



Due to customers not receiving bills via email promptly, we have provided our residents with instructions on how to whitelist our emails to ensure you receive e-billing from Frey Software and InvoiceCloud. If you haven't signed up for e-billing yet, you can visit the Utility Department to add your email to your customer account. For added convenience, you can also go to our city website, create an online portal through InvoiceCloud, and sign up for e-billing there.

Below is a summary of how to whitelist emails from Frey Software and InvoiceCloud. Whitelisting an email ensures messages from a specific sender or domain go directly to your inbox instead of the spam folder. Here's how to whitelist on popular platforms:

**Gmail:** Open Gmail, navigate to Settings > Filters and Blocked Addresses > Create a new filter. Enter the sender's email, click Create filter, and select Never send it to Spam

**Outlook:** Go to Home > Junk > Junk Email Options > Safe Senders tab, then add the email address or domain you want to whitelist

**Yahoo Mail:** Navigate to Settings > More Settings > Filters, click Add new filters, enter the sender's information, and choose inbox placement

**Apple Mail and iOS:** Add the sender to your Contacts; messages from contacts generally bypass spam filters