

RESPONSE TO COUNCIL QUESTIONS RE: APRIL 23, 2024 AGENDA

Agenda Item 4.F 24-306 Action on Amendment No. 4 to the Agreement with InfoSend, Inc. for Utility Billing Print and Mail Services to Extend the Term by Six Months and Increase the Maximum Compensation by \$280,000

Council Question:

Why not offer discount to residents for their bills if they accept to have online utility billing? What steps are we taking to encourage customers to move to online soft copy bills?

Staff Response:

Customers currently have three options when receiving their Utility bill: paperless only, paper only or both. Residents can select their billing preference through the My Utilities portal (see screenshot below). The preferences can be changed at any time. When a resident calls into our Call Center they are informed of paperless options. Information is also listed in the My Utilities account section of our website [Why Sign-Up | City of Santa Clara \(santaclaraca.gov\)](#). The City does periodically add it as a bill comment on utility bills to encourage participation in the paperless option.

While we could potentially explore discounts for paperless participants, our staffing resources are currently focused on implementation of critical projects for the utility billing system including a revision of our front-facing customer portal, back-end upgrade to the billing system, and conversion of additional electric meters to AMI.

The screenshot shows a web interface titled "E-Billing". Below the title is a green bar with a checkmark icon and the text "You are currently enrolled to receive paper billing". Below this are three selectable options, each in a light gray box with a title, description, and a radio button at the bottom.

Paperless Billing	Paperless and Paper Billing	Paper Billing
You will receive monthly email notifications sent to [redacted] advising you that your bill is ready	You will receive monthly email notifications sent to [redacted] as well as paper bills mailed to your mailing address	Your bills will be mailed to your mailing address each month
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>