

CITY OF ELY

501 Mill Street Ely, Nevada 89301
City Hall (775) 289-2430 - Fax (775) 289-1463

May 7, 2018

To: Ely City Council and Utility Board

Re: Analysis of Processing Utility Billing In-House or with an Outside Service

Mayor Van Camp, Council Members, and Utility Board Members,

The City of Ely currently utilizes Freedom Mailing Services, Inc., to process, print, and mail out monthly utility bills. The scope of their service includes communicating with the United States Postal Service (USPS) on recent changes of address, printing the bill statements, include printing public service announcement messages with each bill, print barcodes for both mail sorting and our own individualized barcode to speed up and reduce errors in processing payments, and sort and mail the bills per USPS regulations to utilize the best discounts in mailing costs.

The monthly billing also involves our accounting software provider, Caselle, and Express Bill Pay which is our new billing and payment processing service. The City of Ely mails out an average of 4,175 utility bills each month at a cost of \$0.355 each, or \$1,482.13 total which includes postage. Additionally, we purchase 12,700 postcards every three months at a cost of \$0.045 each, or \$571.50. Together the monthly processing, mailing, and postcard costs from Freedom Mailing Services comes to \$.40 for each utility statement. Current cost of mailing a postcard is \$.35 each.

In order for the City to realize the significant mailing discounts available, we would need to purchase software which communicates through a database with the USPS. Those costs are estimated to be upwards of \$5,000 or more plus regular updates. We would need to purchase a bulk mail permit costing \$225.00 plus an annual fee of \$225.00. A condition of bulk mail permit holders is a requirement to sort and band each mailing by zip code and state. The City could consider purchasing a dedicated mailing printer able to handle card stock and reducing additional wear/tear and toner costs on our current printer. One model of printer for lower volume requirements runs \$2,995 (copy included).

Another factor which is more difficult to evaluate is the time needed by staff to process the bills. It is easy to understand that our two staff members with the title, Utility Clerk, might assumed to be working on just utility billings each and every workday. The reality is that depending on circumstances on any given day, our utility clerks are fielding questions, complaints, and suggestions about a myriad of issues on the telephone or at the front counter which have very little to nothing involving utility issues. In other words, they are the front-line, initial contact citizens have regarding every type of issue for a city.

I believe we should continue with Freedom Mailing Service for our utility printing and mailing. Our clerks are better utilized with collecting and accounting for payment receipts, answering inquiries from citizens, processing and collecting business licenses, and collecting various fees and charges as required by our ordinances.

Sincerely,



Robert Switzer
City Administrator

Freedom Mailing Services, Inc.

459 W CENTER ST
OREM UT 84057

UPPER CASE PRINTING, INK's
'Brother' Company

Invoice

DATE	INVOICE #
3/2/2018	33099

Ph# 801-373-2131

BILL TO

CITY OF ELY
501 MILL STREET
ELY NV 89301

TERMS	DUE DATE
Net 30	4/1/2018

QTY	ITEM	DESCRIPTION	RATE	AMOUNT
4,204	Bills	ELY POSTCARD BILLS Bill Processing	0.355	1,492.42
		5170310 497.47 5270 } " 5470 } 497.48 ✓		

			Total	\$1,492.42
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Customer Total Balance	\$1,492.42
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Payments/Credits	\$0.00
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Balance Due	\$1,492.42
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We truly appreciate being of service to you and your office.
Let us know what we can do to make your job easier.

OREM UT 84057

CITY OF ELY OFFICE PRINTING, INKS
'Brother' Company

DATE	INVOICE #
2/3/2018	32955

Ph# 801-373-2131

BILL TO

CITY OF ELY
501 MILL STREET
ELY NV 89301

TERMS	DUE DATE
Net 30	3/5/2018

QTY	ITEM	DESCRIPTION	RATE	AMOUNT
4,072	Bills	ELY POSTCARD BILLS Bill Processing	0.355	1,445.56
	DS	5170310 481.85 5270 7 " 5470 2 2481.86		
			Total	\$1,445.56
Customer Total Balance \$1,445.56			Payments/Credits	\$0.00
			Balance Due	\$1,445.56

We truly appreciate being of service to you and your office.
Let us know what we can do to make your job easier.

