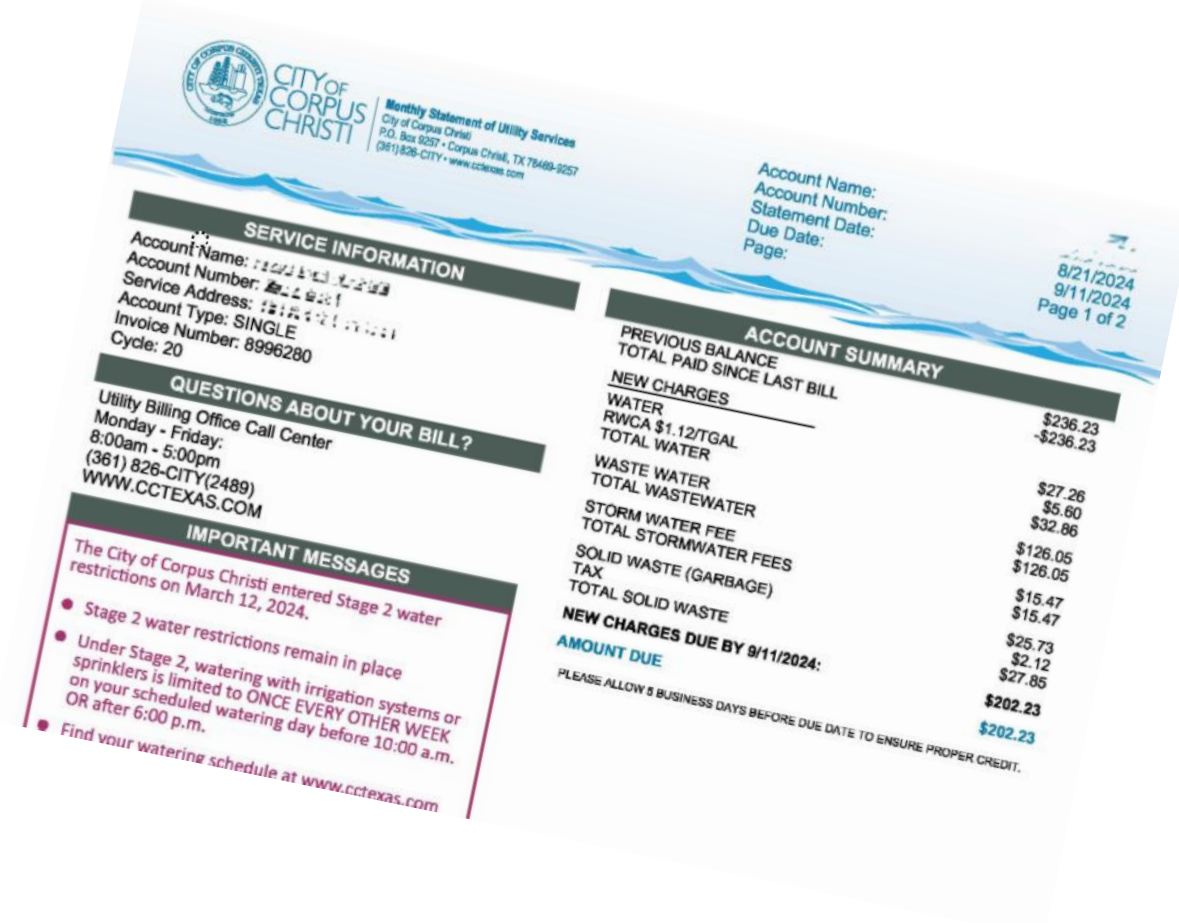


Utility Bill Printing, Mailing and Insert Printing Services



Nicholas Winkelmann, P.E., Director Water Systems and Support Services

September 10, 2024



The Utility Billing Office (UBO) is responsible for accurate and timely billing, and customer support for over 108,000 utility accounts.

Staffing for UBO: 47 positions

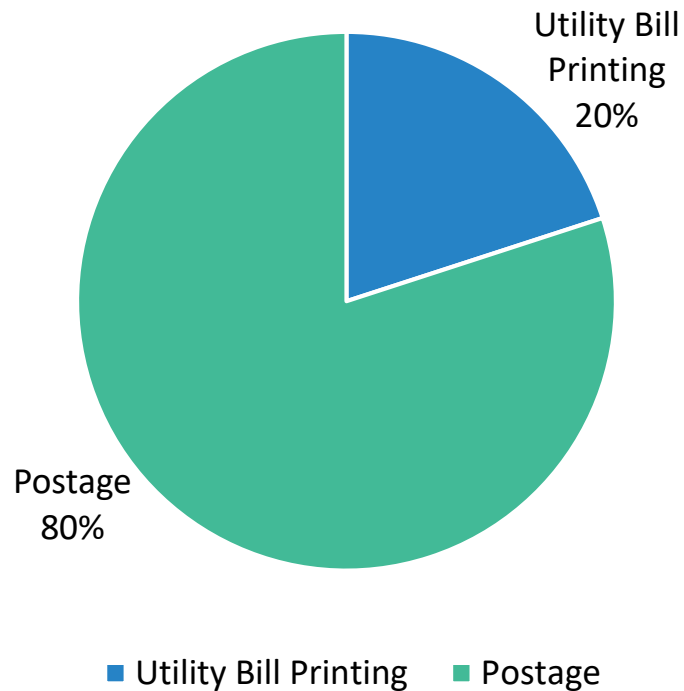
- Billing, 12
- Call Center & Online Support, 28
- IT Support, 2
- Accountant, 1
- QA & Training, 1
- Admin, 3



One-year Service Agreement with USIO Output Solutions, Inc.

First Year Breakdown

Total: \$925,670



Contract Details

- First Year Cost: \$925,670
- Utility Bill Printing: \$185,134 (20%)
- Postage: \$740,536 (80%)
- Four one-year renewal options
- Total potential contract value: Up to \$4,628,350

Service Agreement Inclusions



Printing and Mailing Services

Over 1.3 million utility bills and 180,000 past due notices annually



Online Document Repository

Maintenance of customer utility bills and notices



Strict Deadlines

For data transfer and mailing



Disaster Recovery Plan

To ensure service continuity



Optional Printing Services

For additional City inserts (separate invoicing)



Four horizontal, wavy bands of varying shades of blue (from light cyan to dark blue) are positioned in the upper half of the slide, creating a decorative header effect.

Thank you!