



# City of Broken Arrow

## Request for Action

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**File #: 19-207, Version: 1**

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**Broken Arrow Municipal Authority  
Meeting of: 02/05/2019**

**Title:**

Approval of and authorization to execute a Bill Payment Services Agreement with USPayments to provide an additional option for making utility payments

**Background:**

USPayments will provide City of Broken Arrow Customers the ability to pay their utility bill using cash, checks or credit (debit) cards at one of the 40 plus PaySite kiosk locations within a twenty miles radius. Notification of payment will post to their account in real time. As an additional customer experience there will be a PaySite Kiosk located in the Utility office giving the customer the ability to pay their other utility bills as needed. This will provide the customer the ability to make a payment twenty-four hours a day 7 days a week. With this additional option for payments, we hope this will minimize the amount of payments taken at the window in order to provide more time to Customer Service related issues.

**Cost:** Actual cost will be dependent on total amount of payments processed by cash or check and credit cards.

**Funding Source:** \$225,000 Total Budgeted Funds for Fiscal Year 2019

**Requested By:** Cynthia Arnold, Finance Director

**Approved By:** Michael L. Spurgeon, City Manager

**Attachments:** Draft agreement with USPayments

**Recommendation:**

Approve and authorize execution of a Bill Payment Services Agreement with USPayments.