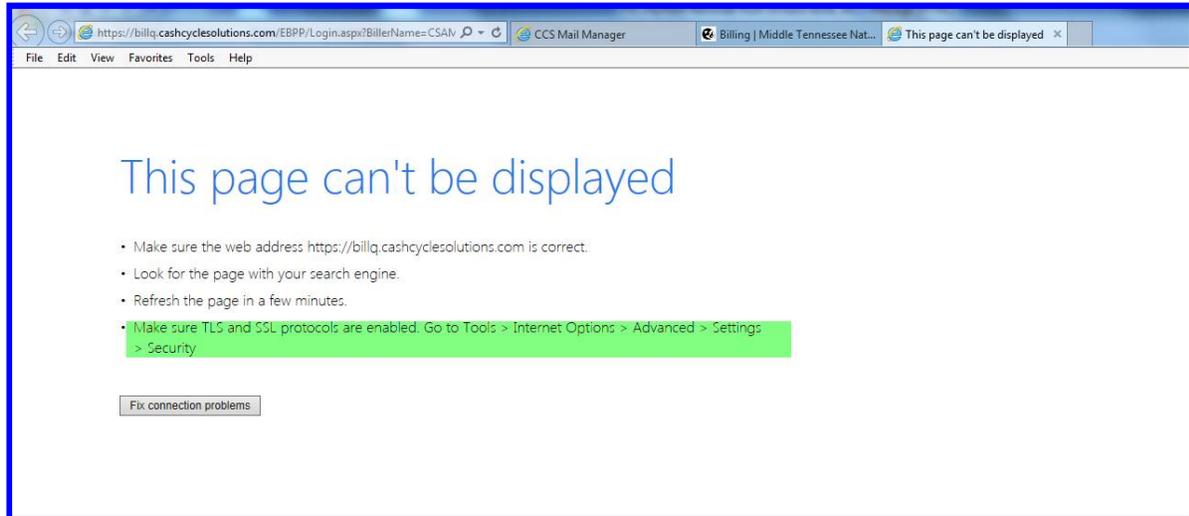


Directions for Enabling TLS for Internet Explorer, Firefox, Safari, and Chrome

If you get this page when attempting to view or pay your bills on-line, then you will need to adjust your TLS settings to comply with new security regulations.



Automatic process

Using Microsoft Fix it Tool.

If you want to fix this TLS issue automatically by installing a fix,

- Please click on the link below which will open up **File Download** dialog box.
- Click **Run** in the **File Download** dialog box, and then follow the steps in the Fix it Wizard.

Link to Microsoft Fix it tool: <http://go.microsoft.com/?linkid=9784202>

For more info, please refer to this url <https://support.microsoft.com/en-us/kb/2643584> .

Manual process

We listed below the step-by-step procedures to enable TLS settings on various web browsers.

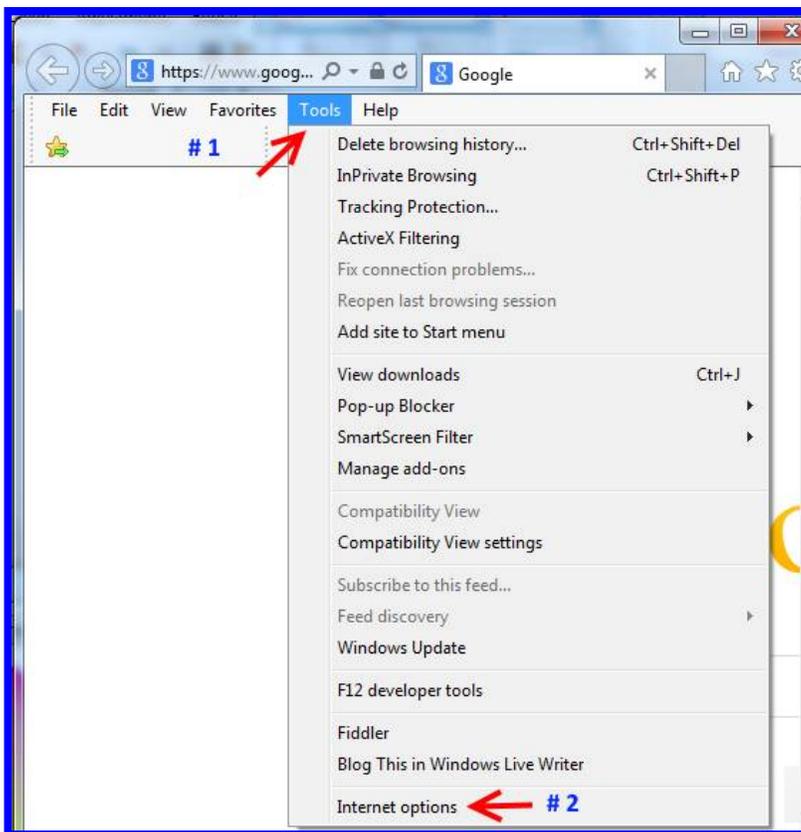
1. Internet Explorer
2. Mozilla Firefox
3. Safari
4. Google Chrome

