

Municipality of Port Hope

Capital Projects

Project	1006 Customer Service E-Commerce Software		
Department	Finance and HR		
Version	04 Approved by Council	Year	2021

Description

Project Description

Customer Service integration to website to enable citizens to access their utility and tax accounts information, change their customer setup, and make payments online. The service can expand for parking tickets, dog tags, access to tax roll information, etc. Also includes the ability to e-mail customers their bills, statements, arrears, etc.

Project Justification

Improves customer service:

- convenient 24/7 self-service ability
- reduce response wait times during busy periods due to limited capacity
- adaptive measure to reduce in-person interactions during COVID-19
- environmentally friendly option to reduce paper usage and cost
- desktop computer, tablet and mobile phone accessible
- integrates with new website
- ability for lawyers to request tax certificates
- ability to generate your own tax statement or reprint bill for income tax filing
- setup or change pre-authorized payment information
- setup or change e-billing information
- fully integrated with financial software: can make payment and immediately generate current statement of account
- includes ability to take debit and/or credit card (for certain lower value items) payments
- ability to recover financial transaction costs through service fees

Can be expanded to include:

- access to tax roll info
- ability to pay parking tickets
- ability to purchase dog tags
- ability to lookup owner of lost dog (based on permissions)
- business directory
- payments of licences or other items (ie, Freedom of Information requests)

Budget

	Total	Prior Years	2021	2022	2023	2024	2025
Expenditures	45,000		45,000				
Funding							
Tax Levy							
Contrib fr Tax Levy	45,000		45,000				
	45,000		45,000				
Funding Total	45,000		45,000				

Operating Impact

	Total	2021	2022	2023	2024	2025	2020
Misc Revenue	(11,000)		(2,000)	(2,500)	(3,000)	(3,500)	
Office Supplies	(2,500)		(250)	(500)	(750)	(1,000)	
Postage	(10,000)		(1,000)	(2,000)	(3,000)	(4,000)	
Total	(23,500)		(3,250)	(5,000)	(6,750)	(8,500)	

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Operating Impact

	Total	2021	2022	2023	2024	2025	2020
Bank Fees & Interest Charges	22,000		4,000	5,000	6,000	7,000	
IT Software Licenses	22,600		5,500	5,600	5,700	5,800	
Total	21,100		6,250	5,600	4,950	4,300	

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Attributes		
Attribute	Value	Comment
Attributes		
Department	Finance and HR	
Project Type	Betterment	
Replacement Type		
Tax Levy Allocation	Common	
Physical Boundary Location		
Identified in any Council Approved Plan?	No	
Identify Council Approved Plan(s)		
Asset Management Plan (AMP)		
Existing Asset ID #	TC0031	
Replacement Value Identified in AMP (\$)		
Replacement Year Identified in AMP		
Estimated Useful Life (in years)		
Future Annual Impact on AMP (Cost per year)		
Date		
Start Date	1-Jul-2021	
Completion Date	30-Nov-2021	
To be Completed by Finance		
Approval Status	Approved by Council	
GL Account Number	120-000-1006-6900	