

# OUTAGE APP

Quick, Easy, Informed



**Easily report outages, view our outage map and more using the Dakota Electric Mobile App. Download it from the Apple Store or Google Play today.**

**Compatible with Apple IOS and Android.**

## EASILY REPORT OUTAGES & RECEIVE UPDATES

### Download from the store

1. Go to your device's store where you can download the mobile app (Apple Store or Google Play).
2. Search for "Dakota Electric" (made by MTS Systems).
3. Download and install the app.

### Setting up the app

1. Open the Dakota Electric mobile app. Press the + sign (upper left) to enter your app code. To obtain a code, call 651-463-6212 or visit [www.dakotaelectric.com](http://www.dakotaelectric.com).

2. Enter the "App Code" by tapping to the right of the "App Code" text. The code is case sensitive. Tap "Subscribe."

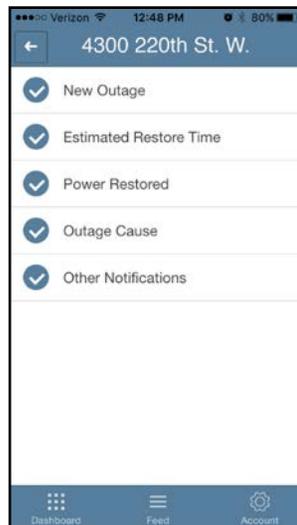
3. Once your subscription is successful, tap "Alerts" to set *which* alerts you would like to be notified about.

4. To change the name of an address (default is the address being monitored), go to the main screen and select the gear in the upper right corner.

5. You may edit the name and save the changes.

### Creating an account

An account does not need to be created in order to use the app. Push notifications are the default method of notification delivery for the Dakota Electric mobile app. If email/text message notifications are desired, creating an account is necessary.

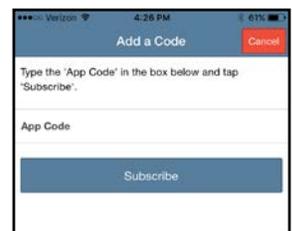


Types of alerts

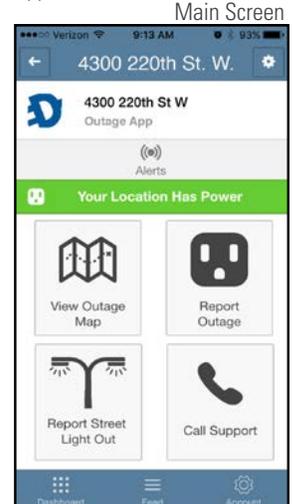
1. For additional notification settings, create an account. Select the account gear in the lower right to go to the login screen.
2. Click the "Sign Up" button and provide your name, an email address and set a password.
3. Selecting "Alert Settings" will allow you to set *how* you would like the alerts to come in to your mobile device. You may select email, text messages and/or push notifications.
4. Within your mobile device's notification settings, you can set up additional notification preferences.



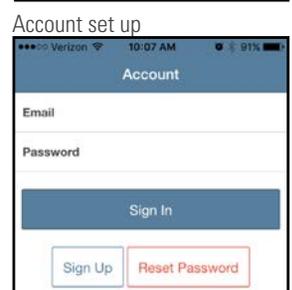
App Store



App Code



Main Screen



Account set up

### Notice

*Be sure to select the type of alerts you would like to receive and customize how you would like to receive them. We suggest starting with all alerts turned on.*

