Recommendation From
Boynton Beach Financial Advisory Committee

Subject/Topic: E-billing System

Reviewed By: Donald Scantlan

Recommendation (Specific Action Recommended): Provide citizens with the ability to receive electronic water bills and be able to pay their bills automatically from a credit card or bank account.

Pros of Recommendation: Citizens will be able to set up automatic bill paying options and get their bills electronically.

Cons of Recommendation: Provided this is an optional initiative, then there should be no drawbacks.

References (Staff, Documents, and Public): Worked with staff on getting this option studied.

Impact on 2011/12 Budget: The city will save $1 per month for every citizen who elects not to have a paper water bill sent to them. Currently some citizens are reluctant to select the opt out option, because they cannot see the details of their water bill. This would eliminate this problem and encourage more citizens to "opt out" of receiving a water bill.

Impact on Out Year Budgets: The implementation of an Ebilling system will have some initial and small recurring license costs. However, these costs will be offset by the reduction in costs of sending paper water bills.

Impact on Citizens: Provided this is an optional "opt out" initiative, then there should be no impact to citizens.

Impact on City Staff: As more citizens select this option, processing of paper water bills will be reduced.

Committee Vote Result: For: 6 **Against**: 0 - Subject to a 2-year Return on Investment for the software upgrade to allow customers ability to view bills on-line.

Note: The Committee embraced the concept of investing in software to allow e-billing customers an ability to see their bills on-line. With this capability, the Committee felt that an increasing number of utility customers would:

1, Sign up for on-line billing AND waive the requirement that the City send a confirming paper bill by mail. (A savings of approximately $1.00/month per e-bill customer).

2. Publicity of this service would induce more mail or direct pay customers to subscribe to the on-line e-bill to save City funds.

If 1,000 customers opt for e-billing and waive receipt of a mailed bill, the savings to the City would be $12,000 each year.

TABLED