



Council Agenda Item

Meeting Date:	October 15, 2024
Agenda Item:	Utility Billing Contract
Staff Contact (name, email, phone):	Rachelle Blitch, rblitch@whitewater-wi.gov , 262-473-1380

BACKGROUND

(Enter the who, what when, where, why)

We have considered the option of outsourcing utility billing as a strategic cost-saving measure. While the Utility Clerk would continue to process the bills, a third party would manage the printing and mailing. Although the immediate financial savings may be modest, this change would free up approximately eight hours each month. This additional time can be redirected toward cross-training and exploring other opportunities to improve operational efficiency, ultimately benefiting the department in the long run.

PREVIOUS ACTIONS – COMMITTEE RECOMMENDATIONS

(Dates, committees, action taken)

FINANCIAL IMPACT

(If none, state N/A)

The direct cost savings would be approximately \$3,000 per year.

STAFF RECOMMENDATION

It is staff's recommendation to move forward with outsourcing the utility billing process. While the immediate cost savings is minor, the long-term benefits of improved workflow and resource allocation make this a prudent decision for the department.

ATTACHMENT(S) INCLUDED

(If none, state N/A)

1. Cost Analysis
2. Billing Contract