

**POLICY PERTAINING TO TERMS OF USE & PRIVACY POLICY
FOR TEXT MESSAGING PROGRAM**

PURPOSE

The purpose of this Terms of Use and Privacy Policy is to explain how UDWI REMC communicates with members through text messaging, what types of messages members may receive, and how member information is collected, used, and protected. This policy also outlines member rights, consent requirements, and opt-out options to ensure transparency and compliance with applicable communication regulations.

POLICY

UDWI REMC (also referred to as UDWI) offers an SMS/Text Messaging Program to provide important account-related and service-related notifications to our members. Message types include:

Service-related notifications (automatically enabled):

Outage alerts, service interruptions, and other time-sensitive operational communications may be sent to any mobile number associated with an account. These messages are considered essential service communications. Members may opt out at any time.

Account and billing notifications (member opt-in):

Billing reminders, payment confirmations, and potential disconnection notices for non-payment are only sent to members who have elected to receive these notifications.

UDWI does not send marketing or promotional text messages.

PROCEDURE

I. Privacy Policy – Information We Collect

- A. UDWI collects only the information necessary to provide text message notifications, including:
 - a. Member name
 - b. Account number
 - c. Phone number
 - d. Communication preferences
- B. We may also collect information related to:
 - a. Outage notifications
 - b. Billing status
 - c. Service activity

II. How We Use Information

- A. We use collected information solely for:
 - a. Account notifications
 - b. Outage notifications
 - c. Service updates

- d. Billing and payment reminders
- e. Attempted debt collection communications
- f. Member-requested informational communications

III. Information Sharing

- A. UDWI values member privacy. We do not:
 - a. Sell member information
 - b. Share member information with third parties for marketing purposes
 - c. Purchase member data from third parties

Member information may only be shared with service providers necessary to deliver text messaging services, and only to the extent required to provide the service.

IV. Data Security

- A. We take reasonable administrative, technical, and physical safeguards to protect member information from unauthorized access, disclosure, or misuse.

V. Member Consent

- A. By providing a mobile phone number to UDWI, members acknowledge and agree that the Cooperative may send service-related text messages, including outage and emergency notifications, to any number associated with the account. These messages are necessary for the safe and reliable operation of electric service.
- B. Members may choose to opt in to additional account-related text messages, such as billing and payment notifications. Consent for these messages is optional and based on member communication preferences.

VI. Opt-Out and Data Removal

- A. Members may opt out at any time.
 - a. **Members will reply STOP to opt out of text messaging communications**
- B. Members may also request removal of their mobile number by contacting customer service.

TERMS OF USE

I. Text Messaging Program Description

- A. Service-related messages (automatically enabled):
 - a. Outage notifications
 - b. Planned outages
 - c. Emergency notifications
- B. By opting in to the UDWI Text Messaging Program, members may receive text messages related to:
 - a. Account activity notifications
 - b. Billing reminders
 - c. Potential service disconnection for non-payment (attempts to collect a

- debt)
- d. General informational updates related to electric service

UDWI does **not** send marketing or promotional messages. Messages are only sent based on the account holder's communication preferences.

II. Message Frequency

- A. Message frequency varies depending on account activity and service events. Messages may be recurring.

III. Message and Data Rates

- A. Message and data rates may apply depending on the member's mobile carrier plan. UDWI is not responsible for any messaging or data charges incurred by their wireless provider.

IV. Customer Support

- A. For assistance with the Text Messaging Program, members may:
 - a. Reply **HELP** to any text message
 - b. Call: 812-384-4446 or 800-489-7362
 - c. Email: memberservice@udwiremc.com

V. Opt-Out Instructions

- A. The member may opt out of receiving text messages at any time.
- B. **To stop receiving text messages, reply STOP to any message.**
 - a. After sending STOP, the member may receive one additional message confirming the opt-out. They will no longer receive text messages from UDWI unless they opt back in.

VI. HELP Instructions

- A. For additional assistance, members may:
 - a. **Reply HELP to any message for support**

VII. Carrier Disclaimer

- A. Wireless carriers are not liable for delayed or undelivered messages

RELATED POLICIES

BOARD POLICY: PRIVACY POLICY

107.0