



CITY OF BEVERLY HILLS STAFF REPORT

Meeting Date: November 30, 2010
To: Honorable Mayor & City Council
From: Scott G. Miller, Director of Administrative Services/CFO
Noel Marquis, Assistant Director of Administrative Services - Finance
Subject: On-line review and payment of City utility accounts

INTRODUCTION

Administrative Services is pleased to announce the implementation and startup of the City's new online WEB site for the review of utility account billing and usage information and payment of City of Beverly Hills utility account bills by credit or debit cards.

DISCUSSION

The City Council has directed staff to provide the ability for the City's utility account customers to make online utility account payments. Administrative Services staff in conjunction with Information Technology and Public Works staff has worked to provide a secure WEB site and payment portal for our customers to make utility account payments. Effective December 1, 2010 staff will do a soft launch of this new service. During the soft launch period staff will work with a select group of customers to perform final testing and analysis of this service. Full roll-out of the program will begin on January 3, 2011 with press releases, information on the City's WEB site and In Focus Newsletter and announcements at City Council meetings. In addition the City's utility statements will contain information about the WEB site and how to activate the online service.

FISCAL IMPACT

Staff anticipates that the costs associated with this service will be offset by the reduction of the costs associated with receiving, opening and processing mailed in payments.

RECOMMENDATION

There is no action required by the City Council, this staff report is for informational purposes only.

A handwritten signature in blue ink, appearing to read "Noel Marquis".

Noel Marquis
Approved By