

PayCoMo Update

Utility AutoPay

Update on Impact

As of March 27, the first day the City AutoPay plan cancellation began, we had 4,990 customers (5,210 utility accounts) that remained on a City AutoPay plan. As of 4/4, cancellation for billing Cycles 1-4 and Cycle 99 is complete (2,024 customers); and their bills will begin to become due starting 4/22. 6,480 PayCoMo AutoPay payments have been processed for billing Cycles 1-6 so far, largely without any widespread or known issues.

Finance will give another monthly update on the PayCoMo AutoPay implementation at the 5/20/2024 City Council meeting, and we will have an idea of what portion of the utility customer base in Cycles 99 and 1-8 had City AutoPay plans canceled and are now past due. We are forecasting a 20% delinquency rate, which equates to about 1,000 customers.

As stated last month, 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 Paylt 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
- Emails to impacted customer upon City AutoPay plan cancellation
- *Letters to impacted customers are being mailed starting 4/15/2024

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)

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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