

VILLAGE PRESIDENT
Seth Speiser

VILLAGE CLERK
Jerry Menard

VILLAGE TRUSTEES
Ray Matchett, Jr.
Steve Smith
Mike Blaies
Mathew Trout
Dean Pruett
Elizabeth Niebruegge

VILLAGE OF FREEBURG

FREEBURG MUNICIPAL CENTER
14 SOUTHGATE CENTER, FREEBURG, IL 62243
PHONE: (618) 539-5545 • FAX: (618) 539-5590
Web Site: www.freeburg.com

VILLAGE ADMINISTRATOR
Tony Funderburg

VILLAGE TREASURER
Bryan A. Vogel

PUBLIC WORKS DIRECTOR
John Tolan

POLICE CHIEF
Stanley Donald

VILLAGE ATTORNEY
Weilmuenster Law Group, P.C

July 14, 2014

NOTICE

MEETING OF THE PUBLIC WORKS COMMITTEE Trash/Water/Sewer (Pruett/Matchett/Blaies)

A Public Works Committee Meeting of the Village of Freeburg will be held at the Municipal Center, Executive Board Room, on **Wednesday, July 16, 2014, at 6:00 p.m.**

PUBLIC WORKS COMMITTEE MEETING AGENDA

- I. Items To Be Reviewed
 - A. Old Business
 1. Approval of June 11, 2014 Minutes
 2. Sewer Project/Phase 1B
 3. Sewer issues
 4. Water Main Extension along Rentchler Road
 5. Countryside Lane annexations
 6. Wiegmann's and NPDES permit
 7. Time limit on tap on fees purchased but not used
 8. GIS Implementation
 9. Payment Service Network Service
 - B. New Business
 1. Sewer Backups - Sunset Dr. Apartments
 - C. General Concerns
 - D. Public Participation
 - E. Adjourn

At said Committee Meeting, the Village Board of Trustees may vote on whether or not to hold an Executive Session to discuss potential litigation, [5 ILCS, 120/2 - (c)(11)]; the selection of a person to fill a public office [5 ILCS, 120/2 - (c) (3)] personnel [5 ILCS, 120/2 - (c) (1)]; or real estate transactions [5 ILCS, 120/2 - (c) (5)].

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PUBLIC WORKS COMMITTEE MEETING
Trash/Water/Sewer
(Pruett/Matchett/Blaies)

Wednesday, July 16, 2014 at 6:00 p.m.

VILLAGE ADMINISTRATOR
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Weilmuenster Law Group, P.C

The Public Works Committee Meeting was called to order at 6:08 p.m. on Wednesday, July 16, 2014, by Chairman Dean Pruett. Members present were Chairman Dean Pruett, Trustee Ray Matchett, Trustee Mike Blaies, Mayor Seth Speiser, Village Clerk Jerry Menard, Trustee Elizabeth Niebruegge, Trustee Matt Trout, Trustee Steve Smith, Public Works Director John Tolan, Village Administrator Tony Funderburg and Office Manager Julie Polson. Guests present: Jane Kramper, Debbie Pierce, Ruth Ponder of PSN, Stan Koerber (6:23 p.m.) and Janet Baechle.

A. OLD BUSINESS:

1. Approval of June 11, 2014 minutes: Trustee Ray Matchett motioned to approve the June 11, 2014 minutes and Trustee Mike Blaies seconded the motion. All voting aye, the motion carried.

Trustee Ray Matchett motioned to amend the agenda in order to hear Ruth Ponder of Payment Service Network and Trustee Mike Blaies seconded the motion. All voting aye, the motion carried.

Ruth Ponder was present to answer any questions about PSN's online payment system. This program gives our residents the opportunity to register with this program and pay their bills online. The resident would be able to pay their bill by credit, debit or by echeck. If a credit or debit card is used, there is a 2.75% fee charged to the resident. If they pay by echeck or esavings, there is a \$1.00 fee charged. PSN would charge us a one-time service implementation fee of \$149 and a custom web design fee of \$200, a monthly ebill fee of \$49.95 and a yearly security fee of \$89. The set up process takes about 4 – 5 weeks. PSN would provide webinar training sessions for our staff.

2. Sewer project: Mayor Speiser advised Fred has the paperwork. We should be receiving it any day.
3. Sewer issues: John said the Fischer project is complete. Eitzenhefer's bill totaled \$4023 of which TWM is going to pay \$1500. The dirt work still needs to be done after it has had a chance to settle. The committee agreed that is Mr. Fischer's responsibility.
4. Water main extension along Rentchler Road: We have not heard anything new.
5. Countryside Lane annexations: Tony advised we have 4 out of the 7 people that are going to annex. We will start working on those annexations. He said we would

really like to see a water line run down Countryside Lane. He believes the other 3 residents may annex in once there is water out there.

