



Terms and Conditions

By enrolling in E-Billing, you agree to the Terms and Conditions as described below. Please review carefully and print or retain a copy for your records.

Electronic Communications

You consent to receive electronic communications from the City of Valparaiso (“we, us, our, or City”) through e-mail otherwise referred to as “E-Bills” or “E-Billing” regarding cable and/or utility services. E-Bills consist of monthly charges for cable and/or utility services provided by the City. You certify the email address used to enroll in E-Billing is true, accurate, and complete. You acknowledge the email address; you provide, is associated with the primary cable and/or utility account owner and is capable of receiving electronic bills (E-Bills).

You agree that E-Bills or E-Billing agreements, notices, and disclosures that we provide to you electronically satisfy any written and mailed documents regarding your cable and/or utility statements.

Your Account

You are responsible for maintaining the confidentiality of your account and for restricting access to your account. You agree to accept responsibility for all activities that occur under your account.

You agree to inform us of any changes regarding the email address associated with your account.

Your consent to receive E-Bills remains in effect until you provide us with notice of cancellation. To cancel E-Billing option and return to paper bills, please contact our Billing Department at (850) 729-5402 during the hours of 8:30am to 5:00pm Monday through Friday.

Termination of Services

E-Billing Terms and Conditions will continue to apply to your account until terminated by you. Cancellation of services due to non-payment of internet services does not constitute any grounds for discounts or adjustments.

You agree to pay for any remaining balance associated with your account. If payment is not successfully resolved due to expiration, insufficient funds, or otherwise, you remain responsible for any outstanding balances.

You further agree that your decision to cancel internet service does not relieve you of monthly payments or any outstanding balances.

To terminate services, please contact our Billing Department at (850) 729-5402 during the hours of 8:30am to 5:00pm Monday through Friday.