CC Update

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TO: City Council

FROM: Carlos Sanchez, Interim Finance Director

DATE: August 24, 2011

SUBJECT: Online banking information

On August 2, 2011, the City implemented a bill concentration service provided by Union Bank. With this service, Union Bank provides the City with an electronic file of utility customer payments made through other banking institution's online bill payer systems. Customers using their online bill payer system today may get their payment posted as early as the next business day. Prior to this service implementation, the City received online bill payer payments in check form from each banking institution. This involved a mailing process that caused delays of up to about eight days before the City received the checks.
The utility bill mailing scheduled for September 1, 2011 will include an insert with online banking information as follows:

Important Online Banking Payment Information

The City of Lemoore has improved the service for **paying your utility bill with your online bill payer service.** If you use an online bill payer service to pay your bill to the City of Lemoore, your payment will now most likely be paid electronically by your banking institution. This means that you **may be able to pay your utility bill as early as the next business day.** In order to ensure that your payment is electronically transmitted to the City, **you must edit your account number** so that it is entered as shown on your utility bill, three numerical digits followed by a dash then four numerical digits followed by a dash and then two numerical digits. Your account number should look like the following **example: 123-4567-89**

The City's utility customers who are not using an online bill payer service to pay their bill are strongly **encouraged to pay with online banking**. Your bank or credit union usually provides this bill payer service at no cost to you and will assist you in learning how to use the bill payer system. Remember to **enter City of Lemoore when using the search feature** of your bill payer service.