

CIP BUDGET EXPENSE DETAIL

DATE OF COUNCIL CONSIDERATION:
CONTACT DEPARTMENT(S):

5/26/11
Austin Energy

SUBJECT: Authorize award, negotiation and execution of a contract with ALLKIOSK, Mesa, AZ for the purchase of two bill payment terminals for Austin Energy in an estimated amount not to exceed \$250,000.

CURRENT YEAR IMPACT:

Department:	Austin Energy
Project Name:	Customer Service Billing & Metering
Fund/Dept/Unit:	3260-1107-5095
Funding Source:	2010-2011 Capital Budget

Current Appropriation	106,093,951
Unencumbered Balance	6,448,094
Amount of This Action	(250,000)
Estimated Available	<u>6,198,094</u>

ANALYSIS / ADDITIONAL INFORMATION: This contract will provide Austin Energy (AE) with two bill payment terminals (kiosks), one to be located at the new walk-in payment center at 8716 Research Blvd (near Ohlen Road) and the other to be located at the Rosewood-Zaragosa walk-in payment center at 2800 Rosewood Avenue. The kiosks are stand-alone electronic terminals that will allow City of Austin utility customers to pay bills and manage their accounts by accessing the information through an interactive keypad and display system on the terminal. The vendor will provide all hardware, software and support required to handle and document all transactions according to AE's requirements. The kiosks will provide City of Austin utility customers with an additional payment method along with current methods such as the postal service, existing walk-in pay stations at retail locations, and electronic bill payments. The kiosks will provide utility customers with convenient after-hour payment options while maintaining same day payment posting to the billing system. The kiosks will initially provide customers with self-service utility bill payment options using cash and checks, and eventually will include an option for payments with debit and credit cards with account validation. Future plans for these kiosks include the ability to purchase gift cards and smart cards (for use in pre-paid metering) along with the capacity to reload these cards with data and funds.