

VERO BEACH UTILITIES COMMISSION MEETING
Tuesday, November 8, 2016 – 9:00 a.m.
City Hall, Council Chambers, Vero Beach, Florida

- 1. CALL TO ORDER**
- 2. PRELIMINARY MATTERS**
 - A) Approval of Minutes**
 - 1. October 18, 2016**
 - B) Agenda Additions, Deletions, and Adoption**
- 3. PUBLIC COMMENT**
- 4. NEW BUSINESS**
 - A) Power Plant Demolition Report – Mr. Ted Fletcher, Director of Electric Utility Operations**
 - B) Quarterly Outage Report – Mr. Ted Fletcher, Director of Electric Utility Operations**
 - C) Post-Hurricane Utilities Update – Mr. Ted Fletcher, Director of Electric Utility Operations, Mr. Monte Falls, Public Works Director, Mr. James O’Connor, City Manager**
 - D) Overview of Solid Waste Program – Mr. Monte Falls, Public Works Director**
 - E) Update on Utility Customer Service Technology Upgrades – Mr. Jim O’Connor, City Manager**
 - F) FMPA Matters – Mr. James O’Connor, City Manager**
- 5. OLD BUSINESS**
- 6. CHAIRMAN’S MATTERS**
- 7. MEMBER’S MATTERS**
- 8. ADJOURNMENT**

This is a Public Meeting. Should any interested party seek to appeal any decision made by the Commission with respect to any matter considered at such meeting or hearing, he will need a record of the proceedings and that, for such purpose he may need to ensure that a record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based. Anyone who needs a special accommodation for this meeting may contact the City’s Americans with Disabilities Act (ADA) Coordinator at 978-4920 at least 48 hours in advance of the meeting.

VERO BEACH UTILITIES COMMISSION MINUTES

Tuesday, October 18, 2016 – 9:00 a.m.

City Hall, Council Chambers, Vero Beach, Florida

PRESENT: Chairwoman, Laura Moss; Vice Chairman/Indian River Shores Representative, Robert Auwaerter; Members: Chuck Mechling, Judy Orcutt, Stephen Lapointe, Bill Teston, and Alternate Member #1, George Baczynski **Also Present:** City Manager, James O’Connor; Finance Director, Cindy Lawson; Water and Sewer Director, Rob Bolton, and Senior Administrative Assistant, Rita Hawkins

Excused Absence: J. Rock Tonkel

1. CALL TO ORDER

Today’s meeting was called to order at 9:00 a.m.

2. PRELIMINARY MATTERS

A) Approval of Minutes

1. September 13, 2016

Mr. Teston made a motion to approve the minutes of the September 13, 2016 Utilities Commission meeting. Dr. Lapointe seconded the motion and it passed unanimously.

B) Agenda Additions, Deletions, and Adoption

Mrs. Moss asked if there were any objections to discussing item 4-D before item 4-A). There was no objection from the Commission members.

3. PUBLIC COMMENT

Mrs. Moss stated that she would like to comment on a letter that appeared in the Press Journal newspaper on October 12, 2016. The letter was titled “*Don’t let one pocket of interest alter sale of Vero utility.*” She continued by reading a sentence from the letter, “*The three other candidates support not the full, but the sale of the Indian River Shores portion.*” She said she is one (1) of the three (3) candidates that the letter is talking about, which was written by City Councilmember Richard Winger. The letter also contained disparaging personal remarks that she feels were unwarranted and unbecoming of a City Councilmember and she would hope for an apology. To correct the record on where she stands on the full sale, she would like to read two (2) sentences into the record, which are from existing minutes of Utility Commission meetings. From the minutes of May 2, 2016, on page 10 it reads “*Mrs. Moss made a motion that in order to honor the will of the voters who approved referenda supporting the sale of the City’s electric to FPL that the Utilities Commission advise the City Council to join in discussions regarding the sale of the entire system.*” From the May 10, 2016 Utilities Commission meeting minutes she would like to read her response to the propose capital expenditures of \$21 million dollars over 20-years for the utilities infrastructure. She said it reads “*For this Commission to recommend a 20-year expenditure flies in the face of the will of the people who voted twice by referendum to sell the entire Vero Beach electric system.*” She feels that the wrong impression was given in the letter. The Indian River Shores offer expired on August 25, 2016, but this letter gives the impression that the offer still stands. The other misperception that is prorogated by this letter is that there is a five (5) year contract for the sale of entire system, which expires at the end of this year (2016).

She stated as a reminder that the Power Plant is closed and no longer generating power. They will have a presentation on the demolition of the Power Plant at the next Utilities Commission meeting.

4. NEW BUSINESS

Item 4-D) was discussed prior to item 4-A).

A) **Post-Hurricane Utilities Update – Mr. Jim O’Connor, City Manager; Mr. Rob Bolton, Water and Sewer Director; Mr. Monte Falls, Public Works Director**

Mr. Jim O’Connor, City Manager, said that he will be speaking on behalf of Mr. Monte Falls, Public Works Director, because he is still dealing with some issues from the storm. He explained that the City hired a contractor to pick up the piles of vegetation on the sides of the roads. In the City’s opinion, one of the easiest ways of disposing of the vegetation was to burn it on the old Dodgertown site. They got the site approved with the Florida Department of Environmental Protection and they received a permit from the Department of Forestry. It was critical to the City to pick up the debris as quickly as possible. If the City would have taken it to a landfill, the amount hours spent on the road would have taken away from the pickup time, so they determined that it had to be disposed of in the City. The other determination was the cost. They are paying \$8.40 per cubic yard to dispose of the material, so this will be about a \$450,000 project. If they shredded it or took it to the landfill it would have cost a little over \$14.00 per ton. The Department of Forestry put a hold on the burning for a while because they thought some of the debris might be too green and the only thing being burned is vegetation. They had the Fire Department, the Department of Forestry, and the contractor watching the site to make sure they were abiding with the rules. They heard residents concerns about the smoke, which was a product of the green vegetation and they are trying to resolve that issue with the Department of Forestry.

Mrs. Moss asked how long will it take to pick up most of the debris.

Mr. O’Connor stated that they are hoping to have it done within 10 days from last Saturday. The contractor has five (5) trucks, but they have to use smaller trucks and equipment on the Island because there are so many canopy streets.

Mrs. Moss asked if the \$450,000 for the cleanup will come out of Solid Waste Fund or the Emergency Fund.

Mr. O’Connor replied that it will come out of the General Fund. They anticipate on spending a little over \$3 million, but that is subject to change. They will be making insurance claims. The General Fund will take a lot of the hit and about \$1.8 million will come from the Electric Utility.

Mrs. Moss asked if there was any impact to the Water and Sewer department.

Mr. O’Connor replied no. The City kept the water pressure on the lines and there was potable water running through the system during the entire storm. They had four (4) incidences of manholes and a lift station flooding. They lost some power to some lift stations, but the Waste Water Treatment Plant had no issues. In the electric analysis report they received it shows what the City’s status was (on file in the City Clerk’s office). Immediately they had over twenty thousand customers who lost power, but they were pretty much back on line by late Saturday. They still had some outages due to poles being down that were not easily accessible without big equipment. The hospital did not lose power and the schools were back open on Monday. They tried to quickly get to the neighborhoods that included people who

registered with the City as having medical issues as well as the senior facilities. They did not put any of the linemen at risk and safety was the main issue.

Mr. Auwaerter asked how many other utilities assisted the City.

Mr. O'Connor stated that there were four (4) or five (5) other utilities. Dodgertown and some of the local hotels provided housing for these crews. Every morning they had a meeting at the Airport to brief and dispatch the crews so they knew where they were going and how to get back safely. The recovery for about 90 percent of the customers was good, but there were some unique issues that had to be dealt with. The spreadsheet shows the ups and downs of the restoration due to temporarily connecting the power and then cutting it again when they went back to replace poles. They started releasing crews on Tuesday so they could head north to assist other areas.

Mr. Teston said that 90% of the customers were restored by Sunday, but when was the full recovery completed.

Mr. O'Connor stated that is questionable, because with them restoring power and then taking it back down for further repairs it is hard to say.

Mr. Teston commented that parts of Central Beach did not lose power and other parts were out for days.

Mr. O'Connor replied that a lot of that was due to the tree canopies and trees coming down on the lines. At one point all of Central Beach lost power, but they got a lot of it restored quickly. There were considerable amounts of lines in the backyards of properties, which made it difficult to get some repairs done and that is why there were staggered outages in that area. They utilized all certified law enforcement personnel to assist with security along Ocean Drive, Miracle Mile, downtown along 14th Avenue, and Royal Palm Pointe, because those are the major retail centers. They had crews cleaning up the City Parks on Saturday and the lifeguards were back on duty on Sunday.

Mr. Baczynski stated that the Osceola Park neighborhood has a website where neighbors can communicate and get information. The Police Department joined their site so they received alerts and information. It would be helpful if other City departments, especially the Utilities would join in so people could receive updates. The Utilities could post a notice about where they are working and how long it might be for recovery.

Mr. O'Connor explained that they did use the Police Department's facebook page to publish notifications as well as the City's website. Immediately following the storm the City had a follow up meeting to discuss where they fell short and communication was the main issue. The Electric Department is also going to set up its own facebook page. The City already has an emergency notification system on order and hopes to have it in place by January. It will be utilized for all of the City utilities, but customers will need to register with a phone number so they can receive notices.

Mrs. Moss said that Mr. Fletcher told her that he was in contact with Mr. O'Connor every 15 to 20 minutes during the storm and she feels they did a great job. She agrees that communication with the public is a problem they have had for a long time.

Mr. O'Connor commented that he relies on the news agencies and they all have his cell phone number. It was decided that he would be the Public Information Officer for the City during the storm and most of the information flowed through him that was given to the press. Osceola Park was another issue for the City, because there are so many trees and a lot of them are old.

Mr. Mechling stated that Mr. Roger Kelly, Crew Chief, who was restoring power in his neighborhood was very positive, gracious, and an excellent representative of the City. They were an efficient and extremely tight crew that worked hard to get the job done in a professional manner.

Mr. O'Connor said he appreciates that feedback, because these crews were working 12 to 15 hour shifts a day. They made sure that the crews were not too tired to work to keep them safe.

Mrs. Moss thanked Mr. O'Connor and the City staff for all their hard work. She said they did a wonderful job.

Mr. Mucher said that he read somewhere that FMEA coordinated the recovery and asked if that was true.

Mr. O'Connor replied that FMEA was involved and they knew what crews came into the State. The City was working through the American Public Power Association (APPA) who dispatched the crews, but APPA goes through the State organization that handles that. The City utilized independent private line crews that they have contracts with first and then the APPA crews arrived about 24 hours after the storm.

Mr. Mucher reported that the crews picking up the vegetation are blocking off entire sections of roads without any signs indicating "road closed" or "men working". He suggested that the City have portable signs available for the contractors to use in situations like this.

B) Review of Signage and Educational Material for STEP System – Mr. Rob Bolton, Water and Sewer Director

Mrs. Moss explained that she saw a presentation on the Septic Tank Effluent Pump ("STEP") System during a City Council meeting, so she invited Mr. Rob Bolton, Water and Sewer Director, to their meeting to give the same presentation. She said it is good to get complete information out to the community about the STEP system.

Mr. Bolton explained that what they are experiencing is that most of the STEP system connections they are making are due to septic tank failures. A new installation of a septic system will last about 25 years. The drain field normally fails first and has to be replaced, but the life expectancy will usually only be another 10 to 15 years. What he sees on the Barrier Island is that the older homes from the 1950's and 1960's are experiencing problems and want to change over to the STEP system. At this time it is not a mandatory connection program, unless there is a failure of the drain field. If the drain field fails then people either need to connect to the STEP system or the sewer system if it is available.

Mrs. Moss commented that Mr. Bolton is trying to encourage people to partake in the STEP system or at least think about it prior to septic tank failure. She said she believes that there are also informational signs about the system.

Mr. Bolton said that Mr. Charlie Pope retired from the Youth Sailing Foundation and he has a real concern about the Indian River Lagoon, so he teamed up with Mrs. Orcutt and they came up with some ideas for signs. At the last City Council meeting it was approved that the City can purchase the signs. When a customer signs up for the STEP system installation they will provide the contractor with a sign for the homeowner to place in their yard. They have not finalized the details, but the signs will be promotional in nature. The next area that will be receiving notifications about the STEP system will be

the Live Oak area. The notifications start a time clock for an incentive plan that was approved by City Council. It offers a 30 or 35 percent savings if homeowners connect within a year of being notified. They anticipate several people will sign up at that time.

Mr. Auwaerter asked if the contractor or the City installs the portion of the system that is on the customer's property.

Mr. Bolton stated that it is done by the septic tank contractor. The lines in the right-of-way are done by the City or a hired contractor, but the homeowner hires a septic tank contractor that has been certified to install the STEP system.

Mr. Auwaerter asked what is the warranty from the private contractor.

Mr. Bolton explained that the minute the system is installed the customer is completely covered by the City for the life of the system. The homeowner's warranty includes filters, pump replacements, repairs, pump outs, etc. The City has a five (5) year warranty from the company that supplies all the parts and pieces and that starts once it is installed.

Mr. Auwaerter commented that if this information is not on the City's website it should be.

Mr. Bolton continued by making a presentation of the components of the STEP System and how it works. He said if the homeowners cannot use or chooses not to use the existing septic tank and drain field then there is a 500-gallon chamber under the basin. This design will provide about 350 gallon of storage incase the power goes out, which is about 3 or 4 days of back up for a typical size home.

Mr. Teston asked if this was a gravity type system, or if a pump is required to use the bathroom facilities.

Mr. Bolton replied that it is a gravity system. However, if the drain field is not being used they will only have what room is remaining in the basin and the septic tank before they will start to notice a sluggish system, which is estimated at about 350 gallons.

Mr. Teston asked if larger homes with more people can have more than one system.

Mr. Bolton replied yes. They can be customized for larger estate homes, multi-family homes, etc.

Mr. Bolton continued showing and explaining the other components of the STEP system.

Mr. Auwaerter asked how often do they clean the filters in the biotech tube.

Mr. Bolton stated that the filter is cleaned about every two (2) years. It is a very simple procedure where they remove the dirty filter, insert a clean filter, and the dirty filter is taken away to be pressure washed. The system also has alarms that will sound to notify the owner if certain problems should occur.

Mr. Mechling asked if the pump is low enough voltage that people could turn it on while using a generator.

Mr. Bolton replied that it is a half horsepower pump and only requires 110 voltage and 12.9 amps, so it will be connected to any 20-amp circuit in the home. He showed the control panel and explained that it

has a standard plug at the bottom for a generator and a switch inside that changes it from *main* to *generator*.

Mr. Baczynski asked where is the control panel installed.

Mr. Bolton explained that it will be on the outside of the house convenient to where the STEP system is installed so it can be seen while they work on the system.

Mr. Baczynski asked if the alarms will also be recorded at the Water and Sewer Department so they are aware of a problem.

Mr. Bolton replied that there is a spot in the control panel for a monitoring device, but they are not using them until they have more systems in place. It will notify the City if there is a high-level alarm, a communication failure, or a low-level/long running pump alarm. He said the least expensive option is the set up that he just showed them, which cost \$2,425 for the equipment and about \$3,000 for installation. A full replacement with the 500-gallon tank plus this equipment will cost about \$7,000 to \$7,500. The total cost for an average 3-bedroom home will be \$5,200 to \$7,200 including the discount if the homeowner has it installed within one year of being notified. He explained that the City decided to give a credit of \$290 to property owners who have existing septic tanks on their property.

Mr. Baczynski asked if a customer has the STEP with a failed drain field and there is a power failure, will it automatically flow over into the drain field even though it has failed.

Mr. Bolton explained that if a customer has a sluggish drain field that is not bubbling up through the ground they can still use this version of the STEP system. If a drain field is not used for a few years the bacteria has time to clean up the drain field and it will be fine for any overflow if it happens.

Mr. Teston said the City needs to make sure people know where to get immediate information on the STEP system.

Mr. Bolton explained that if people go to www.COVb.org, or Google septic tank affluent pump they will be directed to the City's website site and there is an app that people can download. The app breaks it down and will guide them through the information easier than the website. When they send out future letters they will include the information on connecting to the app.

C) Discussion of Installation of STEP System (Canopied Streets) with Regard to Proposed Change in Code Sec. 71.14 Rights-of-Way Required to be Improved – Mr. Rob Bolton, Water and Sewer Director

Mrs. Moss stated Mrs. Marylou Hammond submitted a letter expressing her concerns about the STEP system and the trees along canopied streets.

Mr. Bolton explained that Mrs. Hammond has fought to make sure the tree canopies in Central Beach remain there for 45 to 50 years. The City had to install a new water line down her street and they are connecting the last couple of customers. Mrs. Hammond was just worried about having another opening in the street in that heavily canopied area. Forty years ago it was determined that the Central Beach area was fine for septic systems, but back then there was no concern about nutrient loading into the Lagoon. However, in the last five (5) years fertilizer Ordinances and septic sewer conversions have been established. He said he explained to Mrs. Hammond that he had received calls from residents in Central Beach about converting to the STEP system. Mrs. Hammond asked him if the City could leave certain

streets until last. He said that she understands if someone needs to connect to the STEP system that they have to provide it, but she would prefer they wait as long as possible to run the lines. That decision would be up to the Utility Commission who previously voted to move forward with the canopy streets.

Mrs. Moss said that Mrs. Hammond told her that this is one of the last Oak hammocks in the State. There is a real value to these trees beyond their natural beauty.

Mr. Bolton said that the way those canopy trees are in the Central Beach area he would not suggest running gravity sewer in there, because the roads are so narrow. However, the STEP system would not disrupt the trees root base by running a pipe under the ground. Oak trees have a shallow root structure of about two (2) feet, but the pipe for the STEP system is about three (3) feet deep.

Mr. Auwaerter asked what is the diameter of the opening they are creating underground.

Mr. Bolton replied that it is about 4-inches in diameter for the 2-inch pipe. They literally push a pole through the ground and pull the 2-inch pipe back through it.

Mr. Auwaerter commented that the impact on the root system of a decent size tree is very minimal.

Mrs. Orcutt said that Mr. Bolton has the experience installing lines on other streets. These are not the only canopy streets the City has and they have not had any problems with affecting the trees.

Mr. Bolton stated that he only made one (1) change to the revised Ordinance that they received (on file in the City Clerk's office). He added the statement (*except a septic tank effluent pump "STEP" sewer system installed by directional boring methods*) to the Ordinance, but the rest is just general changes to make the wording more standardized.

Dr. Lapointe said that in Mrs. Hammond's letter she stated that there was a study done.

Mr. Bolton replied that it was a Department of Environmental Protection (DEP) study and they are trying to determine what type of credit that cities could get for converting from septic systems to sewer. DEP started creating a model of the areas and establishing credits based on how far the properties were from the Lagoon, but they ran into some problems with their calibrations of their testing system. He said Mrs. Hammond wants to wait on the study, but he is not sure it will ever be completed.

Mrs. Orcutt asked Mr. Bolton if he needs support to move ahead (with the Ordinance).

Mr. Bolton stated if the Commission could vote on it to indicate they looked at it and approve the language changes then he can report that to the City Council and to the Planning and Zoning Board.

Mrs. Orcutt made a motion to accept the language changes to the Ordinance. Mr. Auwaerter seconded the motion. On a roll call vote the motion passed 7-0 with Mr. Baczynski voting yes, Mr. Teston voting yes, Dr. Lapointe voting yes, Mr. Mechling voting yes, Mrs. Orcutt voting yes, Mr. Auwaerter voting yes, and Mrs. Moss voting yes.

Mrs. Orcutt suggested posting this video segment on the City's website, because it clarifies a lot of issues. It would be another way of getting the information to the customers.

Mr. Teston asked how much is the customer's monthly bill for the STEP system.

Mr. Bolton replied that the minimum bill is \$19.89 and then it is based on their water usage up to 10,000 gallons. The maximum bill will be just under \$56.00, but for a typical household the bill will be in the \$35.00 to \$40.00 range.

D) Third Quarter FY 15-16 Electric Utility Rate Sufficiency Study – Mr. James O’Connor, City Manager

This item was discussed before item 4-A)

Ms. Cindy Lawson, Finance Director, stated that the handout they received is the third quarter Electric Utility Rate Sufficiency (on file in the City Clerk’s office). This is where they take the actual sales, revenue, and expenses from the purchased power providers and compare them to the original forecast. Just to make it clear, sometimes their original forecast does not match the adopted budget. As a result of this analysis which ended June 2016, the City Staff recommended that they further lower the purchase power cost from \$63.15 per 1,000 kWh to \$61.65 per 1,000 kWh effective October 15, 2016. That is a decrease of about 1.3 percent on a typical 1,000 kWh bill. This analysis was reviewed by their rate consultant and they concur with this recommendation pending the completion of the rate study. They are asking to set up a joint meeting of the Finance Commission and the Utilities Commission on November 15th to look at the results of the rate study, which will include the 2015/2016 actual and 2016/2017 adopted budget. The rate consultant feels this rate reduction is sustainable over the next year. She pointed out that this analysis is updated to reflect the latest cost estimates for staffing, the closure of the Power Plant, and the estimate of funds required for capital projects as a result of the optimization study.

Mr. Auwaerter stated it appears there were two (2) primary drivers of this decrease. The sales actually went up from their forecast and the Orlando Utilities Commission (OUC) power costs were slightly lower.

Ms. Lawson said that is a good analysis. It was a really hot summer, so that impacted the sales. The OUC forecast was based on what they thought it would be at the time they renegotiated the contract, so they are doing a little better.

Mr. Auwaerter asked if OUC was passing through lower fuel costs.

Ms. Lawson replied that she does not know that.

Mr. Auwaerter said he thinks that is important to understand, because the Utility Commission signed off on that contract on the basis that they would get lower costs from OUC that is separate from the purchase power cost. He said he does a monthly analysis of other municipal electric utilities, which is shown on the spreadsheet that he provided to the Utility Commission members (on file in City Clerk’s office). He said that he looks at the other 33 electric utilities and in particular Fort Pierce, because they are similar in size to Vero Beach.

Ms. Lawson said that her understanding is that Fort Pierce is utilizing a reserve that they created from having extra revenue to rate stabilize and decrease the actual cost from what it would be to cover expenses as they sit right now. Once that extra revenue is gone their rates will have to rise.

Mr. Auwaerter said that since they are not gaining much ground against Fort Pierce and Orlando, he would like to know if the OUC contract is helping them on the basis of the base power rate and not just the purchase costs going down.

Ms. Lawson explained that she deals more with the bottom line figures and is not the correct person to do a detailed analysis of the individual components of the OUC contract as compared to what the expectations were.

Mrs. Moss asked Ms. Lawson if she could ask the rate consultants to address that question and provide them with information beforehand so they will be prepared to discuss this subject at their November meeting.

Ms. Lawson explained that the rate consultants are not necessarily the right people to do a detailed cost analysis of the elements of the OUC contract. That would be more of an item for Mr. Bill Harrington and Attorney Scheff Wright to address, because they were the individuals who negotiated that contract and they have the best understanding of it.

Mr. Auwaerter stated that they receive bills from OUC that break down the fuel and other costs, so he believes the City should be able to do an analysis.

Mrs. Moss asked if the City could provide that information to the Utilities Commission.

Mr. O'Connor replied that they will try their best, but it might require the assistance of Mr. Harrington and Mr. Wright to do the analysis.

Mrs. Moss asked how many rate consultants does the City utilize and how much has been spent on them in the past fiscal year.

Ms. Lawson replied that there is only one (1) rate consultant, which is Public Resources Management Group (PRMG) and their initial work authorization was for about \$35,000. PRMG got to the point where they were going to set rates, but that got put on hold while the City renegotiated the OUC contract and handled the closure of the Power Plant, both of which impacted their costs. PRMG has now reinvigorated it and she believes they will be completing it for about the same amount of money.

Mrs. Moss asked if Mr. Harrington bills separately from PRMG.

Ms. Lawson explained that Mr. Harrington is a separate consultant through Mr. Wright's firm as part of the OUC contract.

Mr. O'Connor stated that these are two (2) different functions they are discussing. The rate consultant are doing the rate study and projecting the rate analysis. The renegotiation of the OUC contract became a legal issue when the City took the position on wanting to shorten the terms of the contract and this is where Mr. Harrington and Mr. Wright came in.

Mrs. Moss asked what is the mission or goal of PRMG.

Mr. O'Connor replied their job is to set their rates going forward and to review the rates opposed to the way the City has been doing it in the past. Ms. Lawson looks at the expenditures versus the revenue to determine the rates. PRMG will break that down to identify what costs are associated with fees and the rates the City charges. The City has a standing contract with PRMG that they will review the rates over time to make sure they are still on course.

Mrs. Moss said that she is wondering what the value is of this, because the City has already paid Gardner Bist over a million dollars. If they are only seeing periodic decreases of 1.3 percent, it is not significant enough that customers will actually notice it in their bills.

Mr. O'Connor explained that the million dollars paid to Gardner Bist is not just for the OUC contract. It is also for defense for the City and when the County sued the City.

Mrs. Moss asked what portion of the bills are devoted to rates.

Ms. Lawson replied that every time she pays a Gardner Bist bill she provides the City Clerk with a copy of the break down by billing matters. The City is required to do periodic rate studies and publish rate sheets. Since 2009 the City staff has done a good job of managing to the bottom line and building reserves. However, they have not updated the old rate sheets and they need that for a variety of reasons. Over time the established rates drift away from the actual demographic, so they have to consider if the costs have been assigned to the proper portions of the rates. That is the function of a rate consultant.

Mr. O'Connor stated the rate sheets are also submitted to the Public Service Commission to make sure they are treating all of the rate classes equally. The Public Service Commission posts the City's rate structures, which has to be certified through a rate consultant.

Ms. Lawson said that in the preliminary rate study they discovered that in some areas the City was over recovering in one part of a rate and under recovering in another part. Anytime they tweak a portion of the rates they have an impact on some customer class. When they start making adjustments to rates they look at the impacts to the different customer classes and they continue to move things around until they reach a point where they think it is equitable. That is a function of a rate consultant as well.

Mrs. Moss stated that she just wants the breakdown on what is being spent on rate consultants.

Mr. O'Connor replied that he will have it provided to the City Clerk's office.

Mr. Mark Mucher, City resident, stated that the City's residential rates are still 30% higher than FP&L rates even with this minimal decrease. He said that a lot of the candidates running for City Council are talking about further reductions of rates, but when the OUC contract was renegotiated the last projected rate reduction was October 1, 2016. According to that document the rates will now be trending up for the City of Vero Beach. When the City Council was discussing the partial sale they refused to ask the rate consultant what the impact of a \$30 million dollar cash influx would do, but he believes it would have reduced the rates. The power cost may have reduced a little bit, but they are in a better position because the City's revenue has increased more than the power costs. These little decreases that the customers have been receiving are reflected in lower purchase power costs, but he would like to know where the increased revenue is reflected in the customers utility bills.

Ms. Lawson explained that with the current rate sheets, the only component of cost they can reduce or modify on a quarterly basis is the purchase power costs. The point of the PRMG rate study was to analyze all of the components of the rates against the costs so they are ready to discuss what buckets the rate decreases should fall into. This will be addressed at the November 15th joint meeting.

