

To: President and Members of the Munster Town Council
From: Wendy Mis, Clerk-Treasurer *W Mis*
Date: July 6, 2020
Re: Paperless Billing and Online Payments for Water Utility Bills

For a number of years, customers have been asking for the option to receive their monthly utility bills electronically and to pay their bills by automatic charge to their credit cards. While the Office of the Clerk-Treasurer has accepted credit card payments through the Town's website for utility bill payments since 2015, these two options have not been available.

Staff has contacted eGov Strategies, the current host of the Town's website that also handles the current portal allowing customers to pay their water bills by credit card. eGov Strategies now has the ability to provide the following services to our customers.

- Online payment by credit card
- One-time and recurring payments with emailed receipts
- Optional paperless utility bill
- Billing and payment history

There are no additional hardware needs for the Town. eGov Strategies will continue to provide merchant services and accepts all major credit and debit cards. The company is PCCI Level 1 compliant, and no credit card information is stored on any Town device.

Customers with automatic payment will receive three emails/month to inform them that their payment is due; their card has been charged/declined, and their payment has been processed. The final email each month includes a link to an electronic receipt. Customers enrolling in paperless billing will receive one email/month informing them their bill is ready to view. Each year there will be a review of the numbers of emails sent and the pricing will be adjusted accordingly for the ensuing year. Customers choosing to receive their bills electronically will access the monthly News You Can Use through the Town's website.

Year 1 costs will total \$8,500.00 and will be paid from the Water Cash Operating Fund 601. The pricing includes \$7,000.00 in one-time setup costs and an annual fee of \$1,500.00. The annual fee works out to about \$0.34/email. The annual fee is based on the assumption that 10% of our customers will use the automatic payment option and 20% will enroll in paperless billing.

Staff estimates the cost to send a paper bill is \$0.68 broken down as follows.

Postage	\$0.389
Paper, mailing and return envelopes	\$0.070
Printing costs	\$0.133
News You Can Use	<u>\$0.086</u>
Total	\$0.678/paper bill

Recommendation:

By motion and voice vote, approve the amendment to the agreement with eGov Strategies for online payment of water utility bills and paperless billing.