CHATBOT HOW-TO GUIDE

Want to report an outage, check outage status or check your account balance using your smart home device? Simply download the Atlantic City Electric skill and get started! Below are the steps to download the Atlantic City Electric skills to your devices.

Google Home

1. Install and open the Google Assistant App .
2. Say or type "Talk to Atlantic City Electric".
3. For first time users, the bot will ask to link your Atlantic City Electric account.
4. After successful account linking, you will be redirected to the chat page where you can start interacting with the Atlantic City Electric virtual assistant.
5. If your Atlantic City Electric account is already linked with Google Assistant, then you will be redirected to the chat with the initial greeting message.

Amazon Alexa

1. Open the Alexa app, go to the more ☰ (bottom right corner) and select "Skills and Games". Or, go to the Alexa Skills store on the Amazon website.
2. Search for the "Atlantic City Electric" skill.
3. Select the skill and open the skill detail page. Then select the "Enable to Use" option. After you enable the skill, you will be redirected to the account linking page where you can link your Atlantic City Electric account. After successful account linking, you will be redirected back to the Amazon app.
4. Engage your Atlantic City Electric Skill to interact with it further.