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| CITY OF SPOKANE DEPARTMENT POLICY AND PROCEDURE | DEPT 5200-06-01 LGL 2007-08 |
| TITLE: UTILITIES BILLING PRIVATE PAY STATIONS EFFECTIVE DATE: January 3, 2007 REVISION DATE: N/A | |

1.0 GENERAL

1.1 For customer convenience and service and to promote business efficiency, the City of Spokane allows private independent contractors to operate municipal utility bill pay stations for the three (3) municipal utilities.

1.2 TABLE OF CONTENTS

- 1.0 GENERAL
- 2.0 DEPARTMENTS/DIVISIONS AFFECTED
- 3.0 REFERENCES
- 4.0 DEFINITIONS
- 5.0 POLICY
- 6.0 PROCEDURE
- 7.0 RESPONSIBILITIES
- 8.0 APPENDICES

2.0 DEPARTMENTS/DIVISIONS AFFECTED

This policy applies to the Utilities Billing Office of the Public Works & Utilities Division and the Treasury Services Department of the City of Spokane.

3.0 DEFINITIONS

3.1 "Pay Station" is any location authorized by the City of Spokane to collect and receipt payment of a City of Spokane utilities bill.

4.0 REFERENCES

SMC section 13.01.0302

5.0 POLICY

5.1 It is the policy of the City of Spokane to allow private independent contractors to operate pay stations subject to conditions that protect the interests of the City and the customers.

5.2 Applicant Qualifications

5.2.1 To be considered for a pay station, an applicant must:

- a. be located within the city limits,
- b. have been in business at least one year,
- c. be currently providing similar remittance service to at least two (2) other utilities, or be at a location deemed appropriate for customer convenience and business efficiency by the Utilities Billing Manager.

5.3 Approved pay station applicants shall sign an agreement with the City prior to operating a pay station. Operators shall be required to maintain an approved contract with the City.

5.4 Application / Contract Revocation, Renewal, Denial

5.4.1 A pay station application or contract may be revoked or denied or a contract renewal may be denied:

- a. If there are unresolved negative comments on file with the Utilities Billing Manager, Better Business Bureau, recognized industry associations or recognized consumer rating organizations,
- b. If the Utilities Billing Manager determines that the primary business is incompatible with the City's pay station goals, in its sole discretion, or
- c. If the Utilities Billing Manager determines that the value of initiating or maintaining the pay station relationship does not justify the cost in money or resources or is not in the best business interests of the City or the public interest or convenience, in its sole discretion.

- d. In addition, notwithstanding any other provision, if for any reason the Utilities Billing Manager determines, in prudent discretion, that there is or may be a risk of loss of public money or customer payments, the Utilities Billing Manager may take any action reasonably necessary to protect and preserve public/customer funds or property.

6.0 PROCEDURE

6.1 Requests to become a pay station

- 6.1.1 Persons interested in operating a new pay station shall submit a written application to the Utilities Billing Manager.
- 6.1.2 If approved by the Utilities Billing Manager, the request is forwarded to the City Attorney's Office to draft the contract.

6.2 Contract

- 6.2.1 The contract must be executed by authorized representatives of both parties
- 6.2.2 The term of the contract is one (1) year, and is renewable annually.
- 6.2.3 The pay station may terminate the relationship at any time with at least thirty (30) days written notice to the City.
- 6.2.4 In addition to the criteria set forth in section 5.4 above, the Utilities Billing Manager may terminate the relationship based on failure of the pay station to abide by:
 - a. contract terms;
 - b. the City's Cash Handler's Policy / Manual; or
 - c. established written policies and procedures as set by the Utilities Billing Manager and provided to the pay station.

6.3 Compensation

6.3.1 The pay station may charge a fee, not to exceed the cost of fifty cents (\$0.50) for each account payment processed.

6.4 Duties of the Pay Station

6.4.1 The pay station will be responsible for complying with the contract.

6.4.2 The pay station shall maintain a surety bond in the amount of two thousand dollars (\$2,000) or a five hundred (\$500) cash deposit with the City.

6.4.3 The pay station will be responsible for understanding and complying with the City's Cash Handler's Policy / Manual.

6.4.4 The pay station shall always provide the customer with a receipt.

6.4.4 The pay station will submit payments and remittance forms daily. Cash payments may be covered by submission of a pay station company check.

6.5 Duties of the City

6.5.1 The Utilities Billing Office will provide the pay station with a City of Spokane pay stamp, daily payment remittance forms and envelopes in which to submit the payments and remittance forms. These items remain City Property and unused items and materials must be returned at the revocation or expiration of any pay station contract.

6.5.2 The Utilities Billing Office shall provide the pay station with a copy of the City's Cash Handlers Policy. A copy of this policy shall also be available from the Utilities Billing Office. The policy is subject to change from time to time.

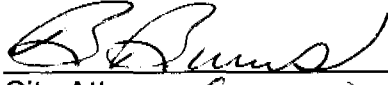
7.0 RESPONSIBILITIES

The Public Works & Utilities Division, through the Utilities Billing Office, shall administer this policy.

8.0 APPENDICES


None

APPROVED BY:



City Attorney (Asst)

12-18-06
Date



Director

12-19-06
Date