



Report to

Agenda Item: Discussion & Possible Action: Community Portal
Meeting Date: 1.8.24
Referring Body: APC
Committee Contact: Chris Voll
Staff Contact: Lisa Kerstner
Report Prepared by: Lisa Kerstner

OBJECTIVE(S): Allow Utility customers to pay and have access to their bill online.

HISTORY/BACKGROUND: When in training, Kim was informed that the Community Portal module in Civic Systems allows customers to pay and have access to their utility bills online. Currently we cannot reprint customer bills out of Civic. There is a process in the Community Portal that would allow the bills to be attached for customers to print their own or we would be able to reprint if needed.

PROPOSAL: Approve the Service Agreement for the Community Portal.

FINANCIAL

Financial Consideration/Action:

FUNDING SOURCE:

Account Number/Title: #100-51400-485-000 – Computer Supplies, Expenses & Support
Current Adopted Budget: \$ 144,950.00
Spent to Date: \$ 120,842.81
Remaining Budget: \$ 24,107.19
Requested Amount: \$ 2,500.00 1st year (\$600.00 Annually)
Remainder of Budgeted Amount, if approved:

ATTACHMENTS: Community Portal Service Agreement