short Message Service) number is simply their mobile phone number which allows text messages to be sent and received on cell phones. 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.

IF I HAVE PROVIDED MORE THAN ONE PHONE NUMBER, WHEN WILL THEY BE CALLED?

The District will call all listed phone numbers and send emails to the listed addresses when emergency information needs to be relayed to the community. For informative non-emergency messages, we will send calls only to the Primary phone number and the Primary email address.

Will THERE BE A WAY TO identify INCOMING CONNECT-CTY calls MADE by Post Wood MUD?

The caller-ID number for calls generated by the Connect-CTY service will be 281-443-8118.

Please note there is no one at this number so please do not call back. If you have questions, please call Water District Management (WDM) at 281-376-8802.

In addition, we will identify ourselves by beginning each message with, "Hello, this is Post Wood MUD calling with an important message."

WHAT PRECAUTIONS ARE BEING TAKEN TO PROTECT PERSONAL INFORMATION?

Connect-CTY 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 customers to any third party. From a technical perspective, Connect-CTY 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 email or FTP (File Transfer Protocol), but rather always utilizes either a VPN (Virtual Private Network) tunnel or SSL (Secure Sockets Layer: cryptographic protocols which provide secure communications on the Internet).

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 telephone numbers to pass through. We may conduct periodic tests to assure that messages are being delivered to numbers in the notification database.

How DOES THE CONNECT-CTY 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