



MUNICIPAL BUILDING
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Groveport, OH 43125
614.836.5301
www.groveport.org

To: Mayor, Members of Council and City Administrator

From: Jason Carr, CPA, Finance Director

Date: September 18, 2023

RE: Finance Director Report

Ordinance 2023-035 – Establishing Credit/Debit Card Convenience Fees – Utility Department

The purpose of Ordinance 2023-035 is to amend Ordinance 2020-023 for convenience fees charged for utility payments, both through the credit card terminal (utility office) and through the City's website. The City will contract with Paya, a company that can integrate easily with the City's utility software.

Once implemented, convenience fees will be charged a flat 3% for terminal/website utility payments (current fees are 3.75% with a minimum fee of \$3.95 for terminal payments and web payments fees of 2.8% with a fixed fee of \$6.99 for web payments between \$250.00 and \$325.00 and 3.75% for web payments exceeding \$325.01 per transaction). In addition, a \$1.50 fee will be charged for Automated Clearing House (ACH)/e-check payments processed through Paya. We expect residents to see a cost savings for those that pay by debit/credit cards.

Approving this Ordinance will also provide Groveport residents more control over managing their utility account, such as scheduling payments, seeing transaction history, enrolling in Auto-Pay, or payments by Automated Clearing House (ACH). A link will be posted to the City's website which will automatically take Groveport residents to a "Citizens Portal" which will allow them to easily log in and/or register.

Please see the slide demonstration attached to my report which provides screen shots of the user interface and options which will be made available.

The *timeline for implementation* will be as follows:

1. September 25, 2022 - 3rd and Final Reading of Ordinance 2032-035 (*we will request waiving the 30-day referendum period*).
2. September 26, 2023 – Contract is signed by Administrator and submitted to Paya.
3. September 27, 2023 – November 30, 2023 – Transition to new credit card payment system, including communications to Groveport residents by Paya representatives and City of Groveport staff regarding the new Utility Connect Payment Portal.
4. December 1, 2023 – New credit/debit card utility payment system operational.

2023-2024 LIABILITY INSURANCE – CORMA PREMIUM

The City has renewed its general liability insurance (excludes crime and cyber insurance related coverage) for the period October 1, 2023 – September 30, 2024 and the premium cost totaled \$125,968, a decrease of \$32,178, or 20%. The decrease is primarily attributed to the addition of the City of Gahanna and City of Hilliard to the cost pool which lowered the City's required cost percentage contributions.

The overall plan cost for the 2023-2024 plan year was \$2,903,785, and increase of \$478,240 from the 2022-2023 plan year. There were no material changes in liability insurance coverage, including City properties which are in the dedicated flood zone.



Demonstration Citizen Engagement & Payments Platform

June 2023

Today's Presenter



Jayson Derosier

Enterprise Sales

Experience: 25+ years consulting and selling SaaS-based software solutions to municipal government.

Nuvei Overview

2,000+
Agencies Served

30
States Served

\$2.5B
Volume Processed
Per Year

13M+
Payments
Processed

300+
Integration
Partners

Key Market Trends- Technology

92%

% of People with Access to the Internet

86%

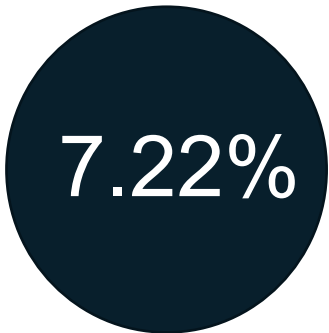
% of US Population with Smartphones

50%

% of People who have made a Mobile Payment



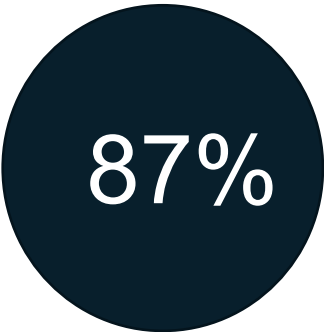
Key Market Trends- Demographics



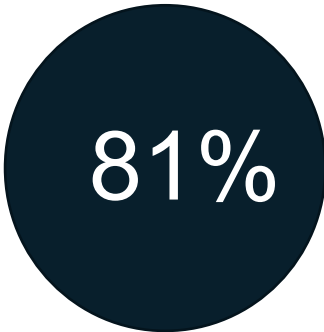
% of the households in Ohio reported speaking a non-English language at home as their primary shared language

