

Bill Pay Options



SCV

WATER

Finance Committee Meeting

December 12, 2022

Current Bill Pay Options

Walk-In / Drop-Box / Mail-In to Rockefeller	Cash or Check → Processed by staff and then by Wells Fargo
Lockbox	Check → Processed by Wells Fargo
ECS	Electronic payments from customer bank bill pay → Processed by Wells Fargo
Phone Payment IVR	Credit Card or Electronic Check, → Processed by Invoice Cloud
Online Autopay, Recurring and One-Time Payments	Credit card or Electronic check, → Processed by Invoice Cloud
Pay-By-Text	Credit card or Electronic Check → Processed by Invoice Cloud
Pay-Near-Me	Cash only → Processed by PNM



Benchmark Agency Bill Pay Comparisons



Benchmark Agencies	Credit Card	Credit Card Fee	Amex	Amex Fee	E-Check	E-Check Fee	Internal Autodraft	Internal Autodraft Fee	Online Payment Function	Additional Fee for Service	Phone Payment	Phone Payment Fee	Pay Near Me	Pay Near Me Fee	Additional Payment Methods
Burbank Water and Power	Yes	Yes ¹	Yes	Yes ¹	Yes	No	Yes	No	Yes	No	Yes	No	No	--	
Cucamonga Valley Water District	Yes	No	No	--	Yes ²	No	Yes	No	Yes	No	Yes ³	No	No	--	
Eastern Municipal Water District	Yes	No	No	--	Yes	No	Yes	No	Yes	No	Yes	No	No	--	
Glendale Water and Power	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	
Irvine Ranch Water District	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Paypal/Venmo
Las Virgenes Municipal Water District	Yes	No	No	--	Yes	No	Yes	No	Yes	No	Yes	No	No	--	
Los Angeles Dept of Water and Power	Yes	No	No	--	Yes	No	Yes	No	Yes	No	Yes	No	No	--	
Torrance Municipal Water	Yes	3%	No		Yes	No	Yes	No	Yes	No	Yes	No	No	--	

NOT A RETAILER

Calleguas Municipal Water District

Metropolitan Water District

Notes:

