

SUPPLEMENTAL REPORTS & COMMUNICATIONS I
Office of the City Clerk

City Council of the City of Napa
Regular Meeting

March 31, 2020

FOR THE CITY COUNCIL OF THE CITY OF NAPA:

AFTERNOON SESSION:

3. PUBLIC COMMENT:

- Email received on March 31, 2020 from Cindy Watter.
- Email received on March 31, 2020 from Joelle Gallagher.
- Email and attachment received on March 31, 2020 from Kevin Teague.
- Email received on March 31, 2020 from Eve Kahn.
- Letter received on March 31, 2020 from Christopher Bennett.
- Email received on March 31, 2020 from Greg Brun.
- Email received on March 31, 2020 from Bernie Narvaez.
- Email received on March 31, 2020 from Stephen Cuddy.

5. ADMINISTRATIVE REPORTS:

5.A. Proclamation of Local Emergency to Respond to the Coronavirus (COVID-19).

- PowerPoint Presentation by City Staff.

5.C. Online Water Bill Presentment and Payment Update.

- PowerPoint Presentation by City Staff.

From: Cindy Watter
Sent: Tuesday, March 31, 2020 10:16 AM
To: Clerk <clerk@cityofnapa.org>
Subject: redistricting

[EXTERNAL]

To: Mayor Jill Techel, Napa City Council members Liz Alessio, Doris Gentry, Mary Luros, Scott Sedgley

This is just to weigh in on the redistricting issue. Of the five plans presented, map A makes the most sense. The neighborhoods are fairly compact. I know the Coombsville/Stanly Ranch sections are strung out, but they have agriculture as a common element). I live in the Fuller Park/Abajo area, and I like the idea of the historic neighborhoods being linked, including the A-B-C streets. The river is a natural border for the east side of the district.

One of the purposes of district elections was to maximize the importance of the Latino/a population as a voting group. I do not see that group as a majority in any of the districts presented by your demographer, but district elections for council members would significantly reduce the costs of campaigning for a council seat. That would democratize the process. More people would be able to run. Funding a city council race today is a truly eye-watering expense; this might help.

Thank you for your consideration. My husband or I have attended all of the redistricting hearings so far. It looks as if you have postponed the process for a bit. Good luck, and we will get through this together. We have been through crises before.

Best,

Cindy Watter

**City Council Meeting
3/31/2020
Supplemental I - 3. Public Comment
From: Joelle Gallagher**

From: Joelle Gallagher
Sent: Tuesday, March 31, 2020 11:56 AM
To: Clerk <clerk@cityofnapa.org>
Subject: Public Comment for City Council 3.31.20

[EXTERNAL]

Hello Mayor Techel and Councilmembers,

Joelle Gallagher, resident City of Napa

I have concerns about our homeless residents, who are having an extremely difficult time complying with health directives for sanitization. This is exacerbated by the closure of public restrooms. We need the City to open public restrooms and provide hand-washing stations in our downtown. How can the City address this?

My other question is, what is the process for assuring compliance with the "essential business" directive? When the City receives a complaint, what happens? How many citations have been issued thus far?

Thank you all for the hard work you are doing on our behalf.

**City Council Meeting
3/31/2020
Supplemental I - 3. Public Comment
From: Kevin Teague**

From: Kevin Teague <teague@htralaw.com>
Sent: Tuesday, March 31, 2020 11:24 AM
To: Jill Techel <jtechel@cityofnapa.org>; Tiffany Carranza <tcarranza@cityofnapa.org>
Cc: Steve Potter <spotter@cityofnapa.org>; Michael Barrett <mbarrett@cityofnapa.org>
Subject: Re: Covid-19 and the City of Napa

[EXTERNAL]

Mayor Jill and Tiffany,

Attached is the letter I sent to Council over the weekend with a minor correction (that Taylor pointed out to me). On page two, last paragraph the word simulated should have been stimulated — this version corrects that for the record, if you don't mind. I have also bcc'd Council so you don't need to send it around.

