

ERIE COUNTY WATER AUTHORITY
 AUTHORIZATION FORM
 For Approval/Execution of Documents
 (check which apply)

Contract: _____ **Project No.:** 202000201
Project Description: Request for Proposals for Billing, Printing and Mailing Services

Item Description:

Agreement Professional Service Contract Amendment Change Order
 BCD NYSDOT Agreement Contract Documents Addendum
 Recommendation for Award of Contract Recommendation to Reject Bids
 Request for Proposals
 Other _____

Action Requested:

Board Authorization to Execute Legal Approval
 Board Authorization to Award Execution by the Chairman
 Board Authorization to Advertise for Bids Execution by the Secretary to the Authority
 Board Authorization to Solicit Request for Proposals
 Other _____

Approvals Needed:

APPROVED AS TO CONTENT:

<input type="checkbox"/> Other (if Applicable)	_____	Date: _____
<input checked="" type="checkbox"/> Chief Operating Officer	<i>Russell J. Stoll</i>	Date: 7/22/2020
<input type="checkbox"/> Executive Engineer	_____	Date: _____
<input checked="" type="checkbox"/> Director of Administration	<i>Javanya L. Lister</i>	Date: 07/22/2020
<input checked="" type="checkbox"/> Risk Manager	<i>Molly Jo Musarra</i>	Date: 7/22/2020
<input checked="" type="checkbox"/> Chief Financial Officer	<i>Karen A. Pendugest</i>	Date: 07/22/2020
<input checked="" type="checkbox"/> Legal	<i>Margaret A. Murphy</i>	Date: 07/22/2020

APPROVED FOR BOARD RESOLUTION:

<input checked="" type="checkbox"/> Secretary to the Authority	<i>[Signature]</i>	Date: 07/22/2020
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Remarks: _____

Resolution Date: _____ **Item No:** _____



ERIE COUNTY WATER AUTHORITY

INTEROFFICE MEMORANDUM

July 22, 2020

To: Jerome D. Schad, Chair
Mark S. Carney, Vice Chair
Peggy A. LaGree, Treasurer

From: Karen A. Prendergast, Chief Financial Officer

Subject: Request for Proposals – Billing, Printing and Mailing Services
PN 202000201

At the meeting of September 10, 2015, the Board awarded a professional service contract with Matrix Imaging Solutions, Inc. for the presentation, printing and mailing of Authority water bills, and other customer correspondence.

The contract was for a three-year period from January 1, 2016 through December 31, 2018 with an option for two (2) one-year extensions. The last extension, approved at the Board meeting of September 5, 2019, expires on December 31, 2020.

Bill printing services require a significant amount of programming lead time for both the Authority and the selected vendor. Accordingly, I am requesting approval at the July 30, 2020 meeting to issue a Request for Proposals for a new professional service contract. I have attached a proposed list of request recipients.

cc T. McCracken
M. Murphy
R. Stoll

REQUEST FOR PROPOSALS
BILLING, PRINTING AND MAILING
SERVICES

(ECWA Project No. 202000201)

GENERAL

The Erie County Water Authority (Authority) will accept proposals for billing, printing and mailing services for 2021, 2022, and 2023.

The Authority reserves the right to modify or cancel this Request for Proposals and/or the project, to reject any or all proposals, and to waive any or all irregularities. This Request for Proposals does not obligate the Authority to award a contract for this project or to reimburse any costs associated with the preparation of any proposal.

BACKGROUND INFORMATION

The Erie County Water Authority currently uses an outside vendor for printing and mailing approximately 700,000 water bills, 200,000 reading reminder postcards, and 55,000 letters each year.

Billings:

- Billings files are generated on a quarterly and monthly basis, depending upon the type of account.
- After an extensive edit process, billing files are transmitted to a vendor for printing and mailing.
- Each bill is inserted into an appropriately sized window envelope along with a separate courtesy reply envelope. Notices are not nested or combined in any way.

Collection Notices:

- Collection notices are generated on a weekly basis for those customers that meet the collections criteria.
- Collection notice files are transmitted to a vendor for printing and mailing.
- Each notice is inserted into an appropriately sized window envelope along with a separate courtesy reply envelope. Notices are not nested or combined in any way.