Mr. Peter Gorry, Finance Commission Chairman, stated that the second largest utility in the State of Florida has 1.7 million customers and has a rate that is \$4.84 a month less than the City of Vero Beach. There are three (3) other regulated utilities in the State that average \$134.00 per month for residential customers. The average residential usage for City of Vero Beach customers is 1,060 kWh. If they take

away Indian River Shores the average usage would be 950 kWh with a new rate of \$110.00. Indian River Shores residential usage is up to 40% higher than the non-Indian River Shores customers. The discussion that Indian River Shores is 8.7% of the total kWh usage does not mean they are 8.7% of the revenues.

Mr. Auwaerter said he disagrees. It is in Mr. Wright's analysis and he should look at it.

Mr. Gorry said it is incorrect to say that 8.7% of kWh is equal to 8.7% of the revenues because it is a tiered structure. Usage of over 1,000 kWh kicks into the next billing tier. He believes that Mr. Wright is understating the amount of revenue. He said he does not even know how many customers there are in Indian River Shores. Based on the report, the estimate is 3,000 to 3,400

E) All Requirements Project, FMPA Matters – Mr. James O'Connor, City Manager

Mr. O'Connor stated that he received a report from Ms. Lawson and since November 2014 when they engaged PRMG to review the rates the City has spent \$40,867.00. When PRMG got involved in the OUC contract it was \$41,085.00, so that is what they have been paid to date. He stated that the All Requirements project has not really changed and he periodically listens to their Board meetings. The policies they have in place are good and they are not extending debt anymore. The debt service will not be extended on one (1) of the OUC plants, so some of the debt service will start to go away and it will be reflected in their rates.

Mrs. Moss stated that the fact that they dropped the penalty cost by \$13 million dollars was favorable to the City.

Mr. O'Connor replied that the big figure was from the Taylor Swaps. The City's position was that they were not part of the Taylor Swaps and they had already given their notice that they were exiting. They were able to pull up some Public Service Commission (PSC) records that showed their testimony excluded Vero Beach.

Mr. Auwaerter stated that FMPA is only looking at one side of the income statement. They say there are all these total costs that have to be spread out among all the participants. Vero Beach is not part of it, but they are still on the hook for it. FMPA does not think of the revenue side. To take this to an extreme, if everyone dropped out except one (1) the last participant would own all the equity. Their calculations don't take into account that Vero Beach must have some equity in ownership since they have some costs. He is really troubled by their methodology.

F) Solar Power Survey Update – Vice Chairman Auwaerter

Mr. Auwaerter reported that the Task Force had a series of long conference calls. They put out a request for proposals to several folks and gave them a basic list of items they had to respond to. The evaluation was done by looking at their operational factors such as does the organization make the calls themselves versus subcontracting it, do they use computer assisted telephone interviewing (CATI), do they have expertise in putting together solar surveys, cost, and project time. It was a scoring system and there was fair consistency in picking the top three (3). The organization that was picked was Great Blue. His big concern with them is that they did not talk at all about other solar surveys they did. That weighed heavily with him, but the other members on the Task Force felt comfortable that they would help them put together a good solar survey. Great Blue did come in at a lower cost than the others.

Mr. O'Connor said the other issue was if they were going to survey commercial businesses. The City agreed to do that, but there is an additional cost. The cost is based on number of customers they choose to survey, but they will only be paying for complete responses and not partial surveys. The City made up a list of smaller mom and pop shops along Ocean Drive and in downtown along 14th Avenue where they felt that the person answering the call could actually make a decision on what could take place with solar energy.

Dr. Lapointe asked if the raw data from the surveys will be available to the public.

Mr. Auwaerter replied that it was his understanding that all the data would be available, but they may screen the names and addresses.

Mr. O'Connor commented that all the data is public information, but you may need to go to the provider of the service and pay to get names and addresses.

Mrs. Orcutt asked if this company is going to create the questions or will it be the Committee.

Mr. Auwaerter said it will probably be a combination.

Mr. Baczynski asked if there was a time line for this.

Mr. O'Connor said that he got the impression it would be done by the first of the year.

Mr. Auwaerter said the time line is factored on putting the survey together and they are trying to organize people from around the State. Great Blue had an aggressive time line that he thought was unrealistic compared to the other companies. They want to get a report to the FMPA Board of Directors by early February.

5. OLD BUSINESS

A) Distribution of Information by the City Clerk's Office

Mrs. Moss stated that when items are voted on by their Commission it is a recommendation to the City Council, but she was informed that they do not get submitted just as separate recommendations. She asked Mrs. Tammy Bursick, City Clerk, if that is correct.

Mrs. Tammy Bursick, City Clerk, explained that the City Council receives copies of their minutes to read through. If there is something that they would like to specifically point out to the City Council she recommends that a separate cover letter be typed up and the minutes will be attached. That is a sure sign that they didn't miss anything while reading the minutes.

Mrs. Moss said she feels that it should go as a separate piece of information and not imbedded in several pages of minutes. That does not seem like a logical or efficient method and not just for this Commission, but for all Commissions.

Mr. Auwaerter said for an example Mr. Bolton asked for support on the Ordinance of the STEP system and they made a motion that was passed. It seems like the City Council would like to know about that separately.

Mrs. Bursick replied that on items like this they will note it on the memo that the Utility Commission voted unanimously to accept the Ordinance. With a lot of these items the Finance Director will send them to the City Council stating that the information has gone to the various Commissions.

Mrs. Moss said she believes that anything that is voted on by any of the Commissions should be addresses separately.

Mrs. Bursick said that there is no problem sending a memo to the City Council listing the items that were voted on and the outcome.

Mrs. Moss asked if they can automatically do a memo and make sure the other Commissions and Boards are handled the same way.

Mrs. Bursick replied yes they can handle it the same way for the other Commissions.

Mr. Gorry explained that any recommendations made by the Finance Commission are either put on the City Council agenda or are presented by himself or another Finance Commission member at the City Council meeting.

6. CHAIRMAN’S MATTERS

None

7. MEMBER’S MATTERS

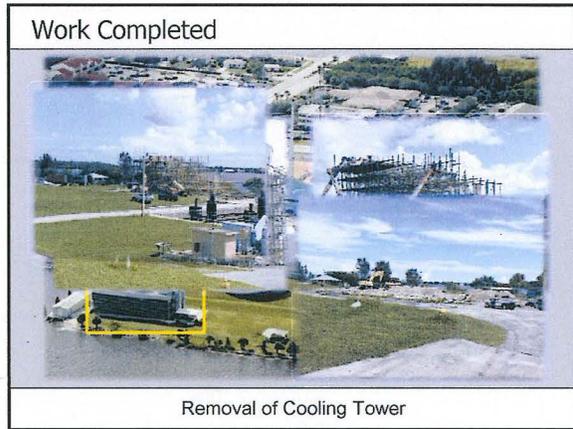
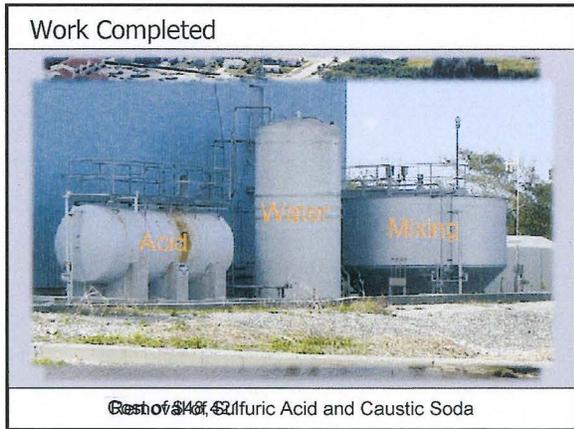
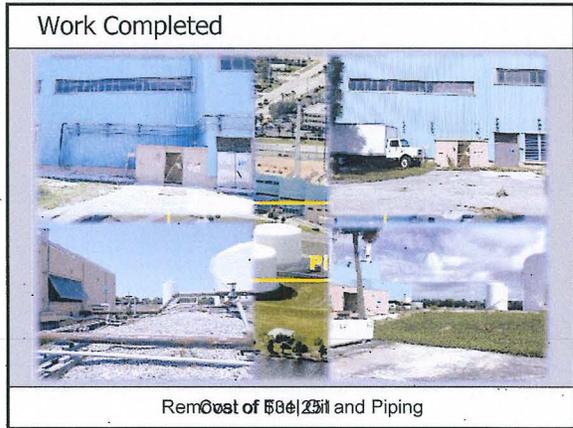
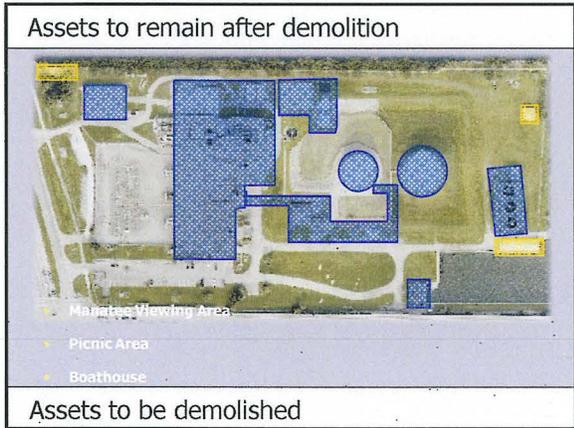
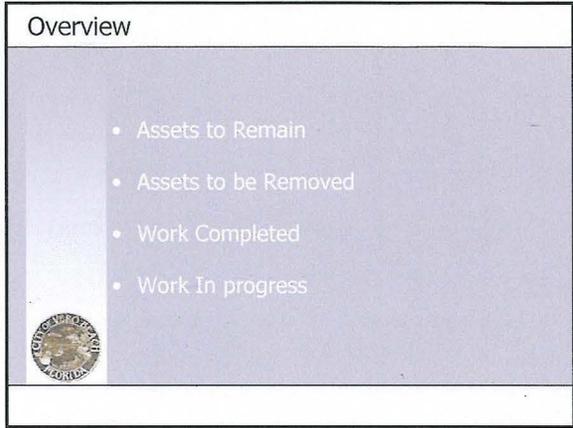
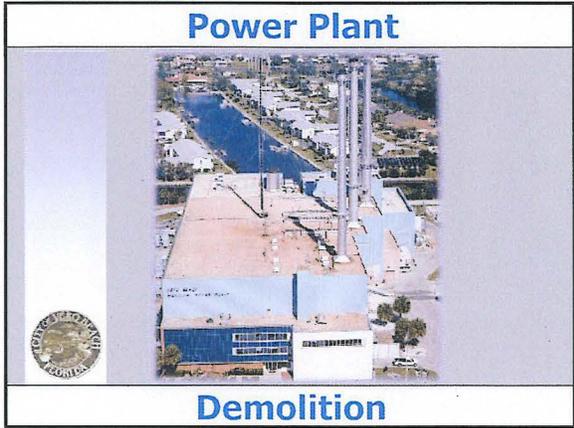
None

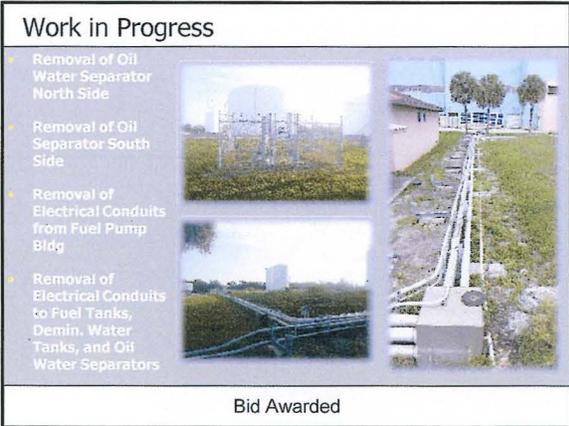
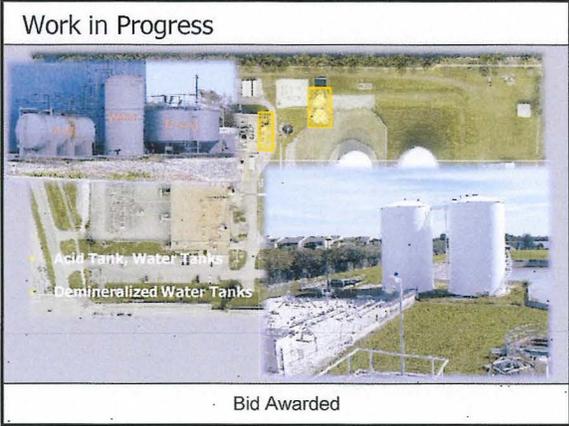
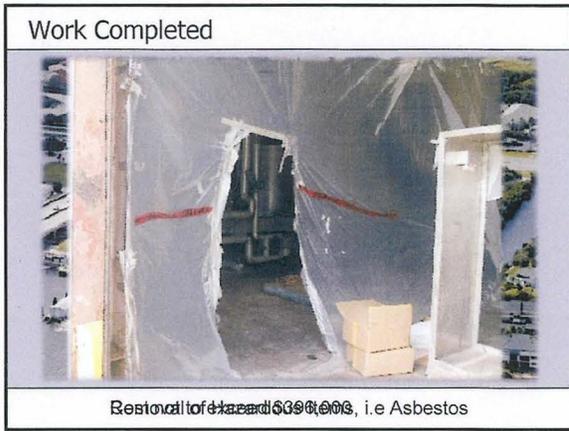
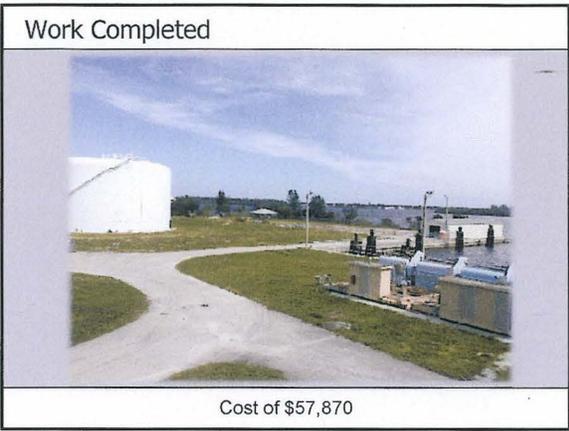
8. ADJOURNMENT

Mr. Auwaerter made a motion to adjourn today’s meeting at 11:42 a.m. Mr. Mechling seconded the motion and it passed unanimously.

/rh

7-11)





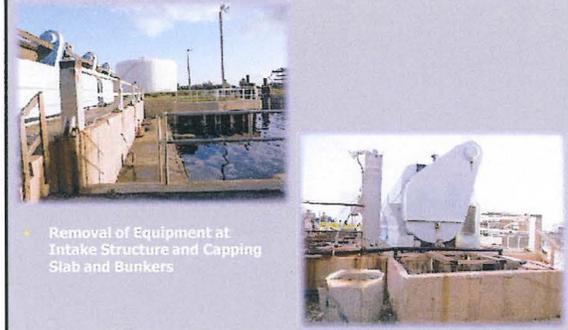
Work in Progress



- Removal of Gas Line Piping
- Cutting and Capping of FGT's Main off IR. Blvd

Pending completion of RFQ

Work in Progress



- Removal of Equipment at Intake Structure and Capping Slab and Bunkers

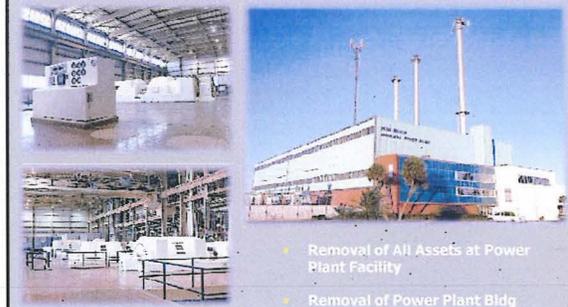
Pending completion of RFQ

Work in Progress



Relocation of Substation Prior to Demolition –
Pending Completion of RFQ

Work in Progress



- Removal of All Assets at Power Plant Facility
- Removal of Power Plant Bldg

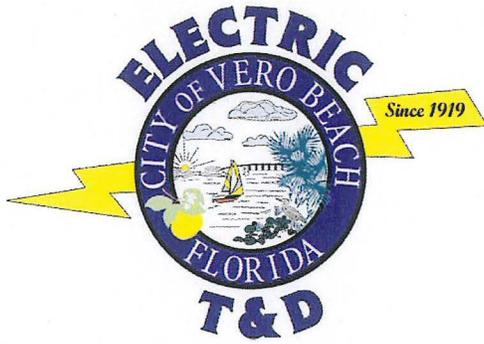
Pending Relocation of Substation and Completion of RFQ

Final View



Questions?

7-15)



2016 Electric Reliability Performance Report Third Quarter

City of Vero Beach
Department of Electric T&D
November 2016

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SUMMARY

The City of Vero Beach provides electric service to an area of 40.85 square miles and has more than 34,500 billable accounts. The Department of Electric Transmission and Distribution (T&D) relies on the commonly used metrics in the industry to measure reliability performance. These metrics include the System Average Interruption Frequency Index (SAIFI), the System Average Interruption Duration Index (SAIDI), and the Customer Average Interruption Duration Index (CAIDI). The attached report represents the electric reliability performance assessment for the third quarter of 2016.

THIRD QUARTER RELIABILITY PERFORMANCE

During the third quarter (July, August, September), Indian River County has seen numerous severe weather conditions that have resulted in outages within the electric system service area. The storms have caused circuits to be opened at various substations, strong winds with resulting tree limbs falling on power lines, and equipment damages due to lightning. Figure 1 depicts the causes of the outages.

CAUSE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Weather	18	5	2	3	39	14	2	30	17
Vegetation	14	10	13	6	21	22	12	20	21
Animals	5	6	9	11	11	8	6	3	7
Foreign Interference							1		
Human Cause		1		1		3			1
Undetermined	15	20	23	16	33	37	27	33	34
Equipment Failure	10	7	3	5	11	7	7	10	7
All Remaining Outages								1	
Total of Outages	62	49	50	42	115	91	55	97	87

Figure 1 - Causes of Outages:

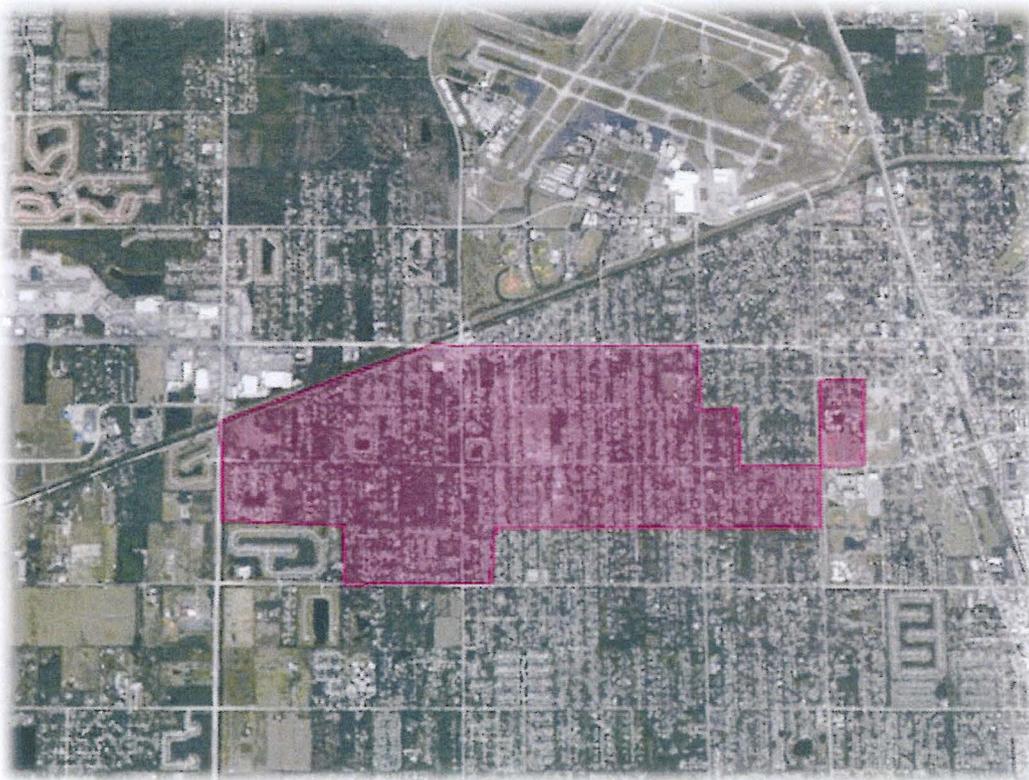


Figure 2 - Outage location caused by down power line (650 customers)

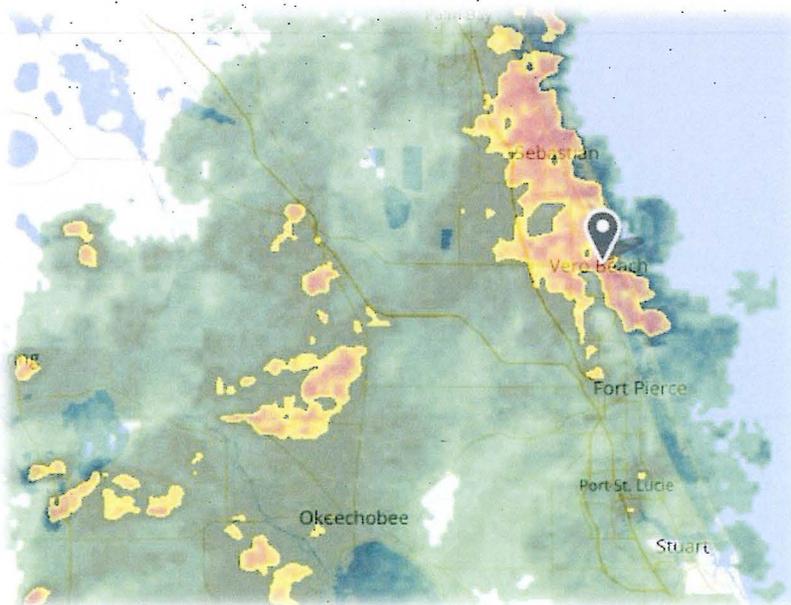


Figure 3 - Month of August - Source: <https://weather.com/weather/radar/interactive>



Figure 4 – Outage location caused by lighting (800 customers)



Figure 5- Outage location caused by lighting (400 customers)

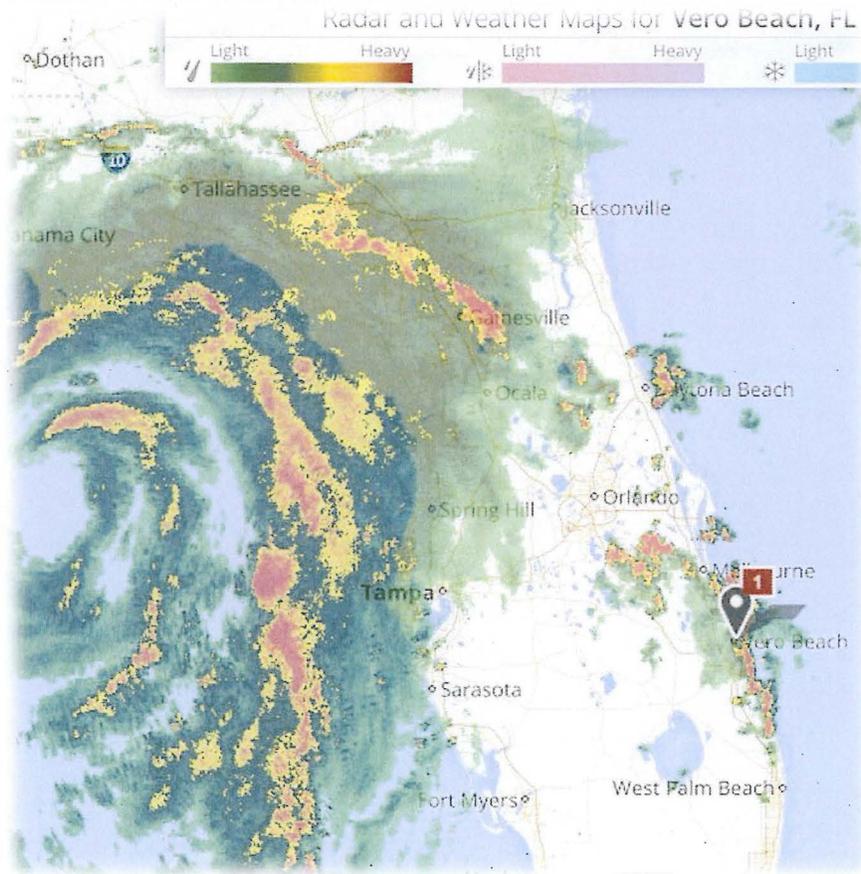


Figure 6- Month of September

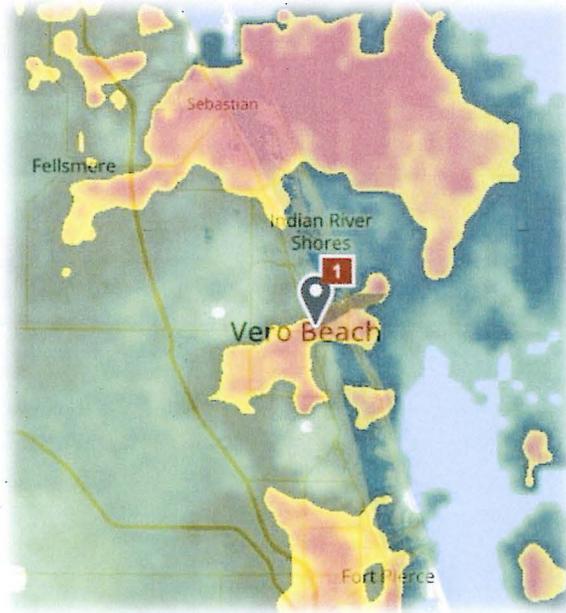


Figure 7 - Month of September

We continue to monitor and inspect our system by detecting and replacing damaged or aging equipments before they fail. We have taken the following steps in the meter shop to enhance our reliability:

- Standardizing our CT's to minimize the different ratios that the electric department currently carries.
- Standardizing the test equipment to allow for maximum efficiency.
- Installing recording volt meters and monitors to resolve power quality issues.

RELIABILITY INDICES

SAIFI – System Average Interruption Frequency Index

SAIFI measures the average frequency of interruptions for the average customer.

