

Combined Finance, Wages & Audit and Utilities, Sewers & Streetlights Committee Meeting
Minutes -- Tuesday, May 20, 2025
7:30 p.m. Town Hall Council Chambers

The Village had a Combined Finance and Utilities Committee meeting on Tuesday, May 20, 2025. In attendance were Committee Members Louise Estep, Martha Frantz, Rachel Smith, Lynn Sylvain, and Jody Donsbach, along with Mayor John Berry, Fiscal Officer Kristel Beyer, Rick Tolles, and visitors Peggy Seab and Bob Stickley.

Louise stated the meeting was scheduled to review utility software programs. Our current utility program is not supported after December 31, 2026. Kristel had shared that she would like to give the residents a bill-pay option when considering new software. Kristel has participated in several demonstrations and the meeting turned over to her to give an overview of each company. She stated we currently pay \$2,000 - \$2,500 annually so any of the following options are going to be more expensive.

Tyler Technologies –This is our current software company and we use their Fund Balance Program, which is not supported after December 31, 2026. They recommended their ERP Pro Program, which is cloud-based. There is a one-time fee of \$21,890 with annual fees of \$11,726 and includes cashiering payments. Kristel was not impressed with the ease of finding customer data with this product compared to Muni-Link option. This is the most expensive upfront and annually.

Muni-Link – This software is specifically designed for municipal utility billing and is also cloud-based. Kristel stated this would be a blast to the present or future with all of the features they offer and she was really impressed with the demonstration. It has more to offer than the others, such as it works with the Village's UAN accounting program, has the lead/copper service line and backflow prevention requirements for EPA, they are currently working on implementing GIS imported data that is specific to each municipality, the current software does include standard GIS where Chad and Jeremy could use to locate addresses from a service order being sent to them to an app on their phones. She said they currently don't have any of these options. The Village would have to select a payment processor and the options are Paystar, MuniciPay or NCR. There is a one-time fee of \$16,250 with an annual fee of \$6,300. Current residents who pay via ACH do not have a fee. Paystar or NCR stated they would charge \$0.25/per account and the Village could pay this cost, which would be around \$70 per month. The residents could setup an account, pay on-line, see previous usage (up to three years) and receive automatic communications such as when their bills are due, water has been turned on, shut off, etc. Kristel believes this program would be a great upgrade for the Village. (Whitehouse currently uses this program.)

inHance – Kristel stated this program looks like what the Village currently has and is not cloud-based. They do not offer email billing or automatic payments, which we currently offer. The Village would need a payment processor, such as Paycor, that would offer these features for the residents. The estimated one-time fee is \$16,100 with a \$2,500 annual fee. The fees to use a credit card is 2.95% and there is a \$1.95 fee per ACH. This would be the least expensive annually.

Kristel stated that with any of the companies, the Village would need to select a merchant processor (Paystar, NCR, MuniciPay) and she suggested a credit card reader be purchased for the office.

Some items Kristel will check into:

- Did Whitehouse have any issues with implementation of Muni-Link?
- Where is the information stored for those companies who have cloud-based storage?
- How is their customer support?

Louise asked if there were any additional questions. Hearing none, the meeting was adjourned at 8:15 p.m.

Respectfully submitted,
Louise Estep
Chair, Finance, Wages & Audit Committee