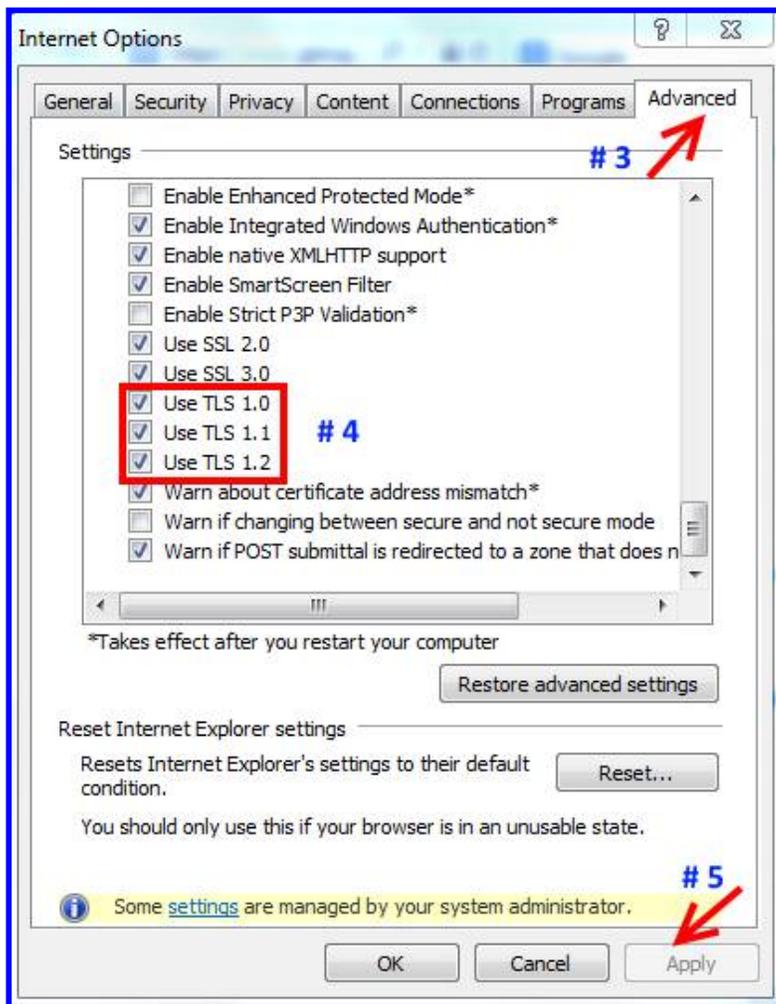


Internet Explorer

In order to enable TLS on your Internet Explorer (IE) browser, please follow the steps below.

1. Click on "Tools" in the top menu bar of the IE browser
2. Click on "Internet Options"
3. Click on the "Advanced" tab with the Internet Options window
4. Scroll down in the "Advanced" tab and enable all the TLS checkboxes
TLS 1.0, TLS 1.1 and TLS 1.2
5. Click "Apply" in the Internet Options tab