In the spirit of my letter, I do have one specific comment for the hearing today in looking ahead to Council schedules. I am sure I will have more of these comments as projects are ready to be heard. Before I give you my comment, I know I have been speaking up a lot so far this 2020, which is something I generally do not do outside of projects. I promise I will go back to the old me. I have a passion for government doing things that make sense. Council has done a great job for years doing things that make sense and leading our City, and you continue to do so. (This is why I don't need to speak up.) It seems, however, that 2020 has thrown all of us and the Council some curveballs that none of us were expecting. First districting and now coronavirus. On these topics my comments are intended to be constructive and not critical. I hope that comes across.

So, the one specific thing that the City can do now is move to complete the election districting. Districting is important to move ahead now because taking action on this one topic will give us all confidence that Napa is ready to get, and is getting, things done to move our City into the recovery phase. We need this confidence boost. Confidence is the name of the game when it comes to the economy. This is one of those rare "just do it" moments that you will look back on and say I am glad we did that (rather than "if only we had done that"). While mostly symbolic, this is one of the bold moves I speak about in my letter. This action says, Napa we can do this.

It can be heard electronically and with distancing. Because districting is a complicated, multi-hearing matter that was thrust upon you, by moving it ahead now the City will demonstrate to the citizenry and itself that it can conduct any business that requires a hearing. It shows that the Council is leading and the City is not idle. Most of the hard work by the public has been done — we provided input and drew maps. I know the Governor may be giving relief on this issue, but with what the community had gotten done, we are ready for you to complete this process.

The added benefit is that Council can make changes in two years if it needs any adjustment. While there may be a few dissenters on whatever map is approved, your action will be appreciated. I think the people and communities who have provided you comments will appreciate the action now.

Thanks again for all of your hard work in this time of crisis. I thought Mayor Jill had seen it all . . . now a pandemic to add to the resume!

Kevin Teague
teague@htralaw.com

HolmanTeague

HolmanTeagueRocheAnglin LLP Attorneys at Law
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707.927.4280
707.676.4382(fax)
www.htralaw.com

On Mar 29, 2020, at 6:55 PM, Kevin Teague <teague@htralaw.com> wrote:

I hope all of you are doing well and your families are safe and healthy. I have had a few sleepless nights and have been thinking a lot about our community, so I decided to write down my thoughts.

I know you are about to consider what items to begin to hear as the City moves forward in this crisis. I have put together the attached letter that I hope you will consider in moving ahead. If you or the City needs anything from me or my clients, please ask. We are ready to stand together and help in any way we can.

<Covid-19 Crisis - Ltr to City Council.pdf>

Kevin Teague
teague@htralaw.com

HolmanTeague

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March 29, 2020

Mayor Techel and Napa City Council
City Hall
955 School Street
Napa, CA 94559

RE: OUR LOCAL ECONOMY/COVID-19 CRISIS

Dear Mayor and City Council,

You do not need me to tell you that Napa along with the World faces an enormous challenge, the magnitude of which none of us really know or are fully prepared for. We can, however, prepare and act now to avoid a long-term catastrophic economic decline in Napa, all while we follow the advice of doctors and health officials to overcome COVID-19.

Why I am writing you now, in the middle of the pandemic? Because you are our City's decision-makers, and the decisions you have to make now will be the most important community decisions you likely will ever be asked to make. I understand if you feel like you might not be ready. None of us are.

I ask that you consider what history has taught us and that you act boldly based the tools available to give Napa a course ahead. A course that prepares us to get our workers working, our stores selling and our families not living in fear.

1. Focus on Our Community's Future

First, in the midst of the stress and emotion of this public health crisis, you must trust that the medical professionals will handle this crisis as best they can. Hopefully, they will limit the Nation's casualties to thousands rather than millions. Locally, let's hope they can limit our tragedies to less than a hundred.

While the public health officials focus on the public health issues, I earnestly suggest you continue to turn your and the City's non-healthcare and emergency response energies to our local needs and our economy. To be clear, I am not suggesting you tell the community to go back to work before we get the all clear from health officials. What I am suggesting is you do everything in your power now to get everyone back to work once health officials say we are safe to do so. While this may be weeks or months, you can take actions that will help privately and publicly stimulate the economy, either through expenditures or incentives. If

the City does not act boldly, early and often, it may mean the difference between Napa bouncing back in a year or two, or it may take a decade or more to get back to the thriving town we had a couple of weeks ago.

