



ORDINANCE NO. 250800

Doxim Utilitec, LLC Renewal

Authorizing the Manager of Procurement Services to execute a \$1,705,000.00 Contract Amendment No. 5 with Doxim Utilitec, LLC, for continued services under the Water Bill Printing and Mailing Services project, to add a one (1) year contract extension for a total contract amount of \$4,469,751.23; and recognizing this ordinance as having an accelerated effective date.

September 16, 2025

Transportation, Infrastructure & Operations
Committee



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KC Water Services is engaging with Doxim Utilitec to create and deliver personalized video to drive greater customer engagement. While KC Water has intentions of deploying multiple video types to address various use cases, the initial launch to customers will be a bill summary video.

As part of the implementation, Doxim will work with KC Water to create a video template that will be deployed on the IndiVideo platform with integration into Doxim CCM services. As Doxim receives a daily extract file to compose customer bills, these data fields contained within the file will be mapped out to create individual personalized videos that will be emailed to customers who have opted in for electronic bills.

Throughout implementation, Doxim and the KC Water team will work together to understand the different data fields and types of information that will be included as part of the video. Video will be deployed to provide customers with another opportunity or channel to receive their communications in addition to the traditional printed or PDF statements. The videos will allow customers to understand their comparative consumption usage, outstanding payment amounts, due dates, ways to pay etc.

THANK YOU