



Legislation Text

File #: O-409-22, **Version:** 3

DPU081622PROMISEPAY
Utilities Administration
C. Geronimo (x2363)
Revised

Authorizing the mayor to enter into a one-year agreement with Promise Network Inc. for Department of Public Utility 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:

Ordinance 388-21 authorized the mayor to enter into a one-year agreement 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 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 the expenditure of an amount not to exceed \$235,000 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 \$235,000 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 to meet the immediate needs of residents.

Vote on emergency clause: yeas 12, nays 0.

Passed: August 16, 2022 as an emergency measure: yeas 12, nays 0.

Attest:

Gerald E. Dendinger
Clerk of Council

Matt Cherry
President of Council

Approved:

August 16, 2022
Wade Kapszukiewicz
Mayor