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Individuals or businesses eligible to receive service from EPB may apply for service via the Website by completing an application for service. As part of the application process, you may be required to submit personal information to EPB, including your name, address, telephone or cell phone number, spouse’s name, employment information, Social Security number, driver’s license number, Medicaid or Medicare number, green card number, passport number and/or state identification number, credit card or other bank information and personal references. The collection and use of this and other information through this Website is governed by our Privacy Policy available at our Website Privacy Policy.

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You agree to (i) maintain the confidentiality and security of your username and password, (ii) promptly update any information you provide to us in connection with your account and to keep it accurate, current and complete, and (iii) be fully responsible for all use of your account and for any actions that take place using your account. You can verify or make changes to your account information through the Website or by contacting us at: (423) 648-1EPB (1372).

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We have the right to disable any user name, password or other identifier, whether chosen by you or provided by us, at any time in our sole discretion for any or no reason, including if, in our opinion you have violated any provision of these Terms of Use.

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Once you have made an online payment, you will be asked to verify that the information on file is correct for the next transaction. In the event such information has changed, you will be able to correct or enter new payment information.

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You agree to use the Website only for lawful purposes and in accordance with these Terms of Use. Specifically, you agree:

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- Not to conduct any systematic or automated data collection activities (including without limitation scraping, data mining, data extraction and data harvesting) on or in relation to the Website without the EPB's express written consent;
- Not to introduce any spyware, viruses, Trojan horses, worms, keystroke loggers, rootkits, logic bombs or other material which is malicious or technologically harmful to the Website (or the servers, networks, and databases which are connected to the Website);
- That you will not edit or otherwise modify any content on the Website that is not owned by you or another person or entity for whom you act as their agent;
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All feedback, comments, requests for technical support and other communications relating to the Website should be directed to EPB at 423-648-1372.