



PRESTONWOOD FOREST UD 'S CUSTOMER NOTIFICATION SYSTEM

FREQUENTLY ASKED QUESTIONS

What is the Customer Notification System?

The Customer Notification System service allows authorized Prestonwood Forest UD 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, Prestonwood Forest UD can contact residents and businesses in minutes.

How does the service work and is there a charge?

Authorized Prestonwood Forest UD 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 Prestonwood Forest UD 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 water mainline breaks, boil water notices or drought water restrictions.

Is this the notification system that Cypress Fairbanks ISD uses?

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

Is my telephone number included in the notification database?

All land phone numbers in the Prestonwood Forest UD area have been captured, but not cell 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 District's website Home Page at Prestonwoodforestud.org. You may also gain access on the Home page of WDM's website at www.WDMTexas.com, by clicking on the Connect CTY logo, select the Prestonwood Forest UD link and then click the "Sign Up Now – Connect CTY button".

Prestonwood Forest UD'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 Prestonwood Forest UD 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"/>		Secondary Phone Number
City	Zip	<input type="text"/>
<input type="text"/>	<input type="text"/>	Alternate Phone Number
Primary Email Address		<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 .		N/A <input type="button" value="v"/>
		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 Prestonwoodforestud.org or 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 Prestonwood Forest?

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 Prestonwood Forest UD 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.

More questions?

Additional information can be found on the FAQ (frequently asked questions) information flyer. Just go to the Prestonwood Forest UD page at www.WDMTexas.com and click on the FAQ button to access the flyer. The operator, WDM, may also be able to answer your questions at 281-376-8802

ONE-STEP
NOTIFICATION
**Receive timely
notifications
by telephone,
cell phone
and email.**
SIGN UP NOW
SERVICES BY
CONNECT-CTY

SIGN UP NOW
go to
www.WDMTexas.com
click on
▼▼
DISTRICT SERVED
click on
▼▼
PRESTONWOOD FOREST UD