

The choice is yours. Choose what works best for you.

Self-service options	<i>My Account</i>	<i>Mobile App</i>	<i>Text Us</i>	<i>Account Alerts</i>	<i>Alliantenergy.com</i>	Customer support representative (1-800-255-4268)	Automated phone system (1-800-255-4268)
What would you like to do?							
Make a payment	✓	✓	Text PAY to 255255	✓	✓	✓	✓
Check account balance	✓	✓	Text BAL to 255255	✓	✓	✓	✓
Report a power outage	✓	✓	Text OUT to 255255		✓	✓	✓
Receive an outage status update	✓	✓	Text STAT to 255255	✓	✓	✓	✓
Sign up for <i>Account Alerts</i> (power outage and payment status)	✓	✓	Text SUB to 255255			✓	
Download the <i>Mobile App</i>			Text APP to 255255		✓		
Register for <i>Text Us</i>			Text REG to 255255				
Receive payment reminder alerts	✓	✓		✓			
Start, stop or transfer service	✓					✓	
Activate <i>My Account</i>					✓		
Enroll in programs	✓				✓	✓	
View energy use or payment history	✓	✓					
Ask an account question	✓					✓	
Set up a payment extension (more time to pay your bill)	✓	✓				✓	✓
Set up a payment arrangement (spread balance over several months)						✓	
Report an emergency						✓	