



STAFF REPORT

TO: Mayor and Town Council

FROM: Sarah Greenwald, Assistant Clerk

DATE: February 17, 2026

RE: Utility Billing – Paperless Billing Costs and Options

Background:

The Town currently mails approximately **796 utility bills per month**. Direct material and postage costs total approximately **\$660.68 per month** (\$7,928.16 annually), excluding staff time.

Including estimated staff time (6 hours per billing cycle at \$50/hr), the total estimated cost per mailed bill is approximately **\$1.21 per bill**.

While the Town utilizes Xpress Bill Pay for online payments and paperless billing, many customers enrolled in AutoPay still elect to receive paper bills.

Estimated Cost Summary:

- Postage per bill: \$0.62
- Card stock per bill: \$0.21
- Staff time per bill: \$0.38
- Total estimated cost per mailed bill: \$1.21

Policy Options for Consideration:

Option A – Maintain Current Structure (No Change)

- The Town would continue mailing paper bills to all customers unless they voluntarily enroll in paperless billing. Educate customers on paperless billing.
 - **Regulatory Impact:** No regulatory action required.

Option B – Require Paperless Billing (Opt-Out with Fee)

- All utility customers would default to paperless billing. Customers who wish to continue receiving a mailed paper bill could opt out and pay a monthly fee to cover the Town's mailing and processing costs.
 - **Regulatory Impact:** The Utility Billing Ordinance would need to be amended. The Utility Rate Ordinance would also need to be amended to establish the paper billing fee.

Option C – Require Paperless for New Accounts Only

- All new utility customers would default to paperless billing. New customers could opt out and receive a mailed paper bill by paying a monthly fee to cover mailing costs. Existing utility customers would not be required to switch to paperless billing, and no fee would be imposed on current accounts unless they voluntarily change their billing status.
 - **Regulatory Impact:** The Utility Billing Ordinance would need to be amended. The Utility Rate Ordinance would also need to be amended to establish the paper billing fee.