¹ Fees are \$2.99 for payments less than \$500, > %500, 1.99% of balance

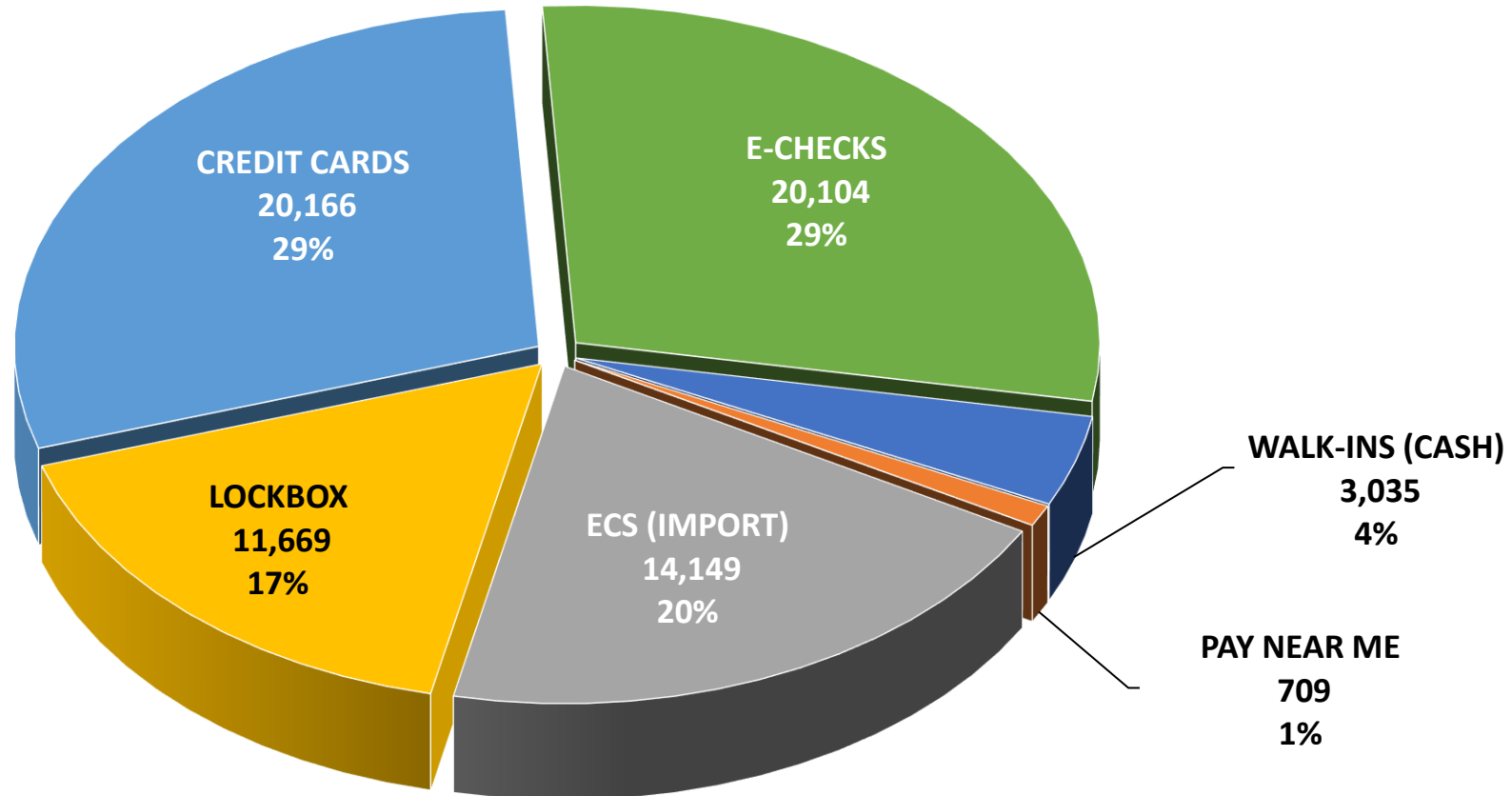
² Online Only

³ Credit Card Only

Payment Type by Transaction



Payment Type by Monthly Average Transactions



Credit Card Processing Fees

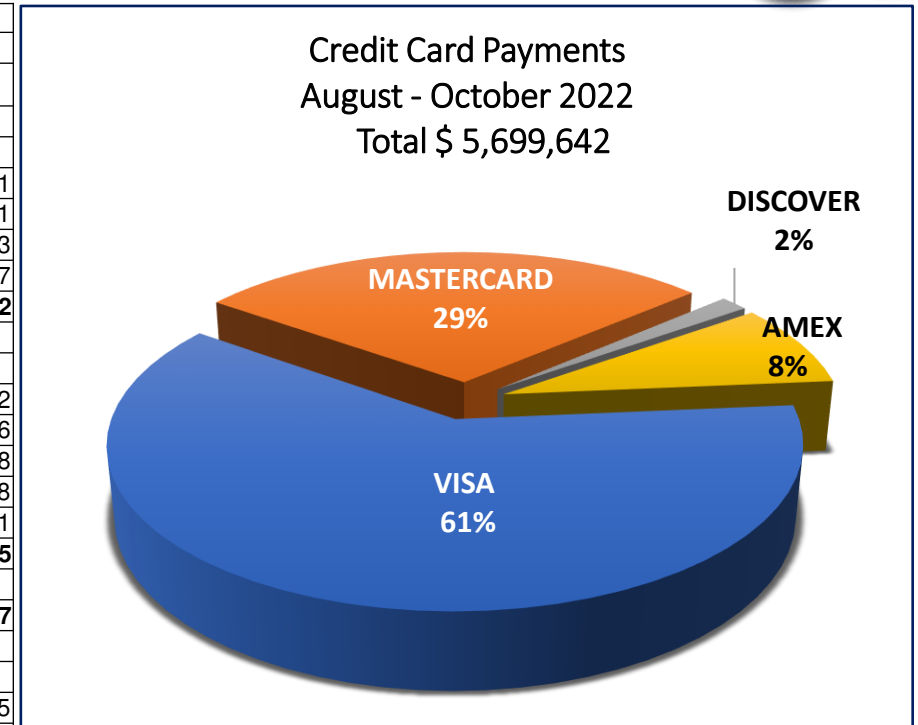


- Government Utility Rate credit card processing fees charged to Agency equals approximately 0.85% of each credit card transaction amount, plus an average of \$0.23 per transaction.
- Invoice Cloud to process payments is 0.7% of each credit card transaction amount, plus \$0.10 per transaction
- The non-utility credit card processing fees for merchants equal approximately 1.3% to 3.5% of each credit card transaction amount, plus an average of \$0.18 per transaction.

Monthly Cost Analysis



	AUGUST		SEPTEMBER		OCTOBER	
# ACTIVE AMORTIZATIONS	371		454		118	
# PAPERLESS CUSTOMERS	29,172		29,902		30,622	
PAYMENT TRANSACTIONS	# Trans	Revenue	# Trans	Revenue	# Trans	Revenue
WALK-INS (CASH)	3,478	\$ 866,846	2,640	\$ 778,886	2,986	\$ 864,181
PAY NEAR ME	853	\$ 63,634	559	\$ 45,414	716	\$ 49,541
ECS (IMPORT)	16,799	\$ 1,444,742	12,113	\$ 1,106,005	13,534	\$ 1,179,163
LOCKBOX	14,276	\$ 2,981,196	9,760	\$ 1,950,808	10,971	\$ 2,100,887
SUBTOTAL	35,406	5,356,419	25,072	3,881,113	28,207	4,193,772
3RD PARTY PAYMENT PROCESSOR	# Trans	Revenue	# Trans	Revenue	# Trans	Revenue
