



ST. CHARLES  
SINCE 1834

## AGENDA ITEM EXECUTIVE SUMMARY

Title:	Institute a convenience fee for customers wishing to make payments over phone by adding sections in Titles 3, 8, and 13.
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Presenter:	Julie Herr
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*Please check appropriate box:*

X	Government Operations (10/1/12)	Government Services
	Planning & Development	City Council
	Public Hearing	

Estimated Cost:	N/A	Budgeted:	YES		NO	
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If NO, please explain how item will be funded:

**Executive Summary:**

City staff is proposing that a convenience fee of \$7.50 be implemented for those customers that wish to make a payment over the phone. The purpose of this fee is to shift customers to a less labor intensive type of payment such as our online system and to have customers that wish this individualized service to pay for that service.

In 2011, the Utility Billing office accepted an average of 87 payments per month over the phone. This was a 33% increase in the number of payments accepted over the phone in 2010 (65 payments per month average).

The start date of this fee is scheduled to begin on December 1, 2012 to allow the Utility Billing staff to inform the customers that consistently use this service of the change and to help them should they need assistance in using our online system.

Note that it is the intent that only one Convenience Fee will apply per payment. We are amending the code for all utility services to assure that we have authority to charge the fee in a situation where a customer does not have all City utility services.

**Attachments:** *(please list)*

Ordinances

**Recommendation / Suggested Action** *(briefly explain):*

Recommendation to Council to authorize the City to amend and add attached sections of City Code Titles 3, 8, and 13.

*For office use only:*

*Agenda Item Number: 4b*

**City of St. Charles, Illinois**  
**Ordinance No. \_\_\_\_\_**

**An Ordinance Amending Title 3 “Revenue and Finance,”  
Chapter 3.38 “Yard Waste User Fee,” by adding Section 3.38.043,  
“Convenience Fee for Phone Payments” of the St. Charles Municipal  
Code**

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF ST. CHARLES, KANE AND DUPAGE COUNTIES, ILLINOIS, AS FOLLOWS:

1. That Title 3, “Revenue and Finance,” Chapter 3.38 “Yard Waste User Fee,” be and is hereby amended by the addition 3.38.043, entitled “Convenience Fee for Phone Payments.”

**3.38.043 Convenience Fee for Phone Payments.**

**A convenience fee of \$7.50 will be charged to a customer who contacts the City of St. Charles to make a payment over the phone.**

2. That this Ordinance shall be in full force and effect ten (10) days from and after its passage, approval and publication in pamphlet form as provided by law. The rates set forth herein will be effective December 1, 2012 and thereafter.
3. That after the adoption and approval hereof the Ordinance shall (i) be printed or published in book or pamphlet form, published by the authority of the Council, or (ii) within thirty (30) days after the adoption and approval hereof, be published in a newspaper published in and with a general circulation within the City of St. Charles.

PRESENTED to the City Council of the City of St. Charles, Illinois, this \_\_\_\_\_ day of \_\_\_\_\_ 2012.

PASSED by the City Council of the City of St. Charles, Illinois, this \_\_\_\_\_ day of \_\_\_\_\_ 2012.

APPROVED by the Mayor of the City of St. Charles, Illinois, this \_\_\_\_\_ day of \_\_\_\_\_ 2012.

\_\_\_\_\_  
Donald P. DeWitte, Mayor

Ordinance No. \_\_\_\_\_

Page 2

ATTEST:

\_\_\_\_\_  
City Clerk

COUNCIL VOTE:

Ayes:

Nays:

Absent:

Abstain:

APPROVED AS TO FORM:

\_\_\_\_\_  
City Attorney

DATE: \_\_\_\_\_

**City of St. Charles, Illinois**  
**Ordinance No. \_\_\_\_\_**

**An Ordinance Amending Title 8 “Health and Safety,”  
Chapter 8.24 “Garbage and Refuse,” by adding Section 8.24.113,  
“Convenience Fee for Phone Payments” of the St. Charles Municipal  
Code**

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF ST. CHARLES, KANE AND DUPAGE COUNTIES, ILLINOIS, AS FOLLOWS:

1. That Title 8, “Health and Safety,” Chapter 8.24 “Garbage and Refuse,” be and is hereby amended by the addition 8.24.113, entitled “Convenience Fee for Phone Payments.”

