

TOWN OF GRAND COULEE  
Policy for Emails to Ratepayers

<i>Section</i> General Governance	<i>Classification</i> Policy
<i>Approved (Date)</i> March 26, 2024	<i>Resolution No.</i> #2024-61

**Policy Statement:**

This policy delineates the process for efficiently and cost-effectively providing email notifications to residents of the Town of Grand Coulee ("Town"). Email notification is considered a personal preference and will be executed solely upon receipt of an Email Consent Form.

**Guidelines**

- 1) This policy pertains to emails which are sent for resident's accounts held with the Town and may include, taxes, utilities, accounts receivable, and receipts.
- 2) Those who do not wish to receive any of the above-mentioned items via email will continue to receive notices via regular mail.

**Procedures:**

**Enrollment and Set-up**

- 1) Town residents can request to receive specific municipal notices via email by completing the attached Form A.
- 2) Upon receipt of the completed Form A, Town Administration will update the resident's preferences in the corresponding municipal software program.
- 3) Form A will be filed digitally as an attachment on the enrollee's customer card in the municipal software program and as part of the Village's general filing in a folder labeled, Email Consent Enrollment.

**Discontinuation and Unenrollment**

- 1) Should a Town resident wish to discontinue notification via email they must give notice in writing. The notification can be delivered in person, by letter mail, or email.
- 2) Upon receipt of the notification for unenrollment Town Administration will update the selected preferences in the corresponding software program.
- 3) The written consent will be filed digitally as an attachment on the enrollee's customer card in the municipal software program and retain in a electronic file designated to discontinued/unenrollment.

102 Railway Avenue

FORM A

EMAIL CONSENT FORM

The Town of Grand Coulee policy to provide residents with the convenience of receiving municipal notices via email instead of traditional mail. This service covers various notifications such as payment receipts, utility account updates, and taxation notices. Residents have the flexibility to tailor their email preferences according to their individual needs. This initiative aligns with the Town's objective of transitioning towards a paperless operation.

The Town of Grand Coulee will use reasonable means to protect the security and confidentiality of email information sent and received. However, there are always risks involved and the municipality cannot guarantee the security and confidentiality of email communication and will not be held liable for improper disclosure of confidential information. For this reason, the customer must consent to the use of email for delivery of municipal notices.

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

- 1. Failure to receive an e-mailed municipal notice does not release me from my responsibility to pay any charges specified on the notice nor any penalties which may be incurred by the late payment.
- 2. I will inform the Town of Grand Coulee of any change in my e-mail address as soon as possible to prevent the misdirection of notices and reduce the risk of non-delivery of a notice(s).
- 3. I may withdraw from email delivery at any time. To unenroll I will inform the Town of Grand Coulee of my wishes in writing and all notices which were previously e-mailed to me will be sent by regular mail.

CUSTOMER ACKNOWLEDGEMENT AND CONSENT

Name: \_\_\_\_\_

Phone: (Home) \_\_\_\_\_ (Cell) \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Email Address: \_\_\_\_\_

I acknowledge that I have read and fully understand this document and consent to delivery of the municipal notices selected below from the Town of Grand Coulee via email.

Tax Notices/correspondence

Utility Notices/correspondence

Receipts

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please return this signed form to the Town of Grand Coulee via email, regular mail, or hand-delivery to the office. Afterhours drop-off can be completed via the mail slot in the office front door.