



## Legislation Text

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**File #: O-388-21, Version: 1**

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DPU072021PROMISEPAY

Utilities Administration

C. Geronimo (x2363)

Revised

**Authorizing the mayor to enter into a one-year pilot program agreement for Department of Public Utility accounts receivable collection services and customer affordability program management services; authorizing the expenditure of an amount not to exceed \$310,000 from the Utilities Administrative Services Fund; waiving the competitive bidding requirements of T.M.C. 187; and declaring an emergency.**

### SUMMARY & BACKGROUND:

Promise Network Inc. (“Promise”) is a financial technology company that believes in supporting both public and private agencies and their customers. Promise 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. Their team employs modern user acquisition and engagement strategies to connect with customers and support them through the completion of their payment plans and/or affordability programs.

Promise’s core products facilitate payments and grant disbursement 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 their clients to rapidly distribute 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.

The fiscal impact of this ordinance is as follows:

- The total amount of funds requested: \$310,000
- The expenditure budget line item: 6078-31000- 4000524STDSTD
- New revenue generated (operational revenue, grants, if any): none
- Revenue budget line item (if any): none
- Are funds budgeted in the current fiscal year (yes/no)?: yes
- Is this a capital project (yes/no)? no
- If yes, is it new or existing (new/existing)? n/a
- What section of the City’s Strategic Plan does this support:
  - o Excellence in Basic Services (yes/no) yes
  - o Quality Community Investment (Livable City, Development) (yes/no) no
  - o Workplace Culture & Customer Service (yes/no) yes

- o Environment (yes/no) no

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 pilot program agreement 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 Director of Law.

SECTION 2. That the expenditure of an amount not to exceed \$310,000 is authorized from the Utilities Administrative Services Fund, Account Code 6078-31000-4000524STDSTD for implementation of the program identified in Section 1.

SECTION 3. That the Finance Director is authorized to draw warrant or warrants against the account code in Section 2 in an amount not to exceed those authorized above in payment of the above authorized obligations upon presentation of the proper voucher or vouchers.

SECTION 4. That this City Council finds it in the best interest of the city and hereby waives 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 timely implement the payment platform and affordability management services.

Vote on emergency clause: yeas \_\_\_\_\_, nays \_\_\_\_\_.

Passed: \_\_\_\_\_, as an emergency measure: yeas \_\_\_\_\_, nays \_\_\_\_\_.

Attest: \_\_\_\_\_  
Clerk of Council

\_\_\_\_\_  
President of Council

Approved: \_\_\_\_\_

\_\_\_\_\_  
Mayor

I hereby certify that the above is a true and correct copy of an Ordinance passed by Council

\_\_\_\_\_.

Attest: \_\_\_\_\_  
Clerk of Council