

As of April 26, 2019, the City's third-party eBill software provider for utility bill payments will be increasing the security of its payment portal. After this date, eBill will support only operating systems and web browsers that use Transport Layer Security (TLS) version 1.2, a protocol used to transmit data securely over the Internet. Earlier TLS versions no longer meet industry best practices for secure transmission of financial information.

Customers who wish to revert to paper billing should visit the Help Center on the City's home page. Click on "Ask a Question" and choose "Utility Billing Questions" as the category. The change will take effect for the next billing cycle. Customers should save PDF copies of their bills from the eBill site before converting to paper billing, as the Finance Department is unable to re-create past copies of electronic bills.

### **TLS 1.2 Compatibility Requirements:**

#### **Operating System Version**

Windows 7\*

Windows Server 2008 R2\*

Windows 8\*

Windows Server 2012

Windows 8.1

Windows Server 2012 R2

Windows 10

Mac OS X 10.9+

iOS 5.x+

Android 5.x+

#### **Web Browser**

Internet Explorer v11+

Internet Explorer Edge

Google Chrome v30+

Mozilla Firefox v27+

Apple Safari v7+

Opera v17+

\*TLS 1.2 not enabled by default

NOTE: The operating systems will require the minimum version of web browser or application, as listed above, to be compatible.