



1327 16TH STREET, P. O. BOX 1510, BEDFORD, IN 47421
PHONE: 812.279.3551 • FAX: 812.275.5410

Mr. Curt Gassert
Director of Water and Sewer Division
Indiana Utility Regulatory Commission
100 W. Washington Street, Suite 1500 E
Indianapolis IN 46204

Re: East Lawrence Water Authority
Bedford Indiana
30-Day Filing
Credit Card Processing Fee

Dear Curt,

The East Lawrence Water Authority located in Lawrence County Indiana wishes to begin processing payments via credit card. Currently East Lawrence Water Authority does not allow customers to pay via credit card. With this correspondence we are requesting a 30-day filing to charge a credit card fee per transaction.

East Lawrence Water Authority has investigated several credit card processing options. The most convenient option is with Continental Utility Solutions Inc. This processing option will automatically process payments and integrate with their current billing system; therefore, no additional employee hours will be necessary to record the transaction in the billing software. We are enclosing the communication from Continental Utility Solutions Inc. indicating the fee for each credit card charge will be the greater of \$2.75 or 3% to the customer.

Affected customers have been notified as required under 170 IAC 1-6-6. Notice was published in the Bedford Times Mail on Monday August 13, 2018. Notice has been posted in a public place in the East Lawrence Water Authority customer service office.

I verify that notice has been provided as stated in this letter and that this letter and the attached documents are true and accurate to the best of my knowledge, information and belief.

Thank you for your assistance in processing this 30-day filing request for East Lawrence Water Authority to charge a \$2.75 charge per credit card payment. If any additional information or clarification is required, please contact us.

Sincerely,

A handwritten signature in black ink, appearing to read "Gregory A. Stokes".

Gregory A. Stokes

GAS:cl
Enclosures



CONTINENTAL UTILITY SOLUTIONS, INC.

300 South Church Street, Suite 200
Jonesboro, Arkansas 72401

870 336 2200 Phone
870 336 2234 Fax

February 1, 2018

Mr. Don Apple
East Lawrence Water Corporation
1009 Crawford Drive
Bedford, IN 47421

Dear Mr. Apple,

Our proposal for East Lawrence includes setup, configuration, training and hosting of a Customer Web Portal with direct interface to your UMS Utility Billing software.

The portal will provide your customers with the convenience of self-service maintenance and inquiry about financial and usage information on their account 24/7. They can view and print bills, request service calls, sign up for ebill, bank draft and more. You will be able to post global or individual messages as needed. All information is presented in real time. If your customers choose, they can pay their bill via credit or debit card online.

With the Cusi system, online payments will also be reflected on the portal immediately and will be posted in your UMS software without the necessity of re-keying any information. By not having to manually enter the payment in the software you will realize significant time savings, alleviate the potential for data entry errors, and most importantly East Lawrence will be out of scope for PCI Compliance because you will not have held the card account information. All cards are processed via a transparent re-direct form in our software, so the PCI Compliance responsibility shifts to the Merchant Services Provider.

The cost of setting up the Portal, including annual hosting fees as well as the Merchant Services processing fees is covered by the transaction charges paid by the customers. The payment service fees will be the greater of \$2.75 or 3%. For the majority of East Lawrence Water customers, the flat \$2.75 fee will apply. The 3% will not trigger until the payment amount exceeds \$91.50.

Other utilities using this system are giving us very favorable feedback, citing increased customer satisfaction and improved office productivity due to fewer interruptions for account inquiry and fewer payments for posting.

Please let me know if you have questions or need additional clarification.

Sincerely,

A handwritten signature in black ink, appearing to read "Charlie Ledgerwood", is written over a horizontal line.

Charlie Ledgerwood
Director of Midwest Sales
Continental Utility Solutions, Inc.

870-336-2200 ext 2246
cledgerwood@cusi.com

Public Notice

The East Lawrence Water Authority pursuant to 170IAC 1-6-1 will file with the Indiana Utility Regulatory Commission a 30-day filing to charge a credit/debit card convenience fee that will be \$2.75 for charges \$91.50 or less, or 3% for charges \$91.51 or more. This charge would only affect those customers paying their monthly water bill with a credit/debit card. East Lawrence Water Authority currently does not accept credit/debit cards. This fee being charged is an external charge by the credit card vendor. We expect to file this 30-day filing by August 31, 2018. A commission decision on this 30-day filing is anticipated no sooner than thirty days after the date of filing. Objection to this filing should be made to either the Indiana Utility Regulatory Commission or the Office of Utility Consumer Counselor.

The contact information for both of these offices is as follows:

Brenda A. Howe
Secretary of the Commission
Indiana Utility Regulatory Commission
101 West Washington Street, Suite 1500 E
Indianapolis, IN 46204

Indiana Office of Utility Consumer Counselor
115 West Washington Street, Suite 1500 S
Indianapolis, IN 46204

Schedule of Rates and Charges

(c) Tap Charge \$1,055.00

Each user at the time of connection with the water works system shall pay a charge to cover the costs of: excavating and tapping the main; furnishing and installing service pipe from the main to the lot line; furnishing and installing corporation and stop cocks; and furnishing and installing meter cock (if outside), yoke and meter. The charge for a 5/8 inch meter tap shall be \$1,055.00. the charge for a tap larger than the 5/8 inch meter tap shall be the cost of labor, materials, power machinery, transportation, and overhead incurred for installing the tap, but shall not be less than the charge for a 5/8 inch meter tap.

(d) Membership Fee \$90.00

A membership of \$90.00 for all users shall be paid in addition to the above charges, upon application for membership in the Corporation. The membership is non-refundable and shall be transferable only upon the books of the Corporation's Secretary.

(e) Reconnection Charges \$47.00

When the service is turned off for non-payment of bill, or whenever for any reason beyond the control of the waterworks a re-establishment of service is required by any one customer, this charge will be made by the waterworks to cover the cost of discontinuance and re-establishment of service. The charge, together with any arrears due the waterworks, shall be paid by the customer before service will be re-established.

(f) Credit/debit Card Convenience Fee \$2.75 or 3%

A convenience fee of \$2.75 for charges of \$92.50 or less or 3% for charges of \$91.51 or more will be added for only those customers paying their monthly water bill with a credit/debit card. This fee is charged by an external credit card vendor.