

Paperless Billing/Account Notifications

IMPORTANT, Please Read.

Only members of WRECC are authorized to access and utilize SmartHub and/or Paperless Bills. By registering in SmartHub, you acknowledge, represent, and agree that you have read, understand, and agree to be bound by WRECC's Terms and Conditions. When registering in SmartHub, Bill Notification is automatically setup, so that you receive both a paper bill mailed to the address WRECC has on file and bill notifications sent to the registered email address.

You may continue to receive both a paper bill and Bill Available notice via email and/or text message, or choose to receive your bill in paper form mailed to the address WRECC has on file, or do Paperless Billing and receive only a Bill Available notice as an email or text message.

Warren RECC is happy to provide its members and Grayson County Water District customers with access to their billing information electronically. By accepting these Terms and Conditions, you represent that you are the member/customer of record for the account and should you ever elect to enroll in Paperless Billing, you will adhere to and agree to be bound by the following terms and conditions:

- You will no longer receive a paper bill from Warren RECC and/or Grayson County Water District. However, you may print a paper copy of your Paperless Bill.
- Warren RECC will attempt to send your electric and/or water paperless bill notice in email or text format to the email address(es) and/or wireless phone number(s) entered by you on WRECC's SmartHub Notifications tab, 'Manage Notifications' screen.
- It is your sole responsibility to ensure that email address(es) and/or phone number(s) are accurate. You may make updates through Warren RECC's website, www.wrecc.com, 'Manage My Account', Notifications tab, 'Manage Contacts' and 'Manage Notifications' pages.
- It is your responsibility to contact Warren RECC or Grayson County Water District directly if you do not receive your Paperless Bill notice. You agree that you are and shall be liable for any and all charges related to electric and/or water service regardless of whether you receive your Paperless Bill notice.
- You agree to indemnify, defend, and hold Warren RECC harmless for any delay or failure to deliver or receive the Paperless Bill notice.
- In the event you do not receive notification, it is your responsibility to log into Manage My Account and check your paperless bills and account balance(s).
- You may terminate Paperless Billing at any time by logging into *Manage My Account* and following the appropriate instructions.
- After you terminate Paperless Billing, future bills will be mailed to your current address on file with Warren RECC or Grayson County Water District.

- If emails are returned as undeliverable, Warren RECC and Grayson County Water District reserve the right to terminate you from Paperless Billing and return to sending you a paper bill. You may enroll again at any time after correcting any email address and/or phone number errors through *Manage My Account*.
- These Terms and Condition do not alter your liability or obligations that currently exist between you and Warren RECC and/or Grayson County Water District concerning your utility usage, obligation to pay, and other products and services.
- You agree not to use Paperless Billing for illegal purposes or for the transmission of material that is unlawful, harassing, libelous (untrue and damaging to others), invasive of another's privacy, abusive, threatening, obscene, or that infringes or misappropriates the rights of others.
- When receiving text notifications, standard message and data rates may apply. You acknowledge and agree that you are liable for any and all standard message and data rates and fees related to you receiving paperless bills. You agree that you indemnify, defend, and hold WRECC harmless from any and all standard message and data rates and fees related to you receiving paperless bills.

These Terms and Conditions may be modified by Warren RECC at any time. In such an event, Warren RECC will provide a notice of change for approximately 30 days since such change, which may be accomplished by posting such change on the SmartHub Alerts or Terms and Conditions update alerts. Any use of the SmartHub website pages after notice is posted will constitute your agreement to such change(s). You may stop using and/or unsubscribe from SmartHub if you do not agree with any modifications.

WRECC reserves the right to terminate the use of SmartHub and/or Paperless Billing, in its sole discretion, at any time.