2. Learn from the Past: Novel Economic Policies Solved the Great Depression

While the COVID-19 crisis and the economic crash may not be technically unprecedented, it is the biggest challenge and threat to our community in any of our lifetimes. When it comes to crisis in the global economy, economic strategies can be complicated, full of theories, complex mathematical formulas, jargon, and politics. While this can appear formidable, there is a sound path you can put Napa on today – a path vital to Napa's recovery from this possibly long-lasting and devastating COVID-19 crisis and economic fallout.

History teaches us important and relevant lessons. Neither you nor I experienced the Great Depression and World War II, which was the last time the World, the Nation and Napa faced a challenge as big as the one before us now. At the time of the Great Depression, classic economic models and policies failed. The collapsed economy and fate of the Country required a new approach.¹ Much like now, at that time there was widespread job loss and almost all economic activity contracted severely.

In response, new economic theory pushed for government to dramatically increase spending to accelerate demand for goods and services. This was meant to induce the private sector to increase employment, investment and output. This was contrary to all the economic thinking and policies at the time.

Spending was counterintuitive.

Roosevelt implemented these policies, and through government expenditures business and labor were able to respond and survive, with newfound innovation. It led to the recovery of individual wages and the American and global economies. This stimulated American productivity for decades, and led our country to develop new industries, technologies and businesses, which in turn created the greatest middle class in the history of the world. This fiscal policy also created an extremely skilled and productive workforce.

¹ Famed economist and presidential advisor, John Maynard Keynes, provided a new solution, which required government to actively intervene to stimulate growth and economic output. These ideas were implemented before World War II, and government expenditures continued throughout the war. By the 1970s and 1980s, the country moved away from Keynesian economic policy into neo-classical approaches that look like the classical approaches in place before the Great Depression.

3. Find Ways to Stimulate Local Economic Activity

Now that 2020 looks a lot like 1929, it is time for government at every level to once again take action to provide stimulus in an effort to increase employment, investment and output. While there are legal limits on local government's spending,² this does not mean that you lack other tools to implement measures needed to get our local economy rolling again.

We probably don't know what all of those tools are right now and do not have all of the ideas on the table. But, we will if our goal is to make proactive moves to save our community, our local businesses, and our local workforce.

How do we find and employ those tools? First, understand that not all government spending is the same.³ What worked in the Great Depression was infrastructure and public works spending (until it was replaced by war time spending). The reason this stimulus was successful was the economic multiplier effect. This simply means that dollars that go toward construction and industry means that people are working and the industries that support construction are working. Those workers have money to spend on restaurants, stores for everyday goods and services. Money starts flowing upward through our economy, getting all segments functioning again. At the same time the economy is getting this jump start, the public is getting long-term value from what will be built or created.

We can do this locally if we start now.

4. Don't Be Afraid to Act Boldly – We Don't Have the Luxury of Time

What you can do immediately as City Council is do not employ austerity measures or delay taking any steps to get and keep any business in the City from moving ahead. More economic contraction is not the answer to economic contraction.

The City must look to what new or existing local public or private projects need to or could get built in the near future. This is how we engage our local private contractors and workforce to get these projects moving.

² Unlike the federal government, local governments have balanced budget requirements. This simply means you can't just go take on deficits (at least until federal funds flow to the City).

³ Spending on unemployment benefits, Medicare, Social Security, direct cash payments are what economists call "Transfers." While this type of federal spending will be important in the early days to keep people fed and paying bills, this is not the type of local fiscal stimulus relevant to City actions.

We also have to look at what other tools you have or what new tools we can think of to make this happen. We have to do this with the best of government, private enterprise and our workforce all brainstorming and working together to figure this out. But, we have to do this now so that we have every tool available to start and continue bouncing back.

5. Think About Projects that Strengthen Our Community and Prepare Us for the Future

While it is critical to help our residents, businesses and economy recover from the pandemic, we also have a unique opportunity to act in the interest of the future needs of Napa. We have to turn to new ideas, innovations, and ways of thinking that better allow us to face coming challenges.

We can use this time in history to set a course to improve our community. For example, in response to our housing needs, we can explore sustainable new ideas for housing projects that can better meet long-term community needs. Advancing our thinking will further these ideas and bring new ideas to achieve our goals. This applies to any project, a park, a street, a municipal or commercial development, or housing.

Taking bold steps now will serve our community for years to come. Like the decades after the Great Depression and World War II, we not only get our economy rolling and community back on track after COVID-19, we can create an even better Napa for our and the next generations' future.

