



## CITY OF HARRISONBURG CITY MANAGER

409 SOUTH MAIN STREET, HARRISONBURG, VA 22801  
OFFICE (540) 432-7701 • FAX (540) 432-7778

TO: Eric Campbell, City Manager  
FROM: Paul A. Malabad  
DATE: August 19, 2021  
RE: Resolution to allow credit card payments over the counter for Water Bills

**Summary:** The resolution states that the City will be allowing the payment of water bills, parking tickets, and tax bills over the counter and allow a convenience fee to be attached to the charge.

**Background:** VISA will not allow localities to accept Utility Bill payments over the counter with convenience fees attached. Passing the resolution will let VISA accept these payments.

**Key Issues:**

- The City already allows payment over the counter for several other fee types.
- We already have convenience fees attached to Parking Ticket, Business License, Personal Property, Real Estate, and Water Bill payments made online.
- The Treasurer's office as well as the Water Operations Center will be allowed to start taking credit card payments over the counter once the resolution has been passed and the technology placed on site (estimated November 2021).
- ACI Worldwide recently lowered water bill convenience fees from \$4.50 to \$2.25.

**Environmental Impact:** None

**Fiscal Impact:** None

**Prior Actions:**

**Alternatives:** (a) Not take credit card payments over the counter for water bills.  
(b);absorb credit card fees for people making water payments over the counter



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**Community Engagement:** None,

**Recommendation:** We feel this is a good customer service move for the citizens.

**Attachments:** Resolution

**Review:**

*The initiating Department Director will place in Legistar, in sequence of transmittal, the names of each department that must initial their review in order for this item to be placed on the City Council agenda. The completion of review only addresses the readiness of the issue for Council consideration. This does not address the recommendation for approval or denial of the issue.*

