

# PEMC PRIVACY STATEMENT

Planters EMC (“we,” “us,” or “our”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and safeguard information provided through our SMS (text messaging) service.

## 1. Information Collection and Use

When you opt into our SMS service, you voluntarily provide your phone number. We do not purchase or generate phone numbers. Your number is used solely to send service-related notifications, such as account alerts, outage updates, and billing notices. These messages do not contain sensitive personal information.

## 2. Opt-In Consent

By subscribing to our SMS service, you consent to receive text messages from Planters EMC. Your phone number will only be used for the purposes described in this policy and will not be used or shared for any unrelated purposes.

## 3. Opt-Out

You may opt out of receiving SMS messages at any time. To unsubscribe, reply “STOP” to any message. You may also unsubscribe by replying with QUIT, END, CANCEL, or UNSUBSCRIBE. After opting out, you will no longer receive SMS communications from Planters EMC.

## 4. No Third-Party Sharing

Planters EMC does not sell, rent, or share your phone number, opt-in status, or any related information with third parties for marketing purposes. Your information is used only as necessary to provide the SMS service you have requested.

## 5. Message Content and Storage

We do not retain the content of SMS messages beyond what is necessary for service delivery. Messages are sent strictly for informational purposes, such as payment reminders or service notifications, and are not stored long-term by Planters EMC.

## **6. Compliance**

This Privacy Policy complies with applicable privacy laws and industry standards, including guidelines established by the Cellular Telecommunications Industry Association (CTIA). Our SMS program is used exclusively for service-related communications and operates in accordance with all relevant regulations.

## **7. Contact Us**

If you have any questions about this Privacy Policy or our SMS services, please contact us at:

**Phone:** (478) 982-4722

**Email:** [apply@plantersemc.com](mailto:apply@plantersemc.com)

**Address:** 1740 Highway 25 North  
Millen GA 30442

Dated 3/27/2026

# TERMS of USE

These Terms and Conditions (“Terms”) govern the use of SMS (text messaging) services provided by Planters EMC (“we,” “us,” or “our”). By opting into our SMS program, you agree to receive text messages from Planters EMC in accordance with these Terms and applicable compliance standards, including The Campaign Registry (TCR) guidelines.

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## 1. Consent and Opt-In Requirements

- By opting in, you provide express consent to receive SMS messages related to your electric service and account.
- Participation in the SMS program is voluntary and is not required to receive other services from Planters EMC.

## 2. Message Frequency and Types

- Message frequency may vary.
  - Types of messages may include:
    - Service alerts (such as outages or maintenance updates)
    - Billing notifications and reminders
    - Account-related communications
  - Message and data rates may apply based on your mobile carrier’s plan.
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## 3. Opt-Out Instructions

- You may opt out at any time by replying “STOP” to any SMS message.
  - After opting out, you will receive a final confirmation message and will no longer receive SMS communications unless you opt back in.
  - For assistance, reply “HELP” or contact us using the information below.
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## 4. Privacy and Data Security

- Planters EMC is committed to protecting your privacy.
- Your information will only be used to provide SMS services and will not be shared with third parties except as necessary to deliver those services.

- All personal information is handled in accordance with applicable privacy laws and regulations.
  - By opting in, you agree to our Privacy Policy and acknowledge our data protection practices.
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## **5. Limitations of Liability**

- Planters EMC and mobile carriers are not responsible for delayed or undelivered messages due to factors outside our control, including network or carrier issues.
  - Planters EMC is not liable for any direct, indirect, incidental, or consequential damages arising from the use of, or inability to use, the SMS service.
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## **6. Changes to Terms and Conditions**

- Planters EMC reserves the right to update or modify these Terms at any time.
  - Updates will be posted on our website and/or communicated via SMS when appropriate.
  - Continued participation in the SMS program constitutes acceptance of any changes.
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## **7. Contact Information**

If you have questions about these Terms or the SMS program, please contact us:

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## **8. Supported Carriers**

Supported carriers may include major providers such as AT&T, T-Mobile, Verizon Wireless, and others. Carrier participation may vary, and Planters EMC is not responsible for carrier-specific issues.

By opting into the Planters EMC SMS program, you confirm that you have read, understood, and agreed to these Terms and Conditions.

Dated 3/27/2026