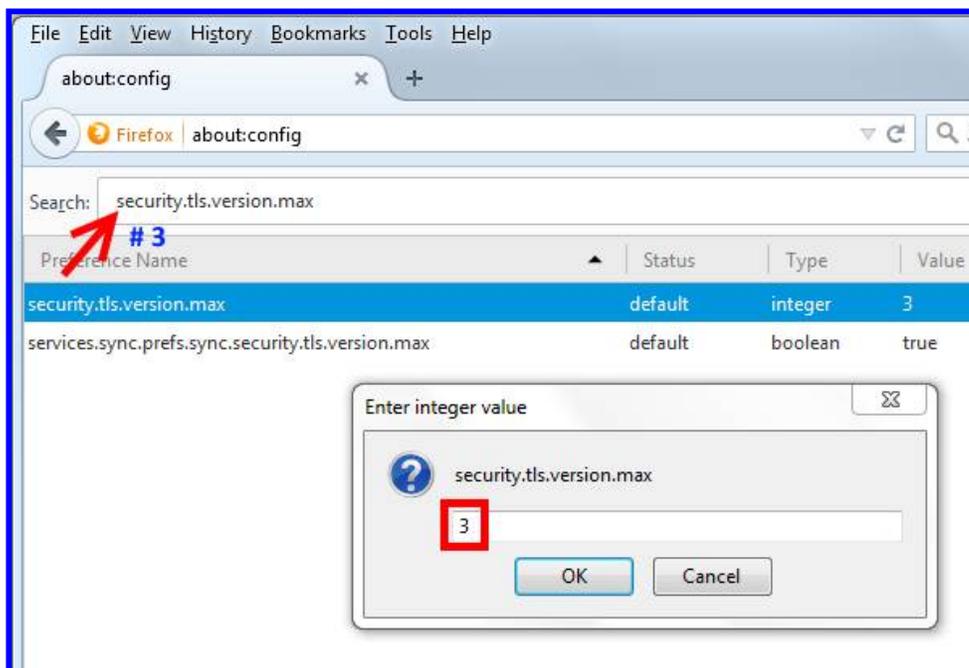
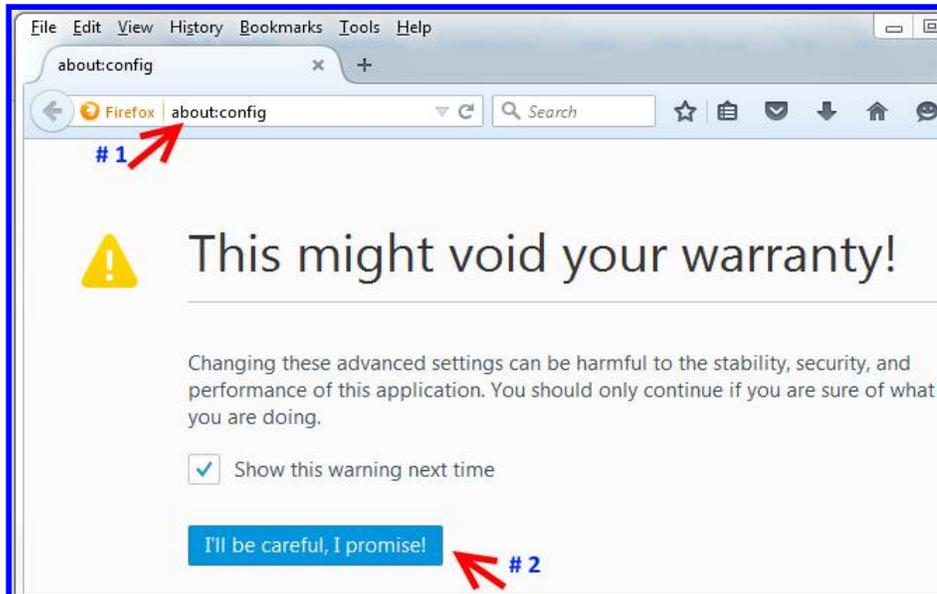