**8.24.113 Convenience Fee for Phone Payments.**

**A convenience fee of \$7.50 will be charged to a customer who contacts the City of St. Charles to make a payment over the phone.**

2. That this Ordinance shall be in full force and effect ten (10) days from and after its passage, approval and publication in pamphlet form as provided by law. The rates set forth herein will be effective December 1, 2012 and thereafter.
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Donald P. DeWitte, Mayor

Ordinance No. \_\_\_\_\_

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City Clerk

COUNCIL VOTE:

Ayes:

Nays:

Absent:

Abstain:

APPROVED AS TO FORM:

\_\_\_\_\_  
City Attorney

DATE: \_\_\_\_\_

**City of St. Charles, Illinois**  
**Ordinance No. \_\_\_\_\_**

**An Ordinance Amending Title 13 “PUBLIC UTILITIES,”  
Chapter 13.08 “Electricity,” by adding Section 13.08.183, “Convenience  
Fee for Phone Payments” of the St. Charles Municipal Code**

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF ST. CHARLES, KANE AND DUPAGE COUNTIES, ILLINOIS, AS FOLLOWS:

1. That Title 13, “Public Utilities,” Chapter 13.08 “Electricity,” be and is hereby amended by the addition 13.08.183, entitled “Convenience Fee for Phone Payments.”

**13.08.183 Convenience Fee for Phone Payments.**

**A convenience fee of \$7.50 will be charged to a customer who contacts the City of St. Charles to make a payment over the phone.**

2. That this Ordinance shall be in full force and effect ten (10) days from and after its passage, approval and publication in pamphlet form as provided by law. The rates set forth herein will be effective December 1, 2012 and thereafter.
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Ordinance No. \_\_\_\_\_

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Nays:

Absent:

Abstain:

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\_\_\_\_\_  
City Attorney

DATE: \_\_\_\_\_

**City of St. Charles, Illinois**  
**Ordinance No. \_\_\_\_\_**

**An Ordinance Amending Title 13 “PUBLIC UTILITIES,”  
Chapter 13.12 “Sewers,” by adding Section 13.12.855, “Convenience Fee  
for Phone Payments” of the St. Charles Municipal Code**

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF ST. CHARLES, KANE AND DUPAGE COUNTIES, ILLINOIS, AS FOLLOWS:

1. That Title 13, “Public Utilities,” Chapter 13.12 “Sewers,” be and is hereby amended by the addition 13.12.855, entitled “Convenience Fee for Phone Payments.”

**13.12.855 Convenience Fee for Phone Payments.**

**A convenience fee of \$7.50 will be charged to a customer who contacts the City of St. Charles to make a payment over the phone.**

2. That this Ordinance shall be in full force and effect ten (10) days from and after its passage, approval and publication in pamphlet form as provided by law. The rates set forth herein will be effective December 1, 2012 and thereafter.
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City Attorney

DATE: \_\_\_\_\_

**City of St. Charles, Illinois**  
**Ordinance No. \_\_\_\_\_**

**An Ordinance Amending Title 13 “PUBLIC UTILITIES,”  
Chapter 13.16 “Water,” by adding Section 13.16.213, “Convenience Fee  
for Phone Payments” of the St. Charles Municipal Code**

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF ST. CHARLES, KANE AND DUPAGE COUNTIES, ILLINOIS, AS FOLLOWS:

1. That Title 13, “Public Utilities,” Chapter 13.16 “Water,” be and is hereby amended by the addition 13.16.213, entitled “Convenience Fee for Phone Payments.”

**13.16.213 Convenience Fee for Phone Payments.**

**A convenience fee of \$7.50 will be charged to a customer who contacts the City of St. Charles to make a payment over the phone.**

2. That this Ordinance shall be in full force and effect ten (10) days from and after its passage, approval and publication in pamphlet form as provided by law. The rates set forth herein will be effective December 1, 2012 and thereafter.
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