

**SEMINOLE COUNTY GOVERNMENT
AGENDA MEMORANDUM**

SUBJECT: Electronic Payments for Water and Sewer Billing

DEPARTMENT: Information Technologies **DIVISION:** Information Services

AUTHORIZED BY: Chris Grasso **CONTACT:** Kim Patterson **EXT.** x1100

Agenda Date 2/25/03 Regular Consent Work Session Briefing
Public Hearing – 1:30 Public Hearing – 7:00

MOTION/RECOMMENDATION:

Authorize a pilot program in the Water and Sewer Billing division to accept Electronic Payments.

BACKGROUND:

Seminole County will be able to improve the customer service that we provide through the acceptance of Visa, Mastercard and electronic checks for payments. It is more convenient for our customers and will enable Seminole County to continue to pursue many of our Egovernment initiatives.

After working with the Clerk's office, we identified that using Water and Sewer Billing as the first operation to accept electronic payments would allow us to identify the benefits and potential costs to the County. The beta program will be reviewed in six months. At that time, staff will report back on the pilot project with recommendations to expand to other operations in the County.

Costs of accepting electronic payments include software and processing fees. Staff recommends that the County purchase the required software to accept electronic payments in the Water and Sewer Billing division. A secure third party will be used to process the electronic payment transactions.

To recover the cost of accepting electronic payments, staff is requesting authorization to implement a convenience fee of \$3.00. Customers must be notified of the fee prior to the use of their credit card or check payment.

Information Services will be working with the Clerk's office and Water and Sewer Billing division to finalize operational guidelines.

Reviewed by:
Co Atty: _____
DFS: _____
Other: _____
DCM: SS
CM: DP

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