

IMPACT STATEMENT

Legislation title: *Amend participating agreement with Invoice Cloud, Inc., for paperless billing processing fees to extend term for two years and increase not to exceed amount to \$3,210,000 (Ordinance; amend Contract No. 30005056)

Contact name: Kathy Koch, Customer Service Director

Contact phone: 503-823-3494

Presenter name: Gabriel Solmer, Water Utility Director

Purpose of proposed legislation and background information:

The purpose of this legislation is to allow the Portland Water Bureau to continue to use Invoice Cloud, Inc. to process credit/debit card and electronic check payments for utility bills, and for electronic or paperless bill presentment. The bureau signed an agreement with Invoice Cloud, Inc. in 2016 for this work, which allowed the bureau to restore their auto-pay functionality and allow a more robust payment and presentment solution following the City's PCI compliance issues.

The Water Bureau has 193,000 active customer accounts. Those accounts include over 52,000 that use the paperless billing feature offered by Invoice Cloud, Inc., and over 54,000 enrolled in the auto-pay program. 60% of all payment transactions and 44% of all payment dollars for utility bills are processed through Invoice Cloud, Inc.

Invoice Cloud, Inc. supports several different methods of payment for customers. In addition to auto-pay, it processes payments made by interactive voice response (IVR), payments made via the website, mobile payments, one-time and recurring payments.

Customers have registered their payment information with Invoice Cloud, Inc., and continued work with Invoice Cloud, Inc. is necessary to avoid any disruption in payment processing capabilities and revenue stream. Invoice Cloud, Inc. is PCI compliant.

This is the eighth amendment for this contract.

Financial and budgetary impacts:

The amounts needed to continue work with Invoice Cloud, Inc. is already available in the Water Bureau's FY20-21 budget as well as the requested budget for FY21-22. Money will also be available in the budgets for FY 22-23 and FY 23-24.

The contract term will be for two (2) years. This action will not result in a change to the forecast water rates. This legislation does not impact any current or future staffing levels in the Water Bureau.

Community impacts and community involvement:

Utility ratepayers enjoy the flexibility and varied payment options Invoice Cloud, Inc. allows the Portland Water Bureau to provide. Their platform accepts four major credit cards, in addition to electronic checks. They have recently added Pay Pal and have other options on their technological roadmap.

Prior to working with Invoice Cloud, Inc., customers had expressed significant displeasure when the auto-pay functionality had been temporarily removed. Adoption of auto-pay by 28% of all active accounts demonstrates the importance of that method of payment as a customer choice, as well as a stable stream of payments for the bureau.

100% Renewable Goal:

This action does not affect the City's total energy use. This action does not affect the City's renewable energy use.

Budgetary Impact Worksheet

Does this action change appropriations?

- ☐ **YES:** Please complete the information below.
- ☒ **NO:** Skip this section

Fund	Fund Center	Commitment Item	Functional Area	Funded Program	Grant	Sponsored Program	Amount