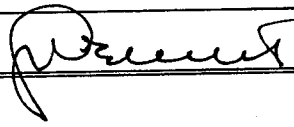




POLICY AND PROCEDURE

Subject: Distribution of Information with Utility Bill Mailings	Index: Finance Number: 201-9-1
Effective Date: September 1, 2005	Prepared By: Finance and Administrative Services
Supersedes: December 1, 2003	Approved By: 

1.0 **PURPOSE:**

To provide a consistent procedure for control and approval of supplemental information to be included in utility bill mailings. This includes messages imprinted directly onto the utility bill or inserts to be included with the utility bill.

2.0 **ORGANIZATIONS AFFECTED:**

All departments/divisions.

3.0 **REFERENCES:**

Not applicable.

4.0 **POLICY:**

It shall be the policy of the City to insert or to permit certain groups to insert supplemental information in the City's utility bills. For the purpose of inserting supplemental material in the City's utility bills, the following shall apply:

4.1 **Requests for inclusion of supplemental information in a Utility Bill mailing.**

- 4.1.1 Requests for inclusion of supplemental information in a utility bill mailing must be submitted in writing to the Customer Service Supervisor in the Utility Billing division.
- 4.1.2 Requests for messages to be imprinted on the utility bill must be received by the first working day of the month to be included in the next utility bill mailing.
- 4.1.3 Requests for inserts must be received thirty (30) days prior to the next utility bill mailing.
- 4.1.4 The Customer Service Supervisor will forward the request to the Assistant City Manager for approval.
- 4.1.5 Reservations will be granted on a first-come, first-serve basis.

4.1.6 The Utility Billing division reserves the right to pre-empt any approved mailing for any reason.

4.2 Eligible supplemental information.

4.2.1 Utility bill mailings may include supplemental materials for the City, for other governmental agencies or for local non-profit organizations that are affiliated with the City.

4.2.2 Supplemental information may not include material of a commercial or political nature, nor for the purpose of promoting an individual business or person.

4.2.3 Messages to be imprinted on the utility bill may be limited on the number of characters allowed based on space constraints.

4.2.4 Inserts are limited to one 8 ½ x 11 sheet of paper and can be printed on the front and back. For coordination purposes, it is recommended that inserts be printed by the same company that prints and mails the utility bills.

4.3 Cost of supplemental information.

4.3.1 All printing, inserting, and mailing costs associated with an insert shall be borne by the organization or City department requesting such utility bill inserting service.

4.3.2 The organization requesting the insert shall, within two weeks of the approval of an insert and prior to the commencement of the inserts, deliver payment to the Utility Billing division to cover the cost of the insert. The organization will also be responsible for the timely delivery of an adequate supply of the inserts to the company that prints the utility bills.