

# **City of Amarillo – Water Services Online Portal**

## **Terms of Service**

### **1. Acceptance of Terms**

By registering for an online Water Services account with the City of Amarillo you agree to be bound by these Terms of Service. If you do not agree with these Terms, you should not register or use the online services.

### **2. Registration and Paperless Billing**

To establish an online Water Services account, you must complete the online registration process. By doing so, you represent and warrant that you are the authorized account holder or a person legally authorized to act on behalf of the account holder. By registering for an online account, you acknowledge and accept that: You will no longer receive paper utility bills by mail; Your bills will be presented exclusively through the City's online portal and/or by email or text (SMS); and You consent to receive your utility billing information in electronic form only. The City may update or modify these Terms of Service at any time without prior notice. Your continued use of the online account constitutes acceptance of the revised Terms.

### **3. Passwords and Account Security**

You are responsible for maintaining the confidentiality of your account credentials, including your password, and for all activities that occur under your online account. If you choose to share your login credentials with a third-party payment processor or bill pay service, you do so at your own risk. The City is not liable for any errors, delays, or unauthorized transactions resulting from use of such services.

### **4. Email Communications**

By enrolling in the online service, you agree to receive email communications from the City, including transactional emails related to billing, payment, and usage. The City will never request sensitive personal or financial information via email unless you have contacted us first with a specific request requiring follow-up.

### **5. Website Service and Technical Limitations**

The City strives to maintain the availability, accuracy, and functionality of its Water Services web portal. However, the City does not guarantee that the site will operate without interruption, error, or delay. The City reserves the right to add, modify, or remove online features or functionalities at any time.

#### **6. Disclaimer of Warranties**

The City of Amarillo provides this online service “as is” and disclaims any and all express or implied warranties, including but not limited to warranties of merchantability, fitness for a particular purpose, or non-infringement.

#### **7. Limitation of Liability**

To the extent permitted by law, the City of Amarillo shall not be liable for any damages, including indirect, incidental, special, or consequential damages, arising out of or related to your use of the online account or web portal.

#### **8. Governing Law and Jurisdiction**

These Terms of Service shall be governed by the laws of the State of Texas. Any legal action shall be brought exclusively in the courts located in Potter County, Texas.