



AGENDA ACTION FORM

Consideration of a Resolution Authorizing an Agreement with Online Utility Exchange for Customer Verification and Collections

To: Board of Mayor and Aldermen
From: Chris McCartt, City Manager *CM*

Action Form No.: AF-51-2025
Work Session: February 17, 2025
First Reading: N/A
Final Adoption: February 18, 2025
Staff Work By: Bishop / Bailey
Presentation By: Floyd Bailey

Recommendation:

Approve the Resolution.

Executive Summary:

As part of the implementation of the Customer Information System (CIS) system and improvement in utility billing processes, it is recommended that we enter into an agreement with Online Utility Exchange (OUE) for customer verification and collection services. This is an integral piece of the Hansen Solution and replaces the City's existing services with CB Collects (CBC).

The estimated cost of these services is contingent on the amount of overdue receivables collected. OUE will be paid 35% of the total future collections. Our costs for the last 2 years with CBC have not exceeded \$10,000, which is representative of poor historical collections. These services are currently funded and appropriated in existing processes.

Attachments:

1. Resolution
2. CBC Contracts

	<u>Y</u>	<u>N</u>	<u>O</u>
Baker	—	—	—
Cooper	—	—	—
Duncan	—	—	—
George	—	—	—
Mayer	—	—	—
Phillips	—	—	—
Montgomery	—	—	—