



**WEST SIDE WATER SYSTEM**

3209 West Michigan Avenue Lansing, Michigan 48917-2921  
(517) 485-5470 -TDD/TTY Dial 711  
westsidewater.com

**West Side Water System** is happy to notify you about our Immediate Emergency Response System (IRIS). It will take communicating with our customers to a whole new level. We have partnered with TechRadium to offer an interactive communication program at no cost to you, in which we can send text alerts, emails and voice messages in real time to keep you and your family informed of any water emergencies. This will aid in faster communications during emergencies such as water main breaks.

We encourage all of our customers to fill out the attached form with preferred contact information. If you have any questions regarding this free service please contact our office at 517-485-5470.

Name on Account: \_\_\_\_\_

Service Address: \_\_\_\_\_

Phone 1: \_\_\_\_\_ Phone 2: \_\_\_\_\_

Phone 3: \_\_\_\_\_ Phone 4: \_\_\_\_\_

Are your phone(s) Short Message Service Text (SMS) capable?  Yes  No

Email 1: \_\_\_\_\_

Email 2: \_\_\_\_\_

Any information provided will be for communications with West Side Water ONLY. You may request to be removed from this system at any time by contacting our office.

Charter Township of Lansing  
West Side Water Supply System