

Thurston PUD Short Message Service (SMS) Terms and Conditions

Terms of Service

Effective Date: September 10, 2025

By opting in to receive Short Message Service (SMS) messages (also commonly referred to as text messages) from Thurston PUD (“we,” “us,” “our”), you agree to the following terms:

1. SMS Messaging Service

By providing my phone number, I consent to receive SMS text messages from Thurston PUD for water service and/or account information and water system outage information.

2. Message Frequency

The message frequency will vary based on the District’s need to contact you.

3. Message and Data Rates

Message and data rates may apply based on your mobile carrier’s terms.

4. Privacy Policy

Your information will be handled in accordance with our Privacy Policy, which can be viewed at www.thurstonpud.org.

5. Opt-Out Instructions

You can opt out at any time by replying “STOP” to any SMS message. Reply HELP for support. You may also contact us directly at PUDCustomerService@thurstonpud.org.

6. Liability

We are not responsible for any charges, errors, or delays in SMS delivery caused by your carrier or third-party service providers. By opting in, you confirm that you are the owner or authorized user of the phone number provided and that you are at least 18 years old.