

Electronic Payment Update to Finance & Personnel Committee

May 25, 2007

The development of electronic payment options for the Municipal Services Bill has been a collaborative effort involving Milwaukee Water Works, Procurement Services, Information Technology Management Division, Budget Office and the Treasurer's Office.

The electronic payments services are provided by US Bank using the State of Wisconsin contract.

The arrangement conforms to the Public Service Commission of Wisconsin's requirement that the payee must cover the service charge for the payment; Milwaukee Water Works is prohibited from absorbing the service charge. The Water Works will cover the initial set-up costs, estimated to be \$17,500 to US Bank and \$25,600 to Systems & Software.

The arrangement also conforms to Department of Administration guidelines to ensure that a low cost electronic option is available to customers.

The Milwaukee Water Works system never "sees" any credit card or other non-public record personal information; this information is only exchanged after the transaction has been transferred to the bank's system.

Payment via telephone

- MasterCard will be accepted.
- The customer will pay to the bank a convenience fee of 3.95% per transaction.
- When the customer selects the "make a payment" option, the call is transferred to US Bank customer service. MWW has no further role in the transaction.

Payment via Internet

- MasterCard and e-check will be accepted.
- The customer will pay to the bank a convenience fee of 2.35% per MasterCard transaction and \$ 0.50 per e-check.
- When customer selects the "make a payment" option, the customer is transferred to US Bank's Internet site. The Water Works account number is "attached" during the transfer. Milwaukee Water Works has no further role in the transaction.

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