



CITY OF HAYWARD

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Cover Memo

File #: RPT 22-001, **Version:** 1

DATE: January 18, 2022

TO: Mayor and City Council

FROM: Director of Public Works

SUBJECT

Informational Report Regarding Hayward Water Bills

RECOMMENDATION

That the Council receives this informational report regarding the Hayward water bill redesign.

SUMMARY

Staff is currently implementing an Advanced Metering Infrastructure (AMI) water customer portal with bill payment functionality. As part of this effort, the City is partnering with bill printing and distribution vendor, InfoSend, Inc. (InfoSend), who is redesigning the bill distributed to utility customers. This report serves to provide an update about the bill redesign effort, and to share a mockup of the redesign, which is included as Attachment II.

Council Sustainability Committee

The Council Sustainability Committee received this information at the November 8, 2021 meeting and concurred with staff's recommendation that the new bill design should highlight basic information and new payment options.

ATTACHMENTS

Attachment I Staff Report
Attachment II Bill Redesign
Attachment III Current Bill