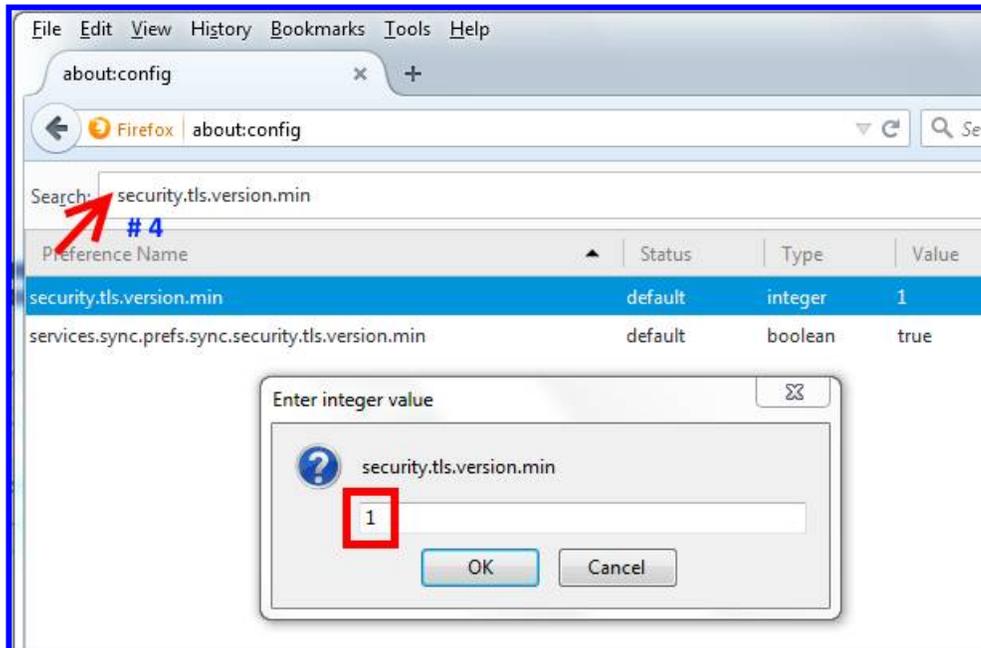
Mozilla Firefox

In order to enable TLS on your Mozilla Firefox browser, please follow the steps below.

1. In Firefox type 'about:config' in the address bar and you will get this error:A pop-up message appears with message 'This might void your warranty!'
2. Click "I'll Be Careful, I promise" button to continue.

3. From a new window of about:config, enter the Search box: security.tls.version.max. Double-click on 'security.tls.version.max' to change value from 1 to 3 to enable TLS 1.2.
4. From a new window of about:config, enter the Search box: security.tls.version.min. Double-click on 'security.tls.version.min' to change value from 0 to 1 to switch from SSL 3.0 to TLS 1.0 encryption.





Safari

In order to enable TLS on your Safari browser, please follow the steps below.

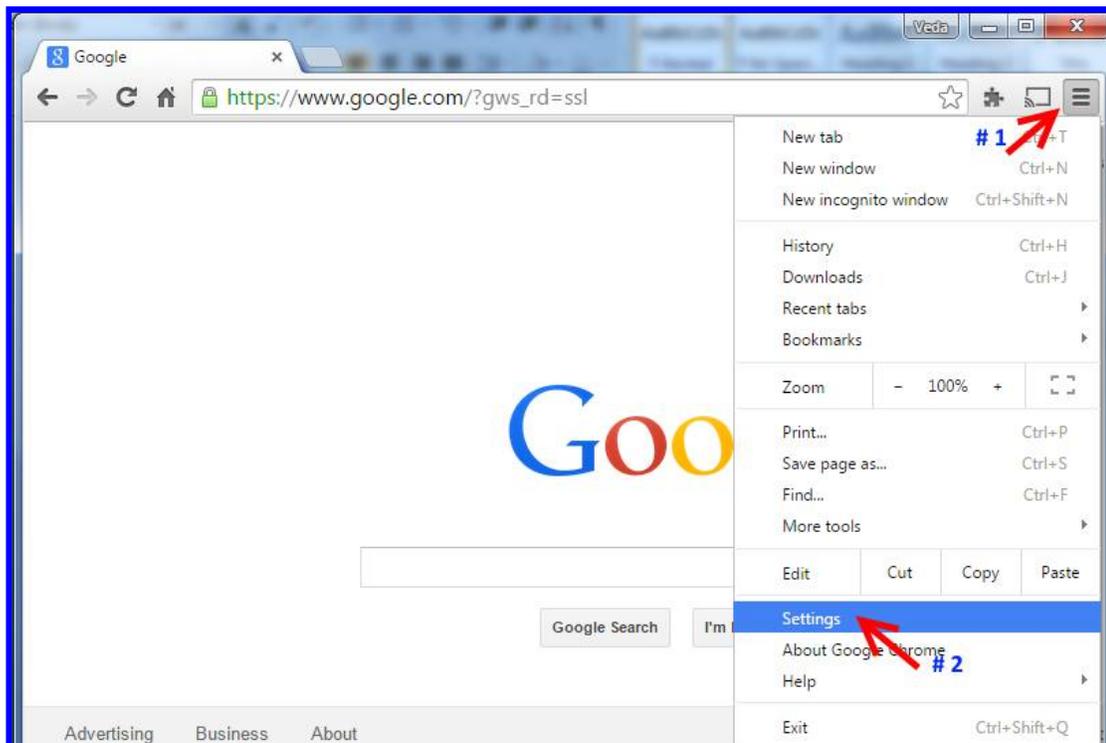
- 1. Click on the gear icon on the right-hand side of the address bar in the Safari browser.**
- 2. Click on "Preferences"**
- 3. Click on the "Advanced" icon within the Advanced window**
- 4. Click the "Change Settings..." button**
- 5. Click on the "Advanced" tab within the Internet Properties window**
- 6. Scroll down in the "Settings" section and select the "TLS 1.0" checkbox**
- 7. Click the "OK" button**