% of People Receiving at Least 1 Paperless Bill:

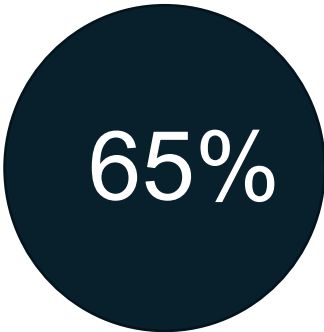
Ages 25-39



Ages 40-55



Ages 56-74



- Reduce the time you spend collecting payments
- Improve your customers' payments experience

New Client Engagement Statistics

208%

Increase in Portal
Registration Over Previous
Vendor

584%

Increase in AutoPay
Enrollments Over Previous
Vendor

45%

Registered Users Enrolled in
AutoPay



UtilityConnect Citizen Portal



[Home](#)

[Guest Pay](#)

[Contact Us](#)

[English](#) ▼

[Log In](#)

[Register](#)



Payment Portal

Make a Payment, enroll in Auto-Pay & e-Billing, view your payment and bill history, and more!

[Go to Payment Portal](#)



Guest Pay

Don't want to sign in? Quickly pay online using Guest Pay.

[Go to Guest Pay](#)

Phone Payments

Pay your bill by calling our automated phone system. Available 24/7!

[\(555\) 555-1212](#)

Need Help?

Account Support

For utility-related problems or questions about your bill, contact:

[\(800\) 555-1212](#)

support@municipality.gov

Mon-Fri: 8:00 AM - 5:00 PM
Eastern Standard Time

Payment Portal Support

For help logging in, using this portal, or making a payment online, contact:

[\(800\) 555-5555](#)

CPSupport@paya.com

Mon-Fri: 8:00 AM - 5:00 PM
Eastern Standard Time

UtilityConnect Citizen Portal



Home

Make a Payment

Account History

Contact Us

English



Account # JD-001
5079 Preston Hwy home path
california CA 54321

Your Current Bill Overdue

Description

PayaSalesDemo

Amount due

\$ 194.99

Due by

Fri, 12/23/22

Make Payment

Recent Bills & Payments				
Date	Type	Amount	Description	Options
07-27-23	Payment	\$1.00	PayaSalesDemo Payment	⌵ ⋮
07-24-23	Payment	\$1.00	PayaSalesDemo Payment	⌵ ⋮
07-19-23	Payment	\$1.00	PayaSalesDemo Payment	⌵ ⋮
Go to Account History				

My Account ⓘ

5079 Preston Hwy home path, california CA 54321

Account Number: JD-001

⌵

Quick Links

Auto-Pay Not Enrolled

Set up your bills to be paid automatically every month

➤

e-Billing Enrolled

Receive your bills online by enrolling for paperless bills

➤

Text & Pay Enrolled

Receive bill notifications and pay directly via Text Message

➤

Messages from PayaSalesDemo

General messages about utilities outages, maintenance, billing, etc. will be here.

Boil Notice Alert

It is recommended that customers **boil** all **water** used for food preparation, teeth brushing, ice making, and drinking

UtilityConnect Citizen Portal



Account # JD-001
5079 Preston Hwy home path
california CA 54321

Settings

- [Profile](#) [Manage Accounts](#) [Payment Methods](#) [Auto-Pay](#) [e-Billing](#) [Text & Pay](#) [Notifications](#)

Notification Options

To customize your phone number and email address, go to the [Profile](#) tab.

