



City of Frost

P.O. Box X | 100 N. Garitty

Frost, Texas 76641

Phone: 903-682-3861

cityoffrost1930@cityoffrost.net

cityoffrost.municipalimpact.com

UTILITY PAYMENT MODERNIZATION PROJECT

07/26/2026

Mayor's Memo

Prepared for: City Council Meeting August 2026

Agenda Item 12

Consider and take possible action adopting Resolution #200 authorizing implementation of the Utility Payment Modernization Project, including activation of the ACH automation module within the City's RVS Utility Billing Software, implementation of the Paystar customer payment portal, replacement of the City's current XpressPay payment processing system, approval of associated expenditures, and authorization for the Mayor to execute documents necessary to complete implementation.

Background

The City currently utilizes RVS Utility Billing Software for utility account management, XpressPay for online credit card payments, and a separate ACH process administered through the City's banking institution.

Under the current system:

- ACH payments require manual administration by City staff.
- ACH enrollment and account changes require staff involvement.
- Online account balances do not reflect real-time account activity.
- Customers are unable to make partial online payments.
- Staff must manage multiple systems and reconciliation processes.
- Limited self-service options are available to utility customers.

To improve operational efficiency, strengthen administrative controls, and enhance customer service, I evaluated options for modernizing the City's utility payment system.

The proposed project consists of two components:

Where Cotton is King and Friendliness is Queen

1. Activation of the ACH automation module within the City's existing RVS Utility Billing Software.
2. Implementation of the Paystar customer payment portal to replace the City's current XpressPay platform.

The proposed system will provide integrated payment processing, automated ACH administration, real-time account balances, expanded customer self-service options, and improved integration with the City's utility billing software.

Proposed Action

Authorize implementation of the Utility Payment Modernization Project, including activation of the ACH automation module within RVS, implementation of the Paystar customer payment portal, replacement of XpressPay, approval of associated expenditures, and authorization for the Mayor to execute documents necessary to complete implementation.

Financial Impact

Current Annual Cost

Component	Annual Cost
RVS Utility Billing Software	\$944
XpressPay Platform Fee	\$83
Total Current Annual Cost	\$1,027

Proposed Annual Cost

Component	Annual Cost
RVS Utility Billing Software (Including ACH Automation)	\$1,080
Paystar Customer Payment Portal	\$600
Total Proposed Annual Cost	\$1,680

Additional Investment

Component	Cost
One-Time RVS ACH Integration Fee	\$825
Annual Increase Over Current System	\$653

Funding Source

Utility Administration Budget

Benefits

Operational Benefits

- Eliminates manual ACH administration.
- Reduces staff time associated with payment processing and reconciliation.
- Improves credit card payment processing in office.
- Improves payment tracking and reporting.
- Reduces duplicate data entry.
- Reduces opportunities for administrative error.
- Improves continuity for a small administrative staff.
- Supports the City's Administrative Controls Initiative.

Citizen Benefits

- Real-time account balances.
- Automated ACH payment options.
- Partial payment capability.
- Mobile-friendly customer portal.
- Enhanced customer account management.
- Improved visibility of transaction fees prior to payment submission.
- Expanded self-service payment options.
- Potential pay-by-phone functionality.

Impact on Utility Customers

The proposed system will replace the City's current XpressPay payment platform. For most credit card transactions, customer fees are expected to remain substantially similar to the City's current online payment system.

The proposed system will also introduce online ACH payment capability. ACH transactions will carry a \$1.95 transaction fee; however, customers will gain access to automated ACH processing, real-time account balances, expanded payment options, and enhanced account management features.

Customers who prefer to avoid electronic transaction fees may continue utilizing traditional payment methods offered by the City (pay by check or cash)

Return on Investment

The proposed project increases annual operating costs by approximately \$653 per year, or approximately \$54 per month.

At an estimated administrative labor cost of \$25 per hour, the annual increase is equivalent to approximately 26 staff hours per year, or approximately 30 minutes per week.

I believe the reduction in ACH administration, reconciliation activities, customer account inquiries, and manual payment processing will exceed this threshold while providing significant customer service improvements.

The annual increase of approximately \$653 equates to less than \$2.00 per day while providing ACH automation, real-time balances, partial payment capability, and expanded customer payment options.

