



## CITY COUNCIL AGENDA REPORT

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**TO:** Kate Thunstrom, City Administrator  
**FROM:** Darcy Mulvihill, Finance  
**SUBJECT:** OPUS Utility Billing Contract Renewal  
**DATE:** May 6, 2024

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### **OVERVIEW:**

The city's five-year contract with OPUS 21 was up on May 1, 2024. This contract provides for the city's utility billing services. The fees are based on several services as listed below with nominal increases in some areas.

	Previous	2024 Renewal
CIS Data Hosting	0.38	0.41
Bill Production	0.26	0.28
Bill Print	0.21	0.30
e-Bill	0.07	0.07
Customer Service	0.22	0.27
Lockbox	0.25	0.26
On Line	0.14	0.16
ACH	0.05	0.05

Overall in 2023, the city paid OPUS \$34,888.61 for services. Cost increase are estimated between \$2,000 and \$4,000.

### **ACTION TO BE CONSIDERED:**

Motion to approve the agreement with OPUS 21.

### **BUDGET IMPLICATION:**

This is budgeted and paid by the Water and Sewer Funds.