



# Customer Notification System Enrollment How-To Documentation

Last Updated: June 23, 2020

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## Important Links

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To sign up for the Customer Notifications System:

<https://myaccount.rml.com/sign-up>

To log in to the Customer Notification System:

<https://myaccount.rml.com/login>

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# Customer Notification System Alert Categories

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## **Outage Alert**

COMING SOON - Unplanned outage alerts will be the first of multiple alert categories to launch as part of the Customer Notification System.

Description:

Notifies you when there is an unplanned power outage affecting your account, when an estimated time of restoration is established, and when power is restored.

PLEASE NOTE: Planned outage alerts, such as for system maintenance and meter replacements, will be added to this category in the future. You will not need to opt-in again to receive planned outage alerts.

## **Shred the Peak Alert**

These alerts will be launched at a later time.

Description:

Peaks occur when the highest amount of electricity is consumed in our region. Peak electricity is expensive, affecting power supply costs and customer bills. These alerts notify you when a peak is predicted and ask you to voluntarily conserve electricity during the predicted peak. [Click here to learn more.](#)

PLEASE NOTE: Shred the Peak Alerts will be rolled out at a later time, but you may enroll to receive future notifications now. Customers who currently receive Shred the Peak Email Alerts from RMLD will continue to do so – there will be no changes at this time.

## **Critical Alert**

These alerts will be launched at a later time.

Description:

Notifies you of critical situations that may impact RMLD service or require widespread action from RMLD customers. This can include pleas for conservation during times of regional capacity shortages, regional voltage reductions, and more.

PLEASE NOTE: Critical Alerts will be rolled out at a later time, but you may enroll to receive future notifications now.

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# Create Customer Notification System Account

Visit <https://myaccount.rml.com/sign-up> & have a copy of your most recent bill available.



Sign Up [Need Help?](#)

**Email Address**

This is a required field.

**Phone Number**

**Account Number**

[How do I find my Account Number?](#)

This is a required field.

**Discount Amount On Your Last Bill**

This is a required field.

**Name or Business** **Not Verified**

Want to use a different name? [Create a new one](#)

I agree with the **Terms and Conditions.**

[Go back to Login](#)

**Sign Up**

Enter the email address and phone number where you would like to receive alerts.

Enter your account number, which may be found on your paper bill or in the email notifying you your bill is available. The format is 5XXXXX-1XXXXX.

Enter the discount amount due from your recent bill. If you're not sure where to find this, click the "Need Help?" link at the top of the page for a screenshot. If you don't have a copy of your recent bill, you may access it through [Invoice Cloud](#) (you must have your account # for this).

When the system verifies the info you've entered, the name on the account will display.

Check the box to agree to the terms and conditions and hit "Sign Up".

## Email Address

youremail@email.com



This is a required field.

## Phone Number

(555) 555-5555



## Account Number

5XXXXX-1XXXXX

How do I find my Account Number?

This is a required field.

## Discount Amount On Your Last Bill

\$ 137.20



This is a required field.

## Name or Business Verified

YOUR NAME

Want to use a different name? [Create a new one](#)

I agree with the [Terms and Conditions](#).