VISA	14,955	\$ 1,287,973	11,451	\$ 1,010,505	13,980	\$ 1,191,342
MASTERCARD	5,195	\$ 563,780	4,232	\$ 513,519	5,027	\$ 563,396
AMEX	1,751	\$ 177,790	1,209	\$ 135,882	1,556	\$ 167,158
DISCOVER	435	\$ 32,236	313	\$ 25,424	395	\$ 30,638
E-CHECK	23,665	\$ 2,644,051	16,178	\$ 2,057,403	20,470	\$ 2,644,051
SUBTOTAL	46,001	4,705,829	33,383	3,742,733	41,428	4,596,585
TOTAL TRANSACTIONS & REVENUE	81,407	10,062,248	58,455	7,623,845	69,635	8,790,357
THIRD PARTY PAYMENT PROCESSING FEES	# Trans	Expense	# Trans	Expense	# Trans	Expense
E-CHECK (INVOICE CLOUD)	23,665	\$ 11,833	16,178	\$ 8,089	20,470	\$ 10,235
CREDIT CARDS	22,336	\$ 36,613	17,205	\$ 34,346	20,958	\$ 38,697
PAY NEAR ME	853	\$ 1,697	559	\$ 1,112	716	\$ 1,425
TOTAL TRANSACTIONS & EXPENSE	46,854	\$ 50,143	33,942	\$ 43,547	42,144	\$ 50,357
% Total Fees/Total Revenue		0.50%		0.57%		0.57%
% Total Fees/Revenue from 3rd Party (CC)		1.78%		2.04%		1.98%
Cost per Transaction						
E-CHECK (INVOICE CLOUD)		\$ 0.50		\$ 0.50		\$ 0.50
CREDIT CARDS		\$ 1.64		\$ 2.00		\$ 1.85
PAY NEAR ME		\$ 1.99		\$ 1.99		\$ 1.99



- 20,166 Average Monthly Transactions were Paid by Credit Card
- The total percentage of costs to process credit card payments was 1.924%.
- The cost per transaction average was \$1.83.

That the Finance and Administration
Committee review payment options
and cost analysis.

Thank You

