

Doxim Water Bill Printing Contract Amendment

Ordinance:

4/8/2025

Finance, Governance and Public Safety Committee



Procurement Process

- Amendment to introduce video Bills to enhance customer engagement and allow the implementation of retail payment options to the existing Water Services Contract
- Requested by water services and funded by Consumer services
- Seeking approval for third party retailer(Doxim Utilities LLC) to collect and remit funds to the city
- A letter of Credit and additional insurance is requested from Doxim to ensure compliance and to mitigate inherent risk
- The MWBF goals on this project per CREO annual goals manual are: WBF:6%



This project involves the printing and mailing of water service bills and other consumer correspondence, as well as the introduction of video bills to enhance customer engagement, clarity, and transparency. The video bills aim to reduce the need for paper bills and mailing, thereby helping Water Services minimize its environmental impact and encourage more clients to opt for digital billing.

In addition to the video bill service, Water Services will also implement retail payment options, expanding the locations where customers can pay their water bills.

A third-party retailer will collect these payments, but due to the nature of the payment processing, it may take up to three business days for the funds to be deposited into the City's account. As a result, a Letter of Credit is required and will need to be approved by the Council. According to Section 2-1615 of the Code of Ordinances, any amount over \$500 must be deposited daily, while amounts under \$500 must be locked in a secure location and deposited within five business days. Since these funds will not be deposited into the City's account daily due to the third-party provider, a Letter of Credit is necessary to ensure compliance with the City's deposit requirements for this contract.

Questions?