Postcards:

- Postcards are generated to remind customers to read the water meter at the service address.

- A file is transmitted to a vendor for printing and mailing. Each postcard record contains a “Read” date based on the area to which the mailing is directed
- Cards are not nested or combined in any way.

Other Customer Letters (Meter Change and Backflow):

- Various letter programs for Meter/Register Changes and Backflow testing are currently in effect. Letters are transmitted to a vendor who prints and mails the letters. Certain letters require certified mailing.

Misc./Billing Inserts:

- From time to time, the Authority may require additional inserts be included in the bills. Authority staff currently works with our outside vendor to provide necessary files and programming to accommodate the printing and inserting of these into the regularly mailed bills.

SCOPE OF SERVICES

The Authority is seeking a three-year contract with an option to renew the contract for an additional two one-year periods. The services may include, but are not necessarily limited to, the following:

Billings

Bills are printed in two colors on 8.5 X 11 double-sided paper and inserted into an appropriately sized window envelope along with a separate courtesy reply envelope. Bills are not nested or combined in any way. Each bill, regardless of type, carries a due date, set at fifteen (15) days from the date rendered. Mailing confirmations and electronic copies of all bills must be transmitted back to the Authority. (See attached Exhibit “A”)

Customers Billed Quarterly

Thirty-eight (37) cycles are billed quarterly over a three-week period. Twelve or thirteen cycles are processed each month. There are between 4,000 to 6,500 bills per cycle.

Customers Billed Monthly

Three (3) cycles are billed each month. There are approximately 250 to 350 bills per cycle.

Private and Public Fire Protection

Five (5) cycles bill public and private fire protection. One cycle for Private Fire Protections which is approximately 1,600 bills. The other four cycles are billed annually for municipal hydrants which is approximately 95 bills total.

Collection Notices

Notices are printed in two colors on 8.5 X 11 double-sided paper and inserted into an appropriately sized window envelope along with a separate courtesy reply envelope. Notices are not nested or combined in any way. There are approximately 3,700 collection notices sent each month. Mailing confirmations and electronic copies of all bills must be transmitted back to the Authority. (See attached exhibit "B")

Post Cards

Post cards are printed in two colors on 8.5 X 5.5 double sided postcard stock. Twelve/thirteen cycles are processed each month. There are approximately 1,500 to 2,000 post cards per cycle. **Post cards are not sent from mid-May through mid-August due to ECWA obtaining actual reads in the summer.** Mailing confirmations must be transmitted back to the Authority.

Customer Letters

Various customer letters may be transmitted for printing and mailing. Currently, this mainly consists of Meter Change/Backflow Testing Letters, but this could be expanded upon in the future. (See attached exhibit "D")

TIME IS OF THE ESSENCE

Each Bill/Postcard/Letter sent to a customer from the Authority contains a Due Date, Read-By Date, or Respond-By Date which can have significant consequences for our customers if these items are not received in a timely manner. All Bills/Postcards/Collection Notices/Letters shall be printed and mailed within three (3) business days from receipt of the data file from the Authority.

Please specify any assurances or financial considerations you can offer pertaining to your ability to meet the three (3) business daytime frame.

PROPOSAL REQUIREMENTS

The proposal is to address the following:

- Item 1 Brief (one or two paragraphs) description of the respondent's business, its history and its ability to provide the requested and/or proposed services. Information as to the respondent's background and experience relative to this RFP and experience with municipal clients, preferably with public water utilities. Identifying principals and officers, including contact information regarding the response.

- Item 2 Number and location of production plants that could do the proposed work. Location of proposed plant and backup plant for the proposed work, identifying any proposed subcontractors necessary to meet the requirements of the proposal.

Item 3 Three references (preferably municipal utility clients) for which you provide the same or similar services to those which may be of interest to the Authority. Include contact/reference name and telephone number for each reference.