6. Wiegmann's and NPDES permit: John said he is still having Wiegmann's test for a couple more months. He has asked them to look into the high readings.
7. Time limit on tap on fees purchased but not used: Nothing new.
8. GIS Implementation: Tony checked with some other companies that offer GIS programs. IRWA charges \$6 per fixture which could get very expensive. TWM's program is based on their server and we do the work. One option would be a five-year contract at a cost of \$5,000 per year, or you can do a three-year contract for \$6,000 per year. There was a question about how accurate the reading from the Ipad would be when using the service. This will be placed on the board agenda for Monday night, and Tony will get answers about the reading accuracy prior to the meeting.
9. Payment Service Network Service: See above.

John advised we received a bill from Alpha Sewer for Brandon Weber's backup. Our line was clogged and we should pay that bill. The committee agreed with this. John said we received a bill from Electrico in the amount of \$9095 for the water break on Belleville and W. Apple. John believes the County should pay half of that bill. He said that Dale Recker is also trying to get the County's help with that bill.

B. NEW BUSINESS:

1. Sewer Backups – Sunset Dr. Apts.: John received a call from Gary Schaefer that the basement apartments backed up last Monday. John said Gary told him he received a call about 7:00 p.m. Sunday night that the toilets were gurgling, and then received another call about 10:00 p.m. John said by Monday morning, the basement apartment had a couple inches of backup in them. John said the sewer machine hit a blockage in our line around Walnut and W. High. John told Gary that he should have been notified right away. He also told him to submit a claim to his insurance company. The committee discussed whether he should be responsible for part of the claim because he did not address the problem in a timely manner. We will submit it to our insurance company once we receive notice from Mr. Schaefer's company.

C. GENERAL CONCERNS: None.

D. PUBLIC PARTICIPATION: None.

E. ADJOURN: *Trustee Mike Blaies motioned to adjourn at 6:47 p.m. and Trustee Ray Matchett seconded the motion. All voting aye, the motion carried.*



Julie Polson,
Office Manager

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PUBLIC WORKS COMMITTEE MEETING
Trash/Water/Sewer
(Pruett/Matchett/Blaies)
Wednesday, June 11, 2014 at 6:00 p.m.

The Public Works Committee Meeting was called to order at 6:00 p.m. on Wednesday, June 11, 2014, by Chairman Dean Pruett. Members present were Chairman Dean Pruett, Trustee Ray Matchett, Trustee Mike Blaies, Mayor Seth Speiser, Trustee Elizabeth Niebruegge, Trustee Matt Trout, Trustee Steve Smith, Public Works Director John Tolan and Village Administrator Tony Funderburg. Guest present: Janet Baechle.

A. OLD BUSINESS:

1. Approval of May 14, 2014 minutes: Trustee Mike Blaies motioned to approve the May 14, 2014 minutes and Trustee Ray Matchett seconded the motion. All voting aye, the motion carried.
2. Sewer project: Tony advised we have not heard anything from Helms' attorney. Tony mentioned there is a timeline that we have to follow. Mayor Speiser said a decision will be made at the next committee meeting.
3. Sewer issues: John said we had a backup on Lakeview Drive yesterday. John stated the blockage was in the line on Old Fayetteville Road. John said Brandon Weber is the only resident that had an actual sewer backup. He believes Mr. Weber will ask for some reimbursement of his expense from Alpha Sewer. Trustee Pruett asked if we've ever televised that and John said yes. On Mr. Fischer's project, he received a price of \$425 for the package unit which is substantially lower than Kohlen Concrete. John will talk to Tony Erwin regarding the right size needed for the pump.
4. Water main extension along Rentchler Road: We have not heard anything new.
5. Countryside Lane annexations: Nothing new to report. Tony will call for an update.
6. Wiegmann's and NPDES permit: John said the one thing EPA is watching is the ammonia nitrogen and phosphorous levels. He received some high numbers from Wiegmanns, so he is going to ask for a couple more months of numbers from them.
7. Time limit on tap on fees purchased but not used: Tony said this will be included with the code revision. It will state once you buy a tap-on fee, a time limit will be attached to it.

Water/Sewer Committee Meeting
Wednesday, June 11, 2014
Page 1 of 2

B. NEW BUSINESS:

1. TWM's Cloud GIS Implementation: Tony provided information from TWM's proposal regarding GIS. This service creates a database of data which includes mapping of all of our pipes. Every sewer line, valve, or fire hydrant will be located in this system. We will be able to input data to show all of the work we do to our infrastructure. This will enable us to have a complete system at our hands instead of one person knowing where everything is. The cost for this system is \$6,000 per year for 3 years and \$5,000 per year for 5 years. John said our water/sewer maps are so out of date. He believes this will be a process to get all of the information from our employees. Tony believes the value to this system is unlimited. We can do the updating to the system. The software would enable the system to be live. Trustee Trout asked if there are other firms that offer this, and Tony said yes, we could get other bids. Tony stated we do have money in the budget for this. He did say we would have to buy I-Pads for this, one for water, one for sewer. It can be used for electric and streets as well. We could also GPS our meters so we will know where each meter is. The committee directed Tony to get a couple more bids on this.