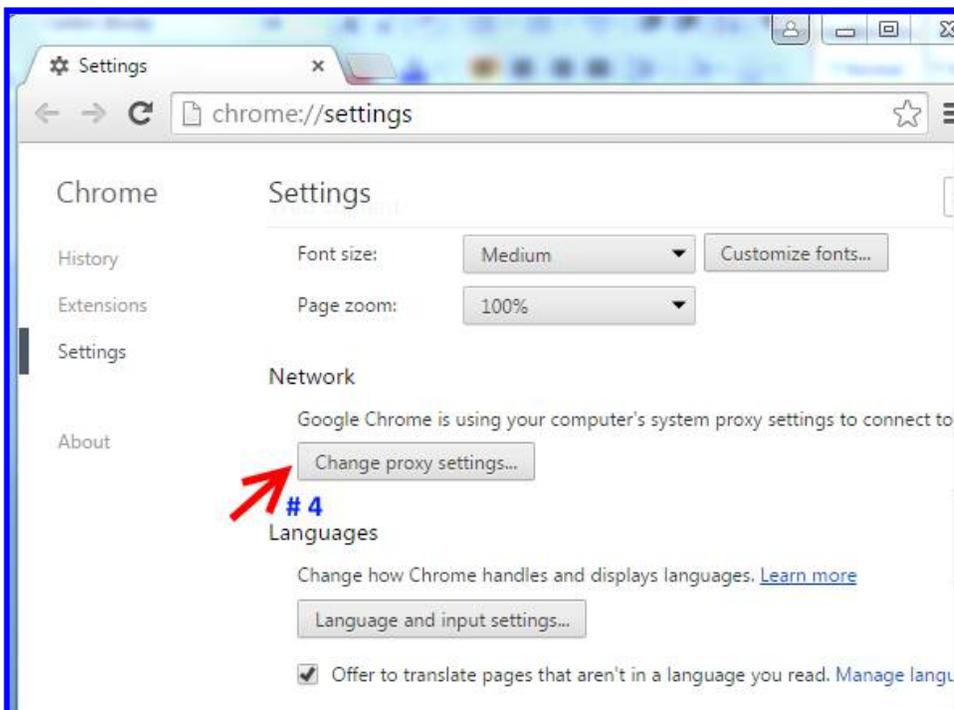
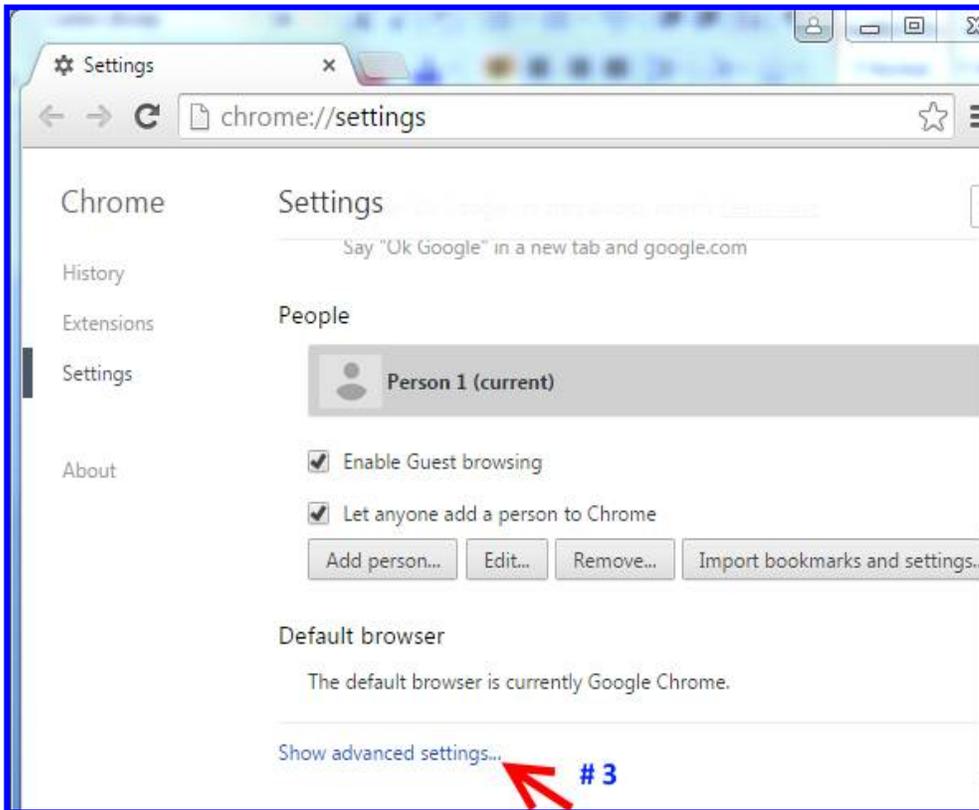


