

# Terms & Conditions

## 1. Acceptance of the Terms and Conditions

By accessing and using the Community Energy Advisors, LLC (CEA) website located at <https://ceateam.com>, the Viridi, LLC (Viridi) website located at <https://viridi.eco>, or the Chamber Energy Program website located at <https://chamberenergyprogram.com> (“the Websites”), you accept and agree to be bound by these Terms and Conditions (“Terms”). If you do not agree to these Terms, please do not use the Websites.

## 2. Changes to the Terms and Conditions

CEA or Viridi may modify these Terms at any time, and such modification will be effective immediately upon posting on the Websites. Your continued use of the Websites following the posting of any changes to the Terms indicates your acceptance of those changes.

## 3. Privacy Policy

Please refer to our Privacy Policy, available at [https://ceateam.com/wp-content/uploads/2025/02/Privacy-Policy\\_250211.pdf](https://ceateam.com/wp-content/uploads/2025/02/Privacy-Policy_250211.pdf), for information on how we collect, use, and disclose your personal information.

## 4. SMS Terms & Conditions

By opting into SMS from a web form or other medium, you are agreeing to receive SMS messages from CEA and Viridi. This includes SMS messages for utility bill review results, renewal reminders, contract change notices, and other conversational messages from our team. Message frequency varies. Message and data rates may apply. See privacy policy at [https://ceateam.com/wp-content/uploads/2025/02/Privacy-Policy\\_250211.pdf](https://ceateam.com/wp-content/uploads/2025/02/Privacy-Policy_250211.pdf). Message HELP for help. Reply STOP to any message to opt-out.

### a. SMS Consent Communication:

The information (Phone Numbers) obtained as part of the SMS consent process will not be shared with third parties for marketing purposes.

### b. Types of SMS Communications:

If you have consented to receive text messages from CEA and Viridi, you may receive messages related to the following (provide specific examples):

- Follow up messages

- Conversational messages

**Example:** *Hi Beverly, Thank you for sending you bill. I will review and follow up with you via email. Keep on the lookout for an email from me within the next business day. You can opt-out at any time by texting "STOP".*

**c. Message Frequency:**

Message frequency may vary depending on the type of communication. For example, you may receive up to 1 SMS messages per week related to your request for a utility bill review.

**Example:**

"Message frequency may vary. You may receive up to 1 SMS message per week regarding your utility bill review status."

**d. Potential Fees for SMS Messaging:**

Please note that standard message and data rates may apply, depending on your carrier's pricing plan. These fees may vary if the message is sent domestically or internationally.

**e. Opt-In Method:**

You may opt-in to receive SMS messages from CEA and Viridi in the following ways:

- Messaging us first

**f. Opt-Out Method:**

You can opt out of receiving SMS messages at any time. To do so, simply reply "STOP" to any SMS message you receive. Alternatively, you can contact us directly at [info@ceateam.com](mailto:info@ceateam.com) or [info@viridi.eco](mailto:info@viridi.eco) to request removal from our messaging list.

**g. Help:**

If you are experiencing any issues, you can reply with the keyword HELP. Or, you can get help directly from us at [info@ceateam.com](mailto:info@ceateam.com) or [info@viridi.eco](mailto:info@viridi.eco).

**h. Standard Messaging Disclosures:**

- Message and data rates may apply.
- You can opt-out at any time by texting "STOP:"
- For assistance, text "HELP" or visit our [Privacy Policy] and [Terms and Conditions] pages.

- Message frequency may vary

## **5. Accessibility and ADA Compliance**

CEA and Viridi are committed to ensuring the Websites are accessible to people with disabilities. We are continuously working on improving and updating the Website to make it as accessible as possible and compliant with the Americans with Disabilities Act (ADA). Despite our ongoing efforts, there may be some content, features, or functionalities that are not fully accessible. If you encounter any difficulty accessing or using the Website, please contact us, and we will make reasonable efforts to address the issue promptly.

## **6. Disclaimer**

All information provided on the Websites is for general informational purposes only and should not be construed as a substitute for professional consulting. CEA and Viridi disclaim all liability for actions taken or not taken based on any content on this site.

## **7. Limitation of Liability**

CEA and Viridi will not be liable for any direct, indirect, incidental, consequential, or punitive damages resulting from your access to or use of, or inability to access or use, the Websites, or from any actions we take or fail to take as a result of email messages you send us.

## **8. Governing Law and Jurisdiction**

These Terms are governed by the laws of the state of Ohio, in which CEA and Viridi are located.

## **9. Contact Information**

For any questions about these Terms, please contact us at [info@ceateam.com](mailto:info@ceateam.com) or [info@viridi.eco](mailto:info@viridi.eco).