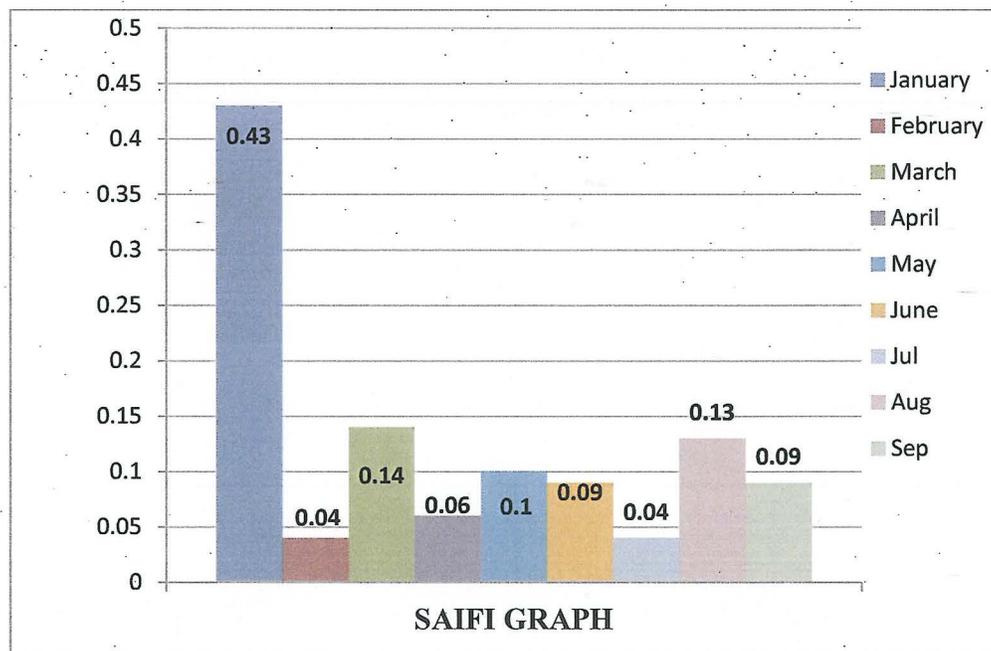


Figure 8

SAIDI – System Average Interruption Duration Index

SAIDI measures the average duration of interruptions for the average customer.

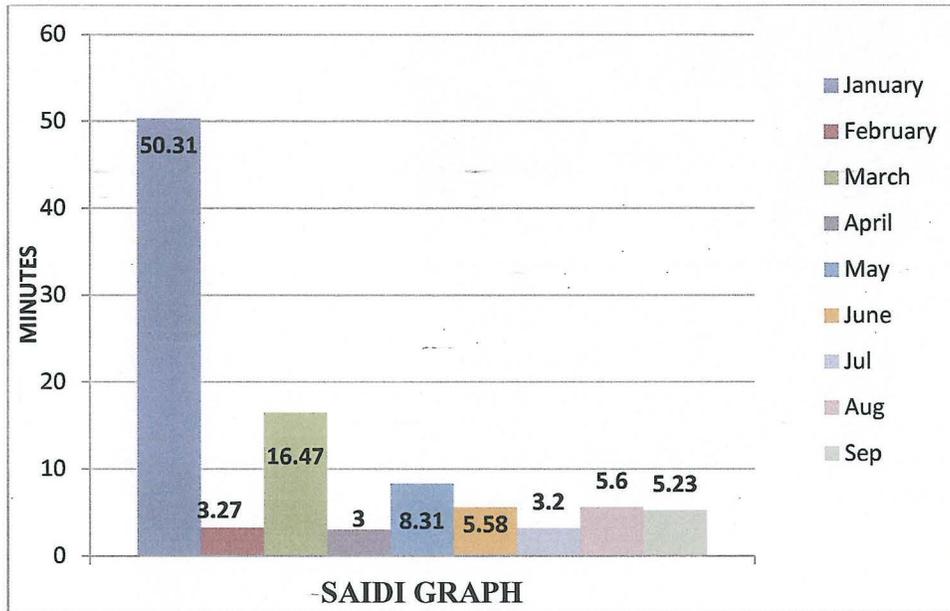


Figure 9

CAIDI –Customer Average Interruption Duration Index

CAIDI measures the average repair time experienced by the average interrupted customer.

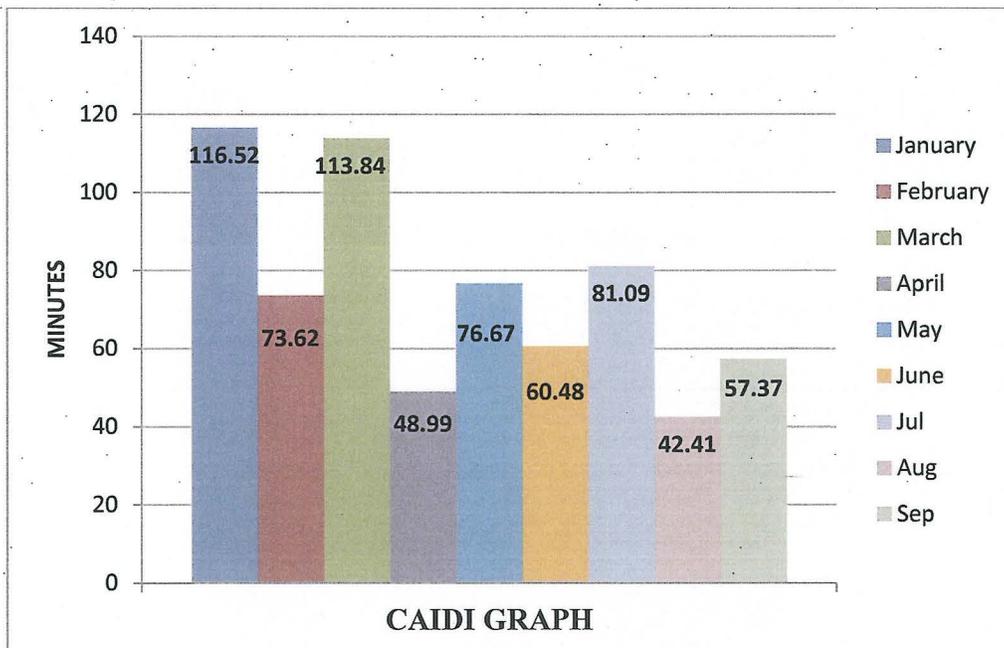


Figure 10

L-BAR measures the average length of a single outage.

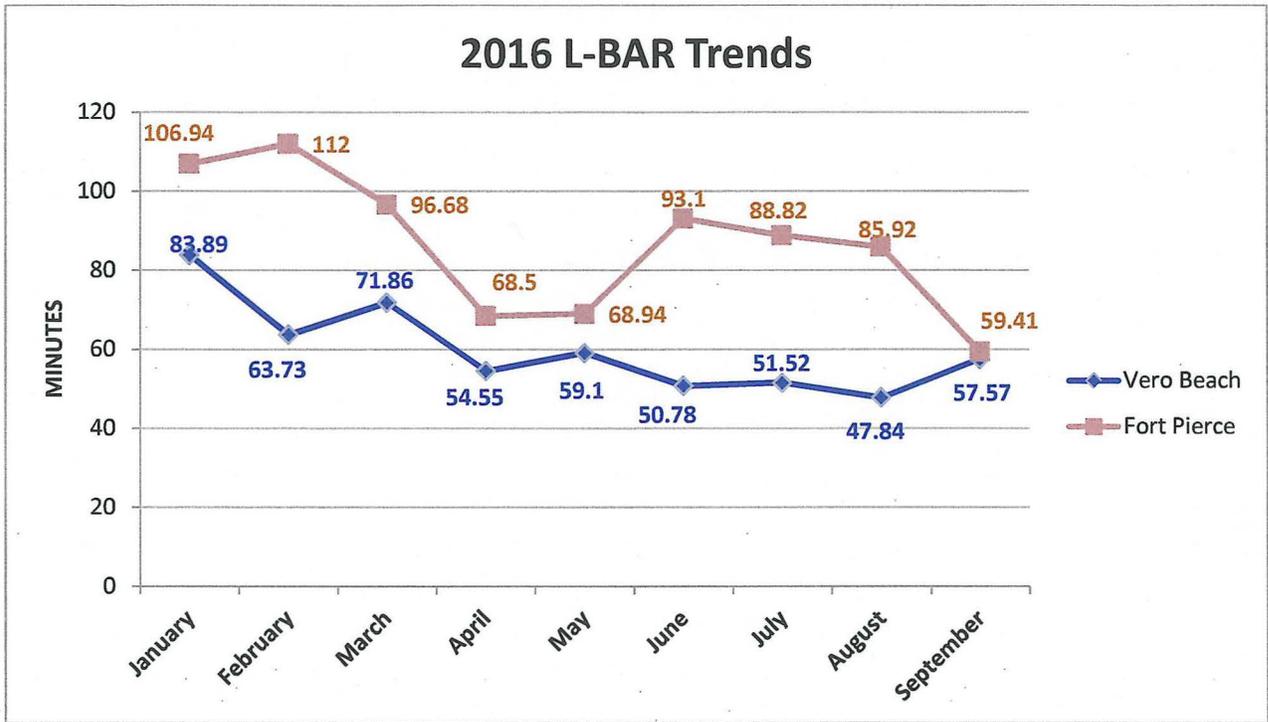


Figure 11

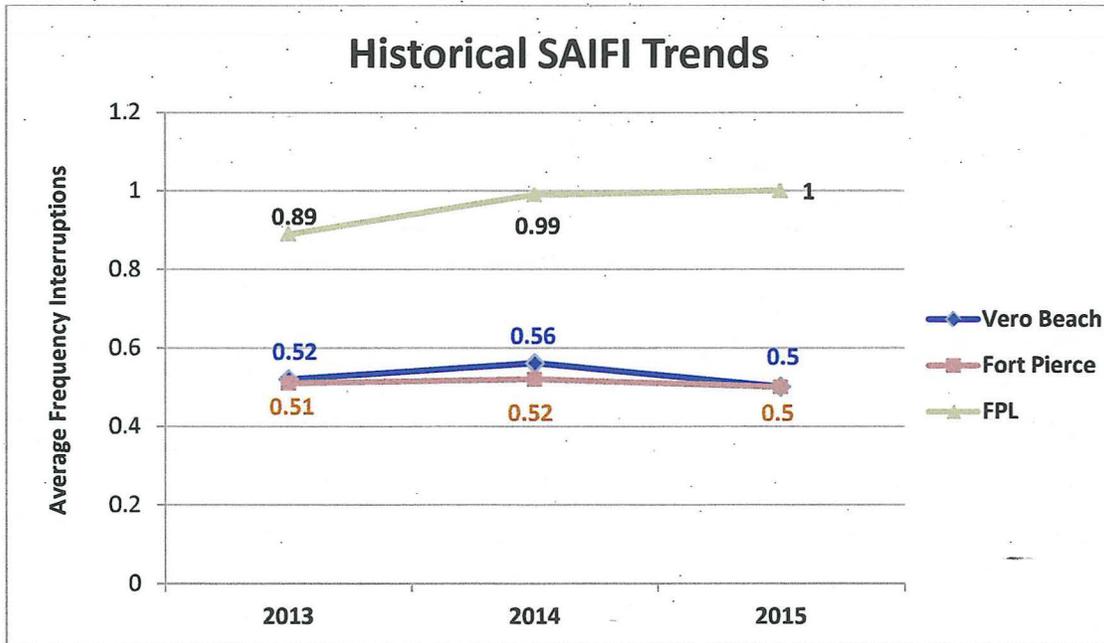


Figure 12

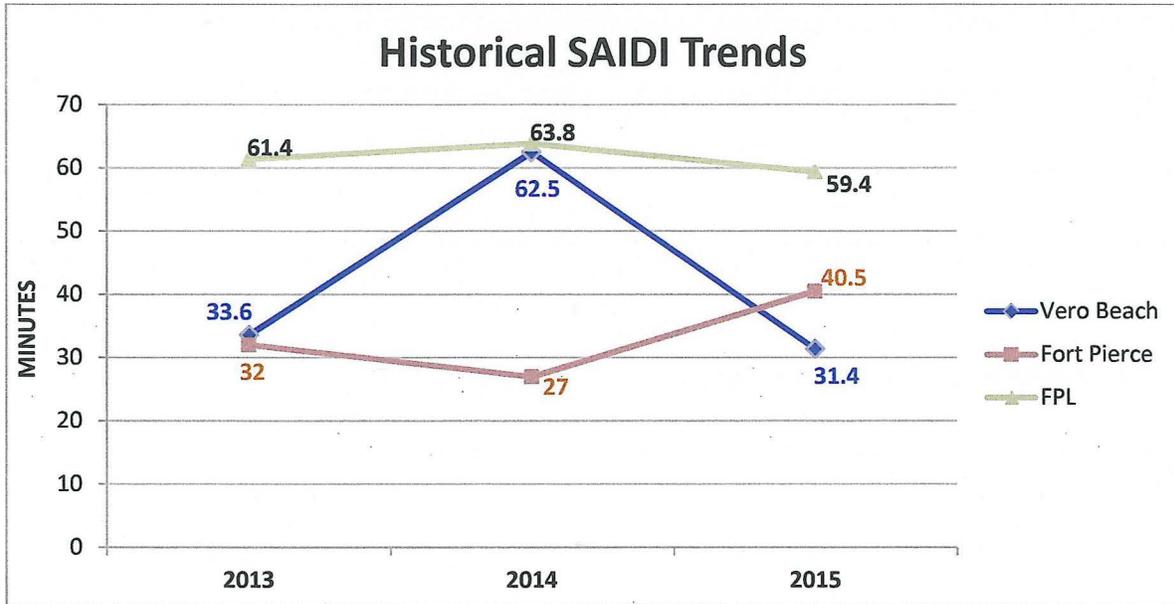


Figure 13

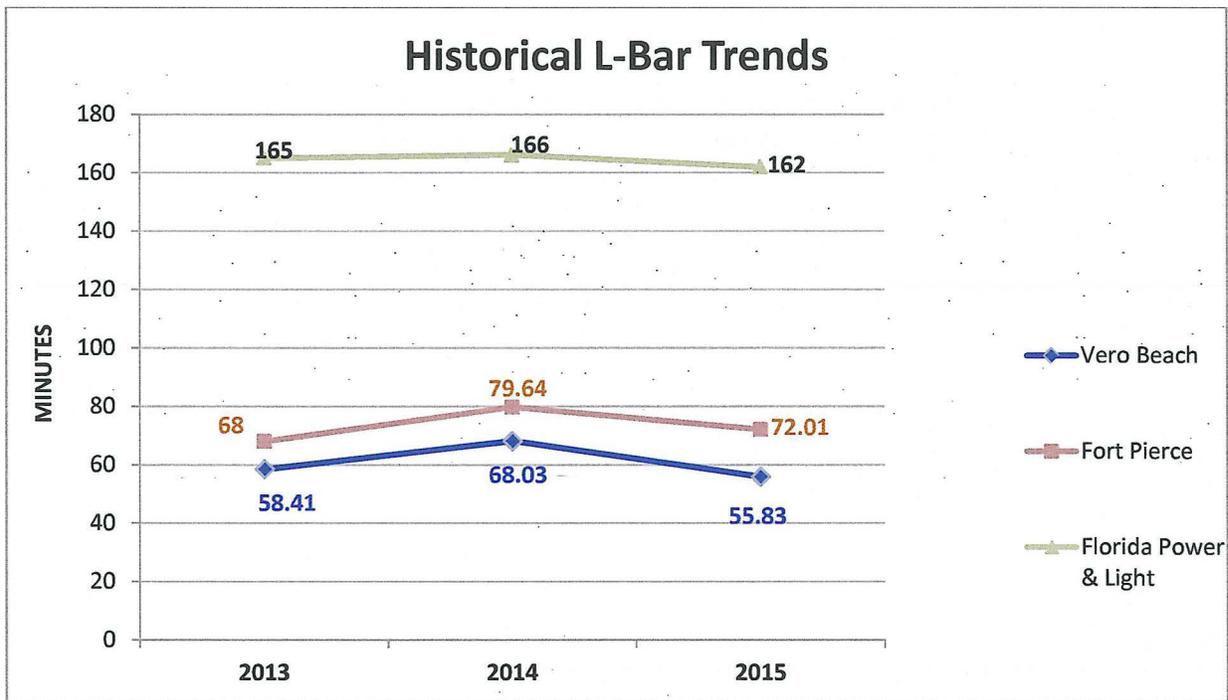


Figure 14

As observed in the L-Bar trends above, Vero Beach has outperformed both Fort Pierce Utilities Authority and Florida Power & Light. Values for Florida Power & Light's reliability indicators were obtained from the Florida Public Service Commission website at

<http://www.floridapsc.com/ElectricNaturalGas/ElectricDistributionReliability>

APPENDIX

	JUL	AUG	SEP
Total Number of Outages	55	97	87
Minutes of Interruption	2,834	4,641	5,009
Total Number of Customers Served (C)	35,280**	35,287**	35,000**
Total Number of Customer Interruptions (CI)	1,393	4,662	3,192
Sum of all Customer Minutes Interrupted (CMI)	112,971	197,727	183,138

Figure 15 - City of Vero Beach 2016 Reliability Indices

****Total Number of Customers Served values reflect all new electric services for the month.**

Weather - lightning, wind, flood, high/low temperature, major storm (hurricane, tornado...)
Vegetation - tree contacts, vines
Animals - rodents, squirrels, birds, snakes, bees, frogs
Foreign Interference - vehicle, cable cut, tree trimmer, aircraft
Human Cause - switching error, emergency manual interruption, customer caused, customer service disconnected
Undetermined
Equipment Failure - lighting arrestor, fuse, transformer, pole top pin, switch gear
All Remaining Outages

Figure 16 - List of Possible Outage Causes

SAIDI – System Average Interruption Duration Index

SAIDI measures the average duration of interruptions for the average customer.

$$\text{SAIDI} = \frac{\text{Sum of all Customer Minutes Interrupted (CMI)}}{\text{Total Number of Customers Served (C)}}$$

SAIFI – System Average Interruption Frequency Index

SAIFI measures the average frequency of interruptions for the average customer.

$$\text{SAIFI} = \frac{\text{Total Number of Customer Interruptions (CI)}}{\text{Total Number of Customers Served (C)}}$$

CAIDI – Customer Average Interruption Duration Index

CAIDI measures the average repair time experienced by the average interrupted customer.

$$\text{CAIDI} = \frac{\text{Sum of all Customer Minutes Interrupted (CMI)}}{\text{Total Number of Customer Interruptions (CI)}}$$

L-BAR measures the average length of a single outage.

$$\text{L-BAR} = \frac{\text{Minutes of Interruption}}{\text{Total Number of Outages}}$$

4-E)

TO: Mayor and Council
THROUGH: James R. O'Connor, City Manager
FROM: Cynthia D. Lawson, Finance Director 
DATE: October 18, 2016
SUBJECT: Approval of Agreements with Invoice Cloud and Cayenta for Utility Customer Service Technology Upgrades / Process Improvements

BACKGROUND

In November 2015, staff provided an update on the progress and future timeline for phased improvements to the City's Utility Customer Service customer service technology. The third and final phase of these improvements was utility customer website upgrades, in order to enable customers to perform many of the activities associated with their accounts on-line without support from customer service representatives. For example, an improved website could allow customers to pay bills and set up recurring auto-payments, start and stop service, view bills and usage data, set up budget billing, and get paperless bill delivery. The implementation of this phase was originally scheduled to take place after successful completion of the e-box/lockbox upgrades to the billing system.

Since that time, staff has found an electronic bill presentment and payment service that is cost effective and fully integrated with the existing Cayenta billing software. Since this technology upgrade will provide the most positive impact from the customer viewpoint and is relatively easy to implement (without disruption to the existing software), the staff would like to move this phase up and implement these improvements next. The following provides an overview of the proposed products, the cost and the timeline; additional detail will be provided during our discussion on September 22, 2016.

Invoice Cloud and Cayenta Customer Self Service (CSS) Software Overview

Attachment A is the proposal from Invoice Cloud, the e-billing and payment system software being recommended by staff. Invoice Cloud has partnered with Cayenta, our existing billing software vendor, to produce an integrated electronic payment solution that should dramatically increase our customer service quality and efficiency. In addition, the implementation of Invoice Cloud will enable future improvements in the City's revenue collection, such as the installation of payment kiosks for after hours service and the ability to accept online customer payments for other types of City fees/revenue (such as parking fines, rental payments, etc.). The Cayenta Customer Self Service portal will also allow customers to view account information such as historical consumption, account transaction detail and view/print bills.

Project Timeline

The implementation of the Cayenta Customer Self Service portal will be the first step in the upgrades and this will take approximately 3 months. Once this is complete, the Invoice Cloud interface will take an additional 3 months to finalize. However, this project cannot be started until the Outage Management System (OMS) implementation is complete, since the OMS software requires the design

and testing of Cayenta billing software changes. Based on the current OMS schedule, the CSS/Invoice Cloud project would begin in late January 2017 and be completed by late summer 2017.

Project Cost and Agreements

The project cost for implementation of the Cayenta CSS portion of this project is \$58,110, and there is a \$15,000 license fee. Attachment B is the Cayenta Work Order for this portion of the project.

Attachment C contains the Invoice Cloud documents (Biller Agreement, Online Terms & Conditions and Biller Order Form) which make up the service/billing agreement. Invoice Cloud has waived all integration, deployment, training, and monthly account access fees (permanently) if the contract with Invoice Cloud is executed by October 31, 2016. The remaining Invoice Cloud costs are on a 'per transaction' basis, with some costs paid by the customer and some by the City. Several of these 'per transaction' costs are a net savings from our current charges. For example:

- The per transaction charge for e-billing is a net savings of \$ 0.31 per bill from our current bill print and mailing charges.
- The flat fee for credit card transactions which would be paid by the customer is \$1 to \$4 cheaper than the current charges from our credit card billing provider.
- The per transaction charge of \$ 0.40 for recurring auto payments is higher than the current bank charges, but would be offset by e-billing adoption rates.

The actual annual fees would be based on associated changes in customer bill payment demographics. A worst case scenario, based on no changes from our current bill pay demographics (despite the additional payment options) and a 0% e-billing adoption rate would be around \$30,000 per year in costs.

Recommendation

Staff recommends that City Council approve the attached agreements with Cayenta and Invoice Cloud and authorize the City Manager to execute both these agreements and any related documents required to implement the terms and conditions of these agreements.

At their meeting on September 22, 2016, the Finance Commission reviewed this proposed project and voted unanimously to endorse staff's recommendation to implement the Invoice Cloud/Cayenta bill presentment and payment software.

InvoiceCloud™



The Next Generation of Online Experience

City of Vero Beach Utilities

8.10.16



Matt Braley
Southeast Director of Sales
of Partnership

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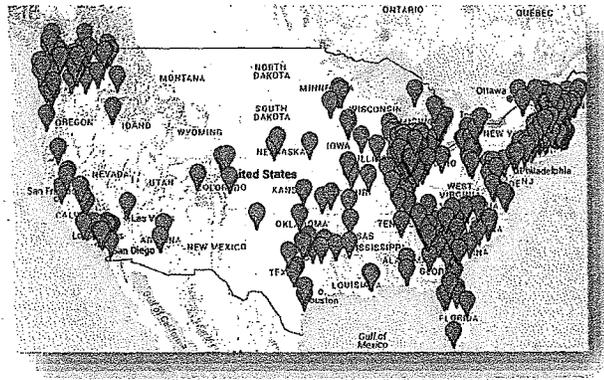
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Executive Summary

Invoice Cloud is pleased to provide Vero Beach Utilities with a comprehensive proposal for electronic bill presentment and payment services. Invoice Cloud, Inc. (www.invoicecloud.com) provides a simple and secure e-billing and payment system that allows people to view and pay bills online using the Web, Mobile Devices, SMS Text, over the phone (IVR), or through a Kiosk. Invoice Cloud's end user experience is state of the art, and the administrative tools for reporting and reconciliation available for your staff are second to none. Friendly email reminders and text messages, a self-service paper suppression program, and real-time posting to your Cayenta CIS drive the highest adoption in the industry. **As a Diamond Partner of Harris and the preferred partner of Cayenta**, Invoice Cloud is uniquely well positioned to provide **City of Vero Beach Utilities** a full integrated, comprehensive EBPP solution that is built directly into Cayenta CSS, using Single Sign On.

Invoice Cloud, Inc. is a privately owned company, headquartered in Braintree, MA with offices in Brownsville, TX and Memphis, TN. Invoice Cloud has more than 700 clients nationwide (located in 39 states) who collectively present and process many millions of bills per year. **In fact, we believe that we have more pure local government/municipal utility EBPP installations than any other firm in the country. Others have more clients, but not more EBPP clients in the municipal utility/government market.**

The guiding philosophy in the formation of Invoice Cloud was to create a service that helps accelerate collections, improve security, reduce costs, and enhances the customer experience. Clients are using Invoice Cloud to provide electronic bill presentment and payment processing to customers, lower their billing costs and promote green services. Although the sizes of the Invoice Cloud clients vary, Invoice Cloud provides EBPP services for many large clients across the country including SEMCO Energy which bills 300,000 customer's per month; Detroit Water; Atlanta Water; Anaheim Utilities; Portland Utilities; City Manchester, NH Utilities; City of Boston, MA; City of Indianapolis, IN; New Orleans Water, and many more.



The secret sauce is our deep integration with our software partners: Cayenta selected Invoice Cloud because we have the best platform on the market, and we've spent years perfecting the Single Sign On integration together.

Company Mission

To provide the highest adopting integrated electronic payment solutions to forwarding thinking clients.

Highlights

- 700 + Clients in 39 states
- Focus on utility and municipal market (95%+ of clients)
- Only Cloud-based (Software as a Service) solution in this market
- Inc. 500 Fastest Growing Private Companies of 2015 - #428
- Management with deep experience in:
 - Secure payment processing, gateways
 - Billing software and integrations to CIS systems

Company Vision

Provide the same online experience customers have come to expect when making payments to Fortune 100 companies such as AT&T, Verizon or American Express and take that to the next level;

- Provide this service to utilities and municipal government organizations
- Achieve the industry's best online payment and e-billing adoption
- Improved functionality and 'ease of use' for the Payers
- Decrease effort and manual processes for the Biller's staff through improved management capabilities and automated customer communications system
- Combined administrative portal for access to reporting of both e-Billing and Payment Processing
- ***Secret Sauce: Tight integration—through Single Sign On—with Cayenta, customized for each client's needs. Because no other EBPP company has a deep data integration with Cayenta, Invoice Cloud is the only company who can provide much of the functionality outlined in this proposal.***

City of Vero Beach Utilities Top Goals & Objectives

Goals & Objectives	Invoice Cloud
1. Provide many more self-service payment channels for COVB payers, working to drive down call volume, walk-ins, and manual work for COVB staff: self-service auto-pay enrollment via ACH or Credit/Debit Card, schedule payments, pay via an e-mail reminder, pay by text, pay via IVR.	✓
2. Utilize a system that already has a real-time integration built with Cayenta for moving of all important data elements between platforms (bill data, balances, e-bill enrollments, auto-pay enrollments, paperless bounces, etc).	✓
3. Provide customers the option—directly from CSS through Single Sign on—to enroll in auto-pay, schedule payments, store credit card or bank account info for future use, enroll in e-billing, enroll in pay by text, etc—without having to sign in again.	✓
4. Allow customers to store credit/debit card or ACH info for future use, instead of having to re-type it each time.	✓
5. Put a system in place that will drive the highest e-adoption in the industry (% of payers paying online, % of payers enrolling in 'paperless'). This maximizes efficiency and print/mail savings.	✓
6. Provide the customer the option to receive e-bills via text or e-mail, and allow customer to make a payment directly from the e-bill reminder or text message, <i>as well as</i> access the mobile site directly from the text reminder.	✓
7. Eliminate all lost and duplicate payments.	✓
8. Provide a 'one-time payment' (40% of people prefer this way to pay) that allows customer to still see 24 months of bill history, download a bill, enroll in 'paperless,' sign up for text or e-mail reminders, and pay via Credit Card or ACH (this is a huge factor in increasing e-adoption).	✓
9. Provide COVB staff a much enhance administrative portal.	✓

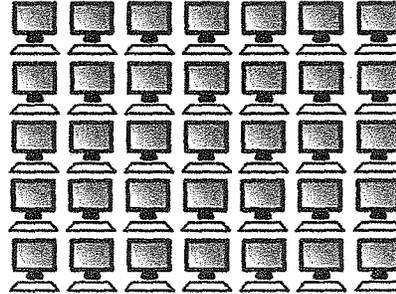
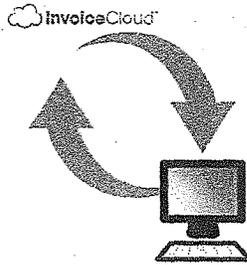
Keys to Success

SaaS Technology: Secure Cloud Based

True Cloud Platform

Software as a Service (SaaS)

No need to upload patches and upgrades to each individual client site



Ease of Use: Single Sign-On



Account Login

Welcome to Coyenta's Customer portal. To login, enter your Account Number or Email and Password.

your invoice

Account #	Invoice #	Due Date	Balance Due	Actions
000 00 0000	AW02 0000	1/24/2011	1277.12	

When would you like to pay?

