



Electronic Billing Presentment and Payment Information Terms and Conditions

Acceptance of Terms and Conditions

By participating in any of Grand Rapids' electronic bill presentment and payment options, you agree to be bound by the terms and conditions stated below.

Enrollment

Enrollment in a payment option is completed through Electronic Billing Presentment and Payment (EBPP) services. By enrolling, you represent and warrant that you either: i) are using your actual identity and all information you provide to Grand Rapids is accurate and complete or ii) are authorized to access information related to the accounts attached to the User Profile. In either case, you will notify us immediately and cease using the system if you are presented with account information you are not authorized to access.

Electronic Bill Presentment and Payment (EBPP) – Replacement of Paper Bill

Once you have enrolled in Grand Rapids Electronic Billing Presentment and Payment option, you will receive your bill by email and U.S. mail for a few months after which you will no longer receive a paper bill. After the test period, you will receive an e-mail message notification that your bill is available. Use the link provided and log in, using the user name and password established when you enrolled, to view your current and past twelve months bill history. Electronic bills may be paid electronically by using the link provided on the EBPP web page portal or to Grand Rapids City Treasurer at City Hall (300 Monroe Ave) by US mail or in person.

Timely Payment & Up-to-Date Email Address

It is the customer's sole responsibility to ensure timely payment. Utility bills, reminders, and other important notices will be sent electronically from an unmonitored mailbox with the following address: grcity@mysecureservices.com. Add this e-mail address to your safe senders list, contact list or address book, and mark as "Never Send it to Spam" so the email notice is not sent to your junk mail folder by your e-mail filtering software.

Grand Rapids will endeavor to present your EBPP services bill and statement reminders promptly. Nevertheless, it is the customer's sole responsibility to provide a current e-mail address for notification purposes, and to log in to Grand Rapids EBPP services to access the current bill if a notification e-mail is not received on schedule. Contact Grand Rapids Customer Service at 616-456-3000 if you do not receive or cannot access your bill online.

Outstanding Balances and Past Due Amounts

Any past due balance will be posted to your financial account within two business days from the date of enrollment. The remainder of your balance will be posted on the next due date.

Failed Transactions

Grand Rapids shall not be responsible for failure to post electronic payments authorized by you under any circumstances.

Fees and Charges

Grand Rapids does not charge a fee for Electronic Presentment Service or for the Electronic Payment option.

Changes in Your Information

It is your sole responsibility to ensure that the contact and account information in your EBPP services User Profile, including but not limited to your name, address, phone number and e-mail address, remain current and accurate. You must sign in promptly to EBPP services to update this information if it changes.

De-enrollment

You may de-select Electronic billing at any time by visiting the EBPP services web site portal. If you de-enroll the customer utility bill will be sent by U.S. mail to the address in the City of Grand Rapids billing system and printed on the bill.

Errors and Questions

Contact Grand Rapids Customer Service at (616) 456-3000 to ask questions about your bill.

Disputes

In the event of a dispute regarding Grand Rapids' EBPP services, you agree to resolve that dispute according to these Terms and Conditions. Disputes involving a credit card payment, including but not limited to chargebacks and fraud must be resolved by your credit card company. Grand Rapids is not responsible for research or resolution of credit card payment disputes.

Hold Harmless

By using the Grand Rapids EBPP Services and electronic payment options you expressly agree to indemnify, protect and hold harmless the City, the City's officers, employees and/or agents from and against all liability, claims, demands, losses, damages, expenses and costs (including attorney's fees), arising from the use of the service.

Disclaimer of Warranties

You expressly understand and agree that:

Your use of Grand Rapids' EBPP Services and electronic payment options (collectively, "the service") is at your sole risk. The service is provided on an "as-is" and "as-available" basis. Grand Rapids expressly disclaims all warranties of any kind, whether express or implied, including, but not limited to, the implied warranties of merchantability, fitness for a particular purpose and non-infringement.

You further expressly understand and agree that Grand Rapids does not warrant that the service will meet your requirements, or that the service or the information provided by the service will be error-free. Grand Rapids does not warrant that the service will function properly in combination with your equipment, or that the files, content, and/or other information, if any, accessed or downloaded from the service will be free from infection by malicious or destructive code.

Grand Rapids' Reserved Rights

The City of Grand Rapids reserves the right to invoke all legal defenses to any actions for damages, including, but not limited to, the defense of the doctrine of governmental immunity. Use or reliance on any of the material provided herein is at the user's risk and the user assumes all such risk. In addition to all other rights to Grand Rapids hereunder, Grand Rapids reserves the right to terminate, cancel or modify, in whole or in part, EBPP services at any time and from time to time, in its sole discretion.