

## E-Bill Terms and Conditions

The City of Naperville's e-Bill service is provided in part with assistance from Metavante Corporation. Metavante Corporation will use information collected from you only as necessary to assist the City of Naperville in processing payments according to the terms set forth herein.

### **Password Policy**

Use of e-Bill requires both a User I.D. ("User I.D.") and a password. During the registration process for e-Bill, you must choose a unique sign-on password ("Password"). Each User I.D. and corresponding Password can only be used by one individual or entity.

Anyone with knowledge of both your User I.D. and Password can gain access to e-Bill and the information that is available regarding your account. Accordingly, all Passwords must be kept secret. By agreeing to the terms and conditions of this e-Bill Usage Agreement, you agree to be solely responsible for the confidentiality and use of your Password, as well as for any communications entered on, or payments authorized, through e-Bill using your Password.

As a condition of use, you must tell the City of Naperville AT ONCE if you believe your Password has been lost or stolen or that someone has accessed your e-Bill account without your permission. You may contact us at the City of Naperville by calling:

(630) 420-6059

Monday, Tuesday, Thursday, Friday, 7:30 a.m. - 5 p.m.

Wednesday, 10 a.m. - 2 p.m.

The City of Naperville reserves the right to reset any Passwords that may have been lost or stolen.

### **Use of e-Bill**

You may use e-Bill to pay your City of Naperville utility bills (electric, water, wastewater) directly through your checking, VISA, MasterCard, Discover, or American Express account in the amounts and on the days you request. A notification that your monthly bill is available on the e-Bill system will be sent to your registered email address. By enrolling for e-Bill you authorize your City of Naperville utility bills to be delivered to you solely through e-Bill. After your first two billing cycles on e-Bill, the City of Naperville will not send you a paper bill through the mail. The City of Naperville will not charge you fees for utilizing the e-Bill service.

### **Confidentiality on Internet**

The City of Naperville may collect your IP address and domain name. The City of Naperville may also use "cookies" as part of its interaction with your browser. "Cookies" consist of files of information that a website transfers to a site visitor's hard drive to track site and user activity. Many websites use cookies; however, most browsers enable you to refuse cookies or to determine if and how cookies will be accepted by your hard drive.

The City of Naperville will not be responsible for any loss resulting from a cause over which it does not have direct control, including, but not limited to, failure of electronic or mechanical equipment or communication lines, telephone or other interconnect problems, computer viruses, unauthorized access, theft, operator errors, severe weather, earthquakes, or natural disasters, strikes or other labor problems, wars or governmental restrictions.

The City of Naperville will store and protect this information in the same manner we store and protect other personal customer information. We will disclose information to third parties about your account or the payments you make:

Where it is necessary for completing transactions (for example, to Metavante Corporation), or In order to verify the existence and condition of your account for a third party, such as a credit bureau or In order to comply with government agency, applicable law, or court orders, or If you give us your permission.

The City of Naperville does, however, reserve the right to provide non-personal identifying information such as aggregate data to third parties. The City of Naperville only collects personal information to the extent deemed reasonably necessary to serve its legitimate business purposes. The City of Naperville uses state-of-the-art security technology to ensure the security, integrity and privacy of all personal information. Nonetheless, the City of Naperville is not responsible for any breach of its security or for the actions of any third parties that may obtain any personal information. Users of e-Bill may review and correct personal information about them that is maintained by the City of Naperville by selecting the User Information section of the e-Bill site.

### **Security of Site**

Use of e-Bill is solely at your own risk and is subject to all applicable local, state, national and international laws and regulations. Although the City of Naperville has endeavored to create a secure and reliable service, the confidentiality of any communication transmitted over the Internet cannot be guaranteed. Accordingly, the City of Naperville and its affiliates are not responsible for the security of any information transmitted via the Internet. Actual or attempted unauthorized use of e-Bill may result in criminal and/or civil prosecution. For your protection, the City of Naperville reserves the right to view, monitor and record activity on e-Bill without notice or permission from you. Any information obtained by monitoring, reviewing, or recording is subject to review by law enforcement organizations in connection with investigation or prosecution of possible criminal activity on e-Bill. The City of Naperville will also comply with all court orders or legal requirements involving requests for such information.

### **Registration; Participation; Limitation**

When registering with e-Bill, you represent and warrant that:

- you are 18 years old or older;
- you are using your actual identity and that any information you provide to the City of Naperville is accurate and complete and your registration with the City of Naperville and the use of e-Bill will not violate any local, state, national or international laws or regulations.

### **Other Terms and Conditions**

The terms and conditions set forth herein are in addition to and are not by way of limitation to any tariffs or other regulations governing the terms and conditions pursuant to which the City of Naperville provides you utility service and related services or the terms and conditions pursuant to which the City of Naperville provides you use of the City of Naperville website. This Agreement shall be governed by the laws of Illinois, without regard to the choice of law or conflict of law rules thereof.

### **In Case of Errors or Questions About Your e-Bill**

If you have any questions or comments regarding your e-Bill, electric, water or wastewater service, or payments from your account using our service, please contact us by calling:

(630) 420-6059

(630) 420-6059

Monday, Tuesday, Thursday, Friday, 7:30 a.m. - 5 p.m.

Wednesday, 10 a.m. - 2 p.m.

or writing:

City of Naperville  
Attn: Finance Department/Billing and Collection Division  
P.O. Box 3020  
Naperville, IL 60566-7020