



CITY OF HAYWARD

Hayward City Hall
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Cover Memo

File #: ACT 21-097, **Version:** 1

DATE: November 8, 2021

TO: Council Sustainability Committee

FROM: Director of Public Works

SUBJECT

Hayward Water Bill Redesign - Selection of a Design Option

RECOMMENDATION

That the Council Sustainability Committee (CSC) reviews, comments on, and selects a Hayward water bill design option.

SUMMARY

Staff is currently implementing an Advanced Metering Infrastructure (AMI) water customer portal with bill payment functionality. As part of this effort, the City will soon be partnering with a new external-bill printing and distribution vendor, InfoSend, Inc. (InfoSend). With this new vendor, the City has an opportunity to redesign the bill distributed to utility customers. In this report, staff present three bill design options for the CSC's review, comment, and selection.

ATTACHMENTS

- Attachment I Staff Report
- Attachment II Current Template
- Attachment III Design A
- Attachment IV Design B (Recommended)