2. Payment Service Network Service & Cost Proposal: Tony explained we would like to offer payment of utility bills by debit or credit cards. We would make this available with the new website. The great thing with this company is they work directly with Locis, our current utility billing company. Steve asked if we should look at another utility billing company since Locis is limited. Tony said this company has filled in the gaps where Locis is limited. With option 1, Freeburg would pay the transaction fees. We could charge a percentage to cover the fees. Option 3 makes the customer responsible to pay all the fees. Tony would like to have this on the website and give the customer the option to pay online. He also said Jane liked this company because everything they did made it easier for the customer. Mayor Speiser asked Tony to invite PSN's representative to the next committee meeting.

John said 30 residents have purchased deduct meters. He also advised the committee that Jane has sent out letters to residents of Lone Oak and Timberwolf advising we have a direct debit program and had 12 people sign up. John said Rhutasel took them to see the New Athens sewer plant. Larry Rhutasel designed the sequence batch reactor plant. John said it was quite impressive. He said the next big thing for us if we are going to move forward with it, we need to purchase land. Charlie Kaiser has 6 acres close to the West Plant. John said Charlie had a verbal agreement with Ron and Dennis 5 years ago. Trustee Pruett said we should talk to Charlie to see if he is still agreeable to selling us the land.

C. GENERAL CONCERNS: None.

D. PUBLIC PARTICIPATION: None.

E. ADJOURN: *Trustee Mike Blaies motioned to adjourn at 6:31 p.m. and Trustee Ray Matchett seconded the motion. All voting aye, the motion carried.*



Transcribed from tape by
Julie Polson,
Office Manager



Payment Service Network, Inc.



**Simplifying Your Business Day...
While Making Your Customers Happy**

PSN's Solutions
Make "e" Really Happen



- Ruth Ponder, National Account Representative
- We appreciate the opportunity to present our proposal
- Review....
 - How Village of Freeburg uses PSN
 - How your customers will use PSN



What we propose—ePayments

- Payment channels:
 - Online
 - Mobile
 - Automated Phone
 - Live PSN operator
 - Village of Freeburg Staff
 - Virtual terminal
 - Swipe terminal
 - Customers' banks bill pay systems
- Payment methods:
 - Credit & Debit Cards
 - VISA 
 - MasterCard 
 - Discover 
 - eChecks & eSavings 

Payments are easy as 1-2-3

 My Profile

 Payment Methods

 Pay Bills

 View Bills

 Support

 Managers

[Log Off](#)

Demo Site Make and View Payments



Current Profile: Jane Doe
 Current User ID: janedoe@psnpay.com

STEP 1: Customer chooses to make a one-time payment or set-up Auto-Pay

Make a Payment

[Make One-Time Payment](#)

Payment Options

Balance Due: \$208.02
 If you think the balance is not accurate, call Your City at 608.442.5100. Payments can take up to 48 hours to post.

Payment Method:

Your Payee Account

RT111: Your City (608.442.5100)
 Available Payment Options:   (Online, Phone)

Active Auto-Pay

Business Name	Customer ID	Amount	Start Date	End Date	Previous Payment Date	Next Payment Date	Payment Method
Your City	1906222002	Full Balance	01/16/2013	(None)	N/A	3/1/2013	Check

[Manage Auto-Pays](#)

Pending Payments

Date	Payment made to	Customer ID	Amount	Status

History

- [View Payment Methods](#)
- [Manage Profiles](#)
- [View Online Bills](#)
- [Update Login Information](#)
- [Update Contact Information](#)
- [Support and FAQ](#)
- [View Messages](#)

Balance due is displayed and can be updated daily

Make and View Payments

STEP 1: Customer chooses to make a one-time payment or set-up Auto-Pay

Balance Due: \$208.02

Payment Method: Phone

If you think the balance is not accurate, call Your City at 608.442.5100. Payments can take up to 48 hours to post.

