



# Council Agenda Item 26-0052R

**MEETING DATE:** 1/26/26

**SUBJECT/TITLE:** 2026 Comfort Systems Mailing Service

**SUBMITTED BY:** Jodi Amundson

**RECOMMENDATION:** John Upton/Jim Benning

**BOARD/COMMISSION/COMMITTEE RECOMMENDATION:** Approve amendment

**PREVIOUS COUNCIL ACTION:** Resolutions 21-0916R, 23-0101R, 24-0013R, and 25-0088R for previous amendments to extend this agreement.

**BACKGROUND:** The City has been working toward an improved mailing system for PWU Customer Service/Comfort Systems utility invoice billing for the past several years with the exact implementation date unknown, so the agreement has been extended each year only as needed. Software implementation went live in September 2025, so staff are currently working with the Public Utilities Commission to finalize a plan to move customers to ebilling to reduce print volume. While the City is undergoing this process, Business Communications has held their pricing for the past several years, so the only increases in the agreement amount have been due to postage costs, which is the case again this year. These services will be competitively solicited once the ebilling system is fully implemented and accurate data is available for the solicitation. This service used to be provided in-house but was moved to a contracted service as it was more cost effective.

**BUDGET/FISCAL IMPACT:** 2026 planned expenditure, budgeted for the amended amount of \$212,000.

**OPTIONS:** Approve amendment so invoice billings can continue to be sent out by Business Communications until ebilling is fully implemented. Denying the amendment would either require City staff to purchase equipment and supplies and hire additional staff; or to issue a competitive solicitation with inaccurate data during which time no invoice billings would be going out resulting in no invoice payments coming in.

**NECESSARY ACTION:** Approve the resolution so we can continue to use this service to mail Comfort Systems utility invoices.

**ATTACHMENTS:** Exhibit A – Cover memo

Exhibit B – Amendment 5