



eCommunication Terms and Conditions

Eligibility

All residential and commercial customers are eligible.

Security of eCommunication

We use industry-standard encryption technologies when transferring customer data. When we transfer sensitive information, we redirect you to a secure server that encodes all the data before it is transmitted over the Internet.

Type of information to be sent electronically

Most communications will only be sent electronically, but there may be certain communications that will be sent electronically and also through the U.S. mail. You'll find an indication if a paper copy was sent in Manage Your Account.

Notification of a new communication

You will receive an email each time your account has a new communication. Follow the link in the email to view your communication online. If you do not receive an email advising you that a communication is ready, you are able to view your communication online even if you have not received an email reminder. If you're not receiving emails from us:

- Sign in and go to your Profile to verify your email address is correct.
- Check your spam folder. Certain email spam filters could be blocking your email. Adding our email address to your safe list will prevent the email from being blocked from your inbox.
- Check to make sure your email inbox is not full and therefore unable to receive the email.

If you are still having problems, [contact us](#).

To cancel eCommunication

You can cancel your enrollment through [Manage Your Account](#) anytime. Once you've cancelled eCommunication, your next communication will be sent via U.S. mail.