



# News Release

## CITY OF MOUNTLAKE TERRACE

6100 219<sup>TH</sup> STREET SW, SUITE 200  
MOUNTLAKE TERRACE, WASHINGTON 98043

**FOR MORE INFORMATION CONTACT:**

Utility Billing Department, (425) 744-6214  
[utilitybilling@mltwa.gov](mailto:utilitybilling@mltwa.gov)

**FOR IMMEDIATE RELEASE:**

June 23, 2021

### **New Utility Billing Vendor Selected**

MOUNTLAKE TERRACE— At the June 21, 2021 City Council meeting, the Council approved an agreement with [Output Services Group, Inc.](#) (OSG) for utility billing services including several payment option improvements for the City of Mountlake Terrace.

The agreement with OSG includes a number of services such as printing, insertion and mailing of utility bills, lockbox services, online bill presentation, online bill pay and phone payment line, as well as email, text, and phone call notifications.

The contract was awarded following a Request for Proposals (RFP) issued by the city that resulted in six proposals. Of those submitted, four companies were selected to demonstrate their product. OSG ranked the highest and was recommended by the project team.

In response to input from the community, the new contract will include highly desired upgrades and additional services including:

- Text, email and phone notification of new bills, late notices, and payments;
- Auto pay;
- Pay as a guest option; and
- Better tracking of when the statements are mailed by OSG and returned to the payment processing center.

Additionally, OSG is in the process of establishing payment sites with stores like CVS and 7-Eleven so that customers can make cash and check payments when it

is most convenient for them. Finally, the \$2.00 convenience fee for credit card payments that was in the prior contract will not continue in the contract with OSG.

Under the new five-year contract, the city saves approximately \$30,000 per year over the prior vendor agreement. A spokesperson for OSG stated, "Our goal is to modernize processes and create frictionless experiences. Our clients benefit from a partnership that values simplicity, security, and connectivity—for today's environment and tomorrow's innovation."

"It is estimated that implementation of the new system will take up to two months, so we ask for the community's patience while we work to get it online as soon as we can," stated Finance Director Crystil Wooldridge.

Also with regard to utility bill payments, since moving into the new City Hall, a payment drop box has been installed near the front entrance located at 23204 58<sup>th</sup> Avenue West (see photo). Customers may walk or drive up to the drop box.

If you have additional questions, please contact our Utility Billing Department at [utilitybilling@mltwa.gov](mailto:utilitybilling@mltwa.gov) or (425) 744-6214.

###



*The new utility payment drop box (drive or walk-up) is located just left of the front entrance of City Hall located at 23204 58<sup>th</sup> Avenue W.*