

SMS Text Messaging Privacy Policy and Terms of Use

South River Electric Membership Corporation

Effective Date: 5/14/2026

South River Electric Membership Corporation (“SREMC,” “we,” “us,” or “our”) offers SMS text messaging services to members and customers who provide a mobile phone number to us. This page describes our SMS text messaging programs, the information we collect in connection with those programs, how that information is used, and the terms that apply when you participate.

SMS Privacy Policy

Information We Collect

In connection with our SMS text messaging programs, we collect the following information:

- Your mobile phone number
- Your name and, where applicable, your SREMC account identifier or job number
- Information related to the specific message you receive, such as appointment date and time, outage status, or service notification details
- Records of messages sent, delivery status, and opt-in or opt-out activity

How We Use This Information

We use the information described above solely for the following purposes:

- To deliver the SMS messages you have consented to receive, such as appointment reminders, outage notifications, service updates, and similar operational communications
- To maintain internal delivery and audit logs for operational, troubleshooting, and recordkeeping purposes
- To respond to your requests for help (HELP) or to process your requests to stop receiving messages (STOP)
- To comply with applicable laws, regulations, and carrier requirements

Sharing of Mobile Information

No mobile information or opt-in consent will be shared with third parties or affiliates for marketing or promotional purposes. Mobile phone numbers and related opt-in data collected for SMS communications are transmitted only to our SMS service providers and the underlying mobile carriers solely for the purpose of delivering the messages you have requested. We do not sell, rent, lease, or otherwise share mobile opt-in information with any third party or affiliate for marketing or promotional purposes.

Data Retention

Mobile phone numbers are retained as part of your account or service record under SREMC’s normal records retention practices. SMS delivery logs are retained for operational, audit, and compliance

purposes. You may request that we remove your mobile phone number from our SMS programs at any time by following the opt-out instructions below.

Security

We use reasonable physical, electronic, and administrative safeguards to protect the information we collect in connection with our SMS programs. Access is limited to authorized employees, contractors, and service providers who require it to operate the programs. While we work to provide reasonable security, no system can guarantee absolute security.

Children's Privacy

Our SMS programs are not directed to children under the age of 13, and we do not knowingly collect mobile phone numbers from children under 13. If you believe a child under 13 has provided a mobile number to us, please contact us using the information below and we will remove that information promptly.

Changes to This Policy

We may update this Privacy Policy from time to time. The most current version will always be posted on this page. Continued participation in our SMS programs after changes are posted constitutes acceptance of the updated policy.

SMS Terms of Use

Program Name

South River EMC Member Text Messaging Services

Program Description

SREMC offers SMS text messaging programs to keep members and customers informed about their service. These may include, but are not limited to:

- Outage notifications and status updates
- Appointment reminders
- Account, billing, and service alerts
- Other operational communications related to your account or service

Messages are transactional in nature and are tied to your account, your scheduled service, or an event affecting your service.

Message and Data Rates

Message and data rates may apply. Charges depend on your mobile plan. Please check with your mobile carrier for details.

Message Frequency

Message frequency varies by program. You may receive messages on a recurring basis, including but not limited to one message per scheduled appointment, one or more messages per outage or service event, and periodic account-related notifications.

How to Opt Out and Get Help

To stop receiving messages, reply STOP to any message you receive. You will receive a confirmation message and no further messages will be sent from that program.

For help, reply HELP to any message, or contact SREMC using the customer support information below.

Customer Support

South River Electric Membership Corporation

PO Box 931

Dunn, NC 28335

Phone: 910-892-8071

Email: sremc@sremc.com

Website: <https://sremc.com>

Privacy Policy

Our SMS Privacy Policy is set forth above on this page and governs the collection and use of mobile information in connection with our SMS programs.

Carrier Disclaimer

Carriers are not liable for any delayed or undelivered messages.

Supported Carriers

Our SMS programs are compatible with major U.S. mobile carriers. Carrier participation may vary, and we cannot guarantee message delivery on every carrier or device.

Eligibility and Consent

By providing your mobile phone number to SREMC and agreeing to receive text messages, you confirm that you are the account holder for the mobile number provided or have the account holder's permission to enroll that number in our SMS programs. You may withdraw consent at any time by following the opt-out instructions above.

Changes to These Terms

SREMC may update these Terms of Use from time to time. The most current version will always be posted on this page.

Contact

Questions about this Privacy Policy or these Terms of Use? Contact us at sremc@sremc.com or 910-892-8071