



Consent for SMS Messaging Agreement

At Emerald Coast Utilities Authority, ECUA, we are dedicated to providing you with clear and timely updates for the services you request. To keep you informed, we utilize SMS notifications as part of our commitment to excellent customer service.

For example, if you've requested services from our Cans Department, such as dropping off, picking up, swapping, or repairing cans, SMS notifications ensure you're updated every step of the way.

Consent to Receive SMS Notifications

By providing your phone number during a service request, you are agreeing to receive SMS updates related to your request. These notifications are designed to keep you informed and enhance your service experience.

What to Expect from SMS Notifications

When you request a service, you may receive SMS updates such as:

- **Scheduled Service Confirmation:** A confirmation of your scheduled service day.
- **En Route Alerts:** Notifications when our team is on the way to your location.
- **Completion Notices:** Updates confirming the completion of your service.

Message Frequency and Rates

The number of messages you receive will vary based on the service requested. Standard message and data rates may apply as determined by your mobile carrier.

Managing Your Notifications

How to Opt-Out

We understand preferences vary. If you no longer wish to receive SMS notifications, you can opt-out at any time by replying **STOP** to any message.

Need Assistance?

If you need help, reply **HELP** to any SMS, or contact our Customer Care team at (850) 476-0480.

Our Commitment to Privacy

We value your trust and are dedicated to protecting your privacy. Your phone number will only be used for notifications related to the services you request. We will never sell, share, or use your contact information for any other purpose.

By requesting services and providing your phone number, you acknowledge and agree to these terms. Thank you for choosing Emerald Coast Utilities Authority, ECUA. For further information, feel free to contact our Customer Care team at (850) 476-0480.