Freedom Mailing Services, Inc.

Invoice

459 W CENTER ST
OREM UT 84057

UPPER CASE PRINTING, INK's
'Brother' Company

DATE	INVOICE #
1/5/2018	32755

Ph# 801-373-2131

BILL TO

CITY OF ELY
501 MILL STREET
ELY NV 89301

TERMS	DUE DATE
Net 30	2/4/2018

QTY	ITEM	DESCRIPTION	RATE	AMOUNT
4,252	Bills	ELY POSTCARD BILLS Bill Processing 5170 310 4889.16 5270 } 5470 } [Signature] as	0.345	1,466.94
			Total	\$1,466.94
Customer Total Balance			\$1,466.94	
			Payments/Credits	\$0.00
			Balance Due	\$1,466.94

We truly appreciate being of service to you and your office.
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Freedom Mailing Services, Inc.

459 W CENTER ST
OREM UT 84057

UPPER CASE PRINTING, INK's
'Brother' Company

Invoice

Ph# 801-373-2131

DATE	INVOICE #
12/8/2017	32613

BILL TO

CITY OF ELY
501 MILL STREET
ELY NV 89301

TERMS	DUE DATE
Net 30	1/7/2018

QTY	ITEM	DESCRIPTION	RATE	AMOUNT
4,205	Bills	ELY POSTCARD BILLS Bill Processing	0.345	1,450.73
		5170.300 483.58		
		5270 483.58		
		5470 483.57		
			Total	\$1,450.73
Customer Total Balance		\$1,450.73	Payments/Credits	
			\$0.00	
		Balance Due	\$1,450.73	

[Handwritten signature]

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Freedom Mailing Services, Inc.

459 W CENTER ST
OREM UT 84057

UPPER CASE PRINTING, INK's
'Brother' Company

Invoice

Ph# 801-373-2131

DATE	INVOICE #
11/2/2017	32374

BILL TO

CITY OF ELY
501 MILL STREET
ELY NV 89301

TERMS	DUE DATE
Net 30	12/2/2017

QTY	ITEM	DESCRIPTION	RATE	AMOUNT
4,265	Bills	ELY POSTCARD BILLS Bill Processing 5170310 490.47 5270 (490.48 5470) " ok [signature]	0.345	1,471.43
			Total	\$1,471.43

Customer Total Balance \$1,471.43	Payments/Credits \$0.00
Balance Due	\$1,471.43

We truly appreciate being of service to you and your office.
Let us know what we can do to make your job easier.

Freedom Mailing Services, Inc.

459 W CENTER ST
OREM UT 84057

UPPER CASE PRINTING, INK's
'Brother' Company

Invoice

DATE	INVOICE #
10/4/2017	32184

Ph# 801-373-2131

BILL TO

CITY OF ELY
501 MILL STREET
ELY NV 89301

TERMS	DUE DATE
Net 30	11/3/2017

QTY	ITEM	DESCRIPTION	RATE	AMOUNT
4,247	Bills	ELY POSTCARD BILLS Bill Processing	0.345	1,465.22
		5170310 488.40		
		5870 2 488.41		
		5470 2 488.41		
		ok <i>[Signature]</i>		

			Total	\$1,465.22
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Customer Total Balance	\$1,465.22
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Payments/Credits	\$0.00
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Balance Due	\$1,465.22
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We truly appreciate being of service to you and your office.
Let us know what we can do to make your job easier.

Freedom Mailing Services, Inc.

