



## SMS Terms and Conditions

1. You agree that City Utilities of Springfield may send text messages to you at any telephone number associated with your account, including wireless telephone numbers. The manner in which these text messages are made to you may include, but is not limited to, the use of automatic telephone dialing system. You can edit your notification preferences for your account at any time.
2. You can cancel the SMS service at any time. Just text "STOP" to the short code. After you send the SMS message "STOP" to us, we will send you an SMS message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us. If you want to join again, just edit your notification preferences as you did the first time and we will start sending SMS messages to you again.
3. If you are experiencing issues with the messaging program, you can reply with the keyword "HELP" for more assistance, or you can get help directly at (844) 900-0650.
4. Phone carriers are not liable for delayed or undelivered messages.
5. City Utilities of Springfield is not liable for delayed or undelivered messages.
6. Message and data rates may apply for any messages sent to you from us and to us from you. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.
7. Messages may include, but are not limited to, new bill notifications, payment due notifications, usage alerts, outage notifications, and service requests. Message frequency varies based on the type of notification you have signed up for.
8. If you have any questions regarding privacy, please read our [privacy policy](#).