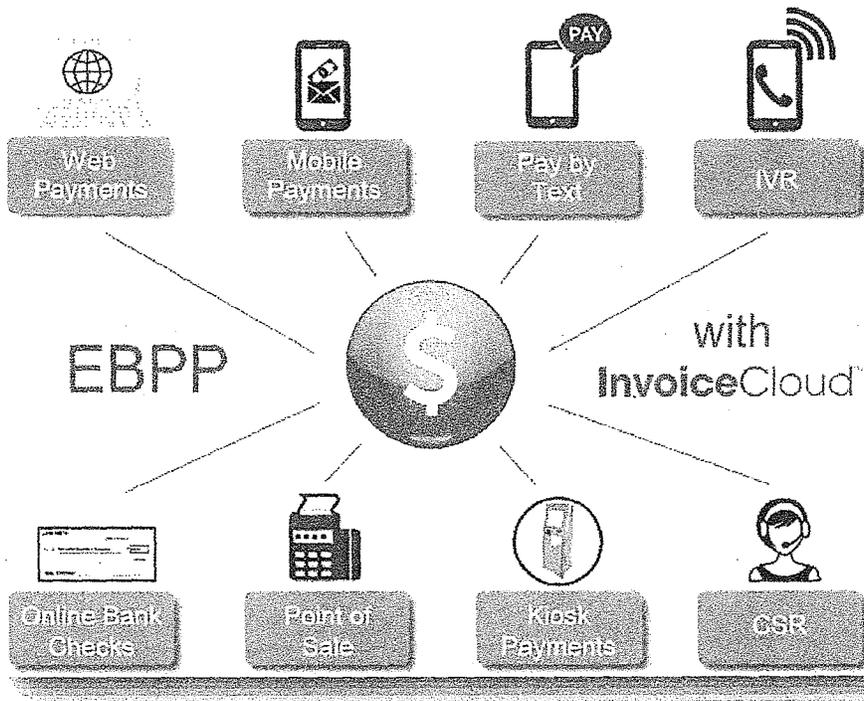
- Now
- Later
- Schedule a Payment

How would you like to pay?

- Check
- Debit
- Credit Card
- ACH

Single Sign-on automatically logs customer into CSS and Invoice Cloud

Expanded Payment Channels



Mobile: Responsive Design

Central Water
high quality water...

Your Invoice

Type	Account #	Invoice #	Due Date	Balance Due	Options
Water	958977	PDWS-0099	12/10/2014	\$23.74	

Already Registered?
 Please Sign In to your Account:

Email Address:

Password:

Enter Secure Code (shown below):

Secure Code: **Y62P3**

One Time Pay

One Time Pay is the fastest way to make your payment. Clicking the "Pay Now" button below, you can enter your payment information and submit it for processing.

If you would like to take advantage of advanced features and functionality, please proceed towards the Register flow option.

Note: Registration is not required to pay your invoice. Please feel free to choose how you would like to proceed.

invoicecloud.com

Your Invoice

Type: Water **\$0.83**

Account #: 349

Invoice #: J5N0BCK059 [View Invoice](#)

Due Date: 01/11/2013

Balance Due: \$0.83

Already Registered? [Sign In](#)

Please Sign In to your Account

Have questions? [Call Now](#)

Please Call Us Today.

e-Billing: Enhanced with 27+ event driven emails



City of Milpitas
CALIFORNIA

You have a new invoice

Dear JOHN SMITH

FINAL NOTICE

Your payment has not been pending. If you have already this email.

This is the last email notice that an on-time payment. Your in online

It is very easy to access yo Invoice or Pay Now button <https://www.invoicecloud.com>

If you have any questions reg today at FinanceCustomerSer your account number, first nar

Thank you for your payment your timeliness.



City of Milpitas
CALIFORNIA

You have a new invoice

Dear JOHN SMITH

Second Notice

Your invoice is available to vie that your bill is due soon. f payment to be processed befo already paid this invoice, pleas

You may also access your i: <https://www.invoicecloud.com>

To access your invoice, pleas Now button or log on <https://www.invoicecloud.com>

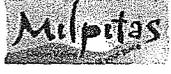
If you have any questions reg: at FinanceCustomerService@ account number, first name ar

Thank you for paying promptly

City of Milpitas



Milpitas



Milpitas



City of Milpitas
CALIFORNIA

You have a new invoice from City of Milpitas!

[View Invoice or Pay Now](#)

Dear JOHN SMITH

A new invoice is now available to view online.

City of Milpitas has implemented a convenient online billing and payment system for you to access and pay your bills. Simply click on the **View Invoice or Pay Now** button to get started. You can review and print your invoice, pay electronically now, or schedule the date your invoice will be paid.

You may also access your invoice via our Customer Portal at <https://www.invoicecloud.com/milpitasca>.

If you have any questions regarding your account, please email us at FinanceCustomerService@ci.milpitas.ca.gov. Be sure to include your first name, last name, and account number.

Thank you for choosing to view and pay online,

City of Milpitas



Milpitas

Account Information

Account Number:
120450780

Invoice Number:
UD20353

Invoice Due Date:
5/6/2015

Balance Due:
\$105.00

Integration: Invoice Cloud Data Pump



Ensures that all payments are received by *Cayenta* in Real-Time and nothing is ever missed

 InvoiceCloud

Data Management

Home

Search Customers

Search Payments

Monthly Summary

Registration Report

Data Pump History

EPF/ACH Rejects

AutoPay Report

Paperless Report

Paperless Bounce Report

View Scheduled Payments

Invoice File History

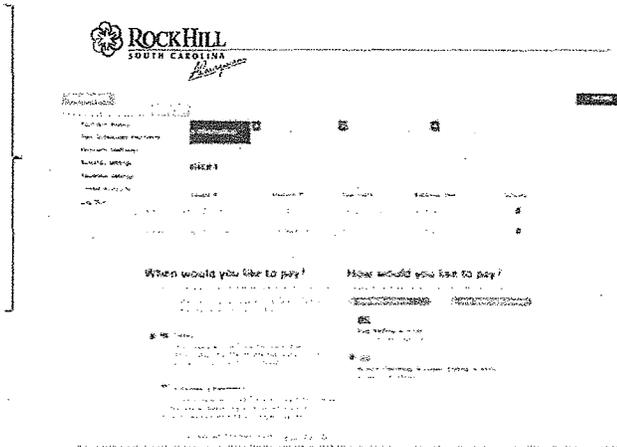
Payment File History

Adjustment File History

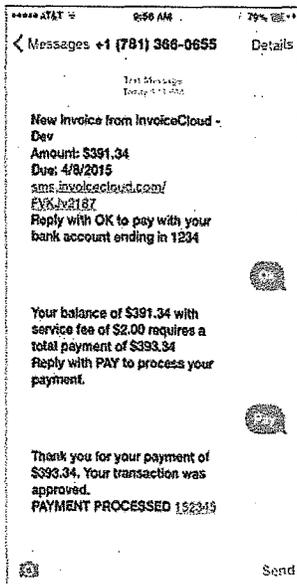
Receipt #	Customer	Account #	Print Date	Amount	Date Delivered	Print	Options
48672695	ANACHAU FIGO	2027295	10/31/2014 5:07:00 AM	\$204.00	10/31/2014 5:09:00 AM		<input checked="" type="checkbox"/>
48612027	LEERO POMELE	2042383	10/31/2014 2:07:00 AM	\$129.27	10/31/2014 2:37:05 AM		<input checked="" type="checkbox"/>
48594021	MARWAT CHU	2055226	10/31/2014 12:31:25 AM	\$227.53	10/31/2014 12:35:13 AM		<input checked="" type="checkbox"/>
48593590	WILLIAM LBN	2022279	10/31/2014 12:20:12 AM	\$199.63	10/31/2014 12:29:06 AM		<input checked="" type="checkbox"/>
48593432	SYED REVI	2035920	10/31/2014 12:27:09 AM	\$247.27	10/31/2014 12:27:43 AM		<input checked="" type="checkbox"/>
48593410	REINOLDO QUESADO	2021827	10/31/2014 12:27:04 AM	\$317.36	10/31/2014 12:27:45 AM		<input checked="" type="checkbox"/>
48593379	VINOD KUMAR GARG	2041739	10/31/2014 12:26:53 AM	\$204.23	10/31/2014 12:27:42 AM		<input checked="" type="checkbox"/>

Advanced Features: Available within CSS

- Pay with stored credit card/ACH
- Schedule future payments
- Add additional credit cards/ACH
- Signup for Autopay
- Signup for Paperless
- View 24 months of history
- Download history to Excel
- Link accounts to one portal
- Change email
- Set courtesy email account



Pay By Text & Text Reminders

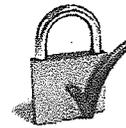
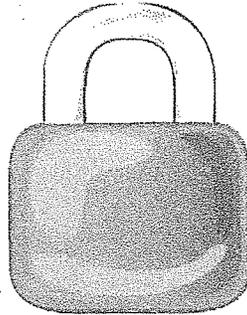


- Payers can receive text reminders about new bills due
- Payer can respond 'pay' to process their payment

Security

Level One PCI Compliant

Double Data Encryption



Customized Marketing

Go Green - Pay Online
View & Pay your Bills Online!

Get savings and manage your utility bills online. It's easy and secure.

Go to [www.ocalafl.org](#) to view and pay your bills online.

For more information, visit [www.ocalafl.org](#) or call 352-266-1111.

- ✓ **Onsite Collateral Posters & Take Away Cards.**
- ✓ **Web Content & Design**
Visible Payment Button on Homepage, FAQs, Email Blasts, & more.
- ✓ **Print Material Copy & Design**
Envelope Teasers, Bill Inserts, Bill Messages, Newsletters & more.

City of Shelby Announces...
Enhanced pay by phone service!
 Try our automated phone service. It's easy, safe and secure!

<ul style="list-style-type: none"> • Select to view your account information and pay by phone • Register online to receive bills, statements, and receipts via email 	<ul style="list-style-type: none"> • Personal and financial information is secure • Choose to pay by check or credit card
--	---

[Click Here to Register for the New Service](#)

Go to [www.shelbyfl.com](#) to register to receive results

Save a Stamp!
Pay this Bill Online
www.ocalafl.org

Utility Billing Online
Less Paperwork & Easier Online Payments!

- Pay Direct Billing
- Pay Bills in Real-time
- Pay from Statements & Full

There is an additional fee for some services and your bill number. [www.details.guideford.com](#)

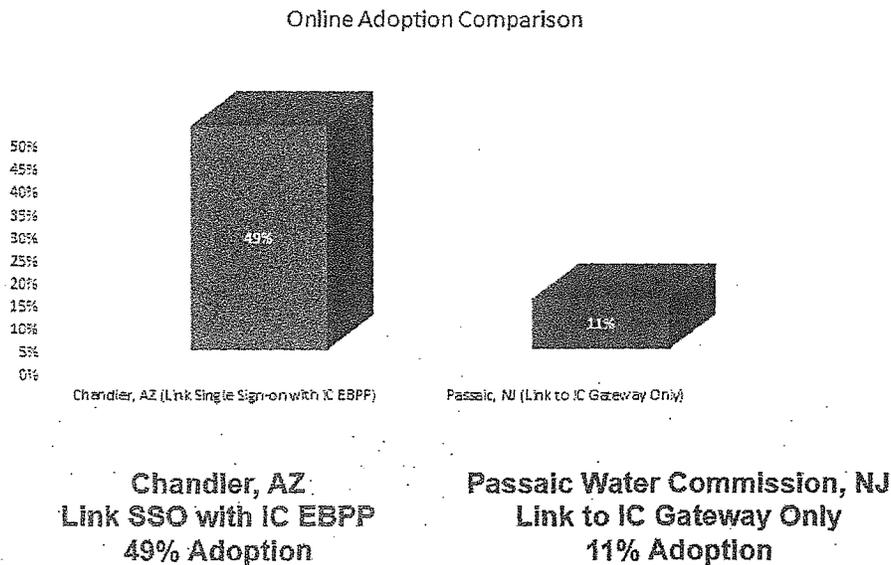
Online Billing and Payment - Easy as 1-2-3

1. Select service to pay
2. Pay amount
3. Confirm payment

Industry's Highest Adoption

Invoice Cloud strives for 35% + payment adoption with our monthly billers within 2 years and 15-20% paperless registration in that same time frame. The average Invoice Cloud monthly biller achieves or exceeds these numbers. Below are several examples of Billers who saw the dramatic increase in online payments after switching to Invoice Cloud. These numbers are not atypical.

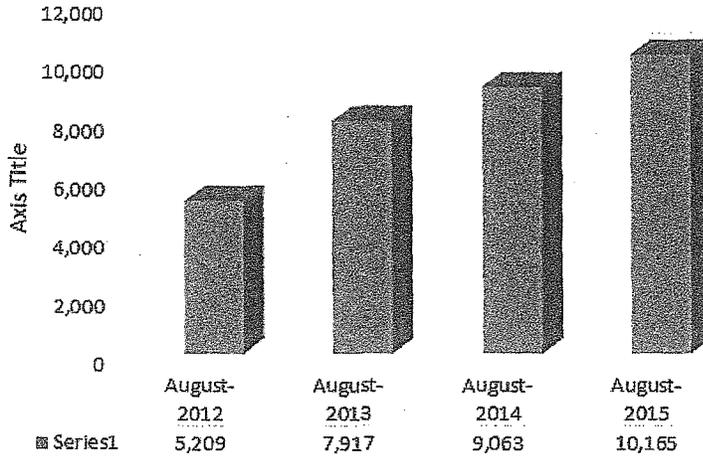
- ☁ **City of Chandler, AZ: 80,000 customers billed monthly with Single Sign On to Invoice Cloud EBPP Comparison to Passaic Water Commission, NJ with IC Gateway Only.**



- ☁ **Public Utility District No. 1 of Franklin County (FPUD): Average of 28,000 customers billed each month**

- August 2012 was Franklin's first full calendar month on the IC EBPP platform. After 3 years with our service, Franklin has achieved:
 - **36% Electronic Payment Adoption** with 10,165 payments processed in August 2015 up from 5,209 in August 2012.
 - 22% Adoption in IC AutoPay - 6,120 customers are currently enrolled

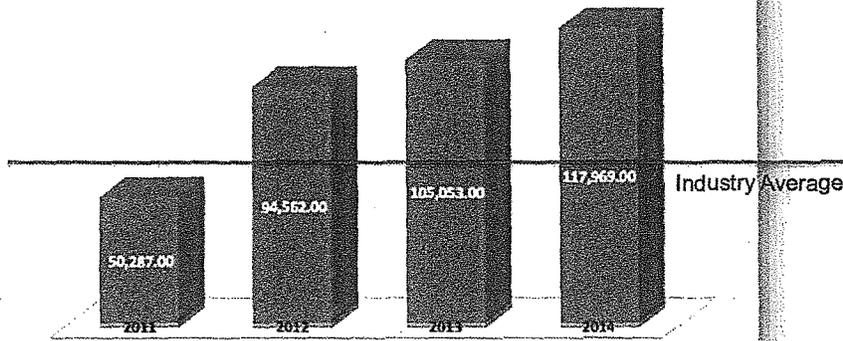
**Franklin PUD
Electronic Payment Growth
36% Payment Adoption**



☁ Reading Municipal Light Department:

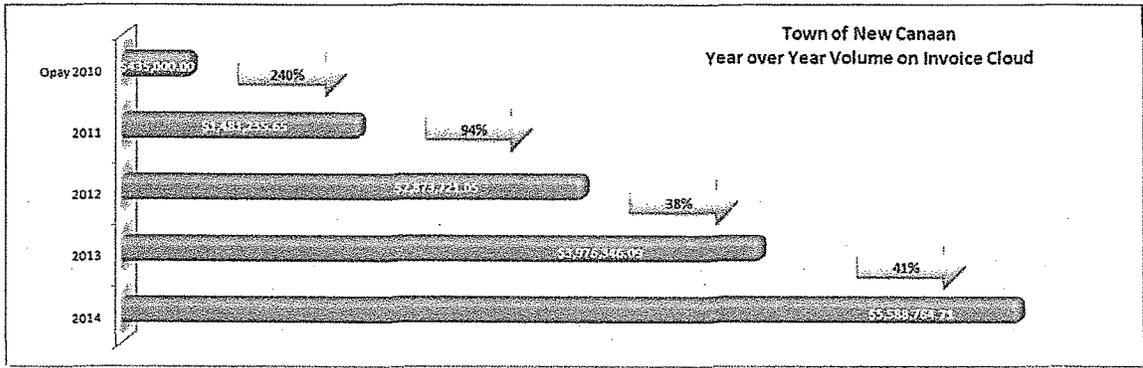
- After 4 years, 43% of RMLD customers are paying online through Invoice Cloud, up from <10% through their previous provider.
- Since implementing Invoice Cloud, 6,500 RMLD customers out of roughly 24,000 (27%) have enrolled in 'paperless' billing, saving RMLD significant money.
- RMLD averages 100 new paperless customers each month.

**Reading Municipal Light
Yearly Transaction Volume with Invoice Cloud**

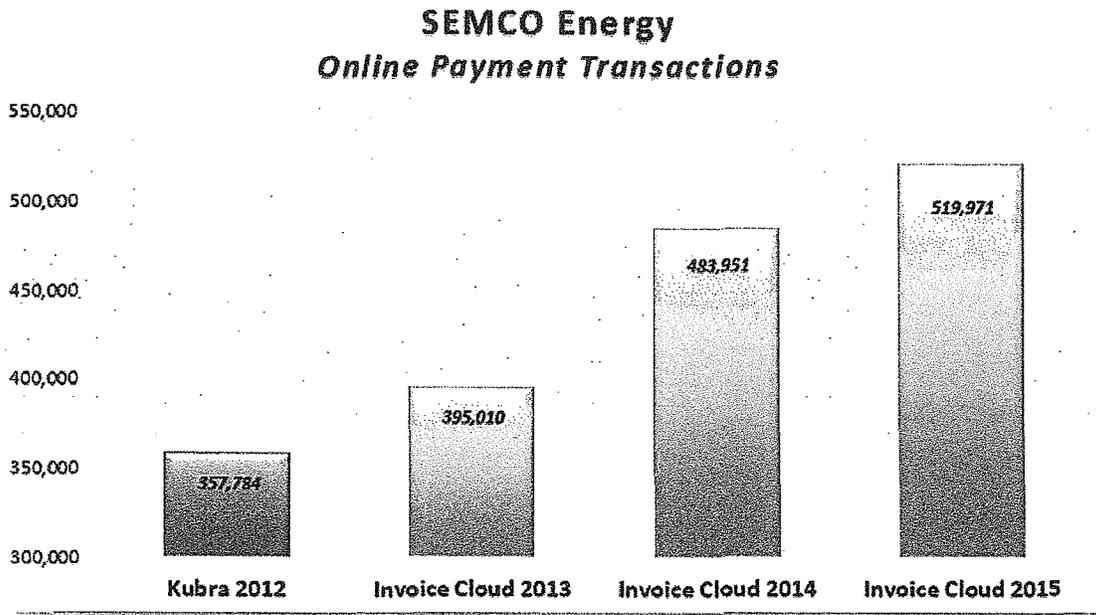


☁ Town of New Canaan:

- This graph shows the final year of payment volume on a customer's old system (Official Payments) and the first 4 years on Invoice Cloud. Invoice Cloud was able to achieve over 10X online payment growth for this Biller.



☁ SEMCO Energy, MI: 350,000 customers billed monthly



The Invoice Cloud Platform

Cayenta has partnered with Invoice Cloud to provide an easy to use, secure web based electronic invoice presentment and payment solution that reduces costs, significantly increases online payments, and drives the top 'paperless' registration numbers in the market. The deep integration between the two systems allows for advanced functionality that cannot be achieved otherwise.

City of Vero Beach Utilities and its customers would receive the following benefits from implementing Invoice Cloud Electronic Bill Presentment & Payment platform:

- **PCI** - Invoice Cloud provides a secure, private and Payment Card Industry (PCI) Level 1 Compliant solution that is certified by Trustwave's Trust Commerce Program. Level 1 PCI compliance is the highest in the industry. Invoice Cloud maintains full compliance with Cardholder Information Security Program (CISP) regulations and National Automated Clearinghouse Association (NACHA) rules and guidelines. Data is secure during collection and transmission via TLS with 128 bit encryption or better. **Invoice Cloud will be responsible for the security of all cardholder data that Invoice Cloud possesses, relieving the County of any and all PCI requirements.**
- **Single Sign-on (SSO) and real time data exchange:** between Cayenta and Invoice Cloud through Customer Self Service. No other EBPP (electronic bill presentment and payment) provider can provide this functionality to Cayenta customers.
- **Real-Time (patent pending) Data Pump:** ensures no payments are ever lost. Seamlessly moves data between Invoice Cloud and your CIS in real time; including payment, paperless, and auto-pay data. Other data can be moved via the data-pump in real time if needed.
- **Software as a Service (SaaS) Architecture – Invoice Cloud is the only true SaaS provider** (single instance, multi-tenant) in this space, so we don't need to upload patches and upgrades to each individual client site. All other competitors host client software and make it available over the web but it is not true SaaS. Competitors who claim SaaS/Hosted are NOT single instance multi-tenanted platforms. Each of their implementations is a "snowflake" (stack) that needs individual patching and updating, which consumes engineering time and causes serious support challenges. When Invoice Cloud provides an enhancement to the system, everyone gets it automatically and can elect to use it or not. Consider the simplicity of supporting a single instance of software that is multi-tenanted versus the challenge of having to keep track of what version each client is on, and what that means, for hundreds of clients.

- **Extensive Web and Mobile payment options—all self-serve between Invoice Cloud and your payers:**
 - 'One-time pay'—no registration required: ***this is CRITICAL for driving online payment adoption***
 - *Shopping cart functionality allows for one-time payers to pay multiple bills*
 - Scheduled Payments – schedule a single payment for a *future* date
 - Recurring Scheduled Payments – schedule recurring single payments for a *future* date (for example, pay \$X the 1st and 15th of each month)
 - Auto-Pay – recurring monthly payments paid on a date determined by the City
 - Flex-Pay – payers create their own 'budget' payment schedule within a billing cycle
 - **Account Linking:** pay multiple bills at once for multiple properties, plus manage all accounts through one registration
- **Improve communications with payers and achieve unprecedented e-adoption rates by offering a comprehensive, automated e-mail communication platform:**
 - Invoice Cloud provides 27 e-mail templates branded as you, each sent to your payers automatically based on certain events. Here are a few examples:
 - 3 e-mail reminders per bill (crucial for driving e-adoption—online payments and paperless); once a payment is made once, payer will get an e-mail reminder next bill run even if not signed up for paperless.
 - Payment confirmation receipt
 - Auto-Pay/Scheduled payment reminder
 - Credit Card expiration notification (if the credit card on file is expiring)
- **Accept payments in any manner - Online, Over the Counter, Mobile, SMS Text, IVR, Kiosk, Online Bank Checks - through a single provider:**
 - Using Invoice Cloud will give you a single source of reconciliation on the back end for all invoice and payment types
 - Go to one location to see a log of all payments made so far for the day
 - All reporting is permissions based, accessible 24/7, and available to download to excel
- **Significantly improve your e-adoption rates:**

- We strive for 40%+ payment adoption with our monthly billers within 2 years and 15-20% paperless registration in that same time frame.
- *The average Invoice Cloud monthly biller achieves or exceeds these numbers.*
- **Mobile Responsive Site Design:**
 - Responsive design provides 'app-like' experience on any mobile device without the hassle of downloading an app.
 - **50%+ of Invoice Cloud's payments are through mobile devices (smartphones and tablets)**
- **Pay By Text & Text Reminders**
 - Provides SMS Text Reminders and allows registered Payers with a default payment method to pay with one reply! Non-registered users can continue to the mobile responsive site for payment through the link in the SMS Text.
- **Online Bank Direct™:**
 - OBD eliminates paper checks issued by online banking sites.
 - Intelligent matching criteria learns your payers and offers configurable matching criteria.
- **Cloud Store™:**
 - The IC Cloud Store platform allows our Billers to take payments online for non-invoiced or low volume payments, such as Utility Deposits, Permits and Licensing.
- **IC Cloud Pay™**
 - IC Cloud Pay allows billers to accept payments at checkout for various services that customers select from off-the-shelf billing software products.
- **Pay-by-Phone IVR**
 - Invoice Cloud also offers IVR for inbound account balance and payments, fully integrated with our gateway platform, posting in real time.
 - Cloud-based payment IVR with a unique toll-free number, real-time account balance look-up, and credit/debit and e-check payment options in multiple languages.
 - Outbound notifications for shut-offs or miscellaneous messages
- **Bill Payment Kiosks**
 - Invoice Cloud has an integrated bill payment Kiosk solution that will accept cash, check, and debit/credit cards.

- Kiosk is already fully integrated to Invoice Cloud, and provides a data feed to your CIS with our real-time data pump.
- **Extensive Biller Portal for administration and reconciliation:**
 - **The Biller Portal combines the Administrative and CSR tools of our e-billing platform with ACH and Credit Card processing data.** With role-based permissions, Admin Users have the ability to:
 - See all payments through IC payment channels in real time – including cash payments made at kiosks
 - View daily statistics for Auto-Pay, Paperless and Registration adoption
 - Multiple “canned” reports for various activities – with export to Excel files
 - Log-in as the customer to help with customer service issues (take payments, password re-set, re-send email receipts or e-bill notifications, etc.)
 - Void payments, issue credits, process new payments with previously used payment method
 - Extensive reconciliation reporting with ACH Reject & Credit Card Chargeback reporting, Deposit Reconciliation reporting all built into advanced platform
 - View and e-mail an exact copy of the bill anytime
 - Self-service to edit content, add hyper-links, add variable fields, and send test emails for all email notifications

Customer Portal:

The following pages are a walkthrough of the Invoice Cloud service using screenshots from live clients and examples of what the City of Vero Beach Utilities portal might look like...

Sample Email Notification:

For the payer, the process starts by accessing Invoice Cloud through an e-mail reminder, or logging onto the biller's website and navigating to the online payments page.

Automated Email Notifications:

- When a new invoice is uploaded to Invoice Cloud and the payer has an email address on file, a '1st reminder' email will be sent to the payer. The payer can access the invoice or make a payment directly from the email by clicking on the 'View Invoice or Pay Now' button.
 - ☁ Messages are easy to customize and can be changed by the biller any time through our word-style e-mail editing tool.