Item 4 Description of current operational capabilities and procedures, including but not limited to, the following:

- a. File types acceptable for electronic transmission
- b. Minimum and Maximum time required to generate and dispatch items after receipt of transmission
- c. Transmission time frame required for same day dispatch, if possible
- d. Number and type of printers, mail inserting machines and other mailing related equipment on premises where Authority items are projected to be handled
- e. Methods used to verify complete generation of and subsequent dispatch of Authority items
- f. Methods currently in place to ensure and protect the privacy of Authority customers
- g. Company rules and procedures regarding comingling of client mailings
- h. Company disaster capability
- i. Hours of operation, days of operation and listing of company recognized holidays
- j. Procedures for payment of postage costs

Item 5 Methods of Reporting to the Authority:

- a. Description of any on-line, internet-based computer capability for the Authority to access mailing status and other information
- b. Current methods in use to report activity and status to clients
- c. Full description of available reports
- d. Provide a copy of each report format currently in use and applicable to Authority mailings as described

Item 6 Fees, Rates, Charges - List the fees and/or rates charged, period of time these rates/fees are in effect and any start-up costs.

Item 7 Any information or factors the respondent deems pertinent to the evaluation and consideration of its proposal

VALUE-ADDED CONSIDERATIONS

Respondents are encouraged to list any relevant services or products that will be provided to the Authority which are not priced in this proposal but will enhance the Authority's service to its customers.

SUBMISSION OF PROPOSAL

Questions and requests for information regarding this Request for Proposal must be submitted by email to jhlavaty@ecwa.org. All questions and responses will be shared with all proposal recipients.

All respondents are required to send four (4) complete sets of responses along with one completed Respondent's Certification, the required forms (New York State Finance Law §§ 139-j and 139-k) A, B and C, and Certificates of Insurance as indicated on the attached pages. Prices and rates quoted in the proposals shall be firm for a period of at least ninety (90) days after the submission deadline.

All proposals in must be received no later than 4:00 pm EST on Tuesday, September 1, 2020 at the following address:

Joyce A. Tomaka, Comptroller
Erie County Water Authority
295 Main St., Rm. 350
Buffalo, NY 14203

Proposals must be clearly marked – **PROPSAL FOR BILLING, PRINTING AND MAILING SERVICES**. All proposals become the property of the Erie County Water Authority. Any proposal received after the deadline will not be considered by the Authority.

EVALUATION AND SELECTION

All proposals will be evaluated by a small in-house committee made up of Authority personnel familiar with the proposed project. Interviews and/or presentations of the proposals will be requested if needed. Proposals will be evaluated based on the criteria listed above.

A professional services contract will be executed pending successful negotiation with the selected firm and authorization by the Authority Board of Commissioners. If any agreement cannot be negotiated within fifteen (15) days of notification to the designated respondent, the Authority may terminate negotiations with that respondent and negotiate an agreement with another respondent or respondents of its choice.

All firms submitting proposals will be notified of the selection results. It is anticipated that the selection process will be completed by October 8, 2020.

FORMS A, B, and C

STATE FINANCE LAW REQUIREMENTS

The Erie County Water Authority (the “Authority”) is a government entity, as that term is defined in State Finance Law §§ 139-j(1)(a) and 139-k(1)(a). When the Authority seeks to procure goods or services by means of an Invitation or Notice to Bid, or a Request for Proposals, the State Finance Law imposes certain restrictions on anyone who may wish to offer goods or services to the Authority as an Offerer, as that term is defined in §§ 139-j(1)(h) and 139-k(1)(h).

During the Restricted Period, as defined in §§ 139-j(1)(f) and 139-k(1)(f), when bids or proposals are being solicited, the Authority will designate a contact person with whom the Offerer may contact for information and other authorized purposes as set forth in §139-j of the State Finance Law. The designated contact is identified in the Notice to Bidders, or in the Request for Proposal. An Offerer is authorized to contact the Authority’s designated contact for such purposes as set forth in § 139-j(3).

Pursuant to the State Finance Law, the Authority is also required to make certain findings before making any determinations as to the qualifications and eligibility of those seeking a procurement contract, as that term is defined in State Finance Law §§ 139-j(1)(g) and 139-k(1)(g). Certain findings of non-responsibility can result in rejection for contract award and in the event of two findings of non-responsibility occurring within a 4-year period, the Offerer will be debarred from obtaining procurement contracts with the Authority. Further information about these requirements can be found in §§139-j and 139-k of the New York State Finance Law and the Erie County Water Authority’s Procurement Disclosure Policy.