Receive new bill notifications via: ☐ Email ☐ Printed ☒ Both

Receive payment confirmations via: ☐ Email ☐ Text ☒ Both

Receive biller announcements via: ☐ Email ☐ Text ☒ Both

UtilityConnect Citizen Portal



Hogar

Realizar un pago

Historial de cuenta

Contáctenos

Spanish



Cuenta # JD-001
5079 Preston Hwy home path
california CA 54321

Dirección de Servicio

5079 Preston Hwy home path, california CA
54321
Número de cuenta: JD-001

Tu factura actual Atrasado

Descripción

Debido por

PayaSalesDemo

Fri, 12/23/22

Monto adeudado

\$ 194.99

Ingrese el monto del pago

Monto del pago

\$ 194.99

Sus métodos de pago almacenados

Información almacenada de la tarjeta de crédito/débito

Metodo preferido	Marca de carro	Último 4 #	Fecha de EXP
	Visa	1111	02/23

Para administrar su método de pago almacenado, vaya a la pestaña [Métodos de pago](#).

Pagar ahora

[Usar Método de pago alternativo](#)

No actualice la página ni haga clic en el botón Atrás mientras su pago se procesa. Hacerlo puede resultar en que su pago se procese dos veces.

Haciendo click **Pagar ahora**, Confirma que ha leído, comprende y acepta la PAYA [Términos y condiciones](#) y [Declaracion de privacidad](#).

Haciendo click **Pagar ahora**, Acepto los cargos y entiendo que el pago no se puede cancelar y la transacción se resolverá el siguiente día hábil.

Si cree que hay un error en su transacción, contáctenos en (800) 555-1212.

UtilityConnect Admin Portal



Company Details Manage Users Manage Terminals Help

Select A Municipality
PayaSalesDemo



- Dashboard
- Citizen Accounts
- Contact Citizens
- Portal Notifications
- Import Invoices
- Reports
- Configurations



Total \$ Processed

The total amount of money processed through Make a Payment, Auto Pay, Text & Pay, Guest Pay, IVR, POS and Blind Pay. [Run report.](#)

\$0.00



Successful Transactions

The total amount of successful transactions that have been processed in the Citizen Portal. [Run report.](#)

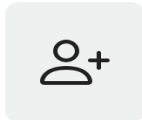
0



Open Balance Total

The total amount of money from all open bills in the Citizen Portal. [Run report.](#)

\$13,691.93



Portal Registrations

The total number of Citizen Portal registrations within the current day. [Run report.](#)

0

UtilityConnect Admin Portal



Company Details

Manage Users

Manage Terminals

Help

Select A Municipality
PayaSalesDemo



Dashboard

Citizen Accounts

Contact Citizens

Portal Notifications

Import Invoices

Reports

Configurations

Contact Citizens

Here, you can send an email or text messages to specific citizens or groups. Use the fields below to search for citizens with the various options.

Message Center

Here, you can view or edit your queued messages before they are sent. You can also view messages that have been sent.

Queued

Sent

Date Created ↓

Sending On

Delivery Method

Author

Message Header

No Queued Messages

UtilityConnect Admin Portal



Company Details

Manage Users

Manage Terminals

Help

Select A Municipality

PayaSalesDemo



Dashboard



Citizen Accounts



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Reports



Configurations

Compose your message

1. Select the citizen(s) you want to contact.

You can select a single citizen or a group to receive a message.

Search Options

Account Number:

Account Type:

First Name:

Last Name:

Billing Address:

Service Address:

Phone Number:

Email Address:

Portal Registrations



All



Registered



Unregistered

Auto Pay Status



All



Enrolled



Unenrolled

Text & Pay Status



All



Enrolled



Unenrolled

eBilling Status



All



Enrolled



Unenrolled

Overdue Bills



Show all accounts with overdue bills

UtilityConnect Admin Portal



Dashboard

Citizen Accounts

Contact Citizens

Portal Notifications

Import Invoices

Reports

Configurations

2. Choose delivery method

You can choose to send an email to your selection or contact them based on their notifications preference. A citizen may prefer notification via text, email or both.

- ☒ Email Only
- ☐ Citizen Preference

3. Compose your message

Write your message below. You can select the time of delivery or send it now.

Email Header

Email Message

Paragraph

B *I*

SEND NOW

Thank You!

nuvei

Q&A