The Biller's website:

- Payer can also navigate to the biller's website and look-up their bill using criteria setup by the biller such as Account Number and Service Address.

Below is an example of a First Invoice Email Notification:

City of Vero Beach
"Where the Tropics Begin"

You have a new invoice from Invoice Cloud - Matt Braley!

[View Invoice or Pay Now](#)

Dear Steven L. Smith, TRUSTEE

A new invoice is now available to view online.

City of Vero Beach Utilities has a new online payment service that is easy, convenient and provides additional online payment capabilities. Simply click on the **View Invoice or Pay Now** button to get started. You can review and print your invoice, pay electronically now, or schedule the date your invoice will be paid.

You may also access your invoice via our Customer Portal at

Account Information

Account Number:
1233227

Invoice Number:
OWS-74312

Invoice Due Date:
7/29/2016

Balance Due:

Landing Page from E-Mail Link:

By clicking the 'View Invoice or Pay Now' button from the e-mail branded as the biller (upper right hand corner, previous screen shot), the payer is directed to the secure Invoice Cloud landing page that gives them the option to Register/Sign-In or just do a 'One Time Payment,' no registration required.

- Once a payer makes a payment through Invoice Cloud, we capture the e-mail address. This allows for us to communicate with them on your behalf:
 - Send a confirmation receipt
 - Send e-mail reminders for the next billing cycle; sending 2nd and 3rd e-mail reminders to those who have not yet paid, and **only** to those who have not yet paid.

☁ *This methodology is part of what allows Invoice Cloud to achieve industry high numbers for online payment and 'paperless' billing adoption.*

Below is an example of a landing page:

City of Vero Beach

"Where the Tropics Begin"

Your Invoice

Type	Account #	Invoice #	Due Date	Balance Due	Options
Utility	998877	PSWS-0099	12/31/2014	\$14.74	 

Express Registration to Pay Online

You may skip the registration process and go directly to One Time Pay to pay this invoice.

However, if you are a first time user, you will need to create an account to be able to use these extended features:

- Review Invoice History
- Review Payment History
- Go Paperless
- Schedule Automatic Payments
- Pay With Previously Saved Remittance Information

[Register Now](#) 

One Time Pay

One Time Pay is the fastest way to make your payment. After clicking the "Pay Now" button below, you can enter your payment information and submit it for processing.

If you would like to take advantage of advanced features and functionality, please proceed towards the Register Now option.

Note: Registration is not required to pay your invoice. Please feel free to choose how you would like to proceed.

[Pay Now](#) 

Powered by **InvoiceCloud** | [Privacy Policy](#) | **TRUSTWAVE** Trusted Commerce |  128bit SSL Secure Site

Example Biller Website Links:

Payers can log into their Account to pay, schedule payments, enroll in auto-pay, make changes to their profiles, or make a One-Time payment by clicking Pay My Bill or Online Bill Pay.

☁ IC's Marketing Department will provide the Biller with a custom link design as part of our adoption program.

Below are sample Biller website home pages:

The screenshot shows the homepage for the Reading Municipal Light Department (RMLD). At the top left is the RMLD logo with the tagline "RELIABLE POWER FOR GENERATIONS". Below the logo is a navigation bar with links: Home, Residential Customers, Commercial Customers, Save Energy & Money, and Contact Us. A large banner image shows a group of people in a park-like setting. Below the banner is a sidebar menu with links: About Us, Commercial Customers, Community Relations, Customer Service, Events Calendar, Financial Statements, Human Resources, and Kids' Corner. In the center, there is a "2014 Annual Report Available" link with "Read more" text. To the right, there is a "PAY MY BILL" button with a circular icon containing a dollar sign and the text "PAY MY BILL". Below the button is the address "230 Ash Street, Reading, MA 01867-0030" and a "View Map" link. A large white arrow points from the "PAY MY BILL" button towards the text above.

The screenshot shows the homepage for The City of Quincy, Washington. At the top is a navigation bar with links: HOME, ADMINISTRATION, AREA INFO, EMPLOYMENT, FORMS, PARKS & RECREATION, and CONTACT. Below the navigation bar is a large banner image with the text "The City of Quincy" in a large, stylized font. The banner also features the slogan "Where Agriculture Meets Technology!" and "ALWAYS GROWING Business". Below the banner is a "Welcome to City of Quincy, Washington!" section. This section includes a "Online Bill Pay" button with logos for VISA, check, DISCOVER, and a "CLICK HERE" button. The text below the button describes the city's location, economy, and agricultural base. A large white arrow points from the "Online Bill Pay" button towards the text above.

Welcome to City of Quincy, Washington!

Opportunities Unlimited! Quincy is located near the center of Washington State just 10 miles North of I-90. Quincy is the gateway to the Wenatchee Valley, Leavenworth and the Okanogan Valley if you are traveling from the South or East. Tourism is a major part of our economy. The Gorge Amphitheater, which draws an estimated 3,000 to 20,000 people per concert, is located 10 miles southwest of Quincy. Sunland Estates summer homes and the Crescent Bar Recreation area all add to our tourism along with the already available hunting, fishing, and boating. We can call Quincy a tourist and recreational paradise.

Our economic base is provided by agriculture related industries (processing, shipping, storage & supplying) with over 200,000 acres of irrigated land under production, all types of seed and vegetable, crops are grown along with large acreage's of soft fruits. We receive our electricity from Grant County Public Utility District (PUD). Cascade Natural Gas provides the citizens with the option for natural gas. We are on the main line of the Burlington Northern Santa Fe Railroad with approximately 24 trains daily. Presently the City has several large processing plants, that process fresh vegetables, potatoes, apples, and soft fruit.

Sample Virtual Site:

After selecting the "Pay My Bill" link, the payer will be re-directed to the Biller's virtual site. Each site is branded for the Biller and can link any Cloud Stores that have been set-up for the Biller for one-time payments such as Utility Deposits and Misc. Engineering Fees.

Below is a sample of the virtual site landing page:



Chandler • Arizona

PAYMENT PORTAL



Pay and/or View Bills Online

The City of Chandler is excited to offer residents an easy and convenient method to view and pay their bills online.

Fast and Easy. No registration required for "One Time Pay", the fastest way to pay online and confirm payment.

Safe and Secure. is 100% secure, backed

Eco-Friendly. Pay an easy way to help the en

HAVE QUESTIONS? For Utility Billing, please contact Chandler Utility Service

Please click your bill type department contact info

Powered by InvoiceCloud

Click Below to Select

- Utility Services
- Chandler Municipal Airport
- Chandler Fire Department



Pay and/or View Bills Online

The City of Lexington is excited to offer residents an easy and convenient method to view and pay their utility bills online.

Congratulations to Belinda Martin for winning a purple Apple iPod nano.

Fast and Easy. "One Time Pay", View bill and pay online with One Time Pay, no registration required (payment information is not retained).

Safe and Secure. Rest assured that your information is kept confidential and is 100% secure, backed by the highest standards in security today.

Eco-Friendly. Paying online reduces paper use and is an easy way to help the environment. You'll save natural resources like trees, and gas, and reduce your carbon footprint.

HAVE A QUESTION? You may reach us at (336) 243-2489. You may email your questions to Customerservicemanagers@lexingtonnc.gov.

Powered by InvoiceCloud

Already Registered?

Please Sign in to your Account

Email Address

InvoiceCloud Password

Enter Secure Code (shown below)

Secure Code

Forgotten Password?

One Time Pay

Pay online with One Time Pay, no registration required.

Register

If you are a first time user, you will need to create an account to be able to use these extended features:

- Review Invoice History
- Review Payment History
- Go Paperless
- Schedule Automatic Payments
- Pay With Previously Saved Remittance Information

[Privacy Policy](#) | [Trustwave](#) Trusted Commerce | 128bit SSL Secure Site

One-Time Payment Option – No Registration:

After selecting 'one-time pay' or 'register,' the payer will be asked to search for their bill based on their account information. The biller will choose the authentication fields required to locate a bill. The payer can now see 24 months of bill history through the 'one-time payment' features as well as the outstanding balance without having to register.

- The example above shows a 'View/Pay' button for the outstanding invoices and a 'View Only' button for paid invoices.
- Note: there are 2 columns with a dollar amount:
 - Bill Total: this is the original amount of the bill
 - Balance Due: Reflects interest/penalties if the payment is late (accumulated daily) or a partial payment. This is the current balance.

Also Important to Note:

- Payer can sign-up for **paperless** through the 'one-time payment' channel without registering.
- **One-Time pay** option combined with registration capability drives significantly higher adoption rates.
 - ☁ **Over 50% of first time payers use the 'one-time payment' option, a critical component of driving online payment and e-bill adoption.**

Below is an example of the landing page:

The screenshot shows the landing page for the City of Lexington utility bill payment system. At the top, there is a banner with the city logo and a scenic image. Below the banner, there are two main sections: 'Already Registered?' and 'Not Registered?'. The 'Already Registered?' section includes a 'Sign In' button and a note that users must have already registered for utility. The 'Not Registered?' section includes a 'Please create your Account' link. Below these sections, there is a section titled 'TO VIEW AND PAY YOUR UTILITY BILL:' which instructs users to enter their account information into both 'Account Number' and 'Name' fields. The 'Account Number' field is marked as 'REQUIRED' and has a note '(Must be an exact match.)'. The 'Name' field is also marked as 'REQUIRED' and has a note '(This field supports partial matches)'. A 'Submit' button is located below the input fields. At the bottom of the page, there are links for 'Privacy Policy', 'Trustwave Trusted Commerce', and '128bit SSL Secure Site'.

City of Lexington
NORTH CAROLINA

Already Registered? To use this feature, you must have already registered for Utility. If you have more than one account, each account requires initial registration.
Please Sign In to your Account

Not Registered? Please create your Account

TO VIEW AND PAY YOUR UTILITY BILL:
Please enter your information into **BOTH** of the fields below, click Submit and scroll down to view the results. Your Account Number must be entered **EXACTLY** as it appears on your bill.

Search Tip: For best results, enter account number as it appears on your bill and when using the Name search enter first few letters of the name.

Account Number (Must be an exact match.) **REQUIRED**

Name (This field supports partial matches) **REQUIRED**

Powered by InvoiceCloud | [Privacy Policy](#) | [Trustwave Trusted Commerce](#) | [128bit SSL Secure Site](#)

One-Time Payment - Viewing or Payment Screen:

Once the invoice is selected, the payer has the option to:

- **View or Print Invoice** (broken out by line-item if applicable).
- **Select More Invoices** – Using the Shopping Cart functionality, one-time payers can pay multiple invoices in a single transaction.
- **Register to Pay Online** – Payer will get access to the customer portal for online payment, invoice and payment history, scheduled payments, and auto-payment. Payer can store payment information for future use as well as take advantage of many other features.
- **Pay Now** – Payer has the option to make a one-time payment. Payment information such as EFT banking information (account number and routing number) and credit card information (account number) is not saved for future use.

Below is an example of the viewing or payment screen:



Franklin PUD
1411 W Clark Street
Pasco, WA 99301
509-547-5591

Your Invoice 1 Invoice selected. Your Total Balance Due is \$128.96.

Type	Account #	Invoice #	Due Date	Balance Due	Options
1. Electric	30095-12	02062015-00030095-12	2/26/2015	\$128.96	  

Select More Invoices 

Or

Register Now 

Or

Pay Now 

You may continue to look for more invoices to add and pay. Please click the "Select More Invoices" button above to be returned to your previous page.

Additional invoices must be of the same type. If you wish to add a different type of invoice your current selections will be cleared at that time.

You must register to take advantage of the extended benefits below:

- Review Invoice History
- Review Payment History
- Go Paperless
- Schedule Automatic Payments
- Pay With Previously Saved Remittance Information

No registration is required to "Pay Now" with One Time Pay.

One Time Pay is the fastest way to make a payment, but your payment information will not be saved for future payments.

One-Time Payment – Enter Your Information:

Invoice Cloud will pre-populates 'Cardholder Name' and address fields. These fields may be overwritten by the payer. An email address is required for payment receipt and the payer will AUTOMATICALLY be enrolled in our New Invoice Email Reminder Notifications (3 per billing cycle). **This is another example of why Invoice Cloud achieves industry high adoption rates.**

1. *Making the payment experience as simple as possible for the payer by limiting key-strokes increases use of the service.*
2. *E-mail reminders for registered and non-registered payers.*
3. *Payers can choose their preferred payment method, credit card or e-check.*

Below is an example of the payment route:



Your Invoice

Type	Account #	Invoice #	Due Date	Balance Due	Options
Utility	1233227	OWS-74312	12/31/2014	\$46.35	 

How would you like to pay?

▾

← Please select either EFT (Check) or Credit Card

Billing Information

Cardholder Name

Steven L. Smith, TRUSTEE

Billing Address

124 HILL ROAD

City

EAST LONGMEADOW

State

Massachusetts ▾

Country

United States ▾

Zip

01028

Email Address (For payment confirmation receipt)

calthede@invoicecloud.com

Payment Information

We proudly accept:    

Card Number

Expiration Date

February ▾ / 2015 ▾

Please click continue to proceed to the next step ->

Continue 

One-Time Payment – Payment Options:

After the payer selects and enters his/her payment information, the next step is to choose the amount to pay. Customers can choose to pay in full or make a partial payment.

Below is an example of **no Service Fee**, where the fees are paid by the Biller:

How much would you like to pay?

Please select a Payment Option from the choices below. When you select a payment option, you will see the detail that makes up your total payment amount.

If you have a question on the bill, please contact us at (925) 280-4597 (925) 280-4597.
Service fees are non-refundable. If you think there is an error on the Credit Card, ACH or Service Fee charge, please contact Customer Service at 877-256-8330, Option 3.

Pay Full Invoice \$46.35

Pay Other Amount

#OWS-74312
Amounts

Enter Payment Amount

Below is an example of **with a Service Fee**, where the fees are paid by the Payer:

How much would you like to pay?

Please select a Payment Option from the choices below. When you select a payment option, you will see the detail that makes up your total payment amount.

If you have a question on the bill, please contact us at (360) 225-8281.
Service fees are non-refundable. If you think there is an error on the Credit Card, ACH or Service Fee charge, please contact Customer Service at 877-256-8330, Option 3.

Pay Full Invoice \$229.25

Pay Other Amount

#1873
Amounts

Enter Payment Amount

+

\$4.95
Service Fee

=

\$154.95

Total Amount
Details

\$150.00
Total Amount

+

\$4.95
Total Service Fee

=

\$154.95
Total Payment

Payment Confirmation & Paperless Enrollment:

The final step asks the payer to verify their payment information and prompts for 'paperless' sign up. Paperless enrollment is described below, the process is 100% self service between Invoice Cloud and the payer.

- ☁ Prompting the payer to sign up for 'paperless' each time a payment is made works to increase participation, and ultimately save our billers money.

Below is an example of the payment confirmation screen:

1 Enter your information 2 Payment Options **3 Review Payment** 4 Payment Confirmation

Please Review your Information

Please confirm the following information in order to process this payment.

Billing Information		Payment Information	
Edit	Name Steven L. Smith, TRUSTEE	Edit	Cardnumber 4111111111111111
	Address 124 HILL ROAD		Exp. Date 2 / 2016
	City EAST LONGMEADOW	Edit	Total Amount \$25.00
	State MA		
	Zip Code 01028		
	Email Address caltheide@invoicecloud.com		

 **SIGN ME UP TO GO PAPERLESS** **Utility**

Yes, I want to reduce clutter and save paper. I understand that at any time, I can print out my bill and/or decide to receive paper bills by editing my online profile. Please select the Invoice Types on the right you wish to go Paperless for.

In order to complete your enrollment, you must verify receipt of the Paperless Registration Information email which will be sent to your email address on record for each Invoice Type selected.

Terms and Conditions	PAYER TERMS AND CONDITIONS
Please read the InvoiceCloud Payer Terms and Conditions.	BY AGREEING OR SIGNIFYING YOUR ACCEPTANCE TO THESE TERMS AND CONDITIONS OR USING SERVICE, YOU AGREE TO THESE TERMS AND CONDITIONS ON YOUR OWN BEHALF AND ON BEHALF OF THE PAYER. YOU REPRESENT AND WARRANT THAT YOU HAVE FULL AUTHORITY TO BIND THE PAYER TO THESE TERMS AND CONDITIONS. IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS AND DO NOT HAVE THE AUTHORITY AS PROVIDED HEREIN, DO NOT SIGNIFY YOUR ACCEPTANCE OR AGREE TO THE TERMS AND CONDITION, OR USE THE SERVICE.

Please click on the "Process Payment" button once. Clicking multiple times may result in multiple transactions. Please do not close the browser or refresh this page until you receive a confirmation page. If you think there was a transaction error, please contact Customer Service.

Process Payment ✓

The Paperless Enrollment Process:

A payer may elect to go paperless in lieu of a paper bill. This round trip process starts with the payer electing to go paperless through the registration process or in the profile at any point, followed by an email to the payer requiring the payer to read the paperless terms and conditions and verify by clicking the 'Complete Registration' button (see below). The confirmation is then sent to the Invoice Cloud platform to complete the registration. The payer will be enrolled in the paperless process for the next bill run and has the option to re-enroll to receive paper bills at any time by changing his/her profile.

☁ Invoice Cloud has developed an automated process to flag accounts as paperless within your CIS or make the paperless list available to your printer.

Below is an example of a paperless enrollment email:

Dear Smith, Steven

Thank you for selecting paperless billing on 1/20/2015 3:01:35 PM, we're glad you'll be benefiting by reducing clutter while you are helping the environment. You will no longer receive paper statements (unless legally required to do so for your bill type). You may reinstate paper invoicing at any time via your account profile.

Account Number:

999-88-7777

[Online Billing Privacy Policy](#)

If you have any questions about your account, please contact us at calthelde@invoicecloud.com.

If you prefer not to go paperless, simply do not complete registration below or go to Paperless Options in your account profile and click cancel registration.

Please Note: To ensure delivery of account related email notifications, please add no-reply@invoicecloud.net to your safe senders list.

To finalize your enrollment in paperless billing, you must click on the link below to verify that you have received and read this notification.

Sincerely,

Carlyn's Biller Portal

I have read and Agree to Terms and Conditions below.



Complete Registration

Single Sign On with Cayenta CSS:

To provide a seamless experience to our mutual customers, Cayenta and Invoice Cloud have invested extensively together in our integration and single sign on technology. All of the features in the following section—and outlined below—are available through CSS directly without your customers needing a separate authentication:

1. Payers will be able to view and pay all open bills with a single transaction.
2. Manage accounts and download reports of account history
3. Enroll/un-enroll in e-bill or text reminders
4. Enroll/un-enroll in pay by text
5. Enroll/un-enroll in auto-pay
6. Schedule Payments
7. Store credit/debit card or bank account info (ACH/e-check) for future use
8. Change e-mail address on file, add a courtesy e-mail address, update phone #, etc

Cayenta
A Division of N. Harris Computer Corporation

Log In Forgot Password Account Registration

Account Login

Welcome to Cayenta's Customer portal. To login, enter your Account Number or Email Address and your Password.

For new user account registration, click here.

Account Details

Account Information

Account #	Invoice #	Due Date	Balance Due
999 00 1010	0000 0000	1/24/2010	\$200.00

Where would you like to pay?

- Check
- Debit Card
- Credit Card
- ACH
- Pay by Text
- Schedule a Payment

How would you like to pay?

- ACH
- Debit Card
- Credit Card
- ACH

Single Sign-on automatically logs customer into CSS and Invoice Cloud

View Open Invoices:

The examples on this page show open invoices. The payer can view the open invoice itself and select to pay it. Also, the payer can view closed invoices and payment history under the 'View Paid or Closed Invoices' tab, regardless of payment method. If a payer has multiple accounts, they can view and pay all bills together in a single transaction.

- Payers can access 24-Months of payment history, downloadable to excel.
- Because of the tight integration to your Cayenta CIS, all off-line payment history is displayed for the payer.

Below is an example of viewing open invoices:

BUFFALO WATER
VEOLIA

My Profile Support / Exit HOME

Open Invoice and Payment History, Select For Payment

Selected Account: All Customer Accounts
Invoice Type: Water
Date Range: 6/1/2013 to 12/9/2014
Total Amount Due Range (0.00 for all amounts): 0.00 to 9.99

Search Invoice History

Invoice Date	Invoice #	Account #	Due Date	Total Amount	Balance Due	Options	Select
12/1/2013	JWS-0333	997298	1/15/2014	\$90.05	\$90.05		<input checked="" type="checkbox"/>
12/1/2013	BMV-0888	9999	1/15/2014	\$1,091.59	\$1,091.59		<input checked="" type="checkbox"/>
12/1/2013	PSWS-0099	998677	1/15/2014	\$31.74	\$31.74		<input checked="" type="checkbox"/>
12/1/2013	FPP-0444	882009001	1/15/2014	\$434.50	\$434.50		<input checked="" type="checkbox"/>

Pay Selected

Scheduled Payment:

Invoice Cloud offers the ability to schedule a one-time future payment with a date selected by the payer. Payers may schedule more than one payment at a time. The payer selects a payment date and can either select saved payment data, or add a new bank account or credit card account for payment.

Below is an example of a scheduled payment date selection:

City of Vero Beach
"Where the Tropics Begin"

My Profile Support / Exit HOME

1 Enter your information 2 Payment Method 3 Invoice # 4 Payment Information

Your Invoices

Type	Account #	Invoice #	Due Date	Balance Due	Options
Water	997088	24WE-0888	1/15/2014	\$80.00	
Water	9989	84WV-0888	1/15/2014	\$1,091.89	
Water	998277	85WE-0889	1/15/2014	\$31.74	
Water	88208001	88W-0888	1/15/2014	\$434.80	

When would you like to pay? **How would you like to pay?**

Pay Now
You may pay this Invoice with PayPal or schedule them to make you happy.

Today
You may make a One Time Payment that Payments are made the and will be applied tomorrow.

Schedule a Payment
You may schedule a One Time Payment to future, beginning as soon as tomorrow. It will be on to get started.

Scheduled Payment Date: 12/10/2013

Visa ending in 1111
Bank of America
Bank Checking Account Ending in 6239
114000295

December 2013

S	M	T	W	T	F	S
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Invoice Cloud | Privacy Policy | Trustware | Invoiced Commerce | ©2013 Invoice Cloud, All Rights Reserved

Scheduled Payment & AutoPay Reminders:

Payers feel much more comfortable scheduling payments and enrolling in AutoPay when they receive email reminders prior to the payment date. Email reminders will cut down the number of ACH Rejects from overdrafts and significantly increase use of the feature.

- Invoice Cloud provides 24 e-mail templates branded as the biller, each sent to their payers based on certain events.
- 27% of Reading Municipal Light's customers are enrolled in AutoPay through Invoice Cloud.

Below is an example of an AutoPay email reminder:

RMLD		Reading Municipal Light Department RELIABLE POWER FOR GENERATIONS
-------------	---	--

Dear DANFORTH DENATL, PC	AutoPay Details
Your Auto Payment Date is almost here	Account Number: 882009001
This is a reminder of an upcoming AutoPay transaction; no action is required on your part.	Invoice Number: FPP-0444
Your invoice is scheduled to be paid via AutoPay on 7/1/2012.	Payment Date: 7/1/2012
Please go to https://www.invoicecloud.com/sevrard and log on to the Customer Portal to review this invoice or to change your AutoPay options. Changes must be made prior to the payment date above. If you change your payment method (echeck/credit card), the convenience fee amount may change. Please confirm the fee amount via email below if you are unsure.	Balance Due: \$434.50
If you have any questions regarding your account, please email us at sevrard@invoicecloud.com and include your account number, first name and last name on the account.	Convenience Fee \$0.00
Thank you for choosing AutoPay,	Total Amount \$0.00
RMLD Staff	Payment Method Visa ending in 1234
P.S. Please be sure to update your checkbook if you are paying by echeck.	

The AutoPay Enrollment Process:

Invoice Cloud gives your customers the ability to enroll in AutoPay electronically. This round trip process starts with the payer choosing their preferred payment method for the AutoPay (credit card or e-check), followed by a system generated email to the payer requiring the payer to read the paperless terms and conditions and verify by clicking the 'Complete Registration' button. Confirmation is then sent to the Invoice Cloud platform to complete the registration. The payer will be enrolled in the AutoPay process for the next billing cycle and has the option to un-enroll at any time by changing his/her profile.

- *Invoice Cloud supports migration of your existing AutoPay customers to our platform.*

Below is an example of the AutoPay enrollment page and email confirmation:

City of Vero Beach
"Where the Tropics Begin"

My Profile Support / Exit HOME

Invoice AutoPay

Save trees, checks, stamps, and time. Sign up for AutoPay and pay invoices automatically on their AutoPay collection date. AutoPay will automatically pay invoices on their due date using your default payment method. AutoPay will send you an email confirmation of your transaction as each invoice is paid, automatically.

Note: standard service fees may be applied if applicable. Please view our [Fees Disclosure](#) for more information

Please select your Default Payment Account

Default Payment Option: Checking Account: X08299

AutoPay settings are different for every Customer Account. Please select a Customer Account to view the available AutoPay settings.

Select: #998877 - SMITH, PAUL

Wait

YES, PUT ME ON AUTOPAY
Please start deducting my Payment Method of choice automatically.

NO, I DO NOT WANT AUTOPAY
I do not wish to have my Payment Method automatically deducted. I will continue to pay any open invoices myself.

I have read and Agree to the AutoPay Terms and Conditions below.

Dear Smith, Steven

Thank you for enrolling in Carlyn's Biller Portal's automatic payment program on 1/20/2015 3:01:35 PM. You will receive an email notification of your upcoming invoice and automatic payment date three days prior to the processing date. If you have any outstanding scheduled payments, they will be replaced by the AutoPay program and you will not be charged twice. Please note that convenience fees (if applicable) are the same as those for real-time or scheduled payments.

[Online Billing Terms and Conditions](#)

[Online Billing Privacy Policy](#)

By enrolling in Auto-Pay, you have automatically been invited to go paperless. When you go paperless, you will no longer receive paper statements (unless legally required to do so for your bill type). You may reinstate paper invoicing at any time via your account profile. You will receive a Paperless Confirmation email, if you wish to go paperless, please confirm by clicking on the "Complete Registration" button. If you prefer not to go paperless, simply do not respond and the invitation will be cancelled.

Biller Portal

Invoice Cloud's Biller Portal offers extensive reporting tools for reconciliation and data mining, making life easier for our billers. Admin users will have access to features such as:

- Blocking ACH and/or Credit Card Payments
- Updating an email address for a Customer
- Entering a courtesy email address for a Customer or Landlord
- Sending an invoice notification for a bill that a Customer says he/she didn't receive
- Setting up auto-pay for a Customer at Customer's request
- Setting up paperless for a Customer at Customer's request
- Reviewing payment and/or email history
- Updating phone number for a Customer at Customer's request
- Issuing a credit on an over payment

Data Management:

In the Data Management area the user can search for invoices (all or outstanding only), customers, payments, and many other criteria. In addition, reports can be generated for any data required including auto-pay registrations, paperless, EFT/ACH rejects, payment history and view scheduled payments, just to name a few. Reports are date and invoice type driven. Reports can be exported to Excel if desired.

