MEMO

To: Mayor and Board of Aldermen

From: Joan Evans, Director of Information Technology

Date: Friday, April 12, 2024

Re: Utility Bill Payment Methods – Transaction Costs

The onboarding process has begun for the City's financial software. One significant change is the transition of utility account information to a new customer portal, with expanded access to account records and changes to available payment methods. Part of this upgrade requires increased protections for customer data which carries new fees for all electronic check/ACH payments.

Staff believes a review of all fee payment options is warranted due to these necessary changes. A discussion regarding all transaction fees offers the Board the opportunity to determine who will pay for those charges, wholly or in part.