

MEMORANDUM

DATE: March 13, 2020

TO: Daniel Duchniak, PE
General Manager

FROM: Joseph Ciurro, CPA
Administrative Services Manager

RE: Approve Third-Party Payment Processor

In late 2019, Administrative Services was notified by the Utility's current third-party payment processor, NCR Payment Solutions (formerly JetPay), that the Microsoft server platform that supports the payment platform used by the Utility will no longer be supported by Microsoft. As such, they are requiring all customers in this situation to upgrade to a next generation Government Portal.

As you may know, the Utility uses Advanced Utility Systems (AUS) for its customer information system (CIS), and the related billing and payment processing. Any new third party payment platform would need to be compatible with this software. Unfortunately, NCR's next generation Government Portal is not compatible.

We worked with AUS to identify a third-party payment processor that was compatible and even had existing infrastructure to directly communicate with AUS software in real-time. They recommended that we reach out to Paymentus Corporation.

Our department has since reached out to Paymentus and developed a potential implementation plan. We felt that it was very important that the any new payment screens be as similar as possible to the existing screens used by our customers.

Additionally, Paymentus fees will be 13% lower for credit/debit card transactions and 55% lower for eCheck transactions than what the Utility is currently charged.

Recommended Motion: Move to approve Paymentus Corporation as Waukesha Water Utility's third-party payment processor, pending the review of the contract by the City Attorney.