Below is an example of 'Search Payments':

The screenshot shows the InvoiceCloud Biller Portal interface. At the top left is the InvoiceCloud logo. Below it is a navigation menu with the following items: Home, Search Customers, Search Invoices, Search Payments, Monthly Summary, Registration Report, Data Synchronization History, EFT/ACH Rejects, AutoPay Report, Paperless Report, Paperless Bounce Report, View Scheduled Payments, Invoice File History, and Payment File History. The 'Search Payments' section is active and contains the following search criteria:

Customer Name (This field supports partial matches)	<input type="text"/>
Account Number (This field supports partial matches)	<input type="text"/>
Invoice Number (This field supports partial matches)	<input type="text"/>
Billor Reference (This field supports partial matches)	<input type="text"/>
Amount (0.00 for all amounts)	<input type="text" value="0.00"/>
Card Number (Example: 4111111111111111)	<input type="text"/>
Approval Status / Payment Type	<input type="text" value="Approved and Declined"/> All Payment Types
Transaction Source / Type	<input type="text" value="All Payment Sources"/> All Transaction Types
Date Range:	<input type="text" value="2/24/2014"/> to <input type="text" value="2/25/2014"/>

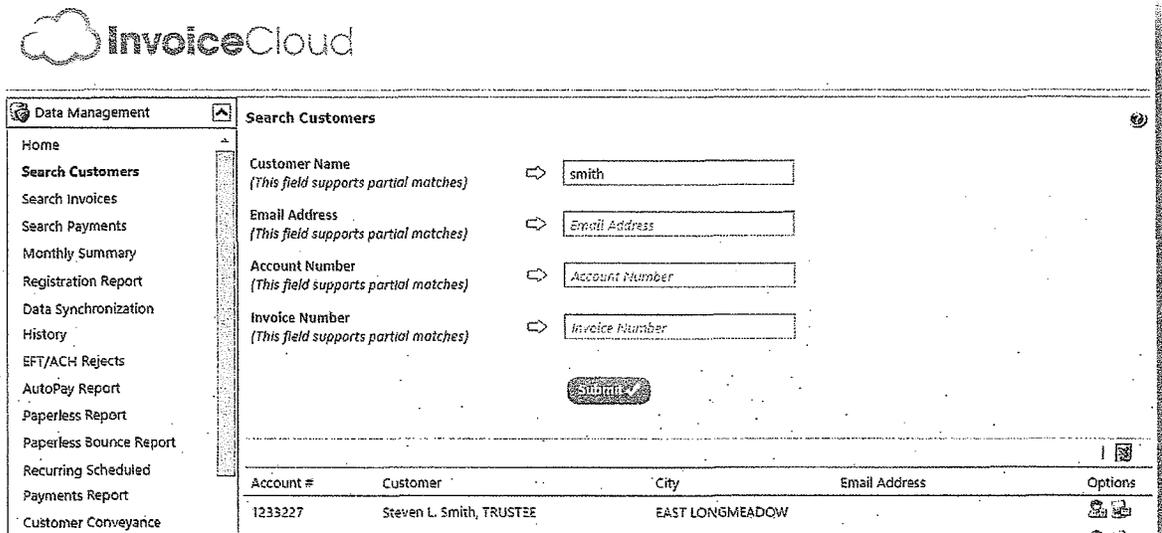
At the bottom of the search form is a button labeled "SEARCH".

Search Customers:

In the Data Management area, the user can search and view customer profiles including but not limited to:

- Any stored payment account information (*account numbers are truncated, staff cannot get full credit card or bank account numbers*)
- Paperless settings
- Auto-pay settings
- E-mail address on file and all e-mail history (including click through status)
- All payment history
- Linked accounts if any

Below is an example of 'Search Customers':



InvoiceCloud

Data Management Search Customers

Customer Name
(This field supports partial matches) →

Email Address
(This field supports partial matches) →

Account Number
(This field supports partial matches) →

Invoice Number
(This field supports partial matches) →

Account #	Customer	City	Email Address	Options
1233227	Steven L. Smith, TRUSTEE	EAST LONGMEADOW		 

View Customer Profile:

The user can view all payment and billing history for that payer. Clicking on the green money symbol gives additional detail about the payment and how it was made. Clicking on the 'credit cards' tab will display the card data on file that the customer used to pay with (middle 8 digits hashed out for security purposes).

Below is an example of a Customer Profile:

InvoiceCloud

Data Management

Update Customer Profile: Steven L. Smith, TRUSTEE

Please review your profile. Click update to save any modifications.

Customer Info | Options | History | Bank Accounts | Credit Cards | AutoPay | Recurring Scheduled Payments

Paper Invoices | Email History

Customer Name: Steven L. Smith, TRUSTEE

Account Number: 1233227

Address: 124 HILL ROAD

Suite/Apt#: [Empty]

City, State, Zip: EAST LONGMEADOW MA 01028

Telephone: [Empty]

Email Address: [Empty]

Courtesy Email Address: [Empty]

Unsubscribe: By checking this box, and hitting the update button, customer will no longer receive emailed Invoice Notifications from Invoice Cloud, however, customer will continue to receive Payment Receipts and or other payment related notifications.

Active:

[Update] [Cancel]

Below is an example of payment detail under the History tab:

Update Customer Profile: CALVIN K KIRK

Please review your profile. Click update to save any modifications.

Customer Info | Options | History | Bank Accounts | Credit Cards | AutoPay | Paper Invoices

Email History

Invoice Date	Account #	Due Date	Total Amount	Balance Due	Options
1/22/2014	6342344-001	2/17/2014	\$102.39	\$0.00	[Icons]

Payments					
Paid On	Paid Via	Amount	Fee	Total Charged	Message
1/26/2014	Credit Card	\$55.76	\$0.00	\$55.76	APPROVED 013508
1/26/2014	Credit Card	\$46.63	\$0.00	\$46.63	APPROVED 013508

Portal Customization:

In the Portal Customization area, the biller uses a word processor type editor to easily and rapidly modify email notification templates. The customer portal and email images can be modified by the biller at any time.

- Admin users can send a TEST email with sample billing data for quality control purposes before saving changes into the system.

Below is a sample of the Email Management tool:



Data Management [v]

Virtual Terminal [v]

Portal Customization [v]

Features/Options

Image Management

Email Management

Email Management

You may view and edit all available email templates in this area. Please choose an Email Template Type from the drop down below. If you support more than one invoice type you will see a second drop down with the invoice types you support. Each Invoice Type is allowed to have a different template.

Email Template Type: First Invoice Email Notification

Save your Changes [Save]

B A U [Icons]

A new invoice is now available to your bill, you can do that, too!

BillerDBA has implemented a convy choose. Simply click on the View Inv invoice, pay electronically now, or ac

You may also access your invoice via go "paperless", please go to the Porta sign-up for this feature.

If you have any questions regarding your first name, last name, and accou

We encourage you to take a look at th trees.

You may also access the current RM

BillerDBA

est Emails

erless" and eliminate a paper copy of

to access and pay your bills if you so ve the option to review and print your

oud.com**VirtualPath**. If you would like to ns". You will need your Account Number to

erServiceEmailAddress**. Be sure to include

it is a choice that will save both time and

/pages/RM/DMA_customer/InBrief.pdf.

Virtual Terminal:

In the Virtual Terminal area, IC gives you immediate access to real-time data for all payment activity as well as our enhanced reconciliation tools:

- Open Batch Summary – payments may be voided up until the Biller’s selected batch close time.
- Settled Batch History
- Deposit Reconciliation
- EFT/ACH Reject Codes, and more.

Below is a sample of the Deposit Reconciliation and Batch Close email:

“To the Penny”, Easy Reconciliation



Biller Portal Reconciliation Tools

Deposit Reconciliation

Start Date: 8/29/2012 End Date: 8/29/2012

Settled Date	Total Items	Visa Volume	MC Volume	EFT Volume	Dist Volume	Amex Volume	Total Deposits
8/29/2012 11:48 PM	6	\$2,791	\$0.00	\$1,876.92	\$0.00	\$0.00	\$2,104.83

Batch Close Email

Item Count: 6
Batch Total: 8/29/2012 11:48 PM

Category	Net Amount
PRIMARY DEPOSIT ITEMIZED VOLUMES	
MasterCard Volume	\$0.00
VISA	
Visa Volume	\$1,876.92
ExpressCard Volume	\$1,876.92
MEMBER BANK DEPOSITS	
Primary Deposit	\$2,104.83
Automated Express Deposit	\$0.00
Overseas Deposit	\$0.00

Data Pump:

The Invoice Cloud Data Pump keeps the Portal and your CIS updated, making sure that all payments received by Invoice Cloud are hitting your accounts in real-time. The Data Pump history above shows the time the payment was made and the time your CIS acknowledged and received it.

Below is an example of the Data Pump:

Cayenta

Data Management

- Home
- Search Customers
- CSR Payment Search
- Search Payments
- Monthly Summary
- Data Pump History**
- EFT/ACH Rejects
- AutoPay Report
- Paperless Report
- Paperless Bounce Report
- View Scheduled Payments
- Invoice File History
- Payment File History
- Adjustment File History
- Daily Payments Received

Data Pump History

Account Number:

Response:

Start Date:

End Date:

Receipt #	Customer	Account #	Pmt Date	Amount	Data Delivered	Response	Options
41014732	[REDACTED]	5020021300	8/4/2014 6:47:22 AM	5108.61	8/4/2014 6:48:02 AM	OK	✕
41014716	[REDACTED]	1072910309	8/4/2014 6:45:43 AM	515.00	8/4/2014 6:46:25 AM	OK	✕
41014715	VALERIE OWENS	4070589300	8/4/2014 6:45:31 AM	560.00	8/4/2014 6:46:25 AM	OK	✕
41014712	FLORENCE WATSON	4071226301	8/4/2014 6:45:10 AM	571.52	8/4/2014 6:46:24 AM	OK	✕

Add-on Services

IC Online Bank Direct™

Online Bank Direct eliminates paper checks issued by online banking sites. The biller will be able to register through Invoice Cloud with online banking networks to electronically deposit citizen payments. Electronically depositing these payments will save biller staff time and effort. They will no longer need to manually compare citizen names and amounts to the bank issued checks and then enter them into the appropriate citizen file. They will also not need to send them to the bank for processing and deposit. The IC Bank Direct electronic payments (like lock box files) are matched (when possible) to the payer's account, processed and uploaded into the biller's customer information management system.

Below is an example of OBD Pending Payments:

InvoiceCloud

Data Management | Virtual Terminal | Online Bank Direct

1 of 16 | Back | Forward | Mark For Return | Recommended Matches | Custom Search | No Invoice

191 INNER BELT Date: 6/21/2011

PAY TO THE ORDER OF: Invoice Cloud - Sam Evrard \$ 12866.81 DOLLARS

MIFAX: 2011Q4RE00027321

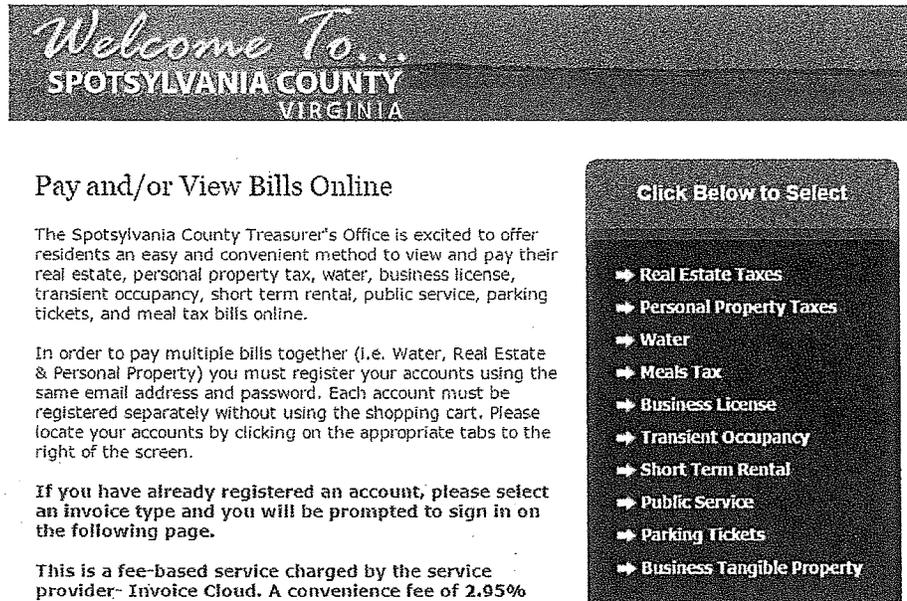
Please select an invoice to apply this Payment to from the list of Invoices below. If you opt to not select an Invoice and to not return this Payment this will continue to be available next time you wish to work your Payments.

Please select an Invoice you would like to apply this Payment to. If applicable, we have pre-selected the Invoice that we believe is a match with this Payment. If this is incorrect, please select the correct Invoice. You may also search for other Invoices by using click on Custom Search option in the toolbar.

Rating	Invoice #	Inv. Date	Account #	Customer	Inv. Amt.	Amt. Due	Options
<input type="checkbox"/>	FPP-0444	12/1/2013	882009001	DANFORTH DENATL, PC	\$434.50	\$434.50	
<input type="checkbox"/>	PSWS-0099	12/1/2013	998877	SMITH, PAUL	\$31.74	\$31.74	
<input type="checkbox"/>	BMV-0888	12/1/2013	9999	SMITH WOOD PRODUCTS TRUST	\$1,091.59	\$1,091.59	

IC Cloud Store™

The IC Cloud Store allows Billers to accept payments for non-invoiced services like airport fees, library services, fire, police, building permits, or activity programs. IC Cloud Store is also available for Utility Billing for one-time payments when an integration with the billing software is not available or feasible. Cloud Store Billers will have access to the same reporting functionality in our Biller Portal.



Welcome To...
SPOTSYLVANIA COUNTY
VIRGINIA

Pay and/or View Bills Online

The Spotsylvania County Treasurer's Office is excited to offer residents an easy and convenient method to view and pay their real estate, personal property tax, water, business license, transient occupancy, short term rental, public service, parking tickets, and meal tax bills online.

In order to pay multiple bills together (i.e. Water, Real Estate & Personal Property) you must register your accounts using the same email address and password. Each account must be registered separately without using the shopping cart. Please locate your accounts by clicking on the appropriate tabs to the right of the screen.

If you have already registered an account, please select an invoice type and you will be prompted to sign in on the following page.

This is a fee-based service charged by the service provider- Invoice Cloud. A convenience fee of 2.95%

Click Below to Select

- ➔ Real Estate Taxes
- ➔ Personal Property Taxes
- ➔ Water
- ➔ Meals Tax
- ➔ Business License
- ➔ Transient Occupancy
- ➔ Short Term Rental
- ➔ Public Service
- ➔ Parking Tickets
- ➔ Business Tangible Property

The following options are available with IC Cloud Store:

- Accept one-time electronic check and or credit/debit card payments.
- Payer receives immediate email confirmation of payment.
- Department receives email notification of purchase event for instant fulfillment services.
- Ability to apply convenience fees, if required.
- Reporting by service type.
- Linked to County branded payment portal.
- Each service type can have its own online registration form.
- Payment and form data is available for search and export into an Excel file.
- Can be setup to accept payments over the counter.

The Biller determines what information they would like to capture from the payer and Invoice Cloud creates a form similar to the one below. The form is very flexible and can look however the Biller would like it to.

- The fields on the left side of the page can capture any information the Biller desires
- The text on the right side of the page can contain any information the Biller requires, such as pricing, regulations, etc.

Welcome To...
SPOTSYLVANIA COUNTY
VIRGINIA

Please fill out the following fields

Meals Tax

Please fill in all information below to begin the process of submitting your payment. Once complete please hit the continue button at the bottom right.

Account Number *	<input type="text"/>	    <p>This is a fee-based service charged by the service provider, Invoice Cloud. A convenience fee of 2.95% will be applied to all credit card transactions with a minimum fee of \$1.00. No fee will be charged for payments made via electronic check (ACH/EFT). A \$10.00 charge will be applied to all returned checks.</p> <p>Please note: Registration and account linking are not available for Meals Tax.</p>
Trade Name *	<input type="text"/>	
Payer's First Name *	<input type="text"/>	
Payer's Last Name *	<input type="text"/>	
Address *	<input type="text"/>	
City *	<input type="text"/>	
State *	<input type="text"/>	
Zip *	<input type="text"/>	
Home Phone Number *	<input type="text"/>	
Daytime Phone Number *	<input type="text"/>	
Email Address *	<input type="text"/>	
Total Payment Amount *	<input type="text"/>	

Once you have finalized your transaction, you will receive an email confirmation. Please confirm on the next screen all information before submitting.

Continue 

Analysis

The City of Vero Beach Utilities would benefit greatly from moving to the Invoice Cloud platform. As outlined in the goals and objectives, the Invoice Cloud platform will not only provide COVB payers with many more payment options, but also provide COVB staff a greatly improved back end administrative portal for reconciliation, reporting, e-mail notification management, etc.

For the customers, adding many more self-service payment features will cut down on calls and walk-in payments for COVB Staff. Here is a partial list

- Self-service auto-pay via ACH or Credit/Debit Card
- Store ACH or Credit/Debit Card on file for future use
- Scheduled payments
- Pay by text or through an e-mail reminder
- Pay via IVR
- Pay over the counter or through an Invoice Cloud bill payment kiosk

Invoice Cloud's platform has proven to generate 20% paperless enrollment after 2 year on our system. At a cost of \$0.60 to print/mail bills, 20% paperless would save COVB \$2,100 per month (\$25,200 annually) in print/mail costs after netting out Invoice Cloud's paperless fees.

For COVB staff, there are many tools that will make life easier. Here is a partial list:

- E-mail out a copy of a bill with a single click when customers ask for it.
- Decrease calls to the office through Invoice Cloud's automated customer communications engine.
- CSR can log-in as the customer to walk them through paying online, or enroll them in auto-pay themselves (depending on permissions).
- See 24 months of bill payment and history (customers or staff)
- Simple reconciliation
- Schedule reports to be sent to staff via e-mail once, or on a re-occurring basis
- Void payments or issue credits as needed

Because Invoice Cloud is the preferred partner of Cayenta, we handle the bulk of the integration and set-up work together. You just have to test it before going live! Invoice Cloud would be excited to partner with the City of Vero Beach. **If everything looks good on the technology side, we will make the pricing work.**

Pricing

City of Vero Beach Utilities

- 35,000 customers billed monthly; avg bill of \$209

Administrative Fees	
Description	Fee
Integration, Deployment and Training	
Integration, deployment, and training <i>Note: Includes integration with Cayenta CIS and Single Sign-On with CSS.</i>	\$2,500 (WAIVED per partnership with Cayenta)
Account Access	
Monthly Access Fee for Branded Customer and Biller Portals -- includes UNLIMITED administrative users: <i>Note: The monthly access fee covers maintenance, support, upgrades and full access to the Invoice Cloud service for the Biller and its customers.</i>	\$100.00/mo*
HelpDesk Support & Marketing	
Access to IC HelpDesk and client services team and marketing support to help you achieve the industry's highest payment and paperless adoption.	No Charge
Paperless Billing	
Paperless Billing Fees – fee per paperless bill, per bill cycle - ONLY WHEN PAPER IS SUPPRESSED AND A PAPER INVOICE IS NOT MAILED.	\$0.30
Electronic Payment Fees – Paid by the Biller	
Credit/Debit Cards: Visa, MasterCard and Discover – fee per transaction – Paid by the Biller. Customer	\$4.95 (cap of \$600 per transaction)
E-Check/ACH: re-occurring – fee per transaction billed to COVB (if existing bank draft customers are moved to Invoice Cloud with COVB Utilities)	\$0.40 (standard is \$0.75)
E-Check/ACH: non re-occurring – fee per transaction charged to COVB customer or billed to COVB	\$0.95
Other Merchant Services Fees	
Credit Card Chargeback Fee	\$10.00
ACH Reject Fee	\$10.00
Optional Services	
Online Bank Direct—fee per check matched	\$0.15 (\$0.25 is standard)
Kiosk—Indoor, outdoor, or through wall: includes maintenance, support, and hardware	\$1.50 per transaction (min of 1,500 per month, per kiosk)

***The monthly access fee will be waived permanently if all contracts are executed together by October 30th, 2016**



STATEMENT OF WORK

Between:

City of Vero Beach
1036 20th Street
Vero Beach, FL 32961-1389
USA

And

Cayenta, A Division of
N. Harris Computer Corporation
4200 North Fraser Way, Suite 201.
Burnaby, BC V5J 5K7
Canada

For:

CSS Gen3 Implementation

Agreement Date: Oct 12, 2016

In accordance with this agreement and its attachments.

City of Vero Beach
(Hereafter references as **CLIENT**)

Cayenta, A Division of N. Harris
Computer Corporation (HARRIS)

Name: _____
(Signature)

Name: _____
(Signature)

Name: _____
(Print)

Name: _____
(Print)

Title: _____

Title: _____

Date: _____

Date: _____



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1. CSS Gen3 Project Overview

CLIENT is embarking on implementing Cayenta's CSS Gen3 software.

Cayenta will deliver the following:

- Installation of core Cayenta Self-Service web pages
- Discovery Session
- Documentation on the core Cayenta Self-Service web pages
- Training on template customization
- Report Work- ebill print presentation
- Training assistance (application consultant)

The Client will deliver the following:

- Access to Web Server with necessary access and permissions
- Customization of Self-Service templates (if needed)
- Testing of core Cayenta Self-Service web pages
- Subscription and implementation of a Harris third party authorized payment service



2. Constraints and Assumptions

- 1) Cayenta will ensure staff members are available on dates agreed to and scheduled.
- 2) Client will ensure team members are available on dates agreed to and scheduled.
- 3) Client will test and report all incidents via Caystone.
- 4) Client will have any new hardware in place before Cayenta work is scheduled to begin.
- 5) Client will provide any updated connectivity information for the new hardware (if applicable).
- 6) Additional services deemed out of scope (per this document) will be billed at \$195 per hour.
- 7) The scope that is defined at the beginning of the project, will not exceed the hours allocated to the project. Additional assistance beyond these hours will require an additional work order.
- 8) Web servers are available at the time the project starts.
- 9) Only the core Issues identified in project overview will be configured and tested.
- 10) Cayenta cost (\$15,000) for authorized Third Party payment integration has been handled between Cayenta and Invoice Cloud. Client will not be responsible for this cost.
- 11) The Payment Entry web page supplied by Cayenta provides a mechanism to allow authorized payments to be sent to the Cayenta CIS. Subscription and implementation of an authorized third party service (e.g. Invoice Cloud) is available through Cayenta and is the responsibility of the Client to contract for this service. The payment authorization component will interface with the Cayenta API service via https connections to the Customer Self Service module. The third party payment platform will allow for Automatic Credit Card payments in which a customers' credit card number is securely stored for monthly payment processing (via batch process).
- 12) Cayenta agrees to schedule and begin the implementation within 90-days of client signing of this SOW.



3. Table of Services

Services Component 1: Monthly Services								
Item	Description	Qty	Unit	Hours	Price Per Unit	Total	Optional Travel	Notes:
1.01	Monthly Project Manager Services	10	Weeks	8	\$ 1,560.00	\$ 15,600.00		Represents 8 hours per week to complete activities described in 1.01 of the scope of services
Total						\$15,600.00	\$0.00	

Services Component 2: Technical Services								
Item	Description	Qty	Unit	Hours	Amount	Total	Optional Travel	Notes:
2.01	Technical Services (Test)	1	Each	8	\$ 1,560.00	\$ 1,560.00		
2.02	Technical Services (Support)	1	Each	8	\$ 1,560.00	\$ 1,560.00		
2.03	Technical Services (Go-Live)	1	Each	4	\$ 780.00	\$ 780.00		
Total						\$ 3,900.00	\$0.00	

Services Component 3: CSS Gen3 BI Services								
Item	Description	Qty	Unit	Hours	Amount	Total	Optional Travel	Notes:
3.01	BI Discovery and Documentation	1	Each	40	\$ 7,800.00	\$7,800.00		
3.02	BI Configuration	1	Each	48	\$ 9,360.00	\$9,360.00		
3.03	BI Testing Support	1	Each	48	\$ 9,360.00	\$9,360.00		
3.04	BI Go-Live Support	1	Each	32	\$6,240.00	\$6,240.00		
3.05	BI Bill Print mod and configuration to support eBill notifications (optional)	1	Each	30	\$5,850.00	\$5,850.00		
3.06	Customized CSS functionality	0	Each		\$0.00	\$0.00		
Total						\$38,610.00	\$0.00	

Component 4: License								
Level	Description	Qty	Unit	Hours	Amount	Total	Optional Travel	Notes:
4.01	Customer Self Service - License Fee ^A	1	Licenses		\$ 15,000	\$15,000.00		
Total						\$15,000.00	\$0.00	

Additional Maintenance

25% of CSS License Annually

General Notes

Standard Implementation, - limit of 3 Dynamic Issues configured

Weekend go-live support is available at our standard rates. Minimum charge for on-call is 2 hours @ \$195.00 plus any actual hours worked \$195.00.

On-site time - 3 hours is billed each direction at US\$75 per hour.

This will be based on Cayenta's resource availability and the PM will need to schedule resource time.

Cayenta agrees to schedule and begin the upgrade within 90-days of client signing of the CSS Gen 3 Implementation SOW.



4. Table of Durations

Planned Duration of Upgrade	Month 1	Month 2	Month 3
1 - Monthly Services			
1.1 Project Manager			
2 - Technical Services			
3 - CSS Gen3 BI Services			



5. Scope of Services

Name	Description and Purpose	Contents/Activities	Party Responsible
Project Manager Monthly Services	For a monthly fee, HARRIS will provide an Project Manager to oversee HARRIS's activities for each CSS Component, including the coordination of the Consulting Support services, tracking the progress, managing resources and dealing with any development issues.	<ol style="list-style-type: none"> 1. Initiating and planning of the project. 2. Managing project scope, budget and forecast of the project resources. 3. Managing communication between City of Vero Beach and Cayenta's different teams. 4. Assistance with Set up of different tools required for the project such as SharePoint and CayStone and granting permission to different users. 5. Issue management will be managed within CayStone. 6. Managing project closure and transition to Cayenta Support. 	HARRIS
City of Vero Beach Project Management	City of Vero Beach will appoint a dedicated project manager to lead the CSS implementation project and the City of Vero Beach project team, and to liaise with the Harris Project Manager	<ol style="list-style-type: none"> 1. A high level Schedule of Durations is provided in this document and forms the basis for the monthly pricing for monthly recurring services. City of Vero Beach will be responsible for managing it's lower level tasks within each services component. City of Vero Beach may request to extend monthly recurring services by paying the fixed monthly fee for additional months of recurring services. 2. Provide all testing activities related to implementing the CSS project utilizing tool provided by HARRIS (CayStone). 	City of Vero Beach
Technical Services	HARRIS Technical Services will test and provide support during the implementation of the project and go-live.	Technical Services will include support during project described in the table of services.	HARRIS and City of Vero Beach
Discovery and Configuration of CSS Gen3	HARRIS will conduct discovery session and document requirements. Complete configuration as described in Table of Services. There is no custom CSS functionality development included in the scope of services.	3.01 to 3.05 as described in table of services	HARRIS



6. Payment Schedule

6.1 Payment Terms

All fees shall be paid within thirty (30) days of invoice date. Customer shall pay all applicable shipping charges and sales taxes, exclusive of HARRIS's income and corporate franchise taxes, in addition to the fees for services separately listed.

6.2 Payment Schedule

The services listed are provided at a fixed price basis for the defined scope of work. All travel expenses will be billed based on actual costs as incurred.

