SWEETWATER SPRINGS WATER DISTRICT

TO: Board of Directors **AGENDA NO. V-D**

FROM: Steve Mack, General Manager

Meeting Date: April 7, 2016

SUBJECT: DISCUSSION/ACTION RE ADDING AN ONLINE BILL VIEW OPTION

RECOMMENDED ACTION:
(Discussion item only.)

FISCAL IMPACT:
(None at this time.)

DISCUSSION:

Staff has received numerous requests from customers to have the option to view their statements online, a service commonly offered by larger utilities, banks, and credit cards.

Recently staff was approached by a company offering just such a service (and more), and they believe they can adapt it to our current billing system. Administrative staff met with the company, Smart Utility Systems, via computer and learned more about their Smart Customer Mobile (SCM) product.

Their proposed cost to install SCM is $7,000, plus a $5,000/year license fee if we agree to a 5-year contract; significantly more if we wanted a shorter term. We currently pay nothing to maintain the billing system.

Staff is interested in the Board's opinions regarding the value of providing an online bill view option to our customers versus the cost to do so.