



Town of Milton

115 Federal Street, Milton, Delaware 19968

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Resolution 2024-019

Online Water Bill Incentive

WHEREAS, the Charter of the Town of Milton vests power in the Town Council to provide for and preserve the health, peace, safety, cleanliness, ornament, good order and public welfare of the Town and its inhabitants; and

WHEREAS, the Mayor and Town Council receive public comments regarding revenues and expenses; and

WHEREAS, the Mayor and Town Council desire the concerns be reviewed and taken under consideration by the Town's Administrative staff; and

WHEREAS, the Mayor and Town Council desire to have the Town's Administrative staff provide a recommendation.

NOW THEREFORE, BE IT RESOLVED, by the Mayor and Town Council of the Town of Milton that Town Administrative staff perform the following work and present back to the Mayor and Town Council at or before the February 3, 2025 Council meeting:

1. Perform an analysis of the water billing process to establish the total cost of each bill including the following costs incurred:
 - a. Supplies, such as: Paper, Printing, Folding, Envelopes, Postage
 - b. Administrative time, such as: Stuffing envelopes, Follow-ups, Past due processes
 - c. For 1700+ bills four times per year
2. Perform an analysis of the administrative cost of posting each payment as compared to the cost of application of online payments
3. Perform an analysis of the difference in costs incurred in manual versus online processes (billing and posting)
4. Develop a proposal to offer a one-time incentive, as a credit on their bill, for each water customer who chooses to change from printed to e-bill, and submit it to Town Council for discussion and possible approval.

I, **SCOTTY LE EDLER**, Secretary of the Town Council of the Town of Milton do hereby certify that the above resolution was passed at the meeting of Town Council, duly called and convened, held on the 9th day of September, 2024 at which a quorum was present and voting throughout and that same is still in full force and effect.

TOWN OF MILTON

BY:



SECRETARY OF TOWN COUNCIL

DATE:

09/16/2024