



## Legislation Details (With Text)

**File #:** O-475-23      **Version:** 1      **Name:**  
**Type:** Ordinance      **Status:** Approved  
**File created:** 8/29/2023      **In control:** Public Utilities Department  
**On agenda:** 9/26/2023      **Final action:** 9/26/2023  
**Title:** Authorizing the Mayor to enter into a one-year agreement with the option to renew for up to two additional one-year terms with Promise Network Inc. for Department of Public Utilities accounts receivable collection services and customer affordability program management services; authorizing the expenditure of an amount not to exceed \$235,000 from the Utilities Administrative Services Fund; waiving the competitive bidding requirements of T.M.C. 187; and declaring an emergency.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. Audio: Agenda Review 9/5/2023, 2. Hyperlink, 3. Video: City Council 9/26/2023

Date	Ver.	Action By	Action	Result
9/26/2023	1	City Council	Emergency	Pass
9/26/2023	1	City Council	Passage	Pass
9/12/2023	1	City Council	First Reading	Pass

DPU091223PROMISEPAY  
Utilities Administration  
C. Geronimo (x2363)  
Revised

**Authorizing the Mayor to enter into a one-year agreement with the option to renew for up to two additional one-year terms with Promise Network Inc. for Department of Public Utilities accounts receivable collection services and customer affordability program management services; authorizing the expenditure of an amount not to exceed \$235,000 from the Utilities Administrative Services Fund; waiving the competitive bidding requirements of T.M.C. 187; and declaring an emergency.**

**SUMMARY & BACKGROUND:**

Ordinances 388-21 and 409-22 authorized the Mayor to enter into one-year agreements with Promise Network Inc. (“Promise”) for Department of Public Utility accounts receivable collection services and customer affordability program management services. This ordinance will continue a partnership that is vital to helping both customers and DPU.

Promise Network Inc. (“Promise”) is a financial technology company that works to implement cutting-edge technology to enhance agency efficiency and improve customer experience while enhancing the revenue of the public agency. Promise developed Promise Pay as the modern payment platform for public services. They work with utilities and other government agencies across the country.

Promise facilitates payments and grant disbursements on behalf of utilities and government agencies. Promise

Pay payment plans provide customers an automated solution for adding flexibility and convenience to past due balances. Their portal allows rapid distribution of financial assistance grants from local, state and Federal sources, such as The Coronavirus Aid, Relief, and Economic Security (CARES) Act and Low-Income Water Assistance Program (LIWAP). Their third-party Pledge Portal gives Community Action Organizations and other partners access to relevant account information necessary to provide relief funds.

NOW, THEREFORE, Be it ordained by the Council of the City of Toledo:

SECTION 1. That the Mayor is authorized to enter into a one-year agreement with the option to renew for up to two additional one-year terms with Promise Network Inc. for Department of Public Utility accounts receivable collection services and customer affordability program management services upon such terms and conditions as approved by the Director of Public Utilities and the Director of Law.

SECTION 2. That, subject to appropriation, the annual expenditure of an amount not to exceed \$235,000 is authorized from the Utilities Administrative Services Fund, Account Code 6078-31000-4000524STDSTD for the program identified in Section 1.

SECTION 3. That the Finance Director is authorized to draw their warrant or warrants against the Account Code in Section 2 in an amount not to exceed \$235,000 annually in payment of the above-authorized obligations upon presentation of the proper voucher or vouchers.

SECTION 4. That this City Council finds and determines it in the best interest of the city to waive the competitive procurement requirements of Toledo Municipal Code Chapter 187 for the reason that Promise Network Inc. is uniquely qualified sole source able to provide the City with a utility accounts payment platform integrated with customer affordability program management services.

SECTION 5. That this Ordinance is declared to be an emergency measure and shall take effect and be in force from and after its passage. The reason for the emergency lies in the fact that this ordinance is necessary for the immediate preservation of the public peace, health, safety and property, and for the further reason that this Ordinance must be immediately effective in order to continue the payment platform and affordability management services without interruption to meet the immediate needs of residents.

Vote on emergency clause: yeas 11, nays 0.

Passed: September 26, 2023, as an emergency measure: yeas 11, nays 0.

Attest:

Gerald E. Dendinger  
Clerk of Council

Matt Cherry  
President of Council

Approved:

September 26, 2023  
Wade Kapszukiewicz  
Mayor