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# Online Payment Terms & Conditions

*UPDATED: Thursday, October 6, 2011*

By using this feature, you agree and are bound to the following terms and conditions. If you object to any of these terms and conditions, you should not use the Online Bill Pay feature. We may modify these terms and conditions at our discretion and/or as directed by the West Virginia Public Service Commission.

## **PROCESSING OF PAYMENT**

PLEASE ALLOW AT LEAST TWO (2) BUSINESS DAYS FOR PROPER PROCESSING OF ONLINE BILL PAY TO YOUR ACCOUNT WHEN USING CREDIT/DEBIT CARDS. eChecking CUSTOMERS MUST ALLOW SEVEN (7) BUSINESS DAYS FOR PROPER POSTING. Customers utilizing other options of payment should allow at least five (5) business days to ensure proper posting to customer account. If a customer mistakenly duplicates payments, please notify our office immediately. In this event, the customer may be subject to a charge back fee. Reoccurring Payments are processed on the 5th of each month. Enrolled customers agree to have sufficient funds available on the 5th of each month. Customer accounts will be charged the current merchant fee for all rejected and/or declined echeck, credit or debit payment attempts.

## **SERVER MAINTENANCE**

Online bill pay feature will not be available each Sunday from 1:30am-3:30am EST due to server maintenance.

## **SECURITY FEATURE**

The Online Bill Pay feature is offered through a secure site utilizing WebPak by Soft-Pak and by Authorize.net/Elavon credit/debit card processing and Payments Gateway eChecking/ACH processing. To reduce fraud and for security reasons, customer payment information may have to match the Envirco, Inc. customer account information in order for the payment to be properly processed. Please be aware, however, that security and confidentiality of information sent over wireless connections and/or unsecured internet connections cannot be guaranteed. Envirco, Inc. is not responsible for incomplete, inaccurate or erroneous transactions caused by the user, nor the lack of user sufficient funds, nor any other circumstances beyond Envirco, Inc.'s control. Envirco, Inc. reserves the right not to process any transaction which is believed to be erroneous, unauthorized, invalid or unlawful.

## **TERMINATION OF SERVICE**

Residential service is subject to termination once an account owes more than a two (2) month balance. In this event, service will be terminated on a specified week. Written notification will appear on account statement. Commercial/Industrial customers are provided written notification via invoice and/or certified letter. Customers are reminded that West Virginia law requires citizens to properly dispose of solid waste, either by subscribing to solid waste collection service, or by the resident/business transporting his or her own solid waste to a West Virginia certified solid waste facility. Terminated accounts are subject to a late payment fee. Inactive accounts must be paid in full and are subject to a restart fee.

THE RATES AND PRACTICES OF THIS MOTOR CARRIER ARE REGULATED BY THE PUBLIC SERVICE COMMISSION OF WEST VIRGINIA. IF YOU FEEL THAT YOU HAVE BEEN OVERCHARGED OR TREATED UNFAIRLY, YOU MAY CALL 1-800-645-8544 TO OBTAIN INFORMATION ABOUT FILING A COMPLAINT.