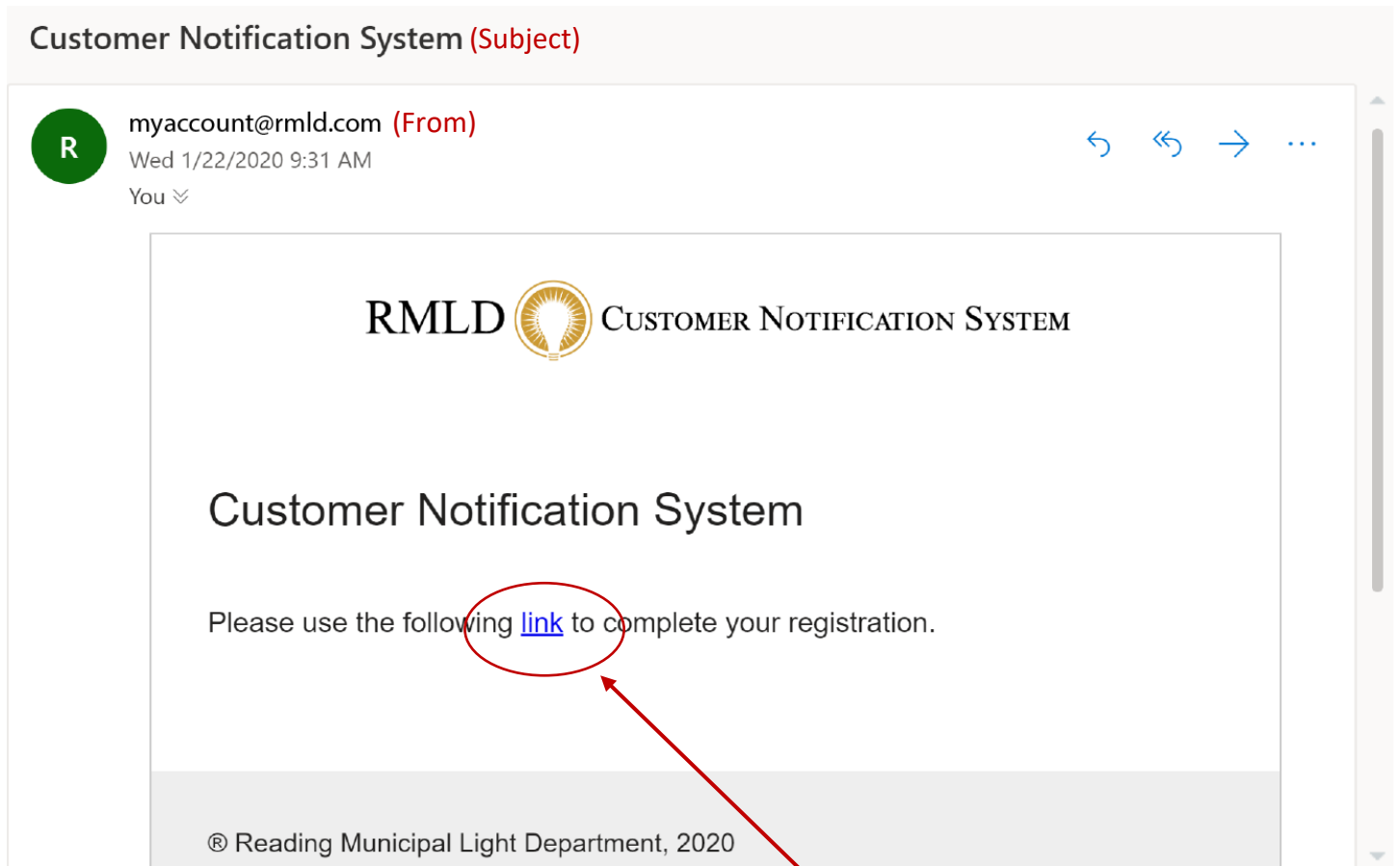
Sign up complete, check your inbox for a link to confirm your email and set a password.

[Go back to Login](#)

Sign Up

After you hit the "Sign Up" button, you will see a message instructing you to check your inbox to confirm your email and set a password.

The confirmation email will look like this. If it is not in your inbox, check your spam and/or junk folders.



Click this link to set a password and complete your registration.

## Email

← Enter your email address

## Password

## Password Confirmation

← Set a password following the provided Password Requirements.

### Password Requirements

When all the policies are satisfied the strength indicator will show 100% and you will be able to submit the form.

### Strength

### Policy

- ✘ - Password requires at least one uppercase character.
- ✘ - Password requires at least 8 characters.
- ✘ - Password requires at least one lowercase character.
- ✘ - Password requires at least one symbol from !@#\$%^&\*()\_+={[}]|'

Already have an account? [Sign in](#)

Register



## Email

youremail@email.com

## Password

.....

## Password Confirmation

.....|

### Password Requirements

When all the policies are satisfied the strength indicator will show 100% and you will be able to submit the form.

### Strength

100%

### Policy

- ✓ - Password requires at least one uppercase character.
- ✓ - Password requires at least 8 characters.
- ✓ - Password requires at least one lowercase character.
- ✓ - Password requires at least one symbol from `!@#$%^&*()_+=[\]{}|'`

Hit "Register" – once this step is complete you will be logged into the system.

