

Ebill Terms and Conditions

Webster Electric Cooperative believes that the information included on the site is accurate when it is posted on the site; however, such information is subject to change and update at any time without prior notice. You understand and agree that Webster Electric Cooperative can not, and does not, guarantee nor ensure either the accuracy, completeness, nor authenticity of the site's contents, site functionality, or your transmission of any information or instructions to, or from, the site. You agree that neither Webster Electric Cooperative, nor any of its affiliated companies, nor any other person associated with the creation or use of the site, shall be liable or responsible to any person for any harm, loss or damage whatsoever that may arise in any connection with your use of the site.

You waive all rights that you may have to hold Webster Electric Cooperative responsible in connection with any other use of the site.

Based on the emerging nature of Internet transactions and related technology, you agree that these exclusions of liability are fair and reasonable, and that Webster Electric Cooperative would not have permitted use of the site by you if not for your agreement with the liability exclusions and disclaimers set out herein.

Webster Electric Cooperative may change these terms and conditions and the services provided by this site from time to time. You will be required to agree to accept these changes on the effective date in order to continue using this Site.

Webster Electric Cooperative has the right to rescind or discontinue your access to this site at any time without explanation to you

Customer Refund Policy

If you feel there is an error on your statement from Webster Electric Cooperative, please contact our Customer Service Department at (417) 859-2216 or toll free 800-643-4305. If we determine that an adjustment needs to be made, any amount owed or credit due will be applied to your electric account and will appear on the next monthly statement. If the error occurs on a final bill, an adjustment will be applied to your electric account and any amount owed will be billed to you, or any credit due will be refunded in the form of a check.

Customer Information

Privacy Policy

This policy covers how we treat personal information that we collect in the course of conducting our business. Personal information is information identifiable about you including your name, address, phone number and other information not generally available publicly.

We collect and maintain personal information in electronic and paper form. We acquire personal information when you make an application for electric service. We may also collect personal information from selected third-party sources or from other companies in our industry. We may combine personal information collected from you with information from these other sources in order to improve the efficiency our services.

We do not rent or sell personal information about you to any nonaffiliated person or third party. We only share personal information with third parties in certain circumstances, including when complying with a legal process or order, preventing fraud or imminent harm, reviewing the security of our network and procedures, or to properly conduct our business.

When we use third parties to assist us in processes that utilize personal information, we require that they comply with appropriate confidentiality and security measures. We also utilize confidentiality and security measures within our Cooperative to prevent the accidental dissemination of personal information by or to unauthorized persons or entities.