

SMS Terms & Conditions

These SMS Terms & Conditions (“Terms”) govern your participation in text messaging programs offered by Chariton Valley Electric Cooperative, Inc. (“CVEC,” “we,” “us,” or “our”). By opting in to receive text messages from CVEC, you agree to these Terms.

Program Description

CVEC may use text messaging to communicate important information to members who choose to receive SMS messages. Depending on the program and your preferences, messages may include:

- Account and billing notifications;
- Payment reminders and confirmations;
- Service and outage notifications;
- Restoration updates;
- Important member alerts;
- Appointment or service reminders;
- Cooperative program and service information; and
- Other communications related to your membership or services with CVEC.

Opting In

You may opt in to receive text messages from CVEC through an enrollment form, online account, website, or other method designated by CVEC.

By providing your mobile telephone number and completing the applicable opt-in process, you authorize CVEC to send text messages to that number regarding the services or communications for which you have enrolled.

Consent to receive text messages is not a condition of purchasing or receiving electric service from CVEC.

Message Frequency

Message frequency varies based on the type of communications for which you have enrolled and your interactions with CVEC.

You may receive recurring messages as applicable to the program or service for which you have opted in.

Message and Data Rates

Message and data rates may apply. Your mobile carrier may charge you for text messages and data according to the terms of your wireless plan. CVEC is not responsible for any such charges.

Opting Out

You may stop receiving text messages from CVEC at any time.

To stop receiving messages, reply STOP to any CVEC text message.

After you send STOP, you may receive one final message confirming that your request has been processed. After that, you will no longer receive text messages from that program unless you opt in again.

Opting out of text messages does not affect other methods of communication between you and CVEC or your ability to receive electric service.

Getting Help

For help, reply HELP to any CVEC text message.

You may also contact CVEC directly:

Chariton Valley Electric Cooperative, Inc.
Phone: 641-932-7126 or 800-475-1702

Privacy

CVEC respects your privacy. Information collected through our text messaging programs is handled in accordance with our Privacy Policy.

CVEC does not sell, rent, or share your mobile telephone number or text messaging opt-in consent with third parties or affiliates for their own marketing or promotional purposes.

For additional information about how CVEC collects, uses, and protects personal information, please review our Privacy Policy.

Supported Carriers

Text messaging availability may vary by mobile carrier and geographic location. CVEC does not guarantee that messages will be delivered to every mobile device or through every mobile carrier.

Carriers are not liable for any delayed or undelivered messages.

Changes to These Terms

CVEC may modify or update these SMS Terms & Conditions from time to time. Any changes will be posted through appropriate CVEC communication channels. Your continued participation in a CVEC text messaging program following any changes constitutes your acceptance of the updated Terms.

Contact Us

If you have questions about these SMS Terms & Conditions or CVEC's text messaging programs, please contact us:

Chariton Valley Electric Cooperative, Inc.
Phone: 641-932-7126
Toll-Free: 800-475-1702