



**City of Grass Valley
City Council and Redevelopment Agency
Agenda Action Sheet**

Council Meeting Date: August 25, 2009

Date Prepared: August 18, 2009

Prepared by: Deborah Sultan, Assistant Finance Director

Title: New Utility Bill Format

Agenda: Administrative

Recommended Motion: Receive and file an informational update on the outsourcing of the utility bill printing and mailing service

Background Information: In August 2008, the City Council authorized the Director of Finance to execute an agreement with DivDat for utility bill printing and mailing. The contract was finalized in October 2008. Staff then contacted our software vendor Corbin Willits for the custom programming needed to produce a flat file to send to DivDat for printing and mailing. Earlier this year we received a good download and DivDat then went to work to create the program to read the file and put it into a format for billing. DivDat will be sending out the utility bills on September 1st. Attached for your information is a sample of the new utility bill. The bills will come with a return envelope for payment. The bill format will allow the City to provide limited informational notices to customers throughout the year. Special recognition should be given to Michele Thomsen who took the lead on this project. She coordinated with DivDat to ensure the bills were clear, concise and easy to read for the customer.

Funds Available: N/A

Account #: N/A

Route to be Reviewed by:

___ City Administrator

Action:

___ Approved

___ Denied

___ Approved with Modifications

___ Other