



CITY OF CLEAR LAKE

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Mayor
NELSON P.
CRABB

May 4, 2012

HONORABLE MAYOR & CITY COUNCIL MEMBERS:

City
Administrator
SCOTT
FLORY

A workshop meeting of the Clear Lake City Council is scheduled for Monday, **May 7, 2012**, at 6:00 p.m., in the Council Chambers at City Hall. Please refer to the enclosed agenda for the items discussed below.

COUNCIL
MEMBERS

ITEM #3. **Internet-based Utility Billing & Payment Service.** A little more than two (2) years ago, the City of Clear Lake, became an early participant in the Iowa League of Cities “iCash” program and began implementation of an “on-line” payment option for various City services, through a 3rd party vendor web site. All credit/debit card convenience fees are paid directly by the customer, with no cost to the City.

DANA
BRANT
Ward 1

Recent upgrades to the City’s financial, accounting, and utility billing software have now positioned the City to be even more responsive to consumer-driven demand for improved internet-based utility billing and payment services. These proposed enhanced services would be facilitated by the software improvements recently completed through Civic Systems and those proposed through its delivery partner in this regard, Payment Services Network (PSN), which will result in a more seamless software integration. Lack of internet-based utility billing and costly customer payment convenience fees have been a concern of the City Council and were discussed at the Council’s Annual Strategic Planning & Goal Setting Session.

TONY
NELSON
Ward 2

JIM
BOEHNKE
Ward 3

Currently, payments are received in the mail or drop box in the form of checks; at the front counter in the form of cash, check, or debit/credit card; or via automatic checking/savings withdrawal (ACH). Advantages and potential benefits of the internet-based payment and billing enhancements to the customers and the City include: customers can view and/or pay bills online at any time and have a better chance of paying bills timely to avoid the penalty; customers can view their account payment history; quicker cash-flow to the City; reduced bill printing and mailing costs; reduced staff time spent answering calls for customer information; and customer-driven viewing of billing and payment details.

MIKE
CALLANAN
At Large

TERRY
UNSWORTH
At Large

The initial first year’s cost to the City would be approximately \$800, which includes a one-time start-up fee of \$99. It should be noted, however, that the annual cost to the City depends upon the payment model selected by the City; whether the City pays the on-line transaction fees or the customer. The assumption is made that the Council will desire that the convenience fee will continue to be paid by the customer.



Sincerely,

Scott Flory
City Administrator of Clear Lake

**CITY OF CLEAR LAKE
CITY COUNCIL WORKSHOP AGENDA
MONDAY, MAY 7, 2012
CITY HALL - COUNCIL CHAMBERS
6:00 P.M.**

1. Call to Order by Mayor Nelson P. Crabb.
2. Approval of the Agenda.
3. Internet-based Utility Billing & Payment Service:
 - Introduction by Scott Flory, City Administrator.
 - Review of proposal, Michael Garbutt, Director of Operations, Payment Services Network, Inc
 - Discussion by City Council.
4. Other Business:
5. Adjournment.