6. Leadership Will Get Us Through This, Together as a Community

Getting through this crisis will take leadership. As you know all too well, you are often asked to delay decisions or are told you are moving too fast. In this case, history will look back and ask whether we did everything we could do to minimize all the harm, medically and economically, from the current crisis. This means you will have to resist the requests to delay while we are sheltering in place, and instead be prepared to act. That will not be easy, but it is necessary.

Not every decision will be perfect or right. Failure to boldly act will be catastrophic.

I hope my comments can at a minimum be food for thought or better yet inspire an accelerated path of even more collaboration, brainstorming and advice among the thought leaders in the community. These individuals can find the tools and help you with the hard decisions you will face for the foreseeable future.

I personally pledge to volunteer my time and what skills and knowledge I have to help the City and our community.⁴ I know many members of the community are willing to do the same. I ask that you let us help you and we come together as a community and work to solve this crisis.

Lastly, please do not think I am saying or suggesting in any way you are not already acting and working very hard. We know you are and appreciate it.

Sincerely,



Kevin Teague

⁴ While I do not claim to be an expert in this field, I have an informed perspective. In addition to my law degree, I have a degree in economics with an emphasis on macroeconomic policy, I am a small business owner, I have advised some of the largest companies along with small operations, and I have been active on the Napa Chamber of Commerce Board for the past decade. Most importantly, I have had the fantastic luck and good fortune to have worked with and learned from some of the smartest people there are, from tech and industrial billionaires, to inventors and scientists, to doctors, professionals and teachers, to small business owners and workers, and, last but not least, experienced and thoughtful government workers.

City Council Meeting
3/31/2020
Supplemental I - 3. Public Comment
From: Eve Kahn

From: [Eve Kahn](#)
To: [Clerk](#)
Subject: Support for homeless
Date: Tuesday, March 31, 2020 1:03:43 PM

[EXTERNAL]

Please consider my concerns during the Public Comment Section of this afternoon's City Council Meeting.

Dear Mayor Techel and City Councilmembers:

It is enough of a challenge for those of us with stable housing and available funds to acquire safety equipment during this unprecedented pandemic. But the homeless don't have ability to sanitize their sleeping quarters, sanitize their hands/body, or use sanitary bathroom facilities (now that most public buildings have been closed.)

Please let the community know what you are doing to address these issues. These people are some of the most vulnerable in our population.

Many thanks, Eve Kahn

Dear Mayor Jill Techel

**City Council Meeting
3/31/2020
Supplemental I - 3. Public Comment
From Christopher Bennett**

Im Christopher Bennett Napa Resident and Advocate I'm waiting for more public health updates on the Coronavirus in the Napa Valley, until all the cases of Coronavirus gets resolved in the Napa Valley, when businesses, hotel, resort businesses reopens from the virus at some point I work for the Meritage Resort and Spa, Vino Bello, Vista Collina Resorts half of our business is closed during the Coronavirus, closed down Vista Collina, employees are being called off like I am. how is my father Bruce Bennett Cancer Survivor going to get treated for other medical reasons separated from the Coronavirus for other medical reasons he is facing during the Coronavirus, doctor's offices closed during the virus this is how much I love my father Bruce as his younger son I would like him to be around more, my fear of losing him to show him my love for him as my father his meds to keeping him with us. . what should the local city citizens with disabilities do to recover from the Coronavirus too after employee lay offs, call offs from our jobs too depending on Public Health in our Napa City Community Health, while waiting for more updates on Public Health too, waiting to get back to our jobs. I lived in Napa for 16 years with Moving Forward Towards Independence and currently living in the Community with Community Living Supports with the North Bay Regional Center. I represent a group of families, parents, residents, how concerned I am for the well being for our groups not to be a full group due to the virus of social distancing six feet only, not working the reason I moved to Napa to live, work, being active with our groups, currently social distancing of six feet due to the Coronavirus u can contact me at my email address at [REDACTED] or my cell at [REDACTED] please comfort me and give my DownTown City and Napa County Health and Human Services needs to mayor Jill Techel, Senator Bill Dodd, for my father Bruce to see his Doctor for his treatments separated from the Coronavirus from the virus he is doing everything to be safe from the virus staying at home, social distancing please I really don't

want to loose him with your help, support would u please re open Kaiser Permanente and doctor's medical offices for City of Napa and Napa County for Napa and keep Queen of the Valley, Vallejo for Coronavirus patients.

Thank You for your Time

Christopher Bennett

A handwritten signature in black ink that reads "Christopher Bennett". The signature is written in a cursive style with a long horizontal stroke at the end.

CITY OF NAPA
CITY CLERK
2020 MAR 31 PM 12:15

From: Greg Brun <greg.brun@winetrain.com>
Sent: Tuesday, March 31, 2020 12:33 PM
To: Jill Techel <jtechel@cityofnapa.org>
Subject: City of Napa Districting

[EXTERNAL]

Dear Jill,

I know you're all inundated with all you have on your collective plates. I very much appreciate the leadership you provide. More so in times like we're currently experiencing. I'd like to voice my support of moving forward with districting and not postponing. I feel now is the time with the progress that has been made to date.

Best regards,
Greg



Gregory Brun
Partner
1275 McKinstry St, Napa, CA 94559
707-337-6996
Greg.brun@winetrain.com

City Council Meeting
3/31/2020
Supplemental I - 3. Public Comment
From: Bernie Navaez

From: [REDACTED]
To: [Clerk](#)
Subject: Districting must move forward
Date: Tuesday, March 31, 2020 2:35:39 PM

[EXTERNAL]

Hi Mayor and council members,

I know our community is facing great difficulty due to the Coronavirus epidemic. Our community will be greatly impacted and we may not know to what extent until much later.

The economic impact to the City of Napa due to the Coronavirus is severe. I know you are doing the best you can under the circumstances to help our city.

Although, you may feel the need to pause discussing districting during this time I am asking to please reconsider. I think defending a lawsuit for not following through with Districting would be of greater economic consequence than the limitations of public input moving forward in this districting process. I know Mayor Techel, the city council, city staff, and community members have done a lot of the work to get this point. Even with limited public input due to social distancing requirements please keep in mind that much of the work has already been done. Many members of the community have voiced their concern, submitted their support for a particular map and have participated in this process. What is left to do is choose a map and move forward.

Our community and economy has come to a grinding halt. Moving forward will help our community rebuild our future and recover from this crisis. We need your great leadership and decisiveness now more than ever. I ask you to please move forward without further delay with the districting of our City of Napa. Thank you.

Sincerely,

Bernardo "Bernie" Narvaez

Call or Text @ [REDACTED]

From: [Stephen Cuddy](#)
To: [Jill Techel](#)
Cc: [Clerk](#)
Subject: City Council Meeting March 31, 2020
Date: Tuesday, March 31, 2020 2:40:53 PM
Attachments: [image003.png](#)
[Letter to the City of Napa 03-31-2020.pdf](#)

[EXTERNAL]

Mayor Jill – I hope you and yours are well . . . I am sending this letter to express my thoughts about the future and to let you know that I am available to assist in whatever capacity that helps the community. We all are dealing with this crisis the best way we can; I have all my office staff currently working remotely. It appears that we may not be all working for long as it appears all work will soon stop . . . I had another client today let me know they are putting all their projects on hold until they understand where this is all headed. I had a great conversation with Vin Smith and Erin Morris yesterday in regards to those things in process and if we can keep them moving then there wont be lag time when we come out of this crisis. That is what could hurt most if we are positioned to act quickly the time it takes to ramp up could drag on and cause greater social and economic hardship. Much like any disaster preparedness is key to a successful recovery.

Thank you for all you doing . . . I am a big supporter so don't hesitate to reach out when there is a need.

Best regards,



Architecture Preservation Planning Interiors

Stephen R. Cuddy, AIA, LEED, CHRIS

Napa Design Partners, LLP

855 Bordeaux Way, Suite 250, Napa, CA 94558

Direct (707) 324-4420 Cell (707) 363-7232

scuddy@napadesignpartners.com



March 31, 2020

Mayor Techel and Napa City Council
City of Napa
955 School Street
Napa, CA 94559

Re: The future of the City of Napa

I write to you today to express my gratitude for your continued service to our community, our region, our state and the world at large. As leaders, you have the power to affect much good, and it starts here in our community. By setting the example, our community can become part of the effort to lead others to a better future.

We are in unprecedented times, we are facing for the first time in our lives a virus that we currently have no vaccine for and has caused our leadership to ask our community, region and state to “shelter in place” from a virus we currently have no way to resist. We all hope that the country is only looking at thousands and not hundreds of thousands of lives lost and we hope locally that we are in the hundreds or less and not thousands of lives lost. While at the same time, we are facing a meltdown of our economy that will affect our financial institutions for years and possibly a decade or more. Overcoming the largest country wide unemployment since the great depression will take bold action, not an overreaction causing us to pull away or back from the challenges we are sure to face as we move forward.

As our community leaders please use this momentary pause as an opportunity, a rare moment to contemplate and plan for how the future of our community, region and state will move forward from these disastrous events. At this critical moment, how this plan is managed and executed will determine what the community looks like five, ten and twenty years into the future. Will Napa once again return to the energetic community that it was in the beginning stages of? A thriving economic renaissance of downtown or will it languish and be a place that will need support as it slowly recovers. The latter creates a desperate environment where we give away our future and settle for things, we would normally not accept out of fear that we won't recover if we don't capitulate. A bold plan with strong decisive leadership that says, nothing is too good for our community will create a hopeful and engaged community that will want to be part of a better future. Compromise always happens but when we are in the position of knowledge and power, the compromise is a choice from a point of optimism that will bring benefits to our future.

If we have learned anything from history, history has shown us that retrenchment or pulling back has not worked; now is the time to start planning for that bold action and

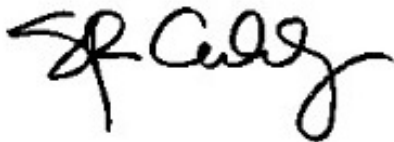
to develop the spending mechanisms to infuse our local economic recovery. The investment into our community will return many folds, and the city is positioned to make their own opportunity and create a community that leads future prosperity. Now is the time to utilize and leverage what we have with a plan in place to stimulate our community recovery by creating the jobs that will spend money in our local community. The city's investment will encourage others and the returns will trickle up to all those that live, work and support our community. This will not have just an economic affect but a lasting positive social affect that will improve the health and wellbeing of everyone in our community for many years to come.

The City of Napa is represented by a diverse and talented community and there are many that will step up and offer their service. You can count on me as one of those that will serve our city, to be part of or to participate in that planning process to assist or be a part of positioning and helping to lead the community from what currently appears to be a dismal and potentially disastrous future; where retrenchment can create division and a less than hopeful future for our community. We need to provide the community with hope, direction and a vision for our future. I and my firm have a history of giving back to our community, sharing our skills and giving our time to be an asset to our community. Whether asked or not we have given our time and expertise, and this is not a moment to not be part of the solution, it is a time to be part of the envisioned path forward.

I have been inspired by our community; I know and appreciate that you are working hard and considering what will be our future. As a Dad of two 20 somethings, I want to be able to say to them, that we did all we could do to pass along a better world. Be bold, be courageous, and at this critical moment in time provide the positive leadership to lead the community to a healthy and expanding recovery as quickly as possible. I know given the opportunity, this community will be back, stronger than ever.

Thank you again for your service to our community!

Best regards,



Stephen R. Cuddy, AIA
Founder and Principal Managing Partner



1

Global Financial Impact



- Global interdependence never more apparent
- China halts export of major supply chains
- Demand for food, household goods, electronics and medical supplies skyrocket
- Non-essential commerce stopped in nearly all countries
- Tourism comes to a standstill
- Global financial markets see drastic decline
- Federal Reserve reduces rates



2

COVID-19 Fiscal Impact

- Shelter-in-place orders have greatly reduced hotel occupancy
 - Some properties have temporarily closed
- Sales Tax is negatively impacted
 - Fewer visitors to drive restaurant sales
 - More online orders = less sales tax
 - Reduced purchasing of discretionary goods and gas by Napa residents



3

FY 2019/20 Projections

- Transient Occupancy Tax is projected to be approximately \$8.3 million less than budgeted
- Sales Tax is projected to be approximately \$2.2 million less than budgeted
- Other revenue declines are assumed to be offset by property tax (actual revenue is projected to be higher than budgeted)



4

FY 2019/20 Plan

- Reduce Department spending
- Use Non-Recurring General Fund Balance
- Defund large CIP Projects



5

FY 2020/21 Planning

- Total General Fund Revenue is projected to be \$15 million less than currently budgeted
- Proposed budget cuts will be brought to Council on May 5
- Cuts will likely include reductions to operating budgets, changes to CIP projects, and unfunding vacant positions



6

End of Presentation





presented by

Paymentus



Process and Team


- Implementation; increased to add service options for customers during COVID-19 pandemic
- Team
 - Paymentus
 - Shuree Egloff
 - Tracy Thompson
 - Frank Herrera
 - Warren Craig
 - Scott Nielsen
 - Jaina French
- Already seen 50 customers use the online payment service within the last 5 days

CITY OF NAPA WEB PAY




One Time Payment

Account Information

**Enter Account Information**

All fields are required
Your session will expire in 30 minutes

Payment Type

 **Water Bill**

Please enter your account number as written on the statement including dashes, and numeric street address.


If your service address doesn't have a numeric street address, please enter "0"

Account Number

Enter your account number.

Numeric Street Address

Enter your numeric street address.

Email 


Enter email address

Re-Enter email

Re-enter email address

Continue

Where is my Account Number ?

**CITY OF NAPA**
P.O. BOX 200
NAPA, CA 94950-0200

Water Billing
Office Hours: 8:00 a.m. - 5:00 p.m.
900 School St., Napa
(707) 257-8608

Account Information
ACCOUNT NUMBER 444-2497-4
ACCOUNT TYPE Single-Payment, 15456-750
SERVICE ADDRESS 2510 ROLLINGWOOD DR
NAPA, CA 94950
PAID CURRENT CHARGES BY 01/07/20
\$107.13

Includes your account number on the check.
To avoid Late Charges please pay by 21ST.

444-2497-4

Please print and attach this notice with your payment.
Please make this notice for your records.

Simplify your life?

Register to use the Customer Portal and get access to more information and features than ever before.

- Set-up paperless billing
- Manage your eBill notifications
- View past bills
- Set-up and manage monthly AutoPay
- Manage and pay multiple accounts

Explore

Signup

Napa citizens will have access to a variety of payment options, paperless eBilling, and convenient bill management tools.

PAYMENT



Pay My Bill

Select an Account

☐

Water Bill # 303-0009-D , 1613 EAST AVE

Numeric Street Address : 1613

Add new

Continue

Did You Know?

You can schedule automatic payments!

Click the "AutoPay" option and easily set up recurring payments

Citizens can view their bill due date, amount due, and choose to pay using their preferred method (debit, credit, eCheck)

Pay My Bill > Water Bill # 303-0009-D

Payment Details

Date Due

Mar 30, 2020

Past Due Amount

\$0.00

Payment Amount

64.20

Add a Payment Method

Add new

Back

Continue

Bill Summary

Amount Due

\$64.20

Due Date

Mar 30, 2020

AUTO PAYMENTS



Schedule New AutoPay

AutoPay Details

Frequency

☒ Bi-Monthly

☐ On the due date of each bill

☐ Monthly - fixed amount

☐ Monthly - bill amount

Schedule Day

01

Please note that the first payment will be scheduled to be processed in 2 months, if schedule day is greater than the last day of the schedule month then the last day of the month is used for the schedule day.

Select an End Date (optional)

Select an end date

Amount

\$35.78

Notification Settings

☐ Receive email notification

☐ Receive SMS notification

☐ Receive Phone notification

Do not notify me

 in advance of a scheduled payment

Back

Save AutoPay

How to Schedule

1. Select the account

2. Choose your preferred payment type

3. Determine the frequency of payment best suited for your needs

4. Choose when payments should begin and end

5. Set the payment value


6. Choose how and when to be notified of payment receipt

Auto payments enables users to schedule recurring or one-time payments for future dates to ensure on-time payments, as well as flexibility for the bill payer.

BILL & PAYMENT HISTORY



Payment History

 Download History

 Search

1-1 of 1

Account	Numeric Street Address	Amount	Date	Method	Action
<div>Accepted</div> Water Bill # 303-0009-D	1613	\$55.00	Mar 21, 2020 – 7:58:02 AM		View

City of Napa citizens will be able to view past billing statements, as well as a comprehensive report of previous payments.