



## **Finance Committee Memorandum**

To: Committee Members  
From: Jim Culotta, City Administrator  
Date: 11/20/17  
Re: Utility Billing Update

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### **Executive Summary**

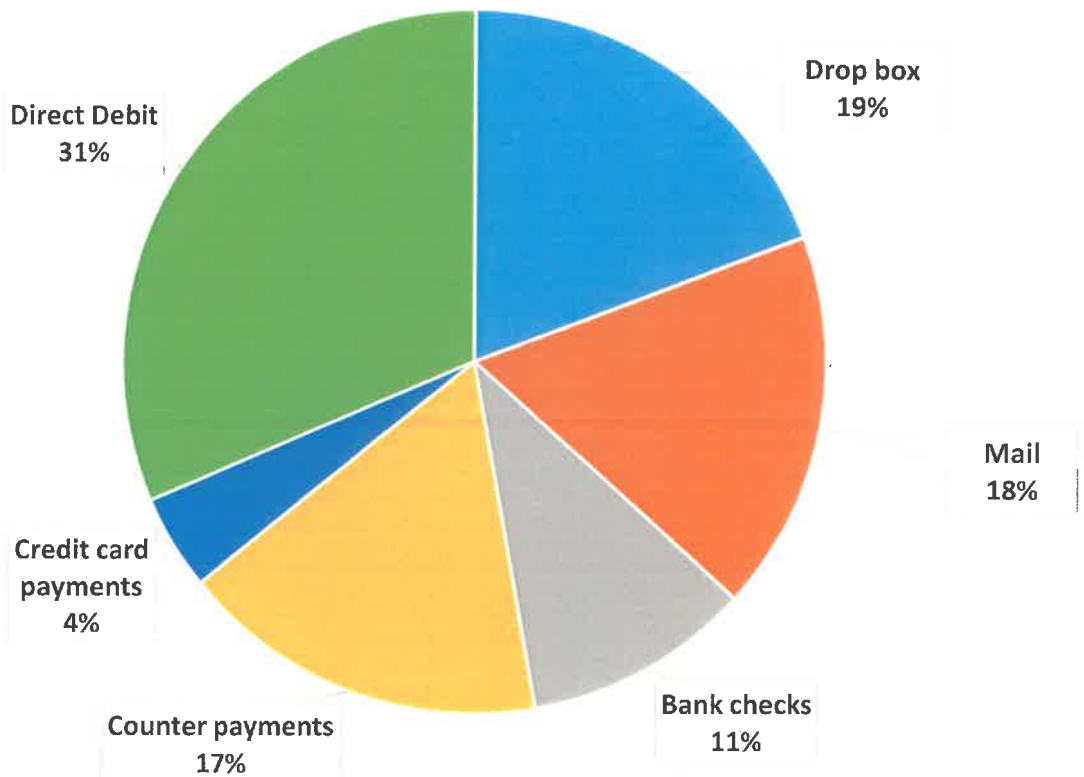
The Utility Billing Team have been meeting regularly to discuss ways to improve the efficiency and effectiveness of this important financial process. The Team would like to provide an update related to the various payment methods the city accepts for utility bills.

Attached is a summary of the payment methods for September. It shows, among other things, that approximately a third of payers used direct debit, which is the most efficient payment method for city staff to process. The number of direct debit users has grown by 25% over the past year, due in part to the promotion of the method by city staff. One way to possibly increase the number of direct debit users further is to promote this payment method via a letter to non-users. The second attachment is a letter drafted for this purpose.

Staff welcomes a discussion of this and other related topics.

City of Washington
Water Department Payment Methods
September 2017

Payment Methods - September 2017



Drop box	947	19%
Mail	863	18%
Bank checks	517	10%
Counter payments	835	17%
Credit card payments	216	4%
Subtotal	3,378	
Direct Debit	1,552	31%
	4,930	

November 20, 2017

Dear Resident:

The City is in the process of streamlining our utility billing and collection procedures in an effort to maximize efficiencies and minimize cost. We notice that you are currently not enrolled in direct debit and wanted to make sure you were aware of the benefits to such a program:

- ✓ No cost to you.
- ✓ Automatic monthly deduction on the 20<sup>th</sup> of each month from your bank account so you don't have to worry about late fees or possibly termination of service for non-payment.
- ✓ Don't have to pay postage or make a trip to City Hall.
- ✓ You will still receive a bill showing your usage and amount due which will be clearly marked as "Auto Pay".
- ✓ All bank account information is confidential and encrypted.
- ✓ You are eligible to participate regardless of the bank you use, even if out of town.

We have enclosed a Direct Debit form for your convenience. All you have to do to sign up is complete the form and drop off to City Hall along with a voided check. If you have any questions about the program, please call us at (309) 444-8292.

Thank you!

City of Washington  
Water Department  
(309) 444-8292