



SEVIER COUNTY
ELECTRIC SYSTEM
The power behind our community

Sevier County Electric System SMS Terms and Conditions

These Terms and Conditions ("Terms") govern the use of SMS messaging services provided by **Sevier County Electric System** ("SCES," "we," "us," or "our") to SCES customers regarding account and service information. By using our SMS program, you agree to receive SMS messages from **SCES**, in accordance with these Terms and The Campaign Registry (TCR) compliance standards.

Message Frequency and Types

- Message Frequency varies.
- Message Types: Messages may include service alerts and account notifications.
- 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 at any time. To stop receiving outage system messages, simply reply "**STOP**" to 865-774-6300. To stop receiving account related messages, simply reply "**STOP**" to 865-453-2887.
- 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 865-453-2887, contact us at csapp@sces.net or call 865-453-2887.
 - **Opt-out Message:** You have been unsubscribed from Sevier County Electric System ("SCES"). You will no longer receive messages from Sevier County Electric System. Reply "**SCES**" to 865-774-6300 to re-subscribe to the SCES Outage system and "**JOIN**" to 865-453-2887 to re-subscribe to the SCES Account related texting system. Info at www.sces.net

Privacy and Data Security

- **SCES** 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 **SCES's** Privacy Policy and acknowledge our commitment to protecting your data.

Limitations of Liability

- **SCES** and cellular carriers are not responsible for any delayed or undelivered messages caused by factors outside our control, such as mobile carrier delays or network outages.
- **SCES** 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

- **SCES** 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 www.sces.net
- 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:** 865-453-2887
- **Email:** csapp@sces.net
- **Address:** 315 E. Main Street
Sevierville, TN 37862

Privacy Policy: Click [\[Link\]](#)

for the **SCES** Privacy Policy

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