

## SMS and email alert notifications

Council has commenced issuing SMS and email alert notifications if your water account is overdue for payment, or to request that you contact us about your water account. We may also issue alerts from time to time to advise you of other important factual information, such as planned water outages.

Alert notifications will only be issued to property owners, not tenants or managing agents.

We will continue to issue water accounts and other correspondence by mail. SMS and/or email alert notifications will be sent to follow-up outstanding matters.

### Note:

- Council will never send you an alert notification with a link asking you to confirm or verify information.
- There is no charge to issue an alert notification.

### What are my options?

**Choose to opt-in:** Advise Council of your mobile number and/or email address so you can receive alert notifications. Email [council@rous.nsw.gov.au](mailto:council@rous.nsw.gov.au) using ALERT as the subject.

Be sure to include in the email:

- address of property supplied with water
- water meter number
- water account property number.

If you would like to check if the mobile number or email address Council already has on file are current, please call us on 02 6623 3800.

**Choose to opt-out:** To opt-out at any time, call us on 02 6623 3800 or email [council@rous.nsw.gov.au](mailto:council@rous.nsw.gov.au) using ALERT OPT-OUT as the subject.

Be sure to include in the email:

- address of property supplied with water
- water meter number
- water account property number.

**Do nothing:** If you have previously provided your mobile number or email address to Council, we will use those details to issue an alert notification when necessary.

### If my details change, what should I do?

If you change your mobile number or email address, call us on 02 6623 3800 or email [council@rous.nsw.gov.au](mailto:council@rous.nsw.gov.au) using ALERT DETAILS UPDATE as the subject.

Be sure to include in the email:

- address of property supplied with water
- water meter number
- water account property number.

### Disclaimer

*SMS and email alert notifications rely on independent telecommunications networks. Any system failure may result in alert notifications being altered, delayed or not received. The content of alert notifications are provided for information purposes only. No claim is made as to the accuracy or authenticity of the content.*