



Prestonwood Forest Utility District Customer Notification System

Frequently Asked Questions

What is the Customer Notification System?

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

How does the service work and is there a charge?

Authorized Prestonwood Forest Utility District 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 customers.

What types of messages will be sent using the service?

Messages regarding the safety or welfare of our community would be the primary focus. Message examples include the interruption of water service due to water mainline breaks, boil water notices, emergency water restrictions, or any other extraordinary occurrences.

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 Utility District cannot access contact information from another database. Residents will need to enter their contact information in the Prestonwood Forest Utility District database.

Is my telephone number included in the notification database?

All land phone numbers in the Prestonwood Forest Utility District 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 from Prestonwoodforestud.org or directly by going to the web site:

[PFUD Customer Notification Web Site](#)

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.

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 Utility District 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?

If you desire additional information please call Water District Management at 281-376-8802.

[**Sign Up Here**](#)

**ONE-STEP
NOTIFICATION**

**Receive timely
notifications
by telephone,
cell phone
and email.**