Make One-Time Payment Set Up Auto-Pay

Your Payee Account

RT111: Your City (608.442.5100)
Available Payment Options:   (Online, Phone)

Active Auto-Pay

Business Name	Customer ID	Amount	Start Date	End Date	Previous Payment Date	Next Payment Date	Payment Method
Your City	1906222002	Full Balance	01/16/2013	(None)	N/A	3/1/2013	Check

[Manage Auto-Pays](#)

Pending Payments

Date	Payment made to	Customer ID	Amount	Status

Payments are easy as 1-2-3

STEP 2: Customer
selects payment
method, enters amount
and payment date

⊕ Indicates required field

Payment Information

Company Name: Your City
Company ID: RT111
Customer Name: Jane Doe
Customer ID: 1906222002

Payment Methods

Available Methods: ⊕ Add
New

Payment Details

Description: ⊕

Balance Due: \$208.02
For a more current balance, call Your City at 608.442.5100. Payments can take up to 48 hours to post.

Payment: \$ ⊕

Total Charge: \$0.00

Payment Date: ⊕

Payments are easy as 1-2-3

Set Up Auto-Pay

Make a Payment

View Payment History

View Payment Methods

Manage Profiles

View Online Bills

Update Login Information

Update Contact Information

Support and FAQ

View Messages

Final Step: Review and then hit submit to finalize your payment

Payee Information

Company ID: RT111
Business Name: Your City

Payer Information

Payment From: Jane Doe
Email Address: janedoe@psnpay.com
Payment Description: Utility Payment

Billing Information

Customer ID: 1906222002
Account Name: Jane Doe
Address:
Description: Utility Payment
Payment Date: 2/4/2013
Payment: \$208.02
Total Charge: \$208.02
Payment Type: CHECK
Billing Name: Jane Doe
Bank Name: DANE COUNTY CREDIT UNION
Routing Number: 275978750
Account Number: **** *6789

Change

STEP 3: Customer confirms info and submits. That's it!

The customer can print a receipt on the next page; an receipt is also emailed

Checks are accepted under these conditions

When you pay by check and if your check is dishonored or returned for any reason, you expressly authorize this merchant to electronically debit your account for the amount of the check plus a \$35.00 NSF fee and any other recovery fees allowed by the State of your checking account and any applicable sales tax. The use of a check for payment and agreement to these terms is herein agreed by selecting the box below and click [Submit] to complete your payment process. Your acknowledgment and acceptance of this policy and its terms are hereby legally binding when processed.

Previous and Scheduled Payments

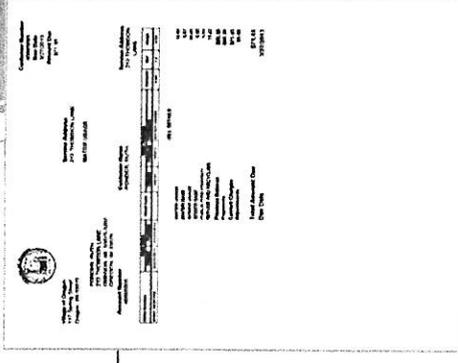
Customer ID	Trans Amt	Trans Date	Payment Method	Payment Status	Payment For	Options
1906222002	\$208.02	01/10/2013	Check	Pending	Utility Payment	Stop Payment

Note: Unless cancelled, pending transactions listed will occur in addition to the transaction you are about to submit. Approved transactions are complete and will not process again.

Submit Payment

Cancel

What we propose—eBills



- Online
 - No specific sign-up for eBills required
 - Email notice when bill is ready for viewing
 - Coming due and past due email notices
 - Bill looks like the printed bill
 - Electronic “stuffers” just like in paper bills
 - Encouraged to opt out of paper bills

PSN eBills

Log Off

Managers

Support

View Bills

Pay Bills

Payment Methods

My Profile

Demo Site Bill Dashboard

Current Profile: Jane Doe
Current User ID: janedoe@psnpay.com

Dashboard Make a Payment Billing History Service Requests Usage Charts

Current Balance Due

Billing Overview
Total balance due: \$208.02
If you think the balance is not accurate, call Your City at 608.442.5100. Payments can take up to 48 hours to post.

Setup Auto-Pay Make Payment

View & print any bill

Billing History

Due Date	Current Amount	Post Due	Total Amt Due	Bills	Last Viewed
03/24/2010	\$118.99	\$94.13	\$118.99	View Bill	N/A
02/24/2010	\$94.13	\$69.60	\$94.13	View Bill	N/A

View Billing History

Personalized message

Service Request for Your City

If this is an emergency, please call Your City immediately
Phone: 608.442.5100
Otherwise, please click below and give a detailed description of the problem along with your name, address and the best way to contact you.

Go Paperless

Paper bill opt out

Currently, you are receiving paper and online bills. Please help us trim costs while making your life less cluttered. Opt-out of paper bills. We send you an email each time you have a new bill. You can always opt back in to receive paper bills. Please give it a try.
 Yes, I will opt out of getting paper bills

[Learn More](#)

Your PSN Account Management

PAYMENT TRACKER

- View Real-time Payments
- View Deposits
- View Rejected/Cancelled
- View Payment Histories
- View Disputed Payments
- And more...

