

## City of Peoria e-Bill Terms & Conditions

The City of Peoria eBill provides a secure way to view your utility bill online. You are granted access to your account subject to compliance with the following eBill Terms and Conditions:

Please read the following Terms and Conditions carefully before enrolling your account. By signing up with eBill, you agree to be bound by and comply with the Terms and Conditions governing access to your account(s). If you do not agree to comply with these Terms and Conditions, you may not request access to your account via eBill.

- You understand that you must be a City of Peoria utility customer.
- You understand that once you register an account for eBill you will receive an e-mail reminder each month when your utility billing statement is available online for instant viewing.
- You understand that once you register an account for eBill you will receive an e-mail reminder each month when your utility billing statement is available online for instant viewing. Depending on when you enroll in eBill, you may receive both an online and a paper copy of your bill for the first billing cycle. After that, you will only receive your email notification.
- You agree that the password you use to access an account through eBill will be kept confidential. If you forget your password, you may reset your password online or contact customer service to assist you. You understand that you have sole responsibility for the security of your password. You are solely responsible for notifying us of the loss or theft of a password. We will not be liable for any actions, claims, costs, damages, or expenses arising from a lost or stolen password.
- You understand that by registering an account in eBill, you enter into an agreement in which you will have online access to your account. You agree to access only your account.
- You agree that it is your responsibility to pay your bill every month. You understand that any late payment notices will be sent through the U.S. mail.
- If you dispute a charge on your bill, please call the Customer Service Center at 623-773-7160 Monday through Thursday, 7:00 am to 6:00 pm (Arizona Time).
- You agree to waive any claim or action against us for use of eBill, except where we have acted with gross negligence or willful misconduct.
- You agree that we will not be liable for any delays or failures in performance or for any interruptions arising from any cause or circumstance beyond our reasonable control.
- You will not send any computer viruses or other messages that could damage our systems.

In addition to these Terms and Conditions, you agree to be bound by and comply with any applicable state and federal laws and regulations. In turn, we agree to be bound to these Terms and Conditions as well.

WE MAKE NO REPRESENTATIONS OR WARRANTIES OF ANY KIND WITH RESPECT TO eBill, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE OR MERCHANTABILITY. WE ASSUME NO RESPONSIBILITY WITH RESPECT TO ANY USE OF eBill. YOU AGREE THAT WE SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, PUNITIVE, OR CONSEQUENTIAL DAMAGES OR FOR THE LOSS OF PROFIT, REVENUE, OR DATA ARISING OUT OF THE SUBJECT MATTER OF THIS AGREEMENT. FURTHERMORE, YOU AGREE TO INDEMNIFY AND HOLD US HARMLESS FROM ANY ACTIONS, CLAIMS, DAMAGES, LIABILITIES, OR LOSSES ARISING FROM YOUR USE OF eBill THAT IS NOT IN COMPLIANCE WITH THIS AGREEMENT.

You further agree that this Agreement shall not be assigned or transferred and that any attempt to assign or transfer this Agreement shall be null and void. This Agreement shall be construed under the laws of Arizona. We reserve the right to terminate access to any account(s) enrolled in eBill at any time. We also reserve the right to change any charges, fees, or terms described in the eBill Terms and Conditions.