

City of Schertz SCADA SMS Alert Terms of Service

Effective Date: 6/10/2026

These Terms of Service apply to the City of Schertz SCADA SMS Alert Program. This program is used to send automated text message alerts related to City operational systems, including SCADA-monitored infrastructure such as pumps, lift stations, generators, and related Water/Wastewater or Drainage equipment.

1. Program Description

The City of Schertz SCADA SMS Alert Program is used exclusively for official City business, operational monitoring, after-hours alerting, emergency response, and critical infrastructure notifications.

Messages may include information such as timestamps, equipment locations, alarm conditions, equipment status, system events, and other operational details needed by authorized City personnel to respond to infrastructure-related events.

This SMS program is not a public notification service, public alert system, marketing program, or general subscription service.

2. Eligibility

Participation in the SCADA SMS Alert Program is limited to authorized City of Schertz employees who are assigned designated Water/Wastewater, Drainage, supervisory, operational, emergency-response, or system-administration duties.

Members of the public are not eligible to subscribe to, enroll in, or receive messages from this SMS program.

3. Opt-In and Consent

Eligible City employees may be enrolled in the SCADA SMS Alert Program only through the City's internal employment, role-assignment, onboarding, or City-issued mobile device assignment process.

Before an employee's City-issued mobile number is added to the SCADA SMS alert recipient list, the employee must acknowledge or consent to receive automated SCADA monitoring and emergency operational text messages as part of the applicable City process.

Consent may be documented through a written or digital acknowledgment, device-assignment form, onboarding document, internal authorization form, or other City-approved process.

By acknowledging participation in this program, the employee agrees to receive automated text messages from the City of Schertz related to SCADA monitoring, operational response, after-hours alerts, and emergency infrastructure conditions.

4. Message Frequency

Message frequency varies based on system activity, operational events, alarms, equipment status changes, emergency conditions, testing, and other City operational needs.

Because this program is event-driven, message frequency may be intermittent and may increase during system events, outages, weather events, emergencies, or other operational incidents.

5. Message and Data Rates

Message and data rates may apply depending on the mobile carrier and service plan associated with the device receiving messages.

6. HELP Instructions

Recipients may reply HELP for assistance.

Recipients may also contact their supervisor, department management, or the City's designated system administrator for questions regarding SCADA SMS alerts.

7. STOP / Opt-Out Instructions

Recipients may reply STOP to opt out of SMS delivery.

After replying STOP, the recipient may no longer receive SCADA SMS alerts through this program unless they are re-enrolled through an approved City process.

Because these alerts may relate to assigned job duties, emergency-response obligations, or operational responsibilities, the City may coordinate an alternate approved notification method or review role-based alerting requirements separately.

8. Privacy and Data Use

The City of Schertz uses mobile numbers in this program only for official City business related to SCADA monitoring, operational response, after-hours alerting, emergency response, and related infrastructure notifications.

Mobile numbers are not collected from the public for this program.

Mobile numbers are not used for marketing or promotional messaging.

Mobile opt-in information, consent records, and phone numbers associated with this SMS program will not be sold, rented, or shared with third parties or affiliates for marketing or promotional purposes.

9. Public Access to This Page

This Terms of Service page may be publicly accessible so that carriers, vendors, reviewers, employees, and members of the public can understand the purpose and limitations of the SCADA SMS Alert Program.

Public access to this page does not create public eligibility for the program. The public cannot subscribe to or receive SCADA SMS alerts through this program.

10. No Emergency Reporting by the Public

This SMS program is not intended for public emergency reporting, customer service requests, utility billing questions, outage reporting, or general City communications.

Members of the public should use official City contact methods, emergency services, or other designated reporting channels as appropriate.

For emergencies, call 911.

11. Carrier Disclaimer

Wireless carriers are not liable for delayed or undelivered messages.

Delivery of SMS messages may depend on carrier networks, device availability, signal coverage, and other factors outside the City's control.

12. Changes to These Terms

The City of Schertz may update these Terms of Service from time to time. Updates will be posted on this page with a revised effective date.

13. Contact Information

For questions about the City of Schertz SCADA SMS Alert Program, contact:

City of Schertz

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