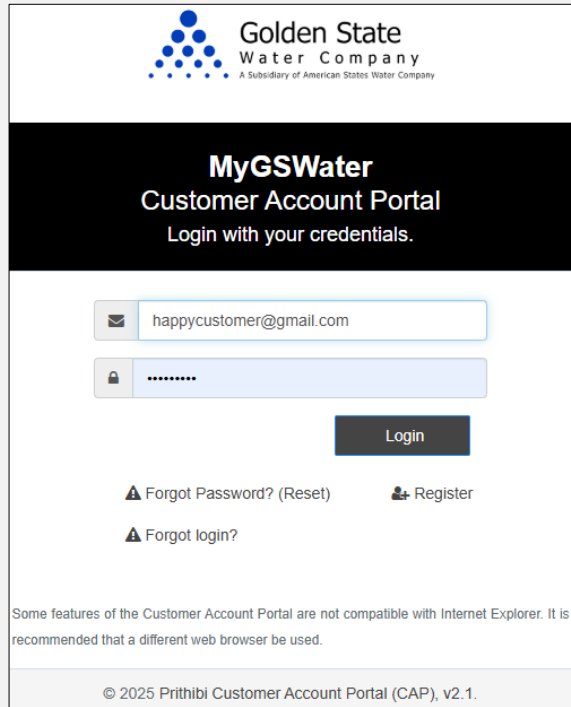


How to Update your Alerts/Notification Preferences

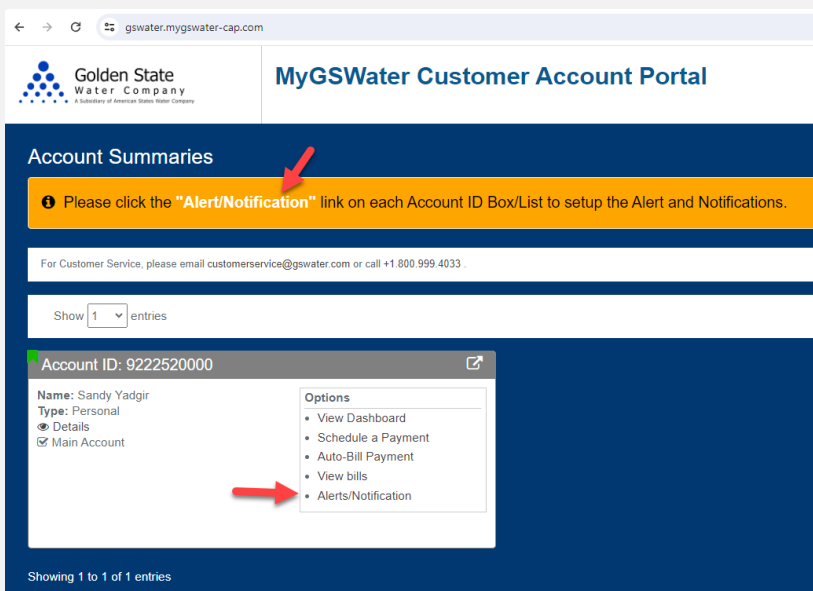
Customer must enroll or have an existing account in **MyGSWater** Customer Account Portal

Step 1 Login to “MyGSWater” account portal



The screenshot shows the login page for the MyGSWater Customer Account Portal. At the top left is the Golden State Water Company logo, with the text "Golden State Water Company" and "A Subsidiary of American States Water Company". Below the logo is a black banner with the text "MyGSWater Customer Account Portal" and "Login with your credentials." The login form consists of two input fields: an email field containing "happycustomer@gmail.com" and a password field with masked characters. A "Login" button is positioned below the password field. Below the login button are three links: "Forgot Password? (Reset)", "Register", and "Forgot login?". At the bottom of the page, there is a disclaimer: "Some features of the Customer Account Portal are not compatible with Internet Explorer. It is recommended that a different web browser be used." and a copyright notice: "© 2025 Prithibi Customer Account Portal (CAP), v2.1."

Step 2 Click on the “Alert/Notification” link from the Account Summaries page



The screenshot shows the "Account Summaries" page in the MyGSWater Customer Account Portal. The page header includes the Golden State Water Company logo and the text "MyGSWater Customer Account Portal". Below the header is a blue banner with the text "Account Summaries". A yellow banner below the blue banner contains the instruction: "Please click the 'Alert/Notification' link on each Account ID Box/List to setup the Alert and Notifications." Below the yellow banner is a white box with the text "For Customer Service, please email customerservice@gswater.com or call +1 800 999 4033". Below the white box is a dropdown menu with "Show 1 entries". Below the dropdown menu is a list of account entries. The first entry is for "Account ID: 9222520000" and includes the following information: "Name: Sandy Yadgir", "Type: Personal", "Details", and "Main Account". To the right of this information is an "Options" menu with the following items: "View Dashboard", "Schedule a Payment", "Auto-Bill Payment", "View bills", and "Alerts/Notification". A red arrow points to the "Alerts/Notification" option in the "Options" menu. At the bottom of the page, there is a footer with the text "Showing 1 to 1 of 1 entries".

How to Update your Alerts/Notification Preferences

Customer must enroll or have an existing account in MyGSWater Customer Account Portal

Step 3 Choose the preferred method of communication by Clicking on your preferred Notification Type such as Email, SMS (text), or Phone Call, and Click “Save”

The screenshot shows the 'Alerts And Notifications' page with the 'User Preferences' tab selected. The 'Notification Types' section has three columns: Email, SMS, and Phone. The Email and SMS columns have blue toggle switches turned on, while the Phone column has a grey toggle switch turned off. A red arrow points to the SMS column. At the bottom right, a red arrow points to the 'Save' button. Below the table is an information box with a white 'i' icon and text: 'Golden State Water Company Alerts and Notifications will be sent for all three Notification Categories via the following sources (by type)'. The sources listed are: Emails - From: Golden State Water Company <noreply@genasys.com>, Voice messages - +1 (909) 500-2887 Yucaipa, CA, and SMS/text messages - 65513.

Notification Category	Notification Types
• Account Updates	Email: <input checked="" type="checkbox"/> SMS: <input checked="" type="checkbox"/> Phone: <input type="checkbox"/>
• Water Conservation	
• Emergency Notices	

Step 4 Update your Contact Information such as Phone Number, Email Address, and add Additional Phone Numbers, by Clicking on the “User Settings” tab, update and Click “Save”

The screenshot shows the 'Alerts And Notifications' page with the 'User Settings' tab selected. The 'Current User Phone Number' field is highlighted in blue with a red arrow pointing to it. The 'Current User Email Address' and 'Additional Phone Number' fields also have red arrows pointing to them. The 'Current Phone Number' field contains '(909) 599-8009'. A red arrow points to the 'Save' button at the bottom right. Below the form is an information box with a white 'i' icon and text: 'Golden State Water Company Alerts and Notifications will be sent for all three Notification Categories via the following sources (by type)'. The sources listed are: Emails - From: Golden State Water Company <noreply@genasys.com>, Voice messages - +1 (909) 500-2887 Yucaipa, CA, and SMS/text messages - 65513.

Account ID: 9222520000
Phone Number Type: Home
Current Phone Number: (909) 599-8009
 Can receive text message?



Golden State Water Company Alerts and Notifications will be sent for all three Notification Categories via the following sources (by type)

- Emails - From: Golden State Water Company <noreply@genasys.com>
- Voice messages - +1 (909) 500-2887 Yucaipa, CA
- SMS/text messages - 65513