Already have an account? [Sign in](#)

Register

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# Sign Up for Alerts

Once logged in, you will see your alert dashboard.

RMLD CUSTOMER NOTIFICATION SYSTEM

Home Forms Profile Contact Us Logout

1 Alert Type 2 Contact Information 3 Select Accounts 4 Confirm Subscription

Step 1 - Select an Alert Type

Choose an Alert Type

Previous Next

Select the alert you would like to register for using the dropdown.  
Hit "Next"

1 Alert Type 2 Contact Information 3 Select Accounts 4 Confirm Subscription

Step 1 - Select an Alert Type

Outage Alert

Outage Alert

Description:  
These alerts are expected to launch July 1, 2020.

Description:  
Notifies you when there is an unplanned power outage affecting your account, when an estimated time of restoration is established, and when power is restored.

PLEASE NOTE: Planned outage alerts, such as for system maintenance and meter replacements, will be added to this category in the future. You will not need to opt-in again to receive planned outage alerts.

Previous Next

A description of the alert you have selected will appear.  
Hit "Next"

Use the check boxes to select how you would like to receive the alert (email, text, and/or voice call). You may choose one or all of the options provided.

RMLD CUSTOMER NOTIFICATION SYSTEM

Home  
Forms  
Profile  
Contact Us  
Logout

Alert Type Contact Information Select Accounts Confirm Subscription

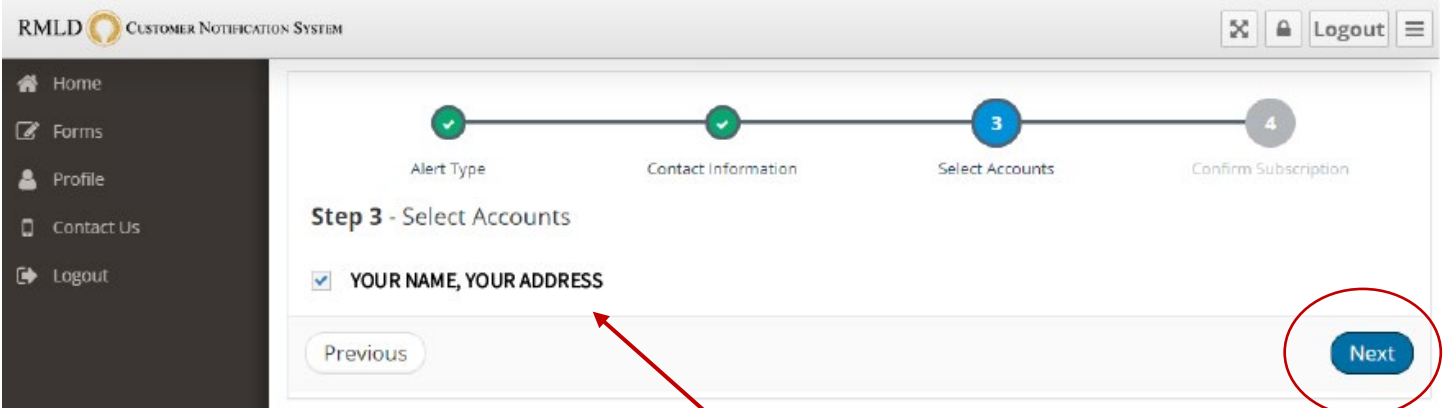
**Step 2 - Customize Contact Information**

I want to receive an email alert.  I want to receive a text alert to my mobile phone.  I want to receive a voice alert to my mobile phone.

