

**CITY COUNCIL
COMMUNICATION:**

ITEM _____

02-296

**OFFICE OF THE CITY MANAGER
CITY OF DES MOINES, IOWA**

AGENDA:

JUNE 3, 2002

SUBJECT:

REQUEST FOR
QUALIFICATIONS
(RFQ) - POSSIBLE
ALTERNATIVES
FOR BILLING
SERVICES

SYNOPSIS -

Billing systems currently supporting the City's stormwater, sanitary sewer, and solid waste utilities are administered by the Des Moines Water Works. Users are billed monthly for stormwater, sanitary sewer, and solid waste services by the Water Works on their monthly water bill. This customer billing service costs the sanitary, storm, and solid waste utilities \$.29 per utility per month per customer billed for a total cost to the City of approximately \$650,000 per year. To explore the possibility of reducing overall costs to users while improving customer service, the Public Works Department is requesting permission to issue a Request for Qualifications (RFQ) to identify possible alternatives for billing services.

TYPE:

RESOLUTION
ORDINANCE
RECEIVE/FILE

FISCAL IMPACT -

None.

SUBMITTED BY:

WILLIAM STOWE
PUBLIC WORKS
DIRECTOR

RECOMMENDATION -

Approval.

BACKGROUND -

The City of Des Moines currently provides solid waste, sanitary sewer, and stormwater utility services to all eligible properties within the city. There are approximately 61,500 solid waste, 62,000 sanitary sewer, and 63,000 stormwater utility service accounts. Approximately \$39.4 million in service revenues are collected on an annual basis. The Des Moines Water Works is the current billing agent for the City. The current combined annual cost for billing services is approximately \$650,000.
