



E-Billing Terms and Conditions

The City of Waynesville is offering a new service to our customers – E-Billing. E-Billing offers a faster more convenient way to receive your utility bill. By enrolling in E-Bill, you will receive your bill earlier without having to wait for mail service. E-Billing is an optional service provided free of charge by the City of Waynesville.

By enrolling in E-Billing (“Service”), you agree to the following Terms and Conditions and declare you are the customer of record, or a duly authorized representative acting on behalf of, and with the express consent of, the customer of record.

- Utility Bills shall be sent electronically.
- Paper utility bills shall no longer be mailed.
- The City of Waynesville shall not be responsible, and shall have no liability for any processing errors or fees incurred as a result of incorrect information provided.
- If a monthly billing is not received, do agree to contact the City to inquire about the amount due. Failure to receive a bill does not waive the assessment of late charges, does not change the due date and subject to disconnection.
- Utilizing the Service does not alter your liability or obligations related to utility related services.
- These Term and Conditions are subject to change.
- Any changes made to the Terms and Conditions shall be made available via www.waynesvillemo.org
- Enrollment in the Service can be discontinued at any time.





City of Waynesville

E-BILLING AUTHORIZATION FORM

As an **e-billing customer**, you will no longer receive a paper bill in the mail. Instead, you will receive a monthly **electronic billing notification by e-mail**.

Please ensure your e-mail information is correct. If for any reason the electronic notification is undeliverable, the City of Waynesville Utility Department will attempt to contact the customer by phone. If unsuccessful, a letter will be mailed. If a correct e-mail address **is not** provided prior to the next billing cycle, traditional paper billing will resume.

To stop paper billing and begin e-billing, please provide the following:

Name: _____ Phone: _____

Account # _____ (Form must be completed for each account.)

Current mailing address: _____

E-Mail address: _____
(Please Print Clearly)

Signature: _____ Date: _____