

ADDENDUM NO. 2

Utility Bill Printing and Mailing Services

DATE: October 20, 2014

BID NO. 14/15-A5

QUESTIONS RECEIVED REGARDING RFP:

1. If the form is preprinted, how many colors are used? Is any of the variable data printed in color? What color is printed on back?
 - A. Please refer to Addendum No. 1 posted on the website for a PDF of the bill front. A PDF of the back of the bill is now posted with this Addendum No. 2. The back of the bill currently has text printed in blue. CCUA is not opposed to the text being printed in black for the back of the bill.

2. Will the graphics and graphs be printed on the front or back of the form, and are they in color or black ink?
 - A. Please refer to the PDF images of the bills posted on the website with Addendum 1. There are no graphics and graphs printed on the back of the bill.

3. Do you require the vendor to provide PDFs of all bills for internal use or posting?
 - A. Yes. CCUA will proof before processing and printing is approved.

4. Parallel data processing – Please clarify the maximum amount of time expected for this testing period.
 - A. We do not anticipate this time to exceed two (2) months. CCUA will continue to balance to its files before a vendor is permitted to process, print, and mail.

END OF ADDENDUM NO. 2

About this Bill:

When returning your payment by mail, please return the lower portion with your remittance. Include your customer number on your check or other correspondence. Do not mail cash. When paying your bill in person, please bring the entire bill with you. The upper portion will be stamped "paid" to serve as your receipt.

About Deposits:

Deposits are necessary to protect paying customers from losses caused by those who do not pay. Deposits earn interest annually. Customers with deposits on file will receive interest credits on the bill received after their 12 month anniversary date and each year thereafter during that same period.

Collections:

Payments are due upon receipt. If the payment is not received by the due date, the account is past due and a Final Notice will be mailed. Any previous balance beyond the due date for that billing period is past due and subject to disconnection. Customers may be charged a late charge for past due payments.

Service Charge:

A charge for additional services related to your account such as initial connection of service, reconnection after failure to pay, premise visit, after hours premise visit, return check charge, violation of reconnection, etc. may apply.

Tax:

Some municipalities levy a tax on services you use. It is collected by your utility and remitted to the municipality.

About Employees:

Company policy prohibits field personnel from collecting cash. All field employees are in company uniform and carry identification cards.

If your service is interrupted, please call the telephone number listed on the front of your bill. Please remember that during severe weather service interruption may be widespread, thus delaying the repair of service.

Account Information Changes:

Please note we cannot change the name or mailing address on this account without proper documentation. If the actual name or mailing address on your account is incorrect, please visit us on the web at www.clayutility.org. If you do not have web access, you may call our toll free number at 1-877-476-CCUA. Having the correct billing (mailing) address on your account will help ensure proper delivery of your bill. CCUA will not be responsible for returned mail or disconnection of service due to non-payment of your account should you not receive a bill. If there is a discrepancy in your service address, CCUA billing staff will have to verify your correct address with the County before any change is made.

Consumer Confidence Reports (Water Quality):

Consumer Confidence Reports are updated annually on July 1. These reports are available online at www.clayutility.org, or upon request in our main office.

Please include any mailing address changes on a separate enclosure and return with your bill stub and payment or visit us at www.clayutility.org.

All payments are automatically processed. Noting changes on this bill stub will not ensure proper changes are made to your account.