

# EMAIL CONSENT FORM

**Highway 41 Water Utility** offers subscribers the opportunity to receive monthly payment notices as attachments in an email rather than by regular mail.

**Transmitting information by email has a number of risks that residents should be aware of. These include, but are not limited to, the following:**

- Email can be circulated, forwarded, and stored in numerous paper and electronic files.
- Email can be immediately broadcast worldwide and received by many intended and unintended recipients.
- Email senders can easily misaddress an email.
- Email is easier to falsify than handwritten or signed documents.
- Backup copies of email may exist even after the sender or recipient has deleted their copy.
- Email can be intercepted, altered, forwarded, or used without authorization or detection.
- Email can be used to introduce viruses into computer systems.
- Email can be used as evidence in court.

**Highway 41 Water Utility** will use reasonable means to protect the security and confidentiality of email information sent and received. However, because of the risks outlined above, the Utility cannot guarantee the security and confidentiality of email communication, and will not be liable for improper disclosure of confidential information. For this reason, the customer must consent to the use of email for delivery for monthly payment notices.

**Consent to the use of email for the delivery of monthly notices includes agreement with the following:**

1. Failure to receive an emailed monthly notice does not release me from my responsibility to pay any charges specified on the notice, or any penalties which may be incurred by late payment.
2. I will inform Highway 41 Water Utility of any change in my email address as soon as possible, to prevent the misdirection of notices and reduce the risk of my not receiving a notice.
3. I may withdraw from email delivery at any time. To do so I will inform Highway 41 Water Utility, and all notices which were previously emailed to me will be sent by regular mail.

## CUSTOMER ACKNOWLEDGEMENT AND CONSENT

**Customer name** \_\_\_\_\_

**Customer mailing address** \_\_\_\_\_

**Customer Account Number** \_\_\_\_\_

**Customer email address** \_\_\_\_\_

*I acknowledge that I have read and fully understand this document, and consent to the delivery of monthly payment notices from Highway 41 Water Utility to me by email.*

**Customer signature** \_\_\_\_\_ **Date** \_\_\_\_\_