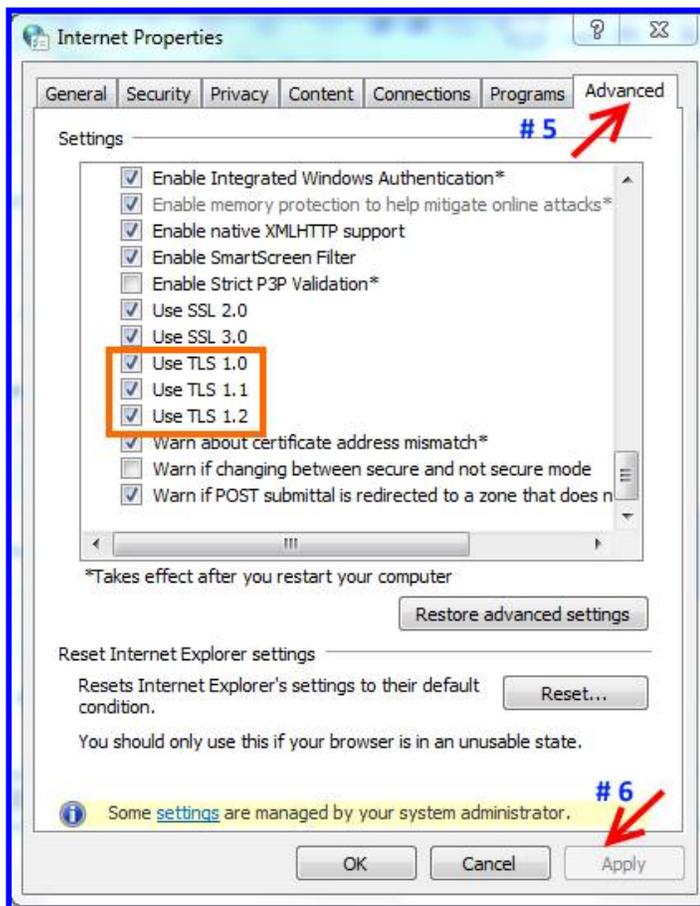
Google Chrome

In order to enable TLS on your Google Chrome browser, please follow the steps below.

8. Click Customize and Control Google Chrome Icon in the upper right hand corner of the screen
9. Choose "Settings" option
10. Scroll all the way down to the bottom of the page and click 'Show Advanced Settings..'
11. Under the 'Network Section' click 'Change Proxy Settings'
12. Click on the 'Advanced tab' when the Internet Properties box opens
13. Scroll all the way down and under the 'Security' section and enable TLS 1.0, TLS 1.1 and TLS 1.2 checkboxes.







After updating the settings, please restart your web browser and try to access the bill payment website.

If you are still having any difficulties to view or pay your bills online, please contact your utility providers Customer Service Department.

Thank you for your cooperation!