MP#	Level #	Criteria for Invoice	Month	Services Billed
MONTHLY 1	1.01	Monthly Services Fees - Last Day of Month 1 - Refer to 1.01 of Scope of Services Month 1 will include completing project kick, off and initial project planning and project tools set up	Month 1	5,200
MONTHLY 2	1.01	Monthly Services Fees - Last Day of Month 2 - Refer to 1.01 of Scope of Services Month 2 includes project management monitoring and control activities and project incident management	Month 2	5,200
MONTHLY 3	1.01	Monthly Services Fees - Last Day of Month 3 - Refer to 1.01 of Scope of Services Month 3 includes project management monitoring and control activities, go-live planning, project closure activities and project incident management	Month 3	5,200
MP4	2.01	Technical Services (Test)	Month 1	1,560
MP5	2.02	Technical Services (Support)	Month 1	1,560
MP6	2.03	Technical Services (Go-Live)	Month 1	780
MP7	3.01	BI Discovery and Documentation	Month 1	7,800
MP8	3.02	BI Configuration	Month 2	9,360
MP9	3.03	BI Testing Support	Month 2	9,360
MP10	3.04	BI Go-Live Support	Month 3	6,240
MP11	3.05	BI Bill Print mod and configuration to support eBill notifications (optional)	Month 3	5,850
MP12	4.01	Customer Self Service - License Fee	Month 1	15,000
Total				73,110



7. Additional Terms

7.1 Additional Terms and Conditions

1. Actual travel and living costs will be billed as incurred. HARRIS will make every effort to minimize travel and living expenses. Travel and living expenses include:
 - a. Airfare
 - b. Lodging
 - c. Per Diem (HARRIS policy allows for \$55/day for week days (\$110 for weekends and holidays)
 - d. Ground Transportation (taxis, rental cars, fuel, tolls, parking)
2. HARRIS travel guidelines will be used by all HARRIS personnel traveling to the client's site unless specifically stated in this section of the Statement of Work.
3. The actual number of trips required will be determined jointly the Project managers. The numbers provided above are reasonable estimates for a Project of this scope and duration.

1. License Grant & Restrictions. Subject to execution by Biller of the Invoice Cloud Biller Order Form incorporating this Agreement, Invoice Cloud hereby grants Biller a non-exclusive, non-transferable, worldwide right to use the Service described on the Biller Order Form until termination as provided herein, solely for the following purposes, and specifically to bill and receive payment from Biller's own customers, for Services that are referenced in the Biller Order Form. All rights not expressly granted to Biller are reserved by Invoice Cloud and its licensors.

Biller will provide to Invoice Cloud all Biller Data generated for Biller's Customers. Unless otherwise expressly agreed to in writing by Invoice Cloud to the contrary, Invoice Cloud will process all of Biller's Customers' Payment Instrument Transactions requirements related to the Biller Data and will do so via electronic data transmission according to our formats and procedures for each electronic payment type selected in the Biller Order Form. In addition, Biller will sign all third party applications and agreements required for the Service including without limitation payment and credit card processing agreements and merchant agreements. For invoice types listed on the Order Form (e.g. real estate taxes, utility bills, birth certificates, parking tickets, event tickets, etc.), Biller will not use the credit card processing, ACH or check processing of any bank, payment processor, entity, or person, other than Invoice Cloud via electronic data transmission or the authorization or processing of Biller's Customers' Payment Instrument Transactions for each electronic payment type selected in the Biller Order Form throughout the term of this Agreement.

Biller shall not: (i) license, sublicense, sell, resell, transfer, assign, distribute or otherwise commercially exploit or make available to any third party the Service in any way; (ii) modify or make derivative works based upon the Service; (iii) Recreate, "frame" or "mirror" any portion of the Service on any other server or wireless or Internet-based device; (iv) reverse engineer or access the Service; or (v) copy any features, functions or graphics of the Service.

2. Privacy & Security. Invoice Cloud's privacy and security policies may be viewed at <http://www.invoicecloud.com/privacy.html>. Invoice Cloud reserves the right to modify its privacy and security policies in its reasonable discretion from time to time which modification shall not materially adversely impact such policies. Invoice Cloud will maintain compliance with current required Payment Card Industry (PCI) standards and Cardholder Information Security standards.

3. Account Information and Data. Invoice Cloud does not and will not own any Customer Data, in the course of providing the Service. Biller, not Invoice Cloud, shall have sole responsibility for the accuracy, quality, integrity, legality, and reliability of, and obtaining the intellectual property rights to use and process all Customer Data. In the event this Agreement is terminated, Invoice Cloud will make available to Biller a file of the Customer Data within 30 days of termination of this Agreement (or at a later time if required by applicable law), if Biller so requests at the time of termination. Invoice Cloud reserves the right to remove and/or discard Customer Data with 30 days notice except as prohibited by applicable law or in the event of exigent circumstances which makes prior notice impracticable, and in which case, notice will be provided promptly thereafter.

4. Confidentiality / Intellectual Property Ownership. Invoice Cloud agrees that it may be furnished with or otherwise have access to Customer Data that the Biller's customers considers being confidential. Invoice Cloud agrees to secure and protect the Customer Data in a manner consistent with the maintenance of Invoice Cloud's own Confidential Information, using at least as great a degree of care as it uses to maintain the confidentiality of its own confidential information, but in no event use less than commercially reasonable measures. Invoice Cloud will not sell, transfer, publish, disclose, or otherwise make available any portion of the Customer Data to third parties, except as required to perform the Services under this Agreement or otherwise required by applicable law.

Invoice Cloud (and its licensors, where applicable) owns all right, title and interest, including all related Intellectual Property Rights, in and to the Invoice Cloud Technology, the Content and the Service and any enhancement requests, feedback, integration components, suggestions, ideas, and application programming interfaces, recommendations or other information provided by Biller or any other party relating to the Service. In the event any such intellectual property rights in the Invoice Cloud Technology, the Content or the Service do not fall within the specifically enumerated works that constitute works made for hire under applicable copyright laws or are deemed to be owned by Invoice Cloud, Biller hereby irrevocably, expressly and automatically assigns all right, title and interest worldwide in and to such intellectual property rights to Invoice Cloud. The Invoice Cloud name, the Invoice Cloud logo, and the product names associated with the Service are trademarks of Invoice Cloud or third parties, and no right or license is granted to use them.

Biller agrees that during the course of using or gaining access to the Service (or components thereof) it may be furnished with or otherwise have access to information that Invoice Cloud considers to be confidential including but not limited to Invoice Cloud Technology, customer and/or prospective customer information, pricing and financial information of the parties which are hereby deemed to be Invoice Cloud Confidential Information, or any other information by its very nature constitutes information of a type that any reasonable business person would conclude was intended by Invoice Cloud to be treated as proprietary, confidential, or private (the "Confidential Information"). Biller agrees to secure and protect the Confidential Information in a manner consistent with the maintenance of Invoice Cloud's rights therein, using at least as great a degree of care as it uses to maintain the confidentiality of its own confidential information, but in no event use less than reasonable efforts. Biller will not sell, transfer, publish, disclose, or otherwise make available any portion of the Confidential Information of the other party to third parties (and will ensure that its employee and agents abide by the requirements hereof), except as expressly authorized in this Agreement or otherwise required by applicable law. Notwithstanding anything to the contrary contained in this paragraph, this Agreement and records produced under this agreement may be subject to disclosure unless exempt from Section 119.071, Fla.

Biller Agreement

Rev 3.0

The complete Biller Agreement includes the Biller Order Form, the Online Terms and Conditions and this Agreement – City of Vero Beach

Billor Agreement

Stat. or Section 24 (a) of Article I of the State Constitution and Chapter 119, Fla. Stat. Invoice Cloud has the responsibility to mark any documents as confidential prior to submission to the Biller and to provide the Biller of its claimed exemption. Failure to do so may void any exemptions available.

5. Billing and Renewal. Invoice Cloud fees for the Service are provided on the Biller Order Form. Invoice Cloud's fees are exclusive of all taxes, levies, or duties imposed by taxing authorities, Invoice Cloud may assess and/or collect such taxes, levies, or duties against Biller and Biller shall be responsible for payment of all such taxes, levies, or duties, excluding only United States (federal or state) taxes based solely on Invoice Cloud's income. All payment obligations are non-cancellable and all amounts or fees paid are non-refundable. Unless Invoice Cloud in its discretion determines otherwise, all fees will be billed in U.S. dollars. If Biller believes Biller's bill or payment is incorrect, Biller must provide written notice to Invoice Cloud within 60 days of the earlier of the invoice date, or the date of payment, with respect to the amount in question to be eligible to receive an adjustment or credit; otherwise such bill or payment is deemed correct. Invoice Cloud reserves the right to modify any pricing with respect to fees owed by the Biller upon thirty days written notice to Biller based on increases incurred by Invoice Cloud on fees, assessments, and the like from credit card processors, bank card issuers, payment associations, ACH and check processors.

6. Term and Termination. The initial term of this Agreement shall be for a period of three (3) years ("**Initial Term**") commencing on the Effective Date on the Biller Order Form and will renew for each of additional successive three (3) year terms ("**Renewal Term**") unless terminated as set forth herein. This Agreement may be terminated by either party effective at the end of the Initial or any Renewal Term by such party providing written notice to the other party of its intent not to renew no less than ninety (90) days prior to the expiration of the then-current term. Additionally, this Agreement may be terminated by either party with cause in the event of a material breach of the terms of this Agreement by the other party and the breach remains uncured for a period of 30 days following receipt of written notice by the breaching party. For example, any unauthorized use of the Invoice Cloud Technology or Service by Biller, or its authorized users will be deemed a material breach of this Agreement. Upon any early termination of this Agreement by Invoice Cloud as a result of the breach, Biller shall remain liable for all fees and charges incurred, and all periodic fees owed through the end of the calendar month following the effective date of termination. Upon any termination or expiration of this Agreement, Biller's password and access will be disabled and Biller will be obligated to pay the balance due on Biller's account computed in accordance with the Charges and Payment of Fees section above. Biller agrees that Invoice Cloud may charge such unpaid fees to Biller's Debit Account or credit card or otherwise bill Biller for such unpaid fees.

Notwithstanding the foregoing, Biller may, by written notice, terminate this Agreement if Invoice Cloud increases pricing as described in Section 5 above or assigns the Biller Agreement as described in Section 15 Assignment below. If this Agreement is terminated, Biller shall be liable only for services or transactions occurring before termination. Biller's notice of termination shall provide Invoice Cloud a minimum of thirty (30) days prior notice before it becomes effective.

Notwithstanding any other provision of this Biller Agreement, Biller shall not be obligated for Invoice Cloud's performance hereunder or by any provision of this Biller Agreement during any of Biller's future fiscal years unless and until Biller's City Council appropriates funds for this Biller Agreement in the City of Vero Beach budget for each such future fiscal year. In the event that funds are not appropriated for this Biller Agreement, then this Biller Agreement shall terminate as of the last day of the fiscal year for which funds were appropriated. Licensee shall notify Invoice Cloud in writing of any such non-allocation of funds at the earliest possible date.

7. Invoice Cloud Responsibilities. Invoice Cloud represents and warrants that it has the legal power and authority to enter into this Agreement. Invoice Cloud warrants that the Service will materially perform the functions that the Biller has selected on the Order Form under normal use and circumstances and that Invoice Cloud shall use commercially reasonable measures with respect to Customer Data to the extent that it retains such, in the operation of the Service; provided that the Biller shall maintain immediately accessible backups of the Customer Data. In addition, Invoice Cloud will, at its own expense, as the sole and exclusive remedy with respect to performance of the Service, correct any Transaction Data to the extent that such errors have been caused by Invoice Cloud or by malfunctions of Invoice Cloud's processing systems.

8. Limited Warranty EXCEPT AS PROVIDED IN SECTION 7, THE SERVICES AND ALL CONTENT AND TRANSACTION DATA IS PROVIDED WITHOUT ANY EXPRESS, OR IMPLIED WARRANTY, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND ALL OTHER WARRANTIES ARE HEREBY DISCLAIMED TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW BY INVOICE CLOUD AND ITS LICENSORS AND PAYMENT PROCESSORS. INVOICE CLOUD AND ITS LICENSORS AND PAYMENT PROCESSORS DO NOT REPRESENT OR WARRANT THAT (A) THE USE OF THE SERVICE WILL BE UNINTERRUPTED OR ERROR-FREE, OR OPERATE IN COMBINATION WITH ANY OTHER HARDWARE, SOFTWARE, SYSTEM OR DATA, (B) THAT THE SERVICE WILL NOT DELAY IN PROCESSING OR PAYING, OR (C) THE SERVICE WILL MEET REQUIREMENTS WITH RESPECT TO SIZE OR VOLUME. Invoice Cloud's service may be subject to limitations, delays, and other problems inherent in the use of the internet and electronic communications. Invoice cloud is not responsible for any delays, delivery failures, or other damage resulting from such problems. Biller represents and warrants that Biller has not falsely identified itself nor provided any false information to gain access to the Service and that Biller's billing information is correct.

Biller Agreement

9. Biller's Responsibilities. Biller represents and warrants that it has the legal power and authority to enter into this Agreement. Biller is responsible for all activity occurring under Biller's accounts and shall abide by all applicable laws, and regulations in connection with Biller's and/or its customers' and a payers' use of the Service, including those related to data privacy, communications, export or import of data and the transmission of technical, personal or other data. Biller shall: (i) notify Invoice Cloud immediately of any unauthorized use of any password or account or any other known or suspected breach of security; (ii) report to Invoice Cloud and immediately stop any copying or distribution of Content that is known or suspected to be unauthorized by Biller or Biller's Users; and (iii) obtain consent from Biller's customers and payers to receive notifications and invoices from Invoice Cloud. Invoice Cloud is not responsible for any Biller postings in error due to delayed notification from credit card processor, ACH bank and other related circumstances.

Biller is required to ensure that it maintains a fair policy with regard to the refund, return or cancellation of services and adjustment of Transactions. Biller is also required to disclose a refund, return or cancellation policies to Invoice Cloud and any applicable payment processors and Biller's Customers, as requested. Any change in a return/ cancellation policy must be submitted to Invoice Cloud, in writing, not less than 21 days prior to the effective date of such change. If Biller allows or is required to provide a price adjustment, or cancellation of services in connection with a Transaction previously processed, Biller will prepare and deliver to Invoice Cloud Transaction Data reflecting such refund/adjustment within 2 days of resolution of the request resulting in such refund/adjustment. The amount of the refund/adjustment cannot exceed the amount shown as the total on the original Transaction Data. Biller may not accept cash or any other payment or consideration from a Customer in return for preparing a refund to be deposited to the Customer's account; nor may Biller give cash/check refunds to a Customer in connection with a Transaction previously processed, unless required by applicable law

10. Indemnification. Invoice Cloud shall indemnify and hold Biller, employees, attorneys, and agents, harmless from any losses, liabilities, and damages (including, without limitation, Biller's costs, and reasonable attorneys' fees) arising out: (i) failure by Invoice Cloud to implement commercially reasonable measures against the theft of the Customer Data; or (ii) its total failure to deliver funds processed by Invoice Cloud as required hereunder (which relates to payments due from Invoice Cloud for Transaction Data). This indemnification does not apply to any claim or complaint relating to Biller's failure to resolve a payment dispute concerning debts owed to Biller or Biller's negligence or willful misconduct or violation of any applicable agreement or law.

11. Fees.

Invoice Cloud will not charge fees related to the initial setup, initial implementation and personalization of its standard Service unless a fee is included in the Biller Order Form. Invoice Cloud will charge the Biller or payer fees as provided in the Biller Order Form. In addition, Invoice Cloud reserves the right to charge for changes to the setup, implementation or personalization performed after the completion of initial setup or implementation and any other requested work or changes including the following services, at its then standard rates:

- new file/biller set up
- template changes
- custom reports and other custom development
- new bill printer support
- invoice file format changes resulting in revision of integration/data translation
- re-implementation of a site/system and/or new billing system
- payment file revisions
- loading pdfs and importing/loading invoices
- conversion of biller customer registrations/passwords (post initial implementation)
- balance forward of invoices
- other out of scope services

12. Limitation of Liability. INVOICE CLOUD'S AGGREGATE LIABILITY SHALL BE UP TO AND NOT EXCEED THE AMOUNTS ACTUALLY PAID BY AND/OR DUE FROM BILLER IN THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO SUCH CLAIM. IN NO EVENT SHALL INVOICE CLOUD AND/OR ITS LICENSORS BE LIABLE TO ANYONE FOR ANY INDIRECT, PUNITIVE, SPECIAL, EXEMPLARY, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOSS OF DATA, REVENUE, PROFITS, USE OR OTHER ECONOMIC ADVANTAGE) ARISING OUT OF, OR IN ANY WAY CONNECTED WITH THIS SERVICE, EVEN IF THE PARTY FROM WHICH DAMAGES ARE BEING SOUGHT OR SUCH PARTY'S LICENSORS HAVE BEEN PREVIOUSLY ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Certain states and/or jurisdictions do not allow the exclusion of implied warranties or limitation of liability for incidental, consequential or certain other types of damages, so the exclusions set forth above may not apply to Biller.

13. Export Control. The Biller agrees to comply with United States export controls administered by the U.S. Department of Commerce, the United States Department of Treasury Office of Foreign Assets Control, and other U.S. agencies.

14. Notice. Either party may give notice by electronic mail to the other party's email address (for Biller, that address on record on the Biller Order Form, or by written communication sent by first class mail or pre-paid post to the other party's address on record in Invoice Cloud's account information for Biller, and for Invoice Cloud, to Invoice Cloud, Inc., 30 Braintree Hill Office Park, Suite 303, Braintree, MA 02184

Billers Agreement

Attention: Client Services. Such notice shall be deemed to have been given upon the expiration of 48 hours after mailing or posting (if sent by first class mail or pre-paid post) or 12 hours after sending (if sent by email).

15. Assignment. This Agreement may not be assigned by either party without the prior written approval of the other party, but may be assigned without such party's consent to (i) a parent or subsidiary, (ii) an acquirer of assets, or (iii) a successor by merger. Any purported assignment in violation of this section shall be void.

16. Insurance.

Invoice Cloud agrees to maintain in full force and effect during the term of the Agreement, at its own cost, the following coverages:

- a. Commercial General or Business Liability Insurance with minimum combined single limits of One Million (\$1,000,000) each occurrence and Two Million (\$2,000,000) general aggregate.
- b. Umbrella Liability Insurance with minimum combined single limits of Five Million (\$5,000,000) each occurrence and Five Million (\$5,000,000) general aggregate.
- c. Automobile Liability Insurance with minimum combined single limits for bodily injury and property damage of not less than One Million (\$1,000,000) for any one occurrence, with respect to each of the Invoice Cloud's owned, hired or non-owned vehicles assigned to or used in performance of the Services.
- d. Errors and Omissions Insurance (Professional Liability and Cyber Insurance) with limits of liability of at least One Million Dollars (\$1,000,000) per claim and in the aggregate.

17. Immigration Laws. For Services performed within the United States, Invoice Cloud will assign only personnel who are either citizens of the United States or legally eligible to work in the United States. Invoice Cloud represents and warrants that it has complied and will comply with all applicable immigration laws with respect to the personnel assigned to the Biller.

18. General. With respect to agreements with municipalities, localities or governmental authorities, this Agreement shall be governed by the law of the state wherein such municipality, locality or governmental authority is established, without regard to the choice or conflicts of law provisions of any jurisdiction. With respect to Billers who are not with municipalities, localities or governmental authorities, this Agreement shall be governed by Massachusetts law and controlling United States federal law, without regard to the choice or conflicts of law provisions of any jurisdiction. No text or information set forth on any other purchase order, preprinted form or document (other than an Biller Order, if applicable) shall add to or vary the terms and conditions of this Agreement. If any provision of this Agreement is held by a court of competent jurisdiction to be invalid or unenforceable, then such provision(s) shall be construed, as nearly as possible, to reflect the intentions of the invalid or unenforceable provision(s), with all other provisions remaining in full force and effect. No joint venture, partnership, employment, or agency relationship exists between Biller and Invoice Cloud as a result of this agreement or use of the Service. The failure of either party to enforce any right or provision in this Agreement shall not constitute a waiver of such right or provision unless acknowledged and agreed to by Invoice Cloud in writing. All rights and obligations of the parties in Sections 4, 6, 10, 12, 14 and 18 shall survive termination of this Agreement. This Agreement, together with any applicable Biller Order Form, comprises the entire agreement between Biller and Invoice Cloud and supersedes all prior or contemporaneous negotiations, discussions or agreements, whether written or oral between the parties regarding the subject matter contained herein. Biller agrees that Invoice Cloud can disclose the fact that Biller is a paying customer and the edition of the Service that Biller is using.

Additional terms and conditions and definitions applicable to this Agreement and the Biller Order Form are found at www.invoicecloud.com/termsandconditions (the "Biller T+C") and are agreed to by Invoice Cloud and the Biller.

The following words in Section 2(a) of the Biller T&C, Biller may not (i) send or store material containing software viruses, worms, Trojan horses or other harmful computer code, files, scripts, agents or programs shall be replaced with the following; Biller should not negligently or knowingly (i) send or store material containing software viruses, worms, Trojan horses or other harmful computer code, files, scripts, agents or programs.

Section 3 of the Biller T&C shall be modified as follows, at the end of the sentence that states the City shall indemnify and hold harmless, add "subject to the limitations in Section 768.28, Fla. Stat.

In the event of a conflict between the provisions of the Biller Agreement and the additional terms and conditions, the provisions of the Biller Agreement language shall take precedence.

The proposal dated 8.10.16 from Invoice Cloud to Biller shall be incorporated by reference.

BILLERS TERMS AND CONDITIONS (www.invoicecloud.com/termsandconditions)

1. Definitions.

As used in the Agreement and in any Biller Order Form now or hereafter:

"Agreement" or "Biller Agreement" means these terms and conditions, any Biller Order Form, whether written or submitted online and any materials available on the Invoice Cloud website specifically incorporated by reference herein;

"Biller Data" means invoices and bills of the Biller;

"Biller Order Form" means the order form referencing the services to be performed by Invoice Cloud and any add on services under any add on Biller Order Form.

"Chargeback" is a reversal of a Transaction initiated by a credit card company, processor, bank or other financial institution that Biller previously presented to Invoice Cloud under this Agreement;

"Content" means the information and documents contained or made available to Biller by Invoice Cloud in the course of using the Service;

"Customer" shall include customers, taxpayers and users of services of Biller;

"Customer Data" means any data, information or material provided or submitted by Biller or its Customers to the Service or the Biller's customers and/or payers in the course of using the Service;

"Effective Date" means the earlier of either the date this Agreement is accepted by executing a Biller Order Form;

"Intellectual Property Rights" means unpatented inventions, patent applications, patents, design rights, copyrights, trademarks, service marks, trade names, domain name rights, mask work rights, know-how and other trade secret rights, and all other intellectual property rights, derivatives, integration components and application programming interfaces thereof, and forms of protection of a similar nature anywhere in the world;

"Integration Components" means software, which integrates the Service with third party software, and any updates or revisions thereto.

"Invoice Cloud" means collectively Invoice Cloud, Inc., a Delaware corporation;

"Invoice Cloud Technology" means all of Invoice Cloud's proprietary technology (including software, hardware, products, processes, algorithms, user interfaces, know-how, techniques, designs and other tangible or intangible technical material or information) made available to Biller or otherwise developed by Invoice Cloud in providing the Service;

"Payment Instrument Transaction" is transaction conducted between Biller and its Customers with respect to an account, or evidence of an account, authorized and established between a Customer and a credit card association or issuer, or representatives or members thereof that Biller accepts from Customers as payment for the Services. Payment Instrument Transactions include, but are not limited to, transactions processed by credit and debit cards, ACH, EFT and Check 21 transactions, stored value cards, loyalty cards, electronic gift cards, authorized account or access numbers, paper certificates and credit accounts.

"Order Form" or "Biller Order Form" means the form evidencing the initial subscription for the Service and any subsequent Biller Order Form, specifying, among other things, the services contracted for, the applicable fees, the billing period, and other charges as agreed to between the parties, each such Biller Order Form to be incorporated into and to become a part of this Agreement (in the event of any conflict between the terms of this Agreement and the terms of any such Biller Order Form, the terms of this Agreement shall prevail);

"Reserve Account" means a Biller account which is maintained in order to protect Invoice Cloud against the risk of, among other things, existing, potential, or anticipated Chargebacks and to satisfy the other obligations under the Agreement.

"Service(s)" means Invoice Cloud's billing and payment service, the Content, the Invoice Cloud Technology and other corporate services identified on the Biller Order Form, developed, operated, and/or maintained by Invoice Cloud, accessible via www.invoicecloud.com or another designated web site or IP address, or ancillary online or offline products and services provided to Biller by Invoice Cloud, to which Biller are being granted access under this Agreement, including the Invoice Cloud Technology and the Content;

"Submitter" means the Biller's status under the Agreement and Order Form where Biller's Customers submit Transaction Data directly to the payment processor or credit card processor who then processes the Transaction Data with the associated convenience fee being paid to Invoice Cloud and Invoice Cloud being responsible to pay the applicable convenience to the payment processor.

"Transaction" is a transaction conducted between a Customer and Invoice Cloud (on behalf of Submitter) utilizing either a Payment Instrument or a bill presentment in which consideration is or to be exchanged or tax is or to be due between the Customer and Biller;

"Transaction Data" means is the written or electronic record of a Transaction, including but not limited to an authorization code or settlement record and Biller Data.

2. Biller's Responsibilities. (a) Biller is responsible for all activity occurring under Biller's accounts and shall abide by all applicable laws, and regulations in connection with Biller's and/or its customers' and a payers' use of the Service, including those related to data privacy, communications, export or import of data and the transmission of technical, personal or other data. Biller shall: (i) notify Invoice Cloud

immediately of any unauthorized use of any password or account or any other known or suspected breach of security; (ii) report to Invoice Cloud and immediately stop any copying or distribution of Content that is known or suspected to be unauthorized by Biller or Biller's Users; and (iii) not impersonate another Invoice Cloud user or provide false identity information to gain access to or use the Service. Biller may not: (i) send or store material containing software viruses, worms, Trojan horses or other harmful computer code, files, scripts, agents or programs; (ii) interfere with or disrupt the integrity or performance of the Service or the data contained therein; or (iii) attempt to gain unauthorized access to the Service or its related systems or networks. Biller shall not: (i) license, sublicense, sell, resell, transfer, assign, distribute or otherwise commercially exploit or make available to any third party the Service in any way; (ii) modify or make derivative works based upon the Service; (iii) Recreate, "frame" or "mirror" any portion of the Service on any other server or wireless or Internet-based device; (iv) reverse engineer or access the Service; or (v) copy any features, functions or graphics of the Service.

Invoice Cloud is not responsible for any Biller postings in error due to delayed notification from credit card processor, ACH bank and other related circumstances.

Biller agrees to provide Invoice Cloud with complete and accurate billing and contact information. This information includes Biller's legal company name, street address, e-mail address, and name and telephone number of an authorized billing contact and License Administrator. Biller agrees to update this information within 30 days of any change to it.

(b) Biller is required to ensure that it maintains a fair policy with regard to the refund, return or cancellation of services and adjustment of Transactions. Biller is also required to disclose any refund, return or cancellation policies to Invoice Cloud and any applicable payment processors and Biller's Customers, as requested.

