



Agenda Item #: \_\_\_\_\_

# Staff Report

## City of Manhattan Beach

**TO:** Honorable Mayor Ward and Members of the City Council

**THROUGH:** Geoff Dolan, City Manager

**FROM:** Bruce Moe, Finance Director  
Russell J. Morreale, Assistant Finance Director

**DATE:** January 17, 2006

**SUBJECT:** Introduction of the City's On-Line Water Bill Payment Program

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### **RECOMMENDATION:**

Staff recommends that the City Council receive and file this report.

### **FISCAL IMPLICATION:**

The introduction of the on-line water bill payment capabilities is offered to citizens as an additional service and payment option with no financial impact on the City beyond related banking credit card processing costs which have been anticipated within the annual budget.

### **DISCUSSION:**

Finance is very pleased to provide our citizens with expanded e-commerce services related to our utility bills. With the issuance of "Water Web," our citizens can now pay their water bills on-line by credit card in a secure environment. This enhancement is another step in our goal of providing convenient on-line services for our community.

"Water Web" is now available to all citizens twenty-four hours a day, seven days a week, and is accessible virtually worldwide. Our citizens and patrons can now conveniently pay their water and refuse bills from their homes, workplaces, or even from remote locations. All that is required is to log-in, register, review and pay.

Tonight's announcement is the first in a series of steps to be taken in promoting the service. This will be followed up with the following action items:

- A press release
- An advertising link on the City's web page, complete with help aids
- A note on all water bill issued for the next 60 days
- A promotional flyer in the water bills over the course of the next 6 months
- An article in the next Parks & Recreation newsletter

Attachments: A. Web Cover Page Visual

Exhibit A

