

**To:** President and Members of the Munster Town Council

**From:** Patricia Abbott  
Controller/Interim Town Manager

**Date:** May 9, 2024

**Re:** Agreement with IOT for Water Billing Website

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During Covid, there was a need to allow residents to sign up for water service online. This has been done primarily with email which is cumbersome and time consuming. At regular training, Clerk-Treasurer Staff learned that the Indiana Office of Technology (IOT) creates and manages websites for municipalities.

Staff will work with IOT to create a mini website specifically for water billing matters generally and to specifically facilitate water sign ups and requests for final readings. From the Town's main website, customers will be directed to the new site. Based on the size of the site, support, and ongoing maintenance of the site, the cost will be \$100.00/month and will be paid from the Water Cash Operating Fund.

**Recommendation:**

By motion and voice vote, approve the Variable Services Project Task Order to create and maintain the Town of Munster Water Billing Website.