That WHEREAS, the City of Burlington, with a municipal budget of over $50 million and over 24 departments, in addition to being one of the largest employers in the City, is also one of the largest billing agents in the City; and

WHEREAS, the City budget is financed primarily by property taxes and fees that are paid by Burlington taxpayers or ratepayers; and

WHEREAS, the Administration and the Council are committed to our fiduciary responsibility of spending public dollars wisely and prudently; and

WHEREAS, the City must make every possible effort to save money and to be environmentally responsible; and

WHEREAS, currently the City has no coordinated and centralized billing system and instead, City departments bill vendors, taxpayers, ratepayers, businesses and individuals separately; and

WHEREAS, in seeking greater efficiencies, and therefore greater savings, the City should consider a consolidated billing system that would adopt a customer-centric approach to billing; the billing would combine appropriate products and services in a single invoice, and/or allow a customer to pay for services provided by all City departments on a single web portal;

NOW, THEREFORE, BE IT RESOLVED that the City Council requests that, in an effort to ensure that taxpayer dollars are spent as effectively and efficiently as possible, the Administration investigate the creation of a consolidated billing system and also investigate a system for making it possible for these bills to be paid by electronic means; and

BE IT FURTHER RESOLVED, that the Administration report back its findings to this Council no later than the Council’s second meeting in December, 2014 and, if deemed appropriate, how it will create this system to consolidate our citywide billing which could streamline our accounts payable and receivable thereby possibly ensuring an easier collection process and less opportunity for nonpayment.

lb/EBlackwood/Resolutions 2014/Citywide Consolidated Billing (streamline accounts payable & receivable re taxes, electric, water, vendors, etc.)

3/27/14