Frequently Asked Questions

We've listed answers to frequently asked questions about our electronic billing service below. If you need more information or an answer to a question not covered here, please contact Customer Service.

- **Which browsers do you support?**
- **What if I decide not to pay a bill online anymore?**
- **The balance due on my bill doesn't seem to be right. What should I do?**
- **What are some examples of different types of payment settings?**
- **What if my payment account does not have sufficient funds to cover a payment?**
- **What if I change bank accounts?**
- **Is it safe to pay bills online using your service? Can my personal information be seen by others?**
- **Do you use cookies?**
- **What kind of access do you have to my checking or savings account?**

**Which browsers do you support?**

To provide our customers the most effective and secure online access to their accounts, we are continually upgrading our online services. As we add new features and enhancements, older browser versions or Internet devices may not support these new standards. Upgrading to a new version will enhance your security and experience on our website.

- You must be using 128 bit encryption, and it must be turned on in your browser. (See your browser's online help for more information.)
- Javascript must be enabled in your browser. Normally, it's turned on by default, although you can disable it. (See your browser's online help for more information.)

We support Internet Explorer Version 9 (IE9) and above and Chrome, Safari, and Firefox 2.0 and above. If you are not using one of these browsers to interact with our website your experience may not be optimal, or you may not be able to use certain tools on our website.

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**What if I decide not to pay a bill online anymore?**

You are not required to pay online just because you receive a bill electronically. Simply do not make the payment online.

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**The balance due on my bill doesn't seem to be right. What should I do?**

Contact Customer Service for all questions about your account balance.

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**What are some examples of different types of payment settings?**

Example 1: **QuickPay** - QuickPay payment allows you to make a payment toward a statement without being enrolled in the service. You may make a full or partial payment. You may pay by credit card or by a direct debit to your checking account.

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What if my payment account does not have sufficient funds to cover a payment?
We make withdrawals authorized by you from the checking or savings account that you designate as the payment account. As with any payment account, you must provide sufficient funds to cover all payments. Since we have no knowledge of your account balance at any time, we cannot notify you if your payment account has insufficient funds. There may be additional charges for payments attempted against accounts with insufficient funds.

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What if I change bank accounts?
You can use a new payment account at any time.

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Is it safe to pay bills online using your service? Can my personal information be seen by others?
We are committed to protecting your personal information. (For details about our privacy policy, click on Privacy link at the bottom of the screen). In addition, whenever you are viewing or paying bills, you are using a secure connection that fully protects your information. Data you provide cannot be viewed by anyone else on the Web. We do not share your information with anyone else.

Security is maintained by industry-standard SSL (secure socket layer) encryption and decryption technology. The SSL protocol is used to ensure that your information is sent directly to us, and that only we can decode it.

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Do you use cookies?
While you are using our service, we need to store some information on your computer's hard drive in the form of a cookie. (A cookie is a small file that a Web site puts on your hard drive so that it can retain information for later use). For this reason, the cookie functionality must be enabled in your browser in order to use the digital billing system. However, the cookie will never read information from your hard drive or copy information about other sites that you visit.

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What kind of access do you have to my checking or savings account?
We ONLY have access to your account to make payments that you have authorized. We never access your payment account(s) without your authorization and, as noted above, we never have information about your account balance.

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