



UTILITY BILL PRINT AND MAIL OUTSOURCING

RS-25-191

December 9, 2025

Background

2

- City of Killeen has over 55,000 water utility customers which generates 14 regular bills cycles a month in addition to supplemental off cycles and final billings
 - ▣ 38,000-40,000 regular bills
 - ▣ 11,000-15,000 electronic bills
 - ▣ 11,000-14,000 delinquent notices
- With increasing cost of paper, envelopes and postage along with continuous growth of water utility customers a request for proposal was issued to explore outsourcing of utility bill print and mailing

Background continued

3

- ❑ RFP 25-37 closed August 14, 2025
 - ▣ 9 proposals were received
 - ▣ Top 3 proposers were interviewed virtually, and a demo was conducted
 - ▣ InfoSend, Inc was selected based on their detailed implementation process, consistent customer services, and overall cost competitiveness

Cost

4

Description	Internal	External (InfoSend)
38,000 Monthly Bills, Inserts & Return Envelopes	\$28,521	\$30,818
12,000 Single Late Notices	\$9,271	\$8,100
11,000 E-Bills		\$1,000
Equipment Leases	\$2,971	
Personnel Cost Related to Utility Billing	\$4,976	
Monthly Total	\$45,739	\$39,918
Annual Total	\$548,868	\$479,016

Advantage to Outsourcing

5

- ❑ Reduces operational cost
- ❑ Streamlines processes
- ❑ Increases efficiency by allowing Utility Collections Staff to focus on higher-value customer service tasks
- ❑ Improves the quality and appearance of bills
- ❑ Minimizes risks related to equipment maintenance and supply costs

Current Bill

6

Page 1



CITY OF KILLEEN

Utility Collections

PO Box 549, Killeen, Texas 76540-0549
Phone (254) 501-7800 Pay by Phone (254) 220-4183
Solid Waste Department (254) 501-7785

I have included \$_____ as a
donation contribution to the:

Senior Citizen Utility Bill Assistance Program \$_____
Recreation Youth Program \$_____
Animal Services \$_____
Total Contribution \$_____

Service Address

Customer ID - Location ID

Cycle - Route 08-01
Bill Date 5/29/25

Due Date 6/18/25

Total Current Charges
Balance Forward
Total Amount Due

128.95
128.00
128.95

**DUE DATE APPLIES TO
CURRENT CHARGES ONLY**



000038481000001908000000128954

KILLEEN TX 76542-1807

RETAIN BOTTOM PORTION FOR YOUR RECORDS * MAKE CHECKS PAYABLE TO CITY OF KILLEEN * OFFICE HOURS 8:00 AM - 5:00 PM MONDAY - FRIDAY

Service Address

Customer ID - Location ID

Cycle - Route 08-01

Bill Date 5/29/25

Due Date 6/18/25

Last Bill Amount

126.86

Payments

126.86

Adjustments

.00

Balance Forward

.00

Rate Class : RESIDENTIAL

Last payment amount/date:

126.86 5/21/25

Service Period Days Meter Number Mult Units

4/22/25 5/21/25 29 30348548 1.000 HGAL

Current Previous Usage

6742 6634 108

USAGE FOR 5/24

12

Service

Consumption

Charge

Total

W WATER

108.00

44.78

44.78

WW WASTEWATER

100.00

47.36

47.36

SW GARBAGE COLL(96 GAL)

4/22/25 5/21/25

19.78

19.78

SF STREET MAINT FEE

4/22/25 5/21/25

10.00

10.00

DR DRAINAGE UTILITY FEE

4/22/25 5/21/25

5.40

5.40

SALES TAX

1.63

1.63

Total Current Charges
Balance Forward
Total Amount Due

128.95
128.00
128.95

Current E-Bill

7

Electronic Notification Information

You have a new e-notification from: CITY OF KILLEEN UTILITY COLLECTIONS

Account number: 253423-123456 Cycle/Route: 10-02

Location Address: 703 JOHN DOE LN

City/State/Zip: KILLEEN TX 76542

Customer Name: BILLY BOB

Mailing Address: 703 JOHN DOE LN

City/State/Zip: KILLEEN TX 76542-6541

Bill Period : 11/25

Bill Date : 11/17/25 Auto pay date : 12/01/25

*** Auto Pay (CREDIT CARD) do not pay ***

Current charges: \$71.61

Account balance as of 11/17/25: \$71.61

To view this bill please select or copy and paste the URL below into your web browser address field:

<http://www.killeentexas.gov>

Payments are due by 5:00 pm CST on the due date indicated. Payments received after this time are subject to late penalties.

Due dates apply to current charges only.

Payments can be made online at www.killeentexas.gov.

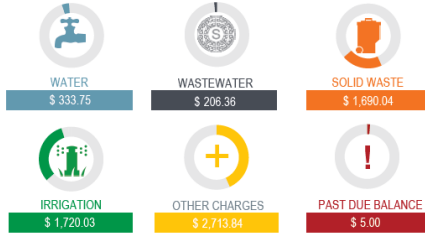
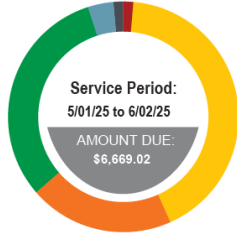
Phone payments are available by calling (254)220-4183.

Reply to address: utilitybilling@killeentexas.gov

Bill with Info Send

8

Cycle/Route: 09-01



IMPORTANT MESSAGES

ALL PAYMENTS MUST BE RECEIVED BY 5:00 PM CST FOR SAME DAY CREDIT

Pay Online @ www.KilleenTexas.gov

Pay by Phone (254) 220-4183
Office – 210 West Avenue C, Killeen, Texas

Utility Collections email: UtilityBilling@KilleenTexas.gov

Solid Waste issues or concerns email Solid Waste:
SW-info@KilleenTexas.gov

USAGE INFORMATION

Service Period: 5/01/25 - 6/02/25 Days: 32

Svc	Meter Number	Mult	Units	Current	Previous	Usage	Usage for 6/24
I	15000500	1	HGAL	562820	558142	4678	1549
W	58000450	1	HGAL	2031	2031	0	567
W	88710059	1	HGAL	13631	13058	573	567

Please fold on perforation before tearing and return bottom portion with your payment.

CURRENT CHARGES	PAST DUE BALANCE	AMOUNT DUE
\$6,664.02	\$5.00	\$6,669.02
DUE BY: 7/02/25	DUE BY: 7/02/25	AMOUNT PAID

Billing Detail

WATER	Water Service Charge	\$50.74
	Consumption: 573	\$283.28
	Total Water	\$333.75
WASTEWATER	Consumption: 518.70	\$206.36
	Total Wastewater	\$206.36
SOLID WASTE	8 Yard 5 Pickup 5/01/25-6/02/25	\$1,690.04
	Total Solid Waste	\$1,690.04
IRRIGATION	Consumption: 4,678.00	\$1,720.03
	Total Irrigation	\$1,720.03
OTHER CHARGES	Other Charges	\$2,713.84
	Total Irrigation	\$2,713.84
PAST DUE BALANCE	Past Due Amount	\$5.00
	Total Past Due	\$5.00

TOTAL AMOUNT DUE
*Includes Past Due Amount

\$6,669.02



City of Killeen - Utility Collections
P.O. BOX 549
Killeen, TX 76540-0549

Recommendation

9

City Council authorize the award of RFP 25-37, Utility Bill Print and Mail Outsourcing to Info Send, Inc. and authorize the City Manager or his designee, to enter into a contract with InfoSend, Inc. in the amount of \$479,016, annually, and execute any and all changes within the amounts set by State and Local Law