

# PayCoMo Update

## Utility AutoPay

---

### Update on Impact

Approximately 6,900 customers (8,200 utility accounts) are currently remaining on a City AutoPay plan, and there are approximately 9,700 customers (11,000 utility accounts) enrolled on a PayCoMo AutoPay plan as of 4:30 pm on 3/07/24.

Enrollments for PayCoMo have been largely unassisted. Within one month of the feature being live, 6,500 customers (38% of original enrolled customer volume) enrolled to the platform and that amount has increased by approximately 20% in the 10 days since.

Finance and all City Staff are taking feedback and comments from customers sincerely, and incorporating changes as enhancements to the platform as much as possible. As our work with PayIt is anticipated to grow and develop over the next few years, we will continue to improve the platform for all City payments.

### Communication Channels Completed

- Emails
  - Over 70% Average Open Rate
- Bill Stuffers
- Bill Comments
- Television/Web/Radio (Press) articles
  - KOMU
  - Columbia Missourian
  - KBIA
- City Press Release
- City CoMo.Gov “Featured Story”
- Printed (Yellow) letters - mailed separately from utility bills

---

## Staff Acknowledgement

Finance would like to give a special thanks and recognition to front-line customer service staff in Treasury Management, Utility Customer Service and the Contact Center. As we work through this change with our customers and educating customers on their utility payment options, the front-line staff service has been exemplary. We wish to communicate to Council and City Management that the staff will continue to be available to customers throughout, and beyond this transition for payment inquiries and needs.

## Upcoming PayCoMo Project Rollouts

- Redirect MyUtilityBill “Pay Bill” website traffic to PayCoMo – ETA Q2 2024
- Home Energy Loan and General Billing Service Launch on PayCoMo – ETA Q3 2024
- Home Energy Loan and General Billing AutoPay transition – ETA Q3 2024
- Permits, Licenses, and Special Assessment Fees on PayCoMo – ETA Q4 2024
- Traffic Tickets on PayCoMo – ETA Q1 2025



PREVIOUS RELEASE (FEBRUARY 2024)

## PayCoMo Update

# Utility AutoPay

### What is PayCoMo?

PayCoMo is Finance's online (and phone) payment platform. The implementation started with City Utilities, and the goal is to consolidate all City online payment services for both residents and staff. Visit it here at <https://pay.como.gov>.

### What's New?

The AutoPay (bank draft, recurring payment) feature is now available on PayCoMo. Customers can enroll, cancel or change their preferred payment method on the platform.

Additional features include the ability to enroll with either a bank account or card; receive upcoming payment notifications; and manage multiple properties quickly and easily.

### Important Information (Impact)

As a result of this transition away from in-house, manual AutoPay payment processing, existing Utility AutoPay customers will need to re-enroll in AutoPay through a registered PayCoMo profile.

Beginning with bills dated March 1, 2024, existing AutoPay plans will begin to be discontinued.

Approximately 9,500 customers are currently remaining on a City AutoPay plan, and there are approximately 5,500 enrolled PayCoMo AutoPay customers as of 2:00 pm on 2/20/24.

## Communications Plan

Utility bill stuffers, customer letters and emails will go out in February notifying customers about the upcoming transition date. Additionally, Utility Facebook page posts will be leveraged to notify customers about the change.

## Upcoming Dates

- Thursday, 2/1/24 - Utility Facebook and Twitter (X) Posts about upcoming changes - COMPLETED
- Friday, 2/2/24 - Utility Bill Stuffers & Utility Bill Comments begins - COMPLETED
- Wednesday, 2/7/24 - Email to all current City AutoPay customers (not enrolled through PayCoMo) - COMPLETED
- Friday 2/16/24 - Email to all current City Utility Customers, regardless of AutoPay status - COMPLETED
- Thursday 2/15/24 - Second (reminder) email to current City Utility AutoPay customers - COMPLETED
- Thursday 2/22/24 - Printed Letter (yellow) to current City Utility AutoPay customers COMPLETED
- Friday 2/23/24 - Second (reminder) Utility Facebook and Twitter (X) Post COMPLETED
- Tuesday 2/27/24 - Third (final reminder) email to current City Utility AutoPay customers - POSTPONED UNTIL MARCH
- Thursday 3/1/24 - Discontinuation of any remaining City Utility AutoPay plan types begin
  - Wednesday 3/20/24 - Discontinuation of any remaining City Utility AutoPay plan types completed and verified as closed
    - Discontinuation POSTPONED UNTIL 3/26/2024
    - Final discontinuation date 4/18/2024
- Wednesday 3/13/24 - Water & Light Advisory Board Meeting Update
- Thursday 3/28/24 - First Due Date (Post transition)
  - New Date after postponement is 4/29/2024
- Wednesday 4/11/24 - First Delinquent Date (Post transition)
  - New Date after postponement is 5/13/2024