REPORTS

- View Registered Customers
- Perform Month-End Reconciliation
- Manage eBills
- And more...

PAYMENT TOOLS

- Make Payments on Behalf of Customers
- Set up/Change Auto-Pay
- Check Scanning
- And more...

OUTBOUND AUTO-CALL

- Manage Calls
- Upload Messages
- Upload Call Lists
- Set Date & Time

ACCOUNT MANAGEMENT

- Set Staff Access Levels
- Update Payment Page
- Upload/Download Data
- Multiple-Account Access
- Marketing Templates
- And more...

SUPPORT

- Ticket Center
- FAQs
- And more...

The screenshot shows a web application interface for PSN Account Management. At the top, there is a navigation menu with icons for Account Management, Payment Tracker, Reports, Payment Tools, Outbound Auto-Call, and Support. Below the menu, a user profile bar displays 'Account ID: RT16813', 'Business name: Maui', 'Manager ID: mthiede', and 'Manager Role: Administrator'. A 'Quick Links' section lists: 'Make Immediate Payment', 'Stop/Cancel a Payment', 'Make a Refund', and 'Block a Payer'. A 'PSN Solutions' section contains a text box: 'Find out what services you have activated and what other solutions you can benefit from. To talk to your Service Account Manager about the solution, simply click the [ADD] button'. Below this is a table with columns for 'Feature', 'Status', and 'Learn More'. The table lists 'Online Billing (eBill) Solution', 'Website Customization Solution', and 'Credit Card Payment Solution'. A large banner at the bottom reads 'Where your staff takes control...'. The background of the interface is light gray with a grid pattern.

Go Site

Payments Startup

Quick Links

PSN Solutions

Find out what services you have activated and what other solutions you can benefit from. To talk to your Service Account Manager about the solution, simply click the [ADD] button

Feature

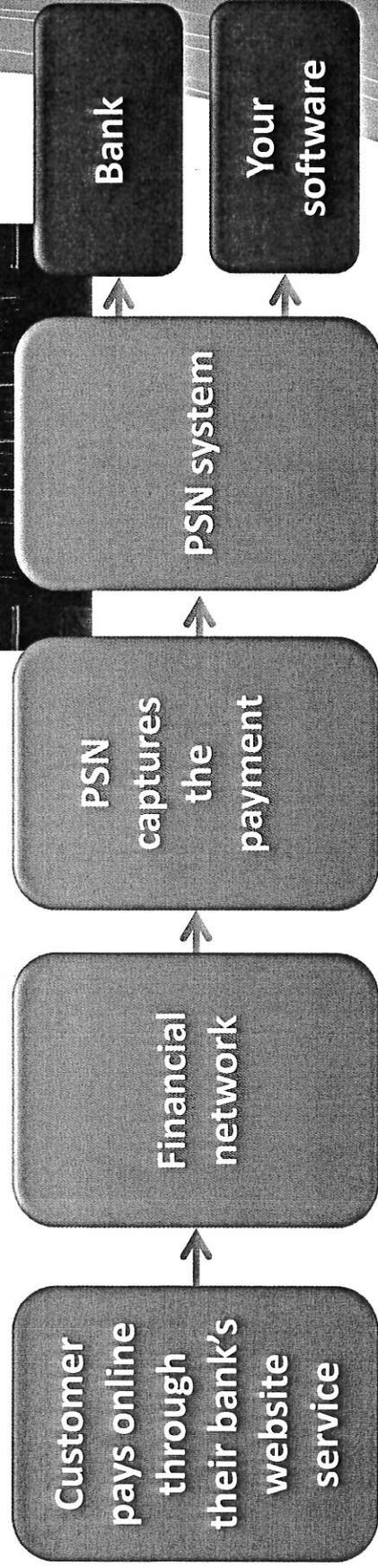
Feature	Status	Learn More
Online Billing (eBill) Solution	✓	Learn More
Website Customization Solution	ADD	Learn More
Credit Card Payment Solution	✓	Learn More
Other Solutions	✓	Learn More

Where your staff takes control...

Find My Service Account Manager (SAM)
 Online Ticketing
 Review/Change 1099-K Info

Bank-issued checks

PSN captures the payment that a payer makes in their bank's bill pay service and turns it into an ePayment—eliminating the lengthy process of having the bank issue a paper check.