The following forms will be used by the Authority to make such findings:

Form A - Offerer’s Affirmation of Understanding of, and Agreement to Comply with, the Authority’s Permissible Contact Requirements During the Restricted Period.

Form B - Offerer’s Certification of Compliance with State Finance Law.

Form C - Offerer’s Disclosure of Prior Non-Responsibility Determinations.

FORM A

**Offerer's Affirmation of Understanding of, and Agreement to Comply
with, the Permissible Contact Requirements During the Restricted Period**

Instructions:

The Erie County Water Authority (the "Authority") is a government entity, as that term is defined in State Finance Law §§ 139-j(1)(a) and 139-k(1)(a). The Authority must obtain a written affirmation of understanding and agreement to comply with procedures regarding permissible contacts with the Authority in the restricted period for a procurement contract in accordance with State Finance Law §139-j and §139-k. It is required that this affirmation be obtained as early as possible in the procurement process, but no later than when the Offerer submits its proposal.

Offerer affirms that it understands and agrees to comply with the procedures of the Authority relative to permissible contacts as required by State Finance Law §139-j(3) and §139-j(6)(b).

By: _____ Date: _____

Name: _____

Title: _____

Contractor Name: _____

Contractor Address: _____

FORM B

**Offerer's Certification of Compliance
With State Finance Law §139-k(5)**

Instructions:

The Erie County Water Authority (the "Authority") is a government entity, as that term is defined in State Finance Law §§ 139-j(1)(a) and 139-k(1)(a). The Authority must obtain a Certification that the information submitted for a procurement contract is complete, true, and accurate regarding any prior findings of non-responsibility, such as non-responsibility pursuant to State Finance Law §139-j. The Offerer must agree to sign the Certification, under penalty of perjury, and to provide the Certification to the Authority. The Certification should be obtained as early as possible in the process, but no later than when an Offerer submits its proposal.

Offerer Certification:

I certify that all information provided to the Authority relating to the awarding of a procurement contract is complete, true, and accurate.

By: _____ Date: _____

Name: _____

Title: _____

Contractor Name: _____

Contractor Address: _____

FORM C**Offerer's Disclosure of Prior
Non-Responsibility Determinations****Background:**

The Erie County Water Authority (the "Authority") is a government entity, as that term is defined in State Finance Law §§ 139-j(1)(a) and 139-k(1)(a). New York State Finance Law §139-k(2) obligates the Authority to obtain specific information regarding prior non-responsibility determinations with respect to State Finance Law §139-j. In accordance with State Finance Law §139-k, an Offerer must be asked to disclose whether there has been a finding of non-responsibility made within the previous four (4) years by any Governmental Entity due to: (a) a violation of State Finance Law §139-j; or (b) the intentional provision of false or incomplete information to a Government Entity.

The terms "Offerer" and "Governmental Entity" are defined in State Finance Law §§139-j (1) and §139-k (1). These sections also set forth detailed requirements about the restrictions on contacts during the procurement process. A violation of State Finance Law §139-j includes, but is not limited to, an impermissible contact during the restricted period (for example, contacting a person or entity other than the designated contact person, when such contact does not fall within one of the exemptions).

As part of its responsibility determination, State Finance Law §139-k (3) mandates consideration of whether an Offerer fails to timely disclose accurate or complete information regarding the above non-responsibility determination. In accordance with law, no Procurement Contract shall be awarded to any Offerer that fails to timely disclose accurate or complete information under this section, unless a finding is made that the award of the Procurement Contract to the Offerer is necessary to protect public property or public health safety, and the Offerer is the only source capable of supplying the required Article of Procurement, as that term is defined in State Finance Law §§ 139-j(1)(b) and 139-k(1)(b), within the necessary timeframe. See State Finance Law §139-j(10)(b) and §139-k (3).

Instructions:

The Authority must include a disclosure request regarding prior non-responsibility determinations in accordance with State Finance Law §139-k in its solicitation of proposