



Staff Reports

File #: 12-2020, **Version:** 1

To: Honorable Mayor and Members of City Council

From: Bret Prebula, Finance Director

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TITLE:

Online Water Bill Presentment and Payment Update

RECOMMENDED ACTION:

Receive presentation from the Finance Director on the new Online Water Bill Presentment and Payment Portal.

DISCUSSION:

In response to the COVID-19 Pandemic, the Finance Department reprioritized the implementation of a secure, convenient and user-friendly online payment system for our customers. The new and improved interface provides myriad benefits to customers, enabling them to pay their bills faster, easier, and more conveniently and securely.

The new features include: an improved user experience; a “Pay Now” feature that allows for quick payment without having to register an account; and registered account enhancements including view and pay multiple accounts at once, view payment history and consumption information, and view past billing statements.

The online payment portal is set to go live on Tuesday, March 31st, which will also include the ability to securely save your payment information, and the opportunity to schedule automatic payments from your checking account or credit card.

We are excited about these changes and they reflect our ongoing commitment to providing a superior customer service experience. We recognize that customers want flexibility, accessibility, convenience and a user-friendly experience without sacrificing security. We believe these new features deliver just that.

FINANCIAL IMPACTS:

There is no financial impact as this presentation is presented for informational purposes only.

CEQA:

The Finance Director has determined that the recommended actions described in this agenda report are not subject to CEQA, pursuant to CEQA Guidelines Section 15060(c).

DOCUMENTS ATTACHED:

None

NOTIFICATION:

None