Invoice

459 W CENTER ST
OREM UT 84057

UPPER CASE PRINTING, INK's
'Brother' Company

DATE	INVOICE #
9/6/2017	32019

Ph# 801-373-2131

BILL TO

CITY OF ELY
501 MILL STREET
ELY NV 89301

TERMS	DUE DATE
Net 30	10/6/2017

QTY	ITEM	DESCRIPTION	RATE	AMOUNT
4,038	Bills	ELY POSTCARD BILLS Bill Processing 5170310 464.37 5470 ~ 5270 ~	0.345	1,393.11

			Total	\$1,393.11
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Customer Total Balance \$1,393.11	Payments/Credits	\$0.00
Balance Due		\$1,393.11

**We truly appreciate being of service to you and your office.
Let us know what we can do to make your job easier.**

Freedom Mailing Services, Inc.

Invoice

459 W CENTER ST
OREM UT 84057

UPPER CASE PRINTING, INK's
'Brother' Company

DATE	INVOICE #
8/2/2017	31839

Ph# 801-373-2131

BILL TO

CITY OF ELY
501 MILL STREET
ELY NV 89301

TERMS	DUE DATE
Net 30	9/1/2017

QTY	ITEM	DESCRIPTION	RATE	AMOUNT
4,076	Bills	ELY POSTCARD BILLS Bill Processing 5170310 468.74 5270 2 2 3470 2 2	0.345	1,406.22
			Total	\$1,406.22
Customer Total Balance		\$1,406.22	Payments/Credits	
			\$0.00	
		Balance Due	\$1,406.22	

We truly appreciate being of service to you and your office.
Let us know what we can do to make your job easier.

Freedom Mailing Services, Inc.

Invoice

459 W CENTER ST
OREM UT 84057

UPPER CASE PRINTING, INK's
'Brother' Company

Ph# 801-373-2131

12967

DATE	INVOICE #
7/6/2017	31674

BILL TO

CITY OF ELY
501 MILL STREET
ELY NV 89301

TERMS	DUE DATE
Net 30	8/5/2017

QTY	ITEM	DESCRIPTION	RATE	AMOUNT
4,223	Bills	ELY POSTCARD BILLS Bill Processing <i>June Billing</i> 517030 485.64 52707 485.65 54702 485.65	0.345	1,456.94
			Total	\$1,456.94
Customer Total Balance		\$1,456.94	Payments/Credits	
			\$0.00	
			Balance Due	\$1,456.94

We truly appreciate being of service to you and your office.
Let us know what we can do to make your job easier.



UPPER CASE Printing, Ink.

A Freedom Mailing Services
'Brother' Company
459 W. Center St.
Orem, UT 84057

Invoice

Date	Invoice #
3/1/2018	12924

Bill To

City of Ely
501 Mill Street
Ely, NV 89301

Phone #	Fax #
(801) 373-0507	(801) 373-0508

P.O. No.	Terms

Quantity	Description	Rate	Amount
12,700	utility postcards 5170300 190.50 5870 5470 2	0.045	571.50
Delivered to Freedom Mailing Services		Total	\$571.50

Freedom Mailing Service



459 W Center St

Orem, UT 84057

801-373-2131

fax: 801-373-8683

services@freedommailingservices.com

Stock Order

Please review, then sign and date the right hand box. Either Fax (801-373-8683) or Email us a signed copy.

Name: City of Ely		Date Requested: 2-14-2018	
Contact: Janette Trask 775-289-2430			
Postcards- double sided		Info: No Changes to Card. \$.045 per/card = \$571.50	<i>Signature/Date</i>
Quantity 12,700 cards	Colors <i>Ink:</i> Front: Green Back: Black <i>Paper:</i> White Cardstock		
Special Instructions: 3 Months Supply.			
For office use only: <i>Postcards needed by:</i>			

Janette Trask

Thanks!



