



FINANCE DEPARTMENT  
MEMO 16-124

Date: June 29, 2016  
To: Mayor and City Commissioners  
From: Suzette Sibble, Finance Director  
Via: Dennis Beach, City Manager

## **Statement Bill Supporting Points**

The switch from a postcard bill to statement billing has been an overall success and improvement to customer service. Below are some of the benefits of the statement bill transition process:

1. Significantly more room on the face of the bill to include informational messages, such as upcoming events, notice of annual water quality reports, links to web pages, and changes to department policies, etc.
2. A large pre-printed back of bill to include important phone numbers, utility billing policies, and information on payment options.
3. A detailed breakdown of the usage and charges on the bill, to include the tiered rate structure that encourages conservation.
4. A smart-code on the bill that when scanned with a smartphone will take customers right to the City's website.
5. Emailed bills are in PDF format for easier viewing.
6. No in-house printing and bursting of bills, which require maintenance contracts due to frequent mechanical issues. This also freed up about 2 hours per day for the billing clerk to work on other customer focused initiatives.
7. A return envelope (except with bank draft customers), which was a constant complaint with postcard customers.
8. The returned pay stub can be scanned in Treasury for faster and more efficient input to the cash receipts system, improving a previously manual intensive input process.
9. Statement bills are much less likely to be lost in the mail or mixed with other mail.