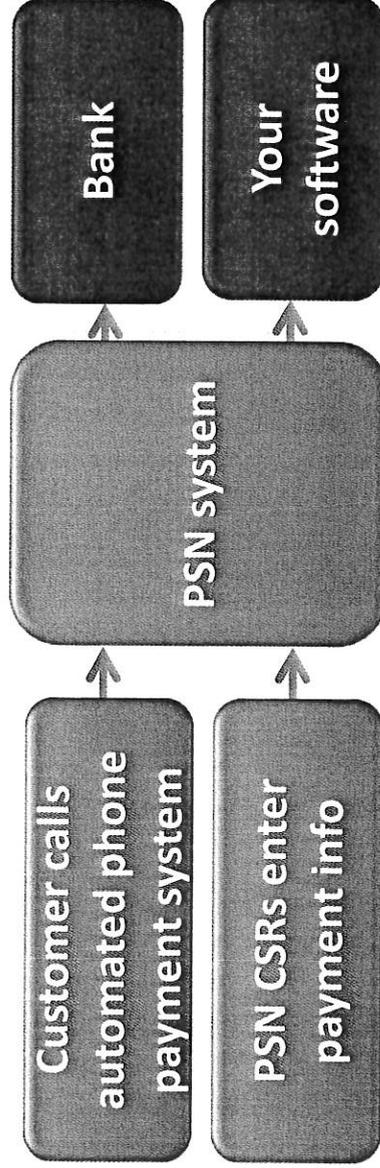


IVR & call center payments



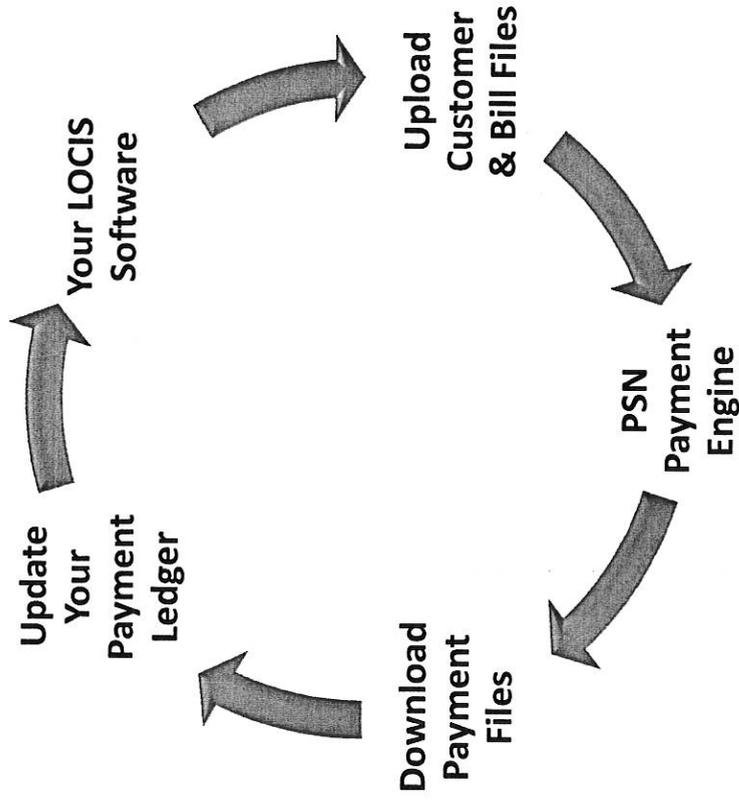
In addition to having an automated payment phone service (IVR), PSN maintains a call center for direct payer calls or payers who opt out of the IVR.

- English- and Spanish-speaking customer service staff
- Hours: 9am-9pm EST weekdays; 10am-7pm EST weekends; includes holiday coverage



Data sharing

- Auto-posts payments to your LOCIS Software
- Posts balance-due amounts online



Benefits for customers

- Pay anytime from anywhere
- Pay however they want—*or can*
 - *Credit card, eCheck, savings, bank, paper check*
- View amounts due online
- View bills online
 - *Be GREEN: Save natural resources*

Benefits for Village of Freeburg

- **Save time**
 - Fewer customer calls
 - Info available online, smart phone or tablet
 - PSN staff take all customer payment calls
 - Auto-posting of payments
 - Eliminating hard-to-reconcile bank-issued checks
- **Reduce costs**
 - Reduce and eventually eliminate cost to print & mail bills
 - Reduce costs of staff time spent on manual tasks: staff can be tasked to do other work that benefits the Village
- **Be GREEN**



Marketing templates

- To help you promote your services, PSN's marketing department will create customized templates. Here are some examples...

