

College Station Utilities SMS Terms and Conditions

These Terms and Conditions ("Terms") govern the use of SMS messaging services provided by College Station Utilities ("we," "us," or "our"). By opting into our SMS program, you agree to receive SMS messages from College Station Utilities, in accordance with these Terms and The Campaign Registry (TCR) compliance standards.

Consent and Opt-In Requirements

- By opting in, you provide express consent to receive SMS messages from us regarding your utility service.
- Opting into the SMS program is voluntary and separate from any other service we provide.
- You're automatically enrolled if your cell phone is the primary number associated with your CSU account. To enroll in electric notifications, you can also enroll by texting "CSU" to 979-599-7917. To enroll in water notifications, you can also enroll by texting "CSUwater" to 979-599-7917.
 - **Electric Opt-In Message:** College Station Utilities: You are now enrolled in College Station Utilities text messaging for electric service alerts. Text HELP for info, QUIT to optout. Save 979.599.7917 to your phone
 - **Water Opt-In Message:** College Station Utilities: You are now enrolled in College Station Utilities text messaging for water service alerts. Text HELP for info, QUIT to optout. Save 979.599.7917 to your phone
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Message Frequency and Types

- Message Frequency varies as it is only intended to be utilized for customer affected by outages or system events.
- Message Types: Messages may include status updates and instructions.
- Message and data rates may apply according to your mobile carrier's standard rates.

Opt-Out Instructions

- You may opt out of the SMS program anytime by texting "STOP" to 979-599-7917.

- Once you send the "STOP" request, you will receive one final confirmation message confirming that you have been unsubscribed. No further messages will be sent unless you opt back in.
- For assistance or to request additional information, reply "HELP" to 979-599-7917, contact us at 855-528-4278.
 - **Electric Opt-out Message:** You have unsubscribed from College Station Utility texts. No more messages will be sent. Mistake? Reply CSU to resubscribe. For more info call 855.528.4278.
 - **Water Opt-out Message:** You have unsubscribed from College Station Utility texts. No more messages will be sent. Mistake? Reply CSUwater to resubscribe. For more info call 855.528.4278.

Privacy and Data Security

- College Station Utilities is committed to protecting your privacy. Your information will only be used for the purposes described in this SMS program and will not be shared with third parties except as necessary to provide the service.
- Personal information collected for SMS messaging is managed in compliance with applicable laws and regulations, including data protection and privacy standards.
- By opting in, you agree to College Station Utilities' Privacy Policy and acknowledge our commitment to protecting your data.

Limitations of Liability

- College Station Utilities and cellular carriers are not responsible for any delayed or undelivered messages caused by factors in or outside of our control, such as mobile carrier delays, equipment failures, or network outages.
- College Station Utilities and cellular carriers are not liable for any direct, indirect, incidental, or consequential damages that result from the use of, or inability to use, the SMS program.

Changes to Terms and Conditions

- College Station Utilities reserves the right to update or modify these Terms at any time. Any changes will be communicated to you via SMS or posted on our website at [Utilities | City of College Station](#)
- Your continued participation in our SMS program following any updates to these Terms constitutes acceptance of those changes.

Contact Information

If you have any questions regarding these Terms, you can contact us at:

- **Phone:** 855-528-4278
- **Email:** utilities@cstx.gov
- **Address:** College Station Utilities PO BOX 9960, College Station, TX 77842

By opting in, you confirm that you have read and agreed to these Terms and you authorize College Station Utilities to send you SMS messages.

Privacy Policy: Click [Utilities | City of College Station](#) for the College Station Utilities' Privacy Policy.

Cellular carriers supported on this program include AT&T, T-Mobile, Metro PCS, Verizon Wireless, US Cellular, Google Voice, Cellular One, Cellcom, Cellular South, Interop, and Clearsky.

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