

**JULY 2018**



**Auto Pay Via  
Credit Card  
Now Available**

**WHERE INNOVATION MEETS ELEVATION**

**City News :**

July 25, 2018

TO: City of Sandy Utility Customers

FROM: Kim Yamashita, City Manager

SUBJECT: **Help us get Urgent and Emergency Information to you! - URGENT**



As many of you know we had a valve failure that caused a drop-in pressure for part of our users. The state requires that when the Pounds Per Square Inch (PSI) falls below 20 we must issue a boil alert as a precaution in case there are any backflow contaminants in the system. Luckily all lab tests were negative and our water system was and is safe.

The situation however showed that our current communication systems did not reach everyone, but there are steps that will help us, get information to you in a timelier fashion.

First, you can sign up for "Flashalert" - FlashAlert Newswire, is an Internet-based system for distributing emergency changes in schedule (such as snow closures), and other news, to the news media and the public. Through FlashAlert Messenger, you may self-register up to three email addresses. And if you download and install the FA Messenger app, receive news releases and emergency information via push notification on your iPhone or Android, moments after we post it, at no cost to you.

To get started, go to FlashAlert.net and click on our region on the map (Portland/Vancouver). Choose an organization category (Police have an account as does the City). Choose City of Sandy Start the subscription process by filling in your email address. Then follow the prompts for validating your account.

We can also utilize the utility billing system to call your home, cell and/ or to send you a text message. To receive this service, please fill out the back of your utility bill authorizing us to activate these services on your account and fill in the information needed (email, cell or home) we can double check we have the correct information on account for you. This information will be kept confidential.

Please help us, help you in case of an urgent or emergent matter.

For additional information on what to do in an emergency please visit the FEMA websites.

If you have questions or need more information please call me at (503)668-5767 or email me at kayamashita@ci.sandy.or.us.

**Sign Up For Credit / Debit Card Auto Pay And Alert Notifications**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Credit/Debit Card Number : \_\_\_\_\_ EXP Date: \_\_\_\_\_

It is okay to text alert Notifications : Y\_\_ N\_\_ call alert notifications: Y\_\_ N\_\_

I hereby authorize City of Sandy to charge the credit card on file for Utility Services. This authority shall remain in effect until the City of Sandy is notified in writing to cancel.

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**\*Auto draft will drafted on the 5th of each month.**

**Try our new pay by phone feature!**

**Call 1-866-233-8689**

**July 1st all phone payments will go through our interactive voice response system.**