

## PayCoMo Update

# Home Energy Loan & Retiree Insurance (General Billing) AutoPay

## Update on Impact

**Home Energy Loans** Of the 300 customers (313 accounts) impacted by this transition, approximately 184 home energy loan accounts (180 customers) are currently remaining on a City AutoPay plan; and there are 129 accounts (121 customers) enrolled on a PayCoMo AutoPay plan as of 8:16 am on 1/2/2025. The **last** planned correspondence for Home Energy Loans is a final reminder email and letter on 1/18/2025.

**Retiree Insurance** Of the 101 customers impacted by this transition, approximately 85 are currently remaining on a City AutoPay plan; and there are 16 enrolled on a PayCoMo AutoPay plan as of 3:29 pm on 1/8/2025. The next planned correspondence for Retiree Insurance is reminder email and letter on 1/14/2025.

Similar to Utilities, enrollments for PayCoMo have been largely unassisted; and the Finance Department 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 - very similar to Utilities
- Bill Stuffers
- Bill Comments
- Printed letters - mailed separately from bills

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## Staff Acknowledgement

Finance would like to give a special thanks and recognition to front-line customer service staff in Treasury Management, Accounts Receivable 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

- Traffic Tickets on PayCoMo – ETA Q2 2025
- Permits, Licenses, and Special Assessment Fees on PayCoMo – ETA Q2 2025
- Miscellaneous Payables on PayCoMo - ETA Q3 2025