Alternatives Considered

1. Maintain the current system and continue manual ACH administration.
2. Continue utilizing XpressPay and update to RVS's ACH automation.
3. Implement the proposed Utility Payment Modernization Project.

Recommended Action

Approve implementation of the Utility Payment Modernization Project, including activation of the RVS ACH automation module, implementation of the Paystar customer payment portal, replacement of XpressPay, approval of associated expenditures, and authorization for the Mayor to execute documents necessary to complete implementation.

Shannon R. Wayman

Mayor

RESOLUTION NO. 200

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF FROST, TEXAS, AUTHORIZING IMPLEMENTATION OF THE UTILITY PAYMENT MODERNIZATION PROJECT, INCLUDING ACTIVATION OF THE ACH AUTOMATION MODULE WITHIN THE CITY'S RVS UTILITY BILLING SOFTWARE, IMPLEMENTATION OF THE PAYSTAR CUSTOMER PAYMENT PORTAL, REPLACEMENT OF THE CITY'S CURRENT XPRESSPAY PAYMENT PROCESSING SYSTEM, APPROVAL OF ASSOCIATED EXPENDITURES, AND AUTHORIZATION FOR THE MAYOR TO EXECUTE DOCUMENTS NECESSARY TO COMPLETE IMPLEMENTATION.

WHEREAS, the City of Frost utilizes RVS Utility Billing Software for utility account management and currently utilizes XpressPay for online payment processing; and

WHEREAS, ACH payment processing is currently administered through a separate manual process; and

WHEREAS, the City Council finds that activation of the ACH automation module within the City's RVS Utility Billing Software and implementation of the Paystar customer payment portal will improve operational efficiency, strengthen administrative controls, and enhance customer service; and

WHEREAS, the City Council finds that implementation of the proposed Utility Payment Modernization Project serves a valid public purpose and promotes efficient municipal operations;

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF FROST, TEXAS:

SECTION 1.

The City Council hereby approves implementation of the Utility Payment Modernization Project, including:

- a. Activation of the ACH automation module within the City's RVS Utility Billing Software;
- b. Implementation of the Paystar customer payment portal;
- c. Replacement of the City's current XpressPay payment processing system; and
- d. Associated software integration and implementation activities necessary to complete the project.

SECTION 2.

The City Council hereby approves payment of the one-time implementation costs and ongoing annual costs associated with the project as presented to the City Council.

SECTION 3.

The Mayor is authorized to execute agreements, applications, implementation documents, merchant processing agreements, ACH processing agreements, and other documents necessary to complete implementation of the project.

SECTION 4.

This Resolution shall take effect immediately upon adoption.

PASSED AND APPROVED this ____ day of July, 2026.

Shannon Wayman, Mayor

ATTEST:

Juli Reeves, City Secretary

Proposal

Highlights



Customer Communication



Lower Fees Than Industry



No Customer Impact



Easy Transition

Customer Service Fee

	\$0.00 - \$100.00
Credit/ Debit Card	FEE : \$2.95
	\$100.01 - \$2,000.00
	FEE : 2.95%
ACH	FEE:\$1.95

Start Up Cost **\$0**

Monthly Fee **\$50**

Term **1 Year**

Cancellation **\$0**

IVR **\$0**



Current is \$944/yr. If you add a credit card module it will be \$1080/yr.

From: mayor.frost@cityoffrost.org <mayor.frost@cityoffrost.org>
Sent: Friday, June 5, 2026 10:53 AM
To: stephanie@rvssoftware.com
Subject: RE: Is this the xpressbill pay company you were referring to?

What is our current annual fee, and what would the new annual fee be total with all integrations?

Shannon Wayman

Mayor - City of Frost
100 N. Garrity Street
Frost, TX 76641

E: mayor.frost@cityoffrost.org
O: 903.682.3861

From: stephanie@rvssoftware.com
Sent: 6/5/26 10:20 AM
To: mayor.frost@cityoffrost.org
Subject: RE: Is this the xpressbill pay company you were referring to?

The full integration is a one-time fee of \$825 to add it to your system.

Since you are adding a credit card option/module to your system , it will increase your annual software renewal fee a bit as well.

It looks like the increase will be about \$140/yr.