Central Georgia EMC SMS Terms & Conditions

Effective Date: November 2, 2026

Central Georgia EMC ("CGEMC," "we," "our," or "us") offers SMS (text messaging) services to provide members with important information regarding their electric service, account activity, outages, billing, appointments, programs, and other cooperative-related communications.

By opting in to receive SMS messages from Central Georgia EMC, you agree to these SMS Terms & Conditions.

Program Description

Subscribers may receive text messages related to:

- Electric account notifications
- Billing reminders and payment confirmations
- Outage notifications and restoration updates
- Service appointments
- Member programs and services
- Cooperative announcements
- Promotional messages (only when you have expressly consented)

Message frequency varies based on your account activity and communication preferences.

Opting In

You may opt in to receive SMS messages by:

- Providing your mobile phone number during account enrollment or service applications.
- Selecting SMS notifications through your online account or mobile app.
- Completing an online or paper enrollment form.
- Providing verbal consent when permitted by law.

By opting in, you confirm that you are the authorized user of the mobile phone number provided. You are providing consent to receive SMS messages from Central Georgia EMC. You can cancel at any time.

Opting Out

You may opt out of receiving SMS messages at any time by replying **STOP** to any text message.

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

Help

For assistance, reply **HELP** to any text message or contact Central Georgia EMC Customer Service at **770-775-7857**.

Message and Data Rates

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

Wireless carriers are not liable for delayed or undelivered messages.

Privacy

Your privacy is important to us.

Information collected through our SMS program is used solely to provide the services you have requested and to communicate with you regarding your Central Georgia EMC account.

Mobile information, including phone numbers, SMS consent, and opt-in data, will not be shared, sold, rented, or disclosed to third parties or affiliates for marketing or promotional purposes. SMS opt-in information and consent are never shared with third parties for marketing purposes.

For additional information regarding how we collect, use, and protect your information, please review our Privacy Policy.

Eligibility

You must be at least 18 years of age or have authorization from the account holder to enroll in SMS messaging.

Changes to These Terms

Central Georgia EMC may modify these SMS Terms & Conditions at any time. Updates will be posted on this page with the revised effective date.

Contact Us

If you have questions regarding these SMS Terms & Conditions, please contact:

Central Georgia EMC
923 S. Mulberry Street
Jackson, GA 30233

Phone: 770-775-7857

Website: www.cgemc.com