## *Frequently Asked Questions*

We've listed answers to frequently asked questions about our online payment 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?**

Our service supports browsers that support "strong" encryption. (Encryption allows us to encode your information so that no one else on the Internet can read it.) Our service also supports the current versions of Chrome, Edge, Safari, IE and Firefox.

**What information do I need in order to make an electronic payment?**

All information required to make an online payment is clearly listed on the payment screens. If you attempt to make an online payment and have forgotten to complete all required fields, you will receive a reminder so that you are aware of the missing item or items.

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

Please select Contact Us for contact information regarding your balance.

**What if my payment account does not have sufficient funds to cover a payment?**

We make withdrawals authorized by you from the financial 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.

**Is it safe to pay bills online using your service?**

We are committed to protecting your personal information. Whenever you are 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. Please take notice of our security certificate listed on our online payment site.

**Do you use cookies?**

We do not use cookies as part of our service.

**What kind of access do you have to my banking (financial) 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.

**Once a payment is made, how will I know it completed successfully?**

You will recognize a payment has completed successfully in 2 ways. At the point of payment, you will be presented with a payment confirmation screen once a payment has completed. Simultaneously, you will receive an email and/or text "receipt" of your payment.