City of Bloomington Utility Billing System Conversion

March 12th through March 22nd

<u>Summary</u>

- History: The City moved to current ERP system Tyler Munis in 2011 Utility Billing was to be one of the final conversions
- Goals: Staff: Efficient operations system integration Residents: Convenience - modernization
- Conversion: Data for +30,000 utility accounts Roll out of the payment portal platform – Invoice Cloud 3 years in the making (IT, Finance, Public Works)

The Benefits

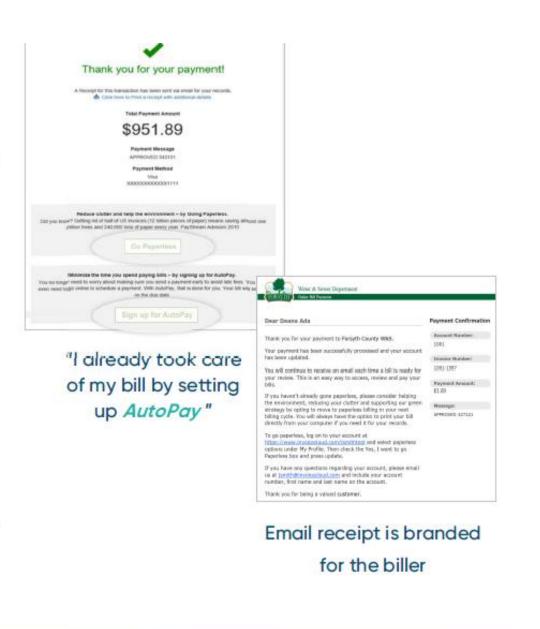
Expanded Payment and Communication Options



InvoiceCloud®

Customer Engagement Point: 1. Paying a Bill + Receipt Payment Options Payment Information **Review Payment** Review your Information Payment Summary Invoice # Amount Billing Address Your Credit/Debit Card / Edit 20200110-UB-31028-00574 - Q View \$5.00 MONROE REAL ESTATE 10 Main St Boston, MA SUBTOTAL \$5.00 3/2020 10.44 VISA SERVICE FEE* + \$4.95 GRAND TOTAL \$9.95 Send me Pay by Text messages for future involces I would like to signup for AutoPay I would like to sign up for Paperless

Leverages out of sight, out of mind and increases on-time payments while decreasing disconnects



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What Residents Need to Know

- -> System Down from March 12th to March 22nd
- -> Account Number and Bill Format will change
- -> Auto Payment and E-delivery options will need reset

System Down

Our payment and billing system will be down from March 12th at 4:30 PM, through March 22^{nd,} which means bills and payments cannot be processed during this period. However, mail-in and drop off payments will be accepted – and posted after the conversion.

Given this, no late fees will be assessed on accounts from March 12th through April 30th.

Account Number – Bill Format

Your account number will change – which is the key to transacting online.

New bills will be sent out beginning the week of March 29th. If you were scheduled to receive a bill during the shutdown, it will be sent out that week. New bills will include a "How to Read Your Bill" insert. Instructions will also be available on the City's website.

If you mail in your payment, no processes will change. Please continue to make your payment using your current bill – until the new ones begin to be issued.

Auto Payment / E-Delivery

All autopayment customers, either via credit card or direct debit to your bank account, need to re-enroll for these processes. Instructions on how to do this will be available on the City's website.

Note: If you had an autopayment scheduled to be processed after March 12th, you will need to process a one-time payment for your current bill, and then re-enroll for autopay on the date desired. Instructions on how to do this will be available on the City's website.

If you have signed up for Paperless bills, you will also need to re-enroll online.

In order to enroll in anything online you must have your <u>new customer account</u> <u>number</u> which you can obtain by waiting for your first bill or by calling the City beginning March 23rd at 309-434-2426.

Conclusion

We apologize for the inconvenience. It will be worth it!

Questions??