MENU

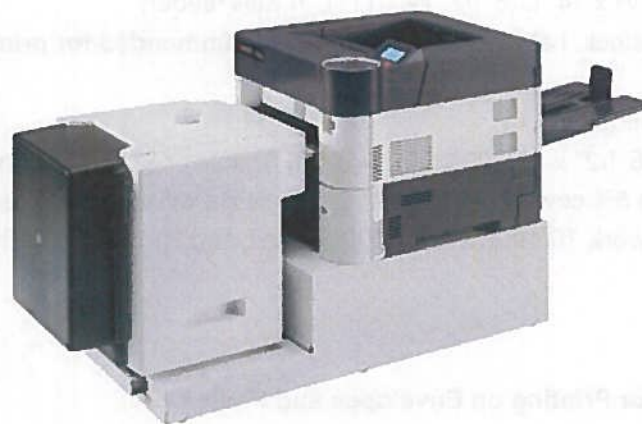
Go Back to:

Home (<https://www.addrex.com>) > **Mailing & Paper Handling Equipment Catalog**

(https://www.addrex.com/mailling_paper_handling_equipment.html) > **Address, Envelope, Postcard**

Printers (https://www.addrex.com/address_envelope_postcard_printers.html) >

Mailing Printer System 5



Entry level low volume laser printer for envelopes and cards

Printing labels, postcards or heavy card stock? Are you afraid that they will curl or skew due to the paper path of your printer? We remove that fear by providing you with a straight through paper path. With no turns involved, you'll get your output to come out just as crisp as when you put it in the printer.

Low Total Cost of Ownership

This mailing printer offers one of the lowest total costs of ownership in the market today. It is a cost-effective printing solution that will answer all your needs, without breaking your bottom line.

Pricing:

Mailing Printer System 5 (includes starter toner cartridge): **\$2,995.00**

Accessories:

Optional Wireless Network Interface: **\$471.00**

Supplies:

Toner Cartridge (Yield 21K prints based on 5% coverage): **\$88.20**

Maintenance Kit (Yield 500K prints): **\$277.00**

Includes 1 year of On-Site Warranty

Specifications

Speed: 8 PPM for #10 envelopes, 18 PPM for 4 x 6 postcards, 57 PPM for 8.5" x 11" letter size paper

Max Monthly Duty Cycle: 275,000 8.5" x 11" sheets (10,000 for cards and envelopes, extended large runs envelope printing can cause premature printer wear)

Resolution: Fine 1200 mode (1200 x 1200 dpi), Fast 1200 mode (1800 x 600dpi, 2400 x 600 dpi w/KIR), 600 x 600 dpi

Paper Supply: Bulk feeder - 2,000 sheet capacity (20# bond), Cassette - 500 sheet capacity

Minimum Paper Size: 4.13" W x 5.83" L

Maximum Paper Size: 8 1/2" W x 14" L (8 1/2" W x 11" L in Bulk feeder)

Paper Handling: Heavy Cardstock, Labels, Postcards. **(Not recommended for printing on any glossy or coated stock)**

Paper Weight: Up to 120 lbs index.

Paper Capacity: Up to 2,000 8 1/2" x 11" (20# bond weight) Sheets or 8" stack of envelopes/cards.

Toner Yield: 21,000 based on 5% coverage on 8 1/2" x 11" (yield's will vary with postcards and envelopes)

Connectivity: Standard Network 10/100BaseTX/1000BaseT and Hi-Speed USB 2.0; Optional Wireless N/G/B Network Interface

Guidelines / Requirements for Printing on Envelopes and Postcards

When using envelopes and postcards, use the guidelines given below.

Envelopes

An envelope is a more complex object than a single sheet of paper. For this reason, it may not be possible to obtain consistent printing quality over the entire envelope surface. Use the following guidelines to select the proper envelopes.

Envelopes should have the basis weight of 70 to 100g/m² (0.16 to 0.22 lb./ream) and up to 4 plies of the paper that is used to construct the paper including all flaps and overlaps.

Envelopes should have **sharply-creased folds** and accurately joined corner edges.

Envelopes should have a smooth, **uncoated surface**. Envelopes that are too smooth, however, can give an adverse effect to the drum and fuser units inside the printer.

