

Flood Diversions Alert Messaging System – SMS Policy

Program Description:

The Flood Diversions Alert Messaging System provides advanced flood diversion SMS alerts to subscribed flood water diverters and Tehama County Flood Control Water Conservation District officials. This service is operated by **Tehama County Flood Control Water Conservation District** in partnership with **Luhdorff & Scalmanini Consulting Engineers (LSCE)** as the program administrator. Alerts are sent as part of official duties to ensure timely dissemination of flood diversion information under the 5-Year Groundwater Recharge permits.

Enrollment / Opt-In Process:

Enrollment is restricted to diversion program participants and TCFCWCD officials. The program uses a **double opt-in process** to ensure explicit consent:

1. Initial Enrollment (First Opt-In):

- Participants submit their mobile phone numbers via email to **[email address]** with a request to enroll in the Flood Diversions Alert Messaging System.
- Submission occurs on an official departmental or agency communication channel.

2. Confirmation Request (Second Opt-In):

- LSCE sends an SMS to the submitted phone number with the following message:
“Flood Diversions Alert Messaging System – Tehama County Flood Control and Water Conservation District (Station {Name_of_Station}). Administrated by LSCE. Reply YES to confirm subscription and receive official SMS alerts. Msg & data rates may apply. Reply STOP to opt out.”
- The message clearly includes **branding** (Flood Diversions Alert Messaging System, Tehama County Flood Control and Water Conservation District, Station Name) and identifies LSCE as the administrator.

3. Explicit Consent:

- Recipients must reply **YES** to confirm enrollment. This reply constitutes **written consent** to receive SMS alerts.

Message Frequency:

Recipients may receive up to **5 alerts per week**, depending on weather conditions.

Opt-Out Instructions:

- Reply **STOP** at any time to unsubscribe.
- After opting out, carriers send an auto-reply:
“NETWORK MSG: You replied with the word ‘stop’ which blocks all texts sent from this number. Text back 'unstop' to receive messages again.”
- For additional assistance, contact **[email address]** or call **[phone number]**.

Message & Data Rates:

Message and data rates **may apply**.

Sample Message:

“Flood Diversions: Diversion criteria met. Start diversions. Reply STOP to opt out. Msg & Data rates may apply.”