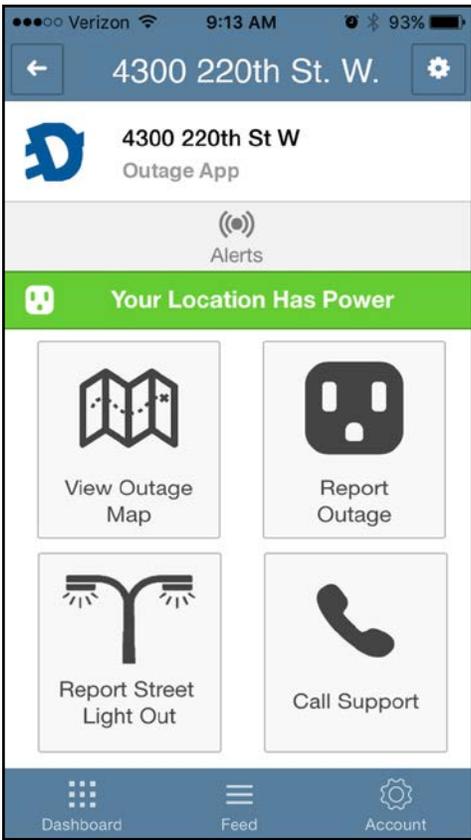


Your Touchstone Energy® Cooperative

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# Using the Dakota Electric mobile app

## Main Screen



Annotations for the Main Screen:

- Tap the back arrow to see the list of all the locations you monitor.
- Select the gear to change the name/address shown at the top.
- If you monitor more than one location, make sure the correct one shows at the top before you report an outage.
- Select "Alerts" to set which notifications you receive from Dakota Electric.
- Select "View Outage Map" to see the outages currently reported on our system.
- Select "Report Outage" to send an outage report for the location shown at the top of this screen.
- Select "Report Street Light Out" to use the GPS on your device to notify Dakota Electric about a street light that is not working. (Only report streetlight outages. Please call in other streetlight emergencies.)
- Select "Call Support" to call either our outage line or member services.
- Tap "Dashboard" to view the screen showing a list of all the locations you monitor.
- Tap "Account" to sign in/out or set alert settings.
- Tap "Feed" to view a history of all alerts received.

## Outage Map

You will see your location as a house in the outage map. Color-coded cones will help identify outages and their approximate sizes. Tapping a cone, or your house, will provide more information about the outage. Tap the "x" in the corner to close the box. Refresh the map to see the latest updates.

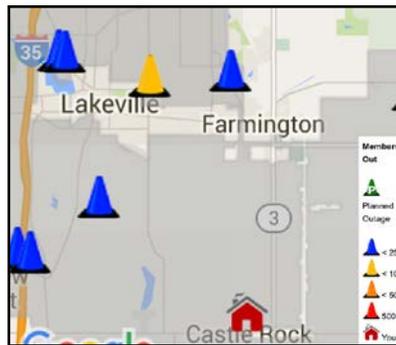
## Support

Email: [OutageApp@dakotaelectric.com](mailto:OutageApp@dakotaelectric.com)

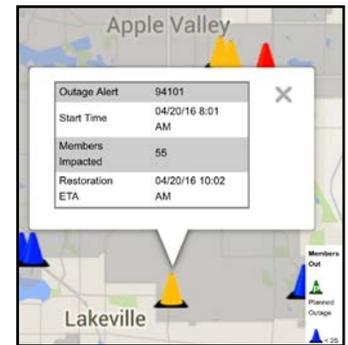
For additional information, please visit [www.dakotaelectric.com](http://www.dakotaelectric.com). See link under "Quick Links" to view a downloadable guide on the full functionality of Dakota Electric's mobile app.

## Disclaimer

Dakota Electric uses outage reports from members to predict the scope of an outage and possible cause. Without outages being reported from our members, we do not know if you are out of power. The Dakota Electric mobile app may not provide completely accurate outage notification, nor can it be relied upon to avoid property damage due to loss of power. We are unable to accurately predict every outage, and we make no claims or guarantees that the Dakota Electric mobile app will spare your property from damage or other harm due to loss of power. Everyone who uses the Dakota Electric mobile app is acknowledging its limitations and will not hold Dakota Electric responsible for any damage due to lack of outage notification.



Colored cones show the estimated outage areas and approximately how many accounts are affected.



Tapping a cone, or the house, provides more information about the outage. Click the "x" to close it.