Previous Next

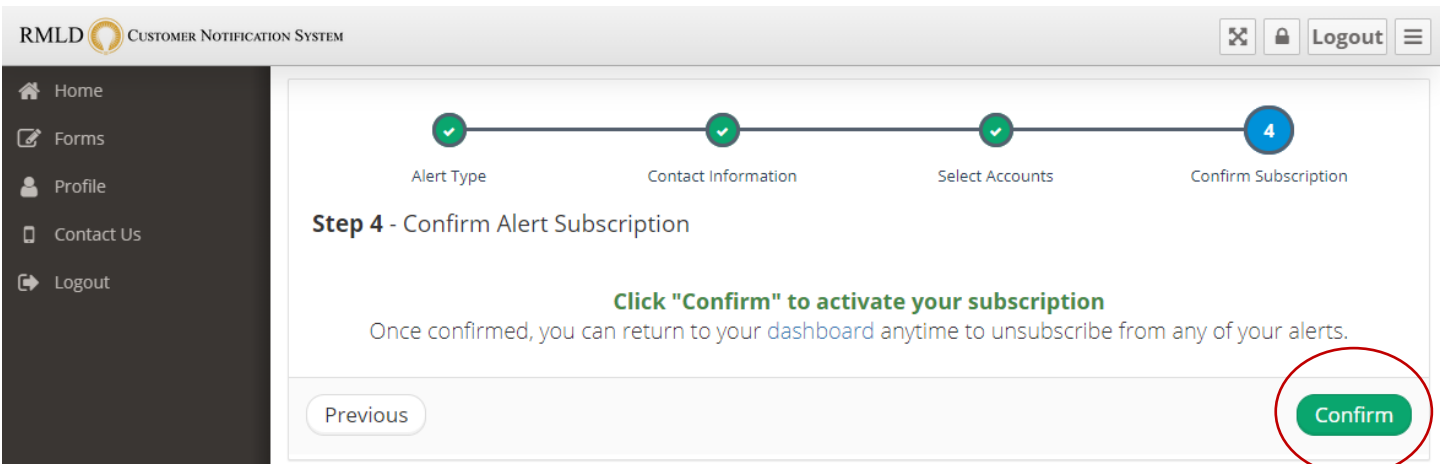
The email and phone # you entered when you created your account will pre-populate. You may leave these as is or change them.

Hit "Next"



If you have linked multiple accounts to your Customer Notification System Profile, they will appear here. Select the account you wish to enroll in alerts. If only one account is linked, it will be pre-selected (as seen above).

Hit "Next"



Hit "Confirm" to confirm your subscription.

Once complete, your dashboard will reflect the alert you have subscribed to. You may update this subscription or unsubscribe at any time.

The screenshot shows the RMLD Customer Notification System dashboard. At the top, there is a header with the RMLD logo and the text "CUSTOMER NOTIFICATION SYSTEM". On the right side of the header, there are icons for a window, a lock, and a "Logout" button. Below the header, the main content area is titled "Your Alert Subscriptions". It displays a notification: "You are subscribed to an [email icon] [phone icon] [voice icon] Outage Alert for account YOUR NAME, YOUR ADDRESS". Below this, it lists the contact information: "For this alert you will receive the following: An email to youremail@email.com, A text to (555) 555-5555, and A voice call to (555) 555-5555". To the right of this information are two buttons: "View/Update" and "Unsubscribe".

Below the subscription information, there is a progress bar with four steps: 1. Alert Type, 2. Contact Information, 3. Select Accounts, and 4. Confirm Subscription. Step 1 is currently active. Below the progress bar, the text "Step 1 - Select an Alert Type" is displayed. There is a dropdown menu with a bell icon and the text "Choose an Alert Type". Below the dropdown menu are two buttons: "Previous" and "Next".

To subscribe for additional alert types, select the alert you wish to subscribe to from the drop down and complete the remaining steps. To subscribe for a duplicate alert with different contact information, repeat the process and on step 2, update the contact information.

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# Reset Password



Reading Municipal Light Department  
RELIABLE POWER

Sign In

**Email**

**Password**

[Forgot password?](#)

**Sign in**

Use the "Forgot password?" link on the login page (<https://myaccount.rml.com/login>).



Reading Municipal Light Department  
RELIABLE POWER

Forgot Password

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**Email**

[Go back to Login](#)

**Send Email**

Enter your email address and hit "Send Email"

The system will send you an email with a link to reset your password. If it is not in your inbox, check your spam and/or junk folders.

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# Help

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For assistance with signing up for alerts or resetting your password, please contact our Customer Service Department at 781-942-6598 during regular business hours, or via email at [customerservice@rmlid.com](mailto:customerservice@rmlid.com).

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