Any change in a return/ cancellation policy with the transactions underlying the Transaction Data must be submitted to Invoice Cloud, in writing, not less than 21 days prior to the effective date of such change.

If Biller allows or is required to provide a price adjustment, or cancellation of services in connection with a Transaction previously processed, Biller will prepare and deliver to Invoice Cloud Transaction Data reflecting such refund/adjustment within 2 days of resolution of the request resulting in such refund/adjustment. The amount of the refund/adjustment with respect to Transactions under the Service cannot exceed the amount shown as the total on the original Transaction Data. Biller may not accept cash or any other payment or consideration from a Customer in return for preparing a refund to be deposited to the Customer's account; nor, with respect to credit card transactions, may Biller give cash/check refunds to a Customer in connection with a Transaction previously processed, unless required by applicable law.

Individual users, when they initially log in, may be asked whether or not they wish to receive marketing and other non-critical Service-related communications from Invoice Cloud from time to time. They may opt out of receiving such communications at that time or at any subsequent time by changing their preference under <http://www.invoicecloud.com/privacy.html>. Note that because the Service is a hosted, online application, Invoice Cloud occasionally may need to notify all users of the Service (whether or not they have opted out as described above) of important announcements regarding the operation of the Service.

The following is only applicable to any Biller who is a Submitter, and for AMEX credit card charges:

As to all Transactions Biller submits to Invoice Cloud for processing, Biller represents and warrants that:

- (1) The Transaction Data represents payment or refund of payment, for a bona fide transaction.
- (2) The Transaction Data represents an obligation of the Customer for the amount of the Transaction and the accuracy of all Transaction Data.
- (3) The Transaction Data does not involve any element of credit for payment of a previously dishonored payment or for any other purpose than payment for a current transaction and future payments as agreed upon by the customer.
- (4) The Transaction Data is free from any material alteration not authorized by the Customer.
- (5) The amount charged for the Transaction is not subject to any dispute, setoff, or counterclaim.
- (6) Neither Biller nor its employees has advanced any cash to the Customer in connection with the Transaction, nor have you accepted payment for effecting credits to a Customer.
- (7) Biller has made no representations or agreements for the issuance of refunds except as it states in your return/cancellation policy, which has been previously submitted to Invoice Cloud in writing, and which is available to the Customer.
- (8) Any transaction submitted to Invoice Cloud to credit a Customer's account represents a refund or adjustment to a Transaction previously submitted to Invoice Cloud.
- (9) Biller has no knowledge or notice of information that would lead it to believe that the enforceability or collectability of the subject Transaction Data is in any manner impaired. The Transaction Data is in compliance with all applicable laws, ordinances, and regulations. The Transaction Data is originated in compliance with this Agreement and any applicable agreements.
- (10) For a Transaction where the Customer pays in installments or on a deferred payment plan, a Transaction Data record has been prepared separately for each installment transaction or deferred payment on the date(s) the Customer agreed to be charged. All installments and deferred payments, whether or not they have been submitted to Invoice Cloud for processing, shall be deemed to be a part of the original Transaction.

(11) Biller has not submitted any Transaction that it knows or should have known to be either fraudulent, illegal, or otherwise in violation of any provision of this Agreement or other applicable agreements.

(12) All Transaction Data is complete and accurate (including with respect to total due fields) and Invoice Cloud is not liable or responsible for any incomplete or inaccurate Transaction Data.

3. Chargebacks If Biller is subject of excessive Chargebacks, in addition to our other remedies under this Agreement, Invoice Cloud (or the payment processor) may take the following actions: (i) request that Biller in every case commence issuing refund and related payments directly to Customer; (ii) notify Biller of a new rate that will be charged to process Chargebacks; (iii) collect from Biller an amount reasonably determined by Invoice Cloud (or the payment processor) to be sufficient to cover anticipated Chargebacks and all related fees, penalties, expenses, and fines or request a Reserve Amount (where a Reserve Account is noted under the Biller Order Form or as otherwise required under the terms of this Agreement or other agreement with Invoice Cloud or any payment processor); or (iv) terminate the Agreement. Biller also agrees to pay any and all penalties, fees, fines and costs assessed against Invoice Cloud (or the payment processor) relating to your violation of this Agreement, or other agreement related thereto.

Biller agrees that it is fully liable if any Transaction, for which Invoice Cloud has provided Biller credit or paid Biller, is the subject of a Chargeback or ACH rejects or reversals or other refunds or credits. To the extent Invoice Cloud has paid or may be called upon to pay a Chargeback, refund or adjustment for or on the account of a Customer and Biller does not reimburse us as provided for in this Agreement, or has insufficient funds to draw from in the Billers Debit Account (to the extent applicable as provided in Section 4 below) then for the purpose of our obtaining reimbursement of such sums paid or anticipated to be paid, Biller shall indemnify, defend and hold Invoice Cloud harmless therefrom. The Billers Debit Account will contain sufficient funds to cover any estimated exposure based on reasonable criteria for Chargebacks, ACH rejects or reversals, credits, returns, and all additional liabilities anticipated under this Agreement, including, but not limited to Chargebacks, fines, fees and penalties. Invoice Cloud may (but is not required to) apply funds in the Billers Debit Account (to the extent applicable as provided in Section 4 below) toward, and set off any funds that would otherwise be payable to Biller against, the satisfaction of any amounts which are or may become due from Biller pursuant to this Agreement. Invoice Cloud may, at its sole discretion, collect fees related to Chargebacks and ACH rejects and reversals, or other refunds or credits from Biller's customers.

The following are some of the most common reasons for Chargebacks; in no way is this intended to be an exhaustive list of possible Chargeback reasons:

- (1) Failure to issue a refund to a Customer as required.
- (2) Invoice Cloud did not receive Biller's response to a Retrieval Request within 7 days or any shorter time period required by the Payment Brand Rules.
- (3) A Customer disputes the Transaction, or claims that the Transaction is subject to a set-off, defense, or counterclaim.

Invoice Cloud may receive a Chargeback from a Transaction, an AMEX credit card Service or otherwise, where the possibility of Chargebacks are noted as part of the Service. Some common reasons for Chargebacks are listed. In the event that Invoice Cloud receives a Chargeback, Biller shall reimburse Invoice Cloud for such Chargebacks (which may include Invoice Cloud withdrawing such amounts from the Biller's Debit Account). In addition, Biller shall be responsible to Invoice Cloud for charges against any reserves required by payment or credit card processors; and any Chargebacks, by any party, including without limitation Chargebacks claimed by any payment and credit card processors, bank, or other financial services organization. To the extent permitted by applicable law, Biller shall indemnify and hold Invoice Cloud, its licensors and Invoice Cloud's, subsidiaries, affiliates, officers, directors, employees, attorneys, agents, and payment processors harmless from and against any and all claims, costs, damages, losses, liabilities and expenses (including attorneys' fees and costs) arising out of or in connection with any claim, cause of action, lawsuit, administrative or criminal investigation, charge, action or claim alleging: (i) charge against any reserves required by payment or credit card processors; (ii) a Chargeback, by any party, including without limitation Chargebacks claimed by any payment and credit card processors, bank, or other financial services organization; (iii) that use of any Customer Data infringes the rights of a third party; (iv) a violation by Biller of Biller's representations and warranties or the breach by Biller or Biller's Users of this Agreement including without limitation incomplete or inaccurate Transaction Data; or (v) relating directly or indirectly to Biller's or its authorized users' use of the Service. Invoice Cloud may receive a Chargeback from a Transaction where Biller has a submitter agreement, an AMEX credit card Service or otherwise, where the possibility of Chargebacks are noted as part of the Service. In the event that Invoice Cloud receives a Chargeback, Biller shall reimburse Invoice Cloud for such Chargebacks (which may include Invoice Cloud withdrawing such amounts from the Biller's Debit Account).

4. Certain Contractual Terms. The following only applies to the extent not otherwise addressed in the Agreement:

LIMITED WARRANTY: THE INTEGRATION COMPONENTS ARE PROVIDED "AS IS". ALL WARRANTIES, EXPRESSED OR IMPLIED ARE HEREBY DISCLAIMED WITH RESPECT TO THE INTEGRATION COMPONENTS INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE OR AGAINST LATENT DEFECTS.

INVOICE CLOUD'S AGGREGATE LIABILITY SHALL BE UP TO AND NOT EXCEED THE AMOUNTS ACTUALLY PAID BY AND/OR DUE FROM BILLER IN THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO SUCH CLAIM. IN NO EVENT SHALL INVOICE CLOUD AND/OR ITS LICENSORS BE LIABLE TO ANYONE FOR ANY INDIRECT, PUNITIVE, SPECIAL, EXEMPLARY, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOSS OF DATA, REVENUE, PROFITS, USE OR OTHER ECONOMIC ADVANTAGE) ARISING OUT OF, OR IN ANY WAY CONNECTED WITH THIS SERVICE, EVEN IF THE PARTY FROM WHICH DAMAGES ARE BEING SOUGHT OR SUCH PARTY'S LICENSORS HAVE BEEN PREVIOUSLY ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Certain states and/or jurisdictions do not allow the exclusion of implied warranties or limitation of liability for incidental, consequential or certain other types of damages, so the exclusions set forth above may not apply to Biller.

To the extent that the Biller's Agreement does not have a Biller indemnification, limited warranty or limitation of liability clause respectively, or to the extent that there is no Biller Agreement, the clauses in this Section 4 shall apply, shall control and be binding on the Biller. Where

there is no Biller Agreement, the terms of these Biller Terms and Conditions (and any order forms) shall be the sole and entire agreement between the parties.

5. Biller Deposit Account Automatic Debit (Applicable where Biller Debit Account has been designated on the Biller Order Form)

Where Biller authorizes Invoice Cloud's receipt of all fees and periodic fees referenced in the Biller Order Form - from payments made by Customers, or from credit card processors, bank card issuers, payment associations, ACH and check processors, as applicable. Except where prohibited by applicable law, Biller shall establish a Deposit Account(s) whereby Invoice Cloud will automatically withdraw from the Biller's account(s) used for this purpose ("Biller's Debit Account(s)") the fees and periodic fees referenced in the Order Form and any Chargebacks, ACH rejects or reversals, refunds and other fees due hereunder resulting therefrom. Biller shall be responsible for and pay all fees or charges relating to Biller's Debit Account and the automatic debit facility, in accordance with the terms thereof. In addition, with respect to any invoices and/or payments that are processed through the Service, the Biller's agreements with all such credit card processors, bank card issuers, ACH and check processors shall require remittance and payment to Invoice Cloud, of all fees and to no other account. Biller shall maintain sufficient funds in the Biller's Debit Account to pay all periodic fees, Chargebacks, ACH rejects, reversals refunds and other fees due hereunder resulting therefrom.

6. Encrypted Card Readers. (Applicable where Card Readers has been designated on the Biller Order Form)

Encrypted Card Readers (or Card Readers as described in the Biller Order Form), are provided to the Biller for their use under license fee provided in the Biller Order Form. Invoice Clouds provides to Biller the products on license. Biller will be fully responsible for all products including without limitation all risk of loss and damage to products while in its possession or control, save normal wear and tear.

Where Invoice Cloud provides encrypted card readers, the following additional terms apply (with "products" or "device" in this Section 6 referring to the encrypted card readers):

a. Invoice Cloud and the manufacturer warrants that the products provided pursuant to this Agreement will perform in accordance with the manufacturer's published specifications. Should this product fail to conform to manufacturer's specifications. Repair parts and replacement products will be furnished on an exchange basis and will be either reconditioned or new as specified below. This limited warranty does not include service to repair damage to the product resulting from accident, disaster, unreasonable use, misuse, abuse, customer's negligence, Reseller's negligence, or non-manufacturer modification of the product. Invoice Cloud reserves the right to examine the alleged defective goods to determine whether the warranty is applicable. Without limiting the generality of the foregoing, Invoice Cloud and manufacturer specifically disclaims any liability or warranty for goods resold in other than manufacturer's original packages, and for goods modified, altered, or treated by customers. Service may be obtained by delivering the product during the warranty period as instructed by Invoice

b. The following is the repair and replacement policy:

Replacement Requests – Biller to notify Invoice Cloud that the device is not working, via email, phone call or help desk ticket.

Invoice Cloud will update and or open a new ticket for the swap replacement request.
Biller must provide the serial number of the device that is not working.

Replacement device will be shipped to the Biller the same day if request is submitted by 2 pm CST. Requests received after 2pm CST will be processed the following business day.

Shipping Method: Replacement devices will be shipped via Fed Ex 1-3 day at no charge to the Biller. If the Biller needs the device overnighted there is an additional cost of \$35.00 per device.

Biller have 14 business days to return to the device that is not working to Invoice Cloud, Inc. 1148 Vickery Lane, Cordova, TN 38016, delivery or postage pre-paid. Failure to return the non-working device may result in additional fees and charges to the Biller.

Invoice Cloud shall use reasonable efforts to provide the encrypted card reader service in an uninterrupted, continuous fashion. Biller understands and agrees that services may be periodically off line or otherwise inoperable in order for Invoice Cloud to perform maintenance, install or test software, or for other commercially reasonable business purposes and that during such time services may not be provided. Biller further understands and agrees that from time to time services may be off line or otherwise inoperable as a result of the failure of equipment or services provided to manufacturer by third parties (for example, public or private telecommunications services or internet nodes or facilities, overall Internet congestion, unavailability of generic internet services, such as DNS services), and that during such time Services may not be provided. Furthermore, Biller understands and agrees that the provisions of services and other performances hereunder will be excused for any of the reasons set forth herein. In the event of unforeseen network, or equipment failure, manufacturer will use commercially reasonable efforts to restore the Services in a reasonably prompt fashion. Manufacturer may from time to time, in its sole discretion, modify the manner in which it provides services, and modify its software and systems, all of which may result in a change in the manner in which manufacturer provides the software and systems provided, however, that such modifications and/or changes do not degrade the level of, or have a material adverse impact upon the features and functionality of the Services.

c. EXCEPT AS PROVIDED IN THIS SECTION 6, INVOICE CLOUD AND MANUFACTURER MAKES NO OTHER WARRANTY, EXPRESS OR IMPLIED, AND INVOICE CLOUD MANUFACTURER DISCLAIMS ANY WARRANTY OF ANY OTHER KIND, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. BILLER AGREES THAT THE MANUFACTURER PRODUCT IS OFFERED AS IS.

d. Responsibilities of Biller. Biller will be responsible for the following: (i) Providing Invoice Cloud with a static IP address or a specific range of static IP addresses, (ii) Confidentiality of End User's Data. Biller is solely responsible for ensuring the secure transmission of any data that Biller transmits to Invoice Cloud ("Biller Transmitted Information"), and Invoice Cloud and Manufacturer will have no liability therefore (provided that manufacturer will use Biller Transmitted Information only for purposes of this Agreement). Biller is

solely responsible for implementing security measure, procedures, and standards or any other best practice available to protect the confidentiality of Biller Transmitted Information, (iii) protecting the confidentiality of any information stored on Biller's servers, and (iv) Using the Services in the manner instructed by Invoice Cloud manufacturer and otherwise in the manner intended.

e. Network Security. Biller shall be solely responsible for ensuring that Authorized Biller Employees are not security risks. Upon Invoice Cloud's request, Biller will provide Invoice Cloud with any information reasonably necessary for Invoice Cloud to evaluate security issues relating to any Authorized Biller Employee. Each party will be solely responsible for the selection, implementation, and maintenance of security procedures and policies that are sufficient to ensure that (a) such party's use of the Network Connection is secure and is used only for authorized purposes, and (b) such party's business records and data are protected against improper access, use, loss, alteration or destruction.

f. Biller shall provide Invoice Cloud with physical access to the devices upon request after reasonable advance notice. Biller shall not, nor allow any Third Party to, modify, repair, relocate, sell, lease, assign, encumber, or otherwise tamper with any of the devices without Invoice Cloud's express written consent. Any change of the location of the devices may warrant that Biller pay Invoice Cloud any additional installation and related charges associated with such relocation, charged by Invoice Cloud's third party vendors. At the end of the term, Biller shall be responsible to return all devices, freight prepaid by Invoice Cloud, to Invoice Cloud at the place from which devices was shipped (or as otherwise designated by Invoice Cloud) in as good condition as exists at the commencement of the term, reasonable wear and tear, and casualty, in respect thereto excepted. Biller shall use devices at all times in a workmanlike manner and in such manner as will not damage or injure the devices except by the ordinary wear and tear of such devices. In the event of damage to any devices, Biller shall notify Invoice Cloud who shall replace or repair the devices at Biller's expense.

Devices and all parts and components thereof shall retain its character as personal property and all right, title and interest thereto shall not pass to Biller but title and ownership shall remain exclusively with Invoice Cloud. Biller shall be and shall have the duties of a bailee of the devices. Biller shall not remove, conceal or otherwise interfere with the title or ownership plate of Invoice Cloud affixed to devices until and unless devices is purchased and full payment therefor is made as herein provided. If Biller sells, assigns or attempts to sell or assign devices or any interest therein, or if Biller defaults in any of the covenants, conditions or provisions of this Agreement, it is agreed that Invoice Cloud may immediately and with notice take possession of devices where found and to remove and keep or dispose of the same and any unpaid fees shall at once become due and payable. If any step is taken by legal action or otherwise by Invoice Cloud to recover possession of devices or otherwise enforce this Agreement or to collect moneys due hereunder Biller shall pay Invoice Cloud the equivalent of the moneys expended or charges incurred by Invoice Cloud in such behalf, including reasonable attorney's fees.

Sales Information

IC Sales Rep: **Matt Braley** Sales Partner: **Cayenta** Software Partner: **Cayenta**

Products & Services

Products: EBPP Cloud Store Cloud Pay Pay by Text IVR OBD Kiosk
 Services: Visa/MasterCard/Discover American Express ACH/EFT

Biller Information

Ownership Type: Government Utility				Billers Contacts			
Legal Name: City of Vero Beach				Implementation: Janet Roberts			
Address 1: 1053 20th Place				Phone Number: 772-978-5141		Ext.:	
Address 2:				Email Address: jroberts@covb.org			
City: Vero Beach		State: FL	Zip: 32960	Technical Support: Robert Davila			
Phone#: (772) 978-5151		Fax #: 772-978-470		Phone Number: 772-978-4752		Ext.:	
Website URL: http://www.covb.org/				Email Address: rdavila@covb.org			
Business Open Date: 1925				Marketing: Janet Roberts			
Federal Tax ID#: 59-6000445				Phone Number: 772-978-5141		Ext.:	
<i>Note: Federal Tax ID and Legal Name must match on all documents.</i>				Email Address: jroberts@covb.org			

Note: Signer must sign ALL documents.

Signatory Contact: James R. O'Connor			Title: City Manager		
Phone Number: 772-978-4710		Ext.:	Email Address: jOConnor@covb.org		

Notes/Special Handling

*This is for auto-pay ACH only. All other ACH payments will be charged a service fee. **Access fee waived if all contracts signed by Oct 31st.
 ***KIOSKS: Kiosks are an optional add on in the future for COVB. The pricing for kiosks is \$1.50 per transaction (min of 1500 transactions per month, per kiosk). The hardware is provided by Invoice Cloud's partner, City Base, and a short City Base addendum will be executed if added in the future.

Billers Fees

New Biller Implementation:	\$	0.00	Paperless Presentment: (Includes 3 email notifications)	\$	0.30	Per Item
Billers Portal Access:	\$	100**	Monthly	IC Payment - Credit Card:	\$	0.00
Additional User(s):	\$	n/a	Choose an item.	IC Payment - EFT/ACH:	\$	0.40*
Online Bank Direct Access:	\$	n/a	Choose an item.	Online Bank Direct:	\$	0.15
Invoice Presentment:	\$	0.00	Monthly	EFT/ACH Reject:	\$	10.00
Encrypted Reader License Fee:	\$	n/a	Monthly	Charge Back:	\$	10.00

BILLER BANK (MUST INCLUDE VOIDED BUSINESS CHECK OR BANK LETTER FOR EACH ACCOUNT)

Name of Checking Account (As it appears on check or Bank Letter): City of Vero Beach			
Bank Name: Wells Fargo Bank	Address: Vero Beach, FL 32960		Phone:
Depository	Routing#:	Account#:	
<i>Your Invoice payment collections will be electronically deposited into this account.</i>			
Fees	Routing#:	Account#:	

Invoice and payment processing fees will be electronically deducted from this account.

CERTIFICATION AND AGREEMENT

- A. By signing below, the Biller hereby authorizes Invoice Cloud, Inc. ("Invoice Cloud") to initiate and execute debit/credit entries to its checking/deposit account(s) indicated above at the depository financial institution(s) named above and to debit/credit the same such account(s). The Biller acknowledges that the origination of ACH transactions to its account(s) must comply with the provisions of U.S. law. This authority is to remain in full force and effect until (i) Invoice Cloud has received written notification (by electronic or U.S. mail) from the Biller of its revocation in such time and manner as to allow Invoice Cloud a reasonable opportunity to act on it, but not less than 10 business days notice; and (ii) all obligations of the Biller to Invoice Cloud that have arisen under this Agreement and all other agreements have been paid in full. The Biller must also notify Invoice Cloud, in writing, (by electronic or U.S. mail) when a change in account number(s) or bank has occurred at which time this authorization shall apply to such new/changed account. This notification must be received within 10 business days of change. A fee will be charged for any returned ACH debits.
- B. By signing below, the Biller named: (1) has read, agreed to, and acknowledges receipt of the Biller Agreement, Biller T+C and other Order Forms executed by the Biller, and (2) certifies to Invoice Cloud that he/she is authorized to sign this Order Form; (3) certifies that all information and documents submitted in connection with this Order Form are true and complete; (4) authorizes Invoice Cloud or its agent to verify any of the information given, including credit references, and to obtain credit reports (including a spouse if in a community property state); (4) agrees to pay the Monthly Access Fee through the last day of the month following the effective date of termination as provided in the Billing Agreement; (5) agrees that Biller and each transaction submitted will be bound by the Order Form and the Biller Agreement in its entirety; (6) agrees that Biller will submit transactions only in accordance with the information in this Order Form and Biller Agreement and will immediately inform Invoice Cloud, by email (contracts@invoicecloud.com) if any information in this Order Form changes; and (7) the Biller agrees and understands that outstanding sums due and owing to Invoice Cloud, will be charged daily or monthly and debited from its current depository account. Non-sufficient funds for these debits are grounds for a change in fees or termination of this Agreement. In the event of non-payment of any sums due, Invoice Cloud reserves the right to withdraw such sums from the current depository account at any time to ensure payment of the same.
- C. Pay by Text: Standard data rates and text messaging rates may apply based on the payer's plan with their mobile phone carrier. Payer can opt out of text messaging at any time with Invoice Cloud. Partial payment or overpayment is not supported. Service fees may apply based on the biller set up with Invoice Cloud. Biller may not use the service for activities that violate any law, statute, ordinance or regulation.
- D. By signing below, the Biller hereby gives permission to Invoice Cloud to access his / her credit history via Trans Union, Equifax, or other credit-reporting agency.
- E. The Order Form and the Biller Agreement will become effective only when counter-signed by Invoice Cloud and upon execution by the Biller of such third party agreement required by Invoice Cloud to permit use of the payment function of the Service.

In WITNESS WHEREOF, the parties hereto have executed this Agreement as of this day: _____

Accepted by biller:

 Corporate Officer

 Printed Name

 Title

Accepted by Invoice Cloud:

 Printed Name

 Title

Invoice Parameters

Invoice Type: Utility		Date: 10/12/2016	
<i>Invoicing Parameters sheet must be completed for each invoice type.</i>			
Billor Software: Cayenta		Pricing Model: Submitter (Chase)	
Payment Methods:		<input checked="" type="checkbox"/> Visa <input checked="" type="checkbox"/> MasterCard <input checked="" type="checkbox"/> Discover <input type="checkbox"/> Amex <input checked="" type="checkbox"/> EFT/ACH	
Services & Products:		<input checked="" type="checkbox"/> EBPP <input type="checkbox"/> Cloud Store <input type="checkbox"/> Cloud Pay <input checked="" type="checkbox"/> OBD <input checked="" type="checkbox"/> IVR <input checked="" type="checkbox"/> Kiosk	
Billing Details			
Billing Frequency: Monthly		Number of Bills: 35,000	
Number of Cycles: Daily		Number of Installments: N/A	
Average Invoice Amount: \$200		Highest Invoice Amount: \$ 125,000	
Billing Months (please select the applicable months below):			
<input type="checkbox"/> Jan <input type="checkbox"/> Feb <input type="checkbox"/> Mar <input type="checkbox"/> Apr <input type="checkbox"/> May <input type="checkbox"/> Jun <input type="checkbox"/> Jul <input type="checkbox"/> Aug <input type="checkbox"/> Sept <input type="checkbox"/> Oct <input type="checkbox"/> Nov <input type="checkbox"/> Dec <input checked="" type="checkbox"/> All			
Printed Bills			
Bill Mailing Dates: <input checked="" type="checkbox"/> 1 st - 10 th <input checked="" type="checkbox"/> 11 th - 20 th <input checked="" type="checkbox"/> 21 st - 31 st			
Who will provide images of bills? <input type="checkbox"/> Biller <input type="checkbox"/> Template <input checked="" type="checkbox"/> Bill Print Vendor (please complete below)			
Bill Print Vendor: PINNACLE		Contact:	Phone No.:
Hardware			
Card Readers: Choose an item. QTY		Choose an item.	Provided by: <input type="checkbox"/> Sales Rep <input type="checkbox"/> Operations
Per Unit Price: \$		Choose an item.	Shipping Address: (if different than location address)
Total Due: \$			
Services Fees			
<i>Select from the below to indicate if the service fee will be paid by the Payer or if Biller will absorb fee.</i>			
Item		Paid by payer	
<input type="checkbox"/> Credit Card:	%	\$	Minimum
<input type="checkbox"/> EFT/ACH:	\$		per item
<input type="checkbox"/> Flex Pay ACH:	\$		per item
Item		Paid by Biller (Non-Submitter)	
<input type="checkbox"/> Credit Card:	Interchange, fees, dues assessments +	Authorization \$	+ % BP
<input type="checkbox"/> EFT/ACH:	\$		per item
<input type="checkbox"/> Flex Pay ACH:	\$		per item
Utility Invoice Type			
Item		Paid by payer	
<input type="checkbox"/> Credit Card:	%	\$	Minimum (Without Visa Acceptance)
<input type="checkbox"/> EFT/ACH:	\$		Per item
Item		Paid by Biller	
<input type="checkbox"/> Credit Card:	Interchange, fees, dues assessments +	Authorization \$	+ % BP
<input type="checkbox"/> EFT/ACH:	\$		Per Item
Utility Flat Rate (Flat Rate for Utilities credit cards must be paid by payer)			
<input checked="" type="checkbox"/> Credit Card	Service Fee:	\$ 4.95	Max Cap for Credit Cards: \$ 600
<input checked="" type="checkbox"/> EFT/ACH:	Service Fee:	\$ 0.95	<input checked="" type="checkbox"/> Paid by payer <input type="checkbox"/> Paid by Biller
Interactive Voice Response - IVR			
<input checked="" type="checkbox"/> Paid by payer	Service Fee + \$	0.00	<input type="checkbox"/> Paid by Biller \$ 0.00 per item surcharge
Notes/Special Handling :			