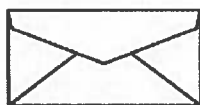
Envelopes should have a long grain orientation.

Envelopes should have a pulp content of at least 80%, and should have a moisture content of 4 to 6%.

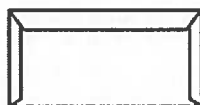
Envelope Paper Grain

Normally when envelopes are manufactured they have a diagonal grain direction, For optimal results, use envelopes that have the grain running parallel to the length (long grain)

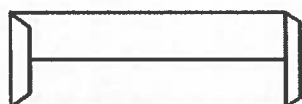
Figures below shows some typical envelope types:



This is the type of envelope best recommended for use with the bulk paper feeder.



Although this type of envelope generally feeds normally, they are somewhat prone to jamming than above.



This type of envelope performs reliably, provided that envelopes are loaded so that the bottom (sealed end) feeds into the printer first.



Avoid using this type of envelope made of double-ply paper.

Before printing on envelopes of any type, test printing performance. Avoid using any of the following kinds of envelopes even if the envelope meets the requirements above.

Envelopes that have an exposed adhesive surface, or having a peel-off sealing string for adhesive surface. (Peeled-off sealing string inside the printer can cause a serious problem).

Envelopes with metal fasteners or tie strings.

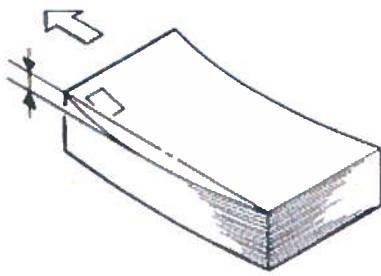
Envelopes with transparent windows, holes, perforations, or cutouts.

Envelopes made using paper, pigment, adhesive, or other material that will degenerate or release hazardous gases when subjected to the heat that is generated in the printer.

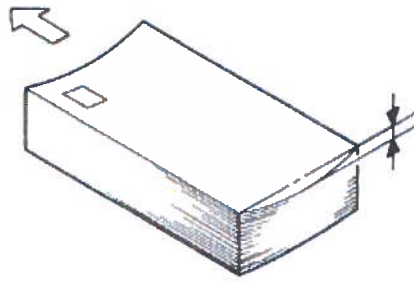
Envelopes that are bent, dirty, or redundant of paper dust.

Curled Envelopes

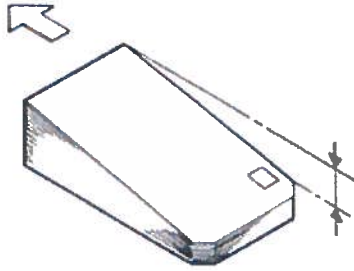
An envelope tends to curl excessively or become uneven in its thickness since it is constructed by paper which is folded, creased, and seamed in many parts, making the stack of envelopes on the feeder tray unlevel. To avoid feeding problems, the unevenness of the stack of envelopes on the paper tray must be less than those specified in the following figures:



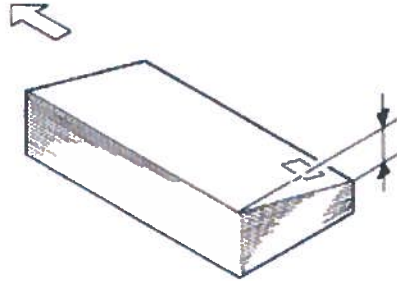
Vertical curl must be less than 10 mm.



Horizontal curl must be less than 5 mm.



Thickness in bottom or top must be less than 10 mm



Thickness in right or left trails must be less than 5 mm.
Reduce the envelopes, if necessary to keep the unevenness of the stack of envelopes within the specified limit.

Postcards

The paper used in postcards should have a basis weight of 135 to 190 g/m² (0.3 to 0.42 lb./ream) and uncoated. The paper should also satisfy the same conditions as white bond paper.

Address - Addresser Sales Company