Poster



Poster Tear-off Tags



Full-page Handout

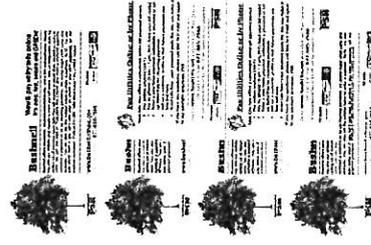


or Stuffer

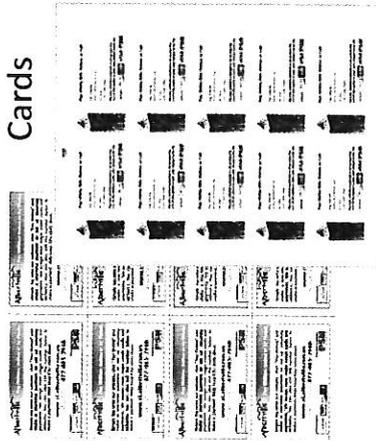
Stuffer (3-up)



Stuffer (4-up)



Mini Handouts



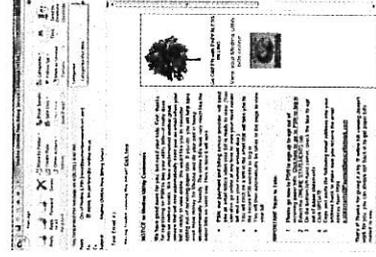
Press Release



Letter



Email



Training

- PSN provides training to all of your staff at no cost to the Village. They will learn...
 - How to market to your customers
 - How customers make payments
 - How to use the “back end” of PSN to generate reports, view payments in real-time, do reconciliation, cancel payments, issue refunds, make payments on behalf of customers, email an eBill and much more



SERVICE & COST PROPOSAL FOR

FREEBURG, IL

Submitted on: July 16, 2014

Submitted by:

Ruth Ponder

National Account Representative

608.442.5058 DIRECT

rponder@PaymentServiceNetwork.com

Payment Service Network, Inc. (PSN) provides a wide range of eServices for payment processing, billing and customer communication. After discussing your needs, I have prepared the following proposal of services. After reviewing the information, please let me know if there is any additional information you require. The staff at PSN looks forward to providing you and your customers with personalized service.

SERVICES A LA CARTE

You are able to select whichever services are best for you and your customers. For PSN, it is simply a "flick of the switch" to activate services. We give you choices as to which payment methods you want to offer customers, which payment channels you will open to them and who pays what fees. This proposal quotes costs for the services that are checked below. If you would like quotes on any additional services, please let me know.

- ✓ Online and mobile (smart phones and tablets) payments
- ✓ Automated and/or operator-assisted payments
- ✓ Bank Bill Pay eSolution
 - Auto-Post Check Scanning (Check 21)
- ✓ Credit Card Integrated Swipe
 - Customized mobile app
- ✓ Customized website
 - Outbound Auto-Call messaging
- ✓ eBills (online billing)
- ✓ Data Sharing (either hands-free or One-Touch integration)



Simplifying Your Business Day

OPTION 1: CITY OF FREEBURG PAYS TRANSACTION FEES

If you really want to reduce staff work related to processing payments, this option is perfect—and your customers will really appreciate the convenience and flexibility. Statistics clearly show that more people will pay online if they don't have to pay a convenience fee and that directly results in lower administrative costs and higher accuracy.

Service Implementation Fee..... \$149.00 (*One-time fee*)
 The implementation fee includes implementation team; web service setup; standard mobile app setup; automated phone service setup; other solution setup (i.e. Bank Bill Pay eSolution); marketing templates creation; submission of merchant account application(s); links for your website.

Custom Web Design (Optional).....\$200.00 (*One-time fee*)
 PSN will customize the payment pages for your customers to include a banner provided by you.

System & Account Management Fee for Utility (with eBill).....\$49.95 (*Monthly fee*)
OR (without eBill).....\$12.95 (*Monthly fee*)

To cover ongoing account maintenance, system upgrades and fees charged to PSN by financial institutions and partners, a monthly gateway fee is required. The fee also covers the creation, posting, 24-month archiving and maintenance of your bills on the PSN system. Utility Customers can choose to opt out of paper bills saving Village money on postage and printing.

Security Compliance Fee..... \$89.00 (*Annual fee*)
 To cover costs associated with maintaining our Level 1 PCI security certification, PSN charges an annual fee—due around December 1.

PSN FEES PAID BY VILLAGE:

PSN Transaction Fees*

Online/mobile50¢ per transaction
IVR Automated Phone75¢ per transaction
Live PSN Representative Phone\$1.50 per transaction

*Plus Credit Card and Merchant Fees will be billed to the Village. If you pay the credit card fees for your customers, PSN is able to qualify your city for special "utility" rates as shown below. The fees are billed directly to you by the merchant provider. PSN does not bill these fees. There are three fees charged by the merchant provider: Interchange, Discount Rate and Authorization Fee. *The sum of all three will be the fee charged to you.*

1. As a utility company, PSN can qualify you for the Utility Rate Program offered by VISA, MasterCard and Discover, if you agree to pay all transaction fees associated with the payment and you agree to allow payers to set up Auto-Pay (recurring payments). Utility interchange rates range from \$0.45 to \$1.50. Most transactions will settle at \$0.75. Most Debit Cards are regulated at 0.05% plus 22¢. Some business or corporate cards do not qualify for the Utility Rate Program and are charged regular government Interchange rates.
2. Discount rate (a term used by merchant providers) is an added cost. It is a percent of the transaction. For example: \$100.00 payment x 0.5% discount fee = 50¢
3. Authorization fee is a \$0.10 flat fee per transaction.

