

# Review of Additional Costs for Monthly Utility Billing

## Nov-22

**Purpose:** To explore possibility to convert entire/portion of Utility Billing (UB) to monthly frequency and related costs

- Steps:**
1. Reviewed with Tyler the capabilities and limitations of billing system to convert to monthly billing
  2. Reviewed steps and related time and financial resources required
  3. Updated costs related to steps and supplies

The following would be required to convert the entire or a portion of UB to a monthly mailing.

Standard Costs associated with adding six (6) months to billing process (billings and late notices):

# of accounts (approx)	2,000			<u>6 months</u>
Blue Envelopes	\$150 per billing			\$900
Regular Envelopes	\$100 per billing			\$600
Postage	\$1,140 per billing			\$6,840
Paper for bills	\$200 per billing			\$1,200
Printer ink	\$155 every 3 months			\$310
Labor time needed for each Billing step:				
Billing	4 hours	x \$40 =	\$160	\$960
Printing	2 hours	x \$40 =	\$80	\$480
Folding & stuffing	2 hours	x \$40 =	\$80	\$480
Mailing	1 hour	x \$40 =	\$40	\$240
Late Notices	1 hour	x \$40 =	\$40	\$240
Printing	1 hour	x \$40 =	\$40	\$240
Folding & stuffing	1 hour	x \$40 =	\$40	\$240
Mailing	.5 hour	x \$40 =	\$20	\$120
Shutoffs	on pause during COVID			
				<u>\$12,850</u>

**Option 1: Convert entire billing to monthly frequency**

<u>additional costs:</u>	<u>Other</u>	<u>6 months</u>	<u>One time</u>
Meter Reading - 1 addtl EE salary (up to) -	\$83,574		
Coding changes for rate tables (8 hours)			\$320
ACH costs (no change in pmt method)		\$962	
Credit Card costs (no change in pmt method)		\$6,000	
Insite Coding changes & testing (4 hours)			\$160
Check deposit costs (no change in pmt method)		\$600	
Standard Costs		\$12,850	
<i>May consider once AMI is in place</i>			
	<u>\$83,574</u>	<u>\$20,412</u>	<u>\$480</u>

**Option 2: Convert fixed costs to off months (with UB database)**

Either turn on/off the water charges and offsetting sewer/cap/drought charges on alternating months manually or create 2nd account per site address

*Tyler's UB module does not allow to have a UB bill without a water meter*

*Tyler's UB module does not allow service address to have multiple accounts*

<u>Additional costs:</u>	<u>Other</u>	<u>6 months</u>	<u>One time</u>
Coding changes for rate tables (6 hours)			\$240
ACH costs (no change in pmt method)		\$962	
Credit Card costs (no change in pmt method)		\$6,000	
Insite Coding changes & testing (8 hours)			\$320
Check deposit costs (no change in pmt method)		\$600	
Standard Costs		\$12,850	
		<u>\$20,412</u>	<u>\$560</u>

**Option 3: Convert fixed costs to off months (with AR module and database)**

Use separate module since Tyler's UB module can't have multiple accts per address

Insite will not work with AR mod, so will move to manual txns

Insite will not work with AR mod, so customer will not see all costs on their site address

Cashiering will require separate transactions to apply payments because cannot apply to both UB and AR mods

<u>Additional costs:</u>	<u>Other</u>	<u>6 months</u>	<u>One time</u>
Create account on A/R module for each UB account (one-time est 100 hours)			\$4,000

*Tyler doesn't have a mass account option nor offers special projects for this process*

Maintain A/R account database as UB accounts change (est 2 hr per month)	\$960		
Coding changes for rate tables (6 hours)			\$240
Download usage level changes to create import file for A/R (three services @ 2 hours)		\$1,440	
Create Import definition (one-time)			\$40
Import usage levels to create invoices (6 times/year)		\$240	
ACH costs (no pmt method change)		\$962	
Credit Card costs		\$2,000	
<i>expect to change since automated Insite will no longer be an option</i>			
Check deposit costs (no pmt method change)		\$600	
Standard Costs		\$12,850	
	<u>\$960</u>	<u>\$18,092</u>	<u>\$4,280</u>

**Option 4: Convert fixed costs to property tax bill**

Will require download of usage data to create data file to County (consultant) for billing  
Must cross reference property APN and service address

Additional costs:

Coding changes for rate tables (6 hours) \$240

Maintain property address cross reference \$480  
(est 1 hr per month)

Download usage level changes to create \$240  
import file for A/R (three services @ 2 hours)

Create Import definition (one-time) \$40

Consultant monitoring unknown at this time  
\$480      \$240      \$280