

**Jeannie Klein**

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**From:** Tim Birkmeyer <tim.birkmeyer@civicplus.com>  
**Sent:** Tuesday, August 29, 2023 2:15 PM  
**To:** Jeannie Klein  
**Subject:** Important Information from CivicPlus® About Your Municode Codification Solution:

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Jeannie,

As a valued CivicPlus® (formerly Municode) customer, this email is to notify you about an upcoming change to our supplementation service billing model, which will become effective on 11/1/2023.

**We are transitioning to an annual fee for Supplementation services.** Over the years, we have found that many of our customers don't send us all their ordinances in order to save on the cost of supplementation. Our new approach will ensure that your code is always up to date for you and your residents.

This Supplementation as a Service billing model means:

- **No Surprises.** Your annual fee will cover the cost of legislation such as Planning and Zoning documents; Full Chapter Replacements; Tables; Images; and Graphics. With few exceptions such as: Legal Work; Documents created in InDesign or that contain Form-Based code requirements; Creation of Fee Schedules; Gender Neutral Review/Implementation; External Linking; or codifying a newly adopted Term Change, your annual fee will be known, empowering you and your community to send us all your legislation for one annual fee.
  - It is our belief that this approach to supplementation will enable us to serve you better; empower you to send in your legislation without worrying about unexpected charges; and most importantly give you and your community the peace of mind knowing that your code is always up to date with the newest legislation.
- **Reduced Administrative Processing.** Customers have often commented that our per-page model is outdated and difficult to explain. Now, you will no longer need to count pages, tables, or graphics.
- **Consistent Budgeting.** Easily budget for your supplementation costs. No more guessing or estimating how many ordinances your council or commission will pass.
- **Increased Transparency.** No need to worry about how many ordinances you send us for supplementation.
- Based on our analysis of your account, your annual bill for supplementation services will be \$3,473.70.

**Co-Terming Supplementation as a Service and Online Code Hosting**

- In order to simplify your annual billing cycle, we will work with you and your team to set your annual bill for Supplementation as a Service and your Online Code Hosting in the month of your upcoming Online Code Hosting bill (approximately 5 months from now).

**Inflation Adjustment**

Over the past 10 years, Municode has only raised prices two times. We raised the prices for our Online Code Hosting service in 2012. We then raised prices slightly in 2017.

As we are all experiencing in our day to day lives, the U.S. Dollar has had an average inflation rate of 3.31% per year between 2017 and today, producing a cumulative price increase of 21.58%. In 2022 alone, the rate of inflation was just below 8% nationwide.

In order to keep up with the increasing pressures of inflation and to ensure we are making the necessary investments in you, our team and our products, we will be making the following adjustments:

- Supplementation Page Rates: If you would like to remain with the per page billing model, the per page rate will increase approximately 30%.
- Supplementation as a Service: In order to help keep your costs down, if you opt for the Supplement as a Service model, the price quoted on page one above, typically represents only a 10% price increase over the three-year average of your supplementation bills, plus a 10% increase in your administrative support fee.
- Online Code Hosting and any Electronic Products: With your next renewal, your annual fee will increase 20%.

Please know that this decision was made after considerable analysis and customer input. We believe this transition will be helpful to you and your community as the codification industry progresses into the digital future. In addition, you will enjoy the benefits of a predictable cost for supplementation year after year.

#### **Please Contact Us to Get Started**

Please contact us so that we can migrate your community to this new billing model before your next Online Code Hosting bill (approximately 5 months from now).

Thank you for your continued partnership and for everything you do to create positive civic experiences in your community.

## **Tim Birkmeyer**

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[civicplus.com](http://civicplus.com)

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To Schedule a Meeting with Me: <https://calendly.com/tim-birkmeyer>