

CITY OF CANAL WINCHESTER
TERMS AND CONDITIONS FOR
ONLINE BILLING AND PAYMENTS

E-Bills

Monthly utility bills are now available electronically by email (“E-Bills”). By signing up to receive monthly E-Bills, you agree to the following:

- Completion of the enrollment process may take up to 2 billing cycles.
- After enrollment is complete, a paper statement will not be sent. Paper copies can be requested from the Utility Billing Clerk.
- You will provide an accurate email address to the City for E-Billing communication purposes. You agree to maintain, at all times, a valid email account while enrolled in E-Billing.
- The accuracy and validity of the email address provided to the City is entirely your responsibility. Should the email address become invalid or compromised for any reason, you will be responsible for providing the City with your new email address.
- E-Bills will continue until the City is notified of cancellation in writing. Cancellation of the service may take up to 2 billing cycles to complete.
- The City is not responsible for non-receipt of E-Bills due to incorrect email addresses, changes in addresses, E-Bills going into a junk/spam folder and similar issues beyond the City’s control.
- Customers are responsible for paying E-Bills by the due date. Failure to receive an E-Bill does not relieve a customer from late fees.
- The City reserves the right to refuse E-Billing to anyone for just cause, as determined by the Finance Director, which may include, but is not limited to, fraudulent or unauthorized use.

These terms and conditions may be changed from time to time without notice.

Auto Payments

Customers may elect to pay utility bills by auto debit (“Auto Pay”). The direct pay service automatically deducts the utility bill amount from a bank account designated when a customer enrolls. By enrolling in auto payments, you agree to the following:

- Completion of the enrollment process may take up to 2 billing cycles.
- To qualify for Auto Pay, accounts must be in good credit standing with the City, must remain current, and must have a balance of \$0.00 at the time of application.
- The City reserves the right to refuse Auto Pay to anyone for just cause, as determined by the Finance Director, which may include, but is not limited to, fraudulent or unauthorized use.
- The City is not responsible for incorrect banking information.
- The customer’s regular utility bill serves as advance notice of the amount to be drafted. Customers are responsible for reviewing each utility bill for accuracy. Any disputes or changes must be communicated to the City prior to the bill’s due date.
- Any disputed amount or other discrepancy may be adjusted with the City and reflected on the customer’s next regular bill.
- Should funds not be made available by the designated financial institution, the Auto Pay participation may be terminated. In such a case, the customer may also be subject to penalty charges, including but not limited to, any late payment fees and a \$25.00 fee for non-sufficient funds.
- The City is not responsible for overdrawing accounts or any associated fees charged by the customer’s financial institution.
- Changes in financial institutions or account number require submission of a new form. Please allow at least 2 billing cycles for changes to take effect.
- Auto Pay will continue until the City receives a written request to cancel the Auto Pay service. Cancellation may take up to 2 billing cycles/business days to complete. Any payments already in the drafting process at the time of the notice may not be terminated.

The City reserves the right to change the program or terminate participation at any time. Notice of changes effecting the draft process, terms or conditions may be changed without notice. Customers should check the terms and conditions periodically for any changes.