

Request for Decision United Townships of Head, Clara & Maria Council

| Type of Decision | | | | | | | | | |
|-------------------|----------------------|------------------|--|----|-----------------|-------------------------|------|--|--------|
| Meeting Date | Friday, Dec 11, 2015 | | | | Report Date | Wednesday, Nov 25, 2015 | | | |
| Decision Required | X | Yes | | No | Priority | X | High | | Low |
| Direction | X | Information Only | | | Type of Meeting | X | Open | | Closed |

Report #11/12/15/1103 – eBill for Property Tax Billing

Subject: Request to purchase eBill for property tax billing.

RECOMMENDATION: It is staff recommendation to purchase eBill for property taxes.

WHEREAS purchase of this billing option will allow our ratepayers to view their property tax bill on the HCM website by selecting the Make an ePayment link.

AND WHEREAS once registered for the service, eBill recipients will flag the change from Paper Bill to eBill, will be provided a special PIN confirming they are signing up for the right service.

AND WHEREAS eBill for Tax Billing costs \$0.12 cents for each bill uploaded per billing period;

AND WHEREAS USTI is responsible to upload ALL customers and will charge \$0.06 cents for each bill emailed representing only those who have registered for the service.

THEREFORE BE IT RESOLVED THAT The Council of the United Townships of Head, Clara & Maria does hereby agree to:

1. Give authorization to the Treasurer to purchase eBill for property tax billing and take the necessary steps to have it linked to HCM's website.
2. Give authorization to the Treasurer to add inserts for an additional \$0.05 cents per insert when required.

BACKGROUND/EXECUTIVE SUMMARY:

As it stands now, our ratepayers are not able to view and/or download their property tax bills online. Asyst-eBill for tax billing will allow them to view their tax bill at a secure web server with an account number and a PIN. All eBill recipients that have an email address will automatically be sent an email notification that a new eBill has arrived. eBills can be printed and stored physically by the ratepayer or can be downloaded as a PDF document and stored digitally on the their computer. Asyst eBills remains online until the next billing cycle.

Furthermore, our ratepayers will be able to continue making their payments as they wish. It is not a requirement for them to make their payment through our payment option link on our website.

Here's the process for eBill for property taxes.....once the property tax bills are calculated and posted in asyst, they are uploaded to our website and emailed to the ratepayers that have

signed up for the service. There are no additional steps for staff to process. This service will provide not only convenience for our ratepayers but it will also reduce our costs from printing, postage and the time it takes to process and mail the tax bills.

Once a ratepayer registers for eBill on HCM's website, they will receive a confirmation email. Whenever there is a new registrant, I will see them when I run the Upload Payment from the Internet option in asyst. The asyst software will auto check the eBill box on the account maintenance record for the account that is registering. The property tax bills get uploaded every time it is posted in our property taxation software. The customer will get an email at the time a bill is posted on the website for them.

The link is currently available on our website for making payments for A/R invoices and property tax bills.

The results of the survey for eBill for property tax billing are as follows:

- 66 YES
- 44 NO

Options/Discussion:

Reduces work load for staff – Asyst being responsible for uploading ebills, reducing the number to be printed and mailed from the office.

Financial Considerations/Budget Impact: \$0.18 cents per tax bill uploaded each billing period, \$0.05 cents per insert and an annual cost of \$250 for eBill support thereafter. There will be an annual cost of \$250 for eBill support. There is also an additional option to add inserts for \$0.05 cents per insert (such as HCM's newsletters).

Is cost effective – compared to the cost of postage; depending on the total number of users required to offset the annual fee.

If only 200 people/property owners sign up for this service – including the annual fee, you would have a cost of \$1.43 per bill. This would be offset by 200 fewer bills to be printed, envelopes to be marked with mailing labels and return addresses and the time it takes to complete this process for 200 bills.

Based on the calls and requests which we receive for options for payment, it is estimated that a high percentage of our non-residents would appreciate and sign up for this service. Time will tell.

Policy Impact: None – changes methods for processing and delivery tax bills.

Others Consulted: Melinda Reith, CAO/Clerk, Paulette Delaney, USTI Regional Sales Representative and HCM Ratepayers.

Approved and Recommended by the
Treasurer/Deputy Clerk

Melinda Reith,
Municipal Clerk