Sample: \$100.00 Credit Card Payment = \$1.35 in Credit Card Fees plus the PSN fee listed above.

NOTE: *Village may choose to charge the customer a convenience fee per transaction to help offset the cost of credit card and merchant fees, however, as soon as the Village charges any fee to payer, the Village no longer qualifies for the Utility Rate program through VISA, MasterCard and Discover, and regular government interchange rates apply.*

OPTION 2: CUSTOMER PAYS CREDIT CARD FEES AND CITY PAYS ECHECK FEES

As our most popular option, this pricing encourages more customers to participate in your ePayment services while keeping your costs so low that your ROI is nearly immediate. Plus, you are giving your customers the option to pay by credit card without having to pay those higher transaction fees.

Service Implementation Fee..... \$149.00 (*One-time fee*)

The implementation fee includes implementation team; web service setup; standard mobile app setup; automated phone service setup; other solution setup (i.e. Bank Bill Pay eSolution); marketing templates creation; submission of merchant account application(s); links for your website.

Custom Web Design (Optional).....\$200.00 (*One-time fee*)

PSN will customize the payment pages for your customers to include a banner provided by you.

System & Account Management Fee for Utility (with eBill).....\$49.95 (*Monthly fee*)
OR (without eBill).....\$12.95 (*Monthly fee*)

To cover ongoing account maintenance, system upgrades and fees charged to PSN by financial institutions and partners, a monthly gateway fee is required. The fee also covers the creation, posting, 24-month archiving and maintenance of your bills on the PSN system. Utility Customers can choose to opt out of paper bills saving City money on postage and printing.

Security Compliance Fee.....\$89.00 (*Annual fee*)

To cover costs associated with maintaining our Level 1 PCI security certification, PSN charges an annual fee—due around December 1.

PSN FEES PAID BY VILLAGE:

Online/mobile eCheck or eSavings Payments.....50¢ per transaction
IVR Automated Phone eCheck or eSavings Payments.....75¢ per transaction
Live PSN Representative Phone eCheck or eSavings Payments.....\$1.50 per transaction

FEES PAID BY YOUR CUSTOMERS: The following fees apply to all channels (online, mobile, automated phone, live operator). YOU WILL NOT PAY ANY FEES TO CREDIT CARD COMPANIES; PSN IS RESPONSIBLE FOR PAYING CREDIT CARD FEES.

Credit and Debit Card Payments2.75%* per transaction
(*2.75% plus 50¢ for payments less than \$100.00)

There is a fee of \$15 for credit card disputes payable by you.

There is a \$35 fee for NSF checks payable by your customer.

OPTION 3: CUSTOMERS PAY ALL TRANSACTION FEES

While we understand the fiscal pressures you are under, this option will result in the fewest customer ePayments. Therefore, you may not realize the administrative savings that you would from absorbing some or all fees. However, some of your customers will appreciate the convenience and be willing to pay the fees.

Service Implementation Fee..... \$149.00 (*One-time fee*)

The implementation fee includes implementation team; web service setup; standard mobile app setup; automated phone service setup; other solution setup (i.e. Bank Bill Pay eSolution); marketing templates creation; submission of merchant account application(s); links for your website.

Custom Web Design (Optional).....\$200.00 (*One-time fee*)

PSN will customize the payment pages for your customers to include a banner provided by you.

System & Account Management Fee for Utility (with eBill).....\$49.95 (*Monthly fee*)

OR (without eBill).....\$12.95 (*Monthly fee*)

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eChecks and eSavings.....\$1.00 *per transaction*

Credit & Debit Cards.....2.75%* *per transaction*
(*2.75% plus 50¢ for payments less than \$100.00)

There is a fee of \$15 for credit card disputes payable by you.

There is a \$35 fee for NSF checks payable by your customer.

ADDITIONAL SERVICES PRICING

PSN provides many services in addition to the ones I quoted to help you reduce costs. Following are some of those services and the associated cost. If you need additional pricing on other services, please let me know.

- Bank Bill Pay eSolution-PSN will electronically capture your customer's bank bill pay items, deposit the funds into the City's bank account, and electronically post the payments into LOCIS billing software. Per item fee: 50¢
- Integrated Credit Card Swipe Terminal- Verifone vx570 DC New: \$365.00 each (plus \$4.95 per month maintenance). PSN will order the swipe terminal and program it so the swiped credit card utility payments are electronically posted through the PSN payment engine and into LOCIS billing software. PSN and Credit card transaction fees apply.