

## Program Identification

SMS Program Name: Carroll Electric Membership Cooperative (“Carroll EMC”) Member Notifications Program

## Overview of Text Messaging Services

We offer SMS/text messaging services to provide timely notifications related to member billing, electric service outages, service restoration, and other member-related communications.

These services may be delivered through trusted third-party platforms, including:

- Meridian Co Op - Billing notifications such as balance alerts, due date reminders, and payment confirmations;
- Twilio – Automated service-related notifications and operational messaging; and,
- TextPower- Outage notifications, restoration updates, and emergency communications.

Participation in our SMS program is voluntary and requires member consent.

## Opt-In Consent

Members must **affirmatively op-in** to receive SMS notifications. Opt-in may occur through online account enrollment, written authorization, service applications, or other approved methods. By providing your mobile number and opting in, you consent to receive SMS text messages from Carroll EMC regarding billing notifications, service updates, outage alerts, and account-related communications.

Message frequency varies based on account activity and service conditions.

Message and data rates may apply.

You can reply **STOP** at any time to opt out or **HELP** for assistance.

Consent is not a condition of receiving electric service.

We maintain records of member consent, including the date, time, and method of opt-in, in accordance with applicable laws and industry guidelines.

## Message Frequency

Message frequency varies based on account activity and service conditions. Typical messaging includes, but is not limited to:

- Billing events (e.g., due dates, confirmations)

- Outage notifications during service interruptions
- Occasional service or account notifications

Members may receive multiple messages during outage or emergency events.

### **Opt-Out Instructions**

Members may opt out of SMS communications at any time by replying **STOP**.

After opting out, you will receive one final confirmation message and will no longer receive SMS communications unless you re-enroll.

### **Help Information**

For assistance, reply **HELP**.

You will receive a response with additional information, including our contact details.

You may also contact Carroll EMC at 770-832-3552 or visit [www.carrollemc.com](http://www.carrollemc.com) for support.

### **Message and Data Rates**

Message and data rates may apply depending on your mobile carrier and service plan.

Charges are billed by your wireless carrier and are not associated with our organization.

### **Supported Carriers**

SMS services are compatible with most major U.S. wireless carriers. Delivery is subject to carrier availability and network conditions. We are not responsible for delayed or undelivered messages due to carrier issues.

### **Privacy and Data Use**

Your mobile number and related messaging data are **used solely for delivering authorized notifications** and are handled in accordance with this Privacy Policy. We do not sell or share SMS opt-in information for marketing purposes.

Messaging data may be shared with authorized service providers (Meridian Co-Op, Twilio, and TextPower) only as necessary to deliver requested communications.

### **Third-Party Messaging Providers**

We only work with reputable SMS platform providers who adhere to industry standards and CTIA guidelines, including the aforementioned **Meridian Co-Op, Twilio, and TextPower**.

These providers act as data processors under our direction and are contractually obligated to protect member information.

### **CTIA Compliance Statement**

Our SMS messaging program complies with applicable CTIA- The Wireless Association guidelines, including:

- Clear opt-in and opt-out processes
- Disclosure of message frequency and potential charges
- Identification of message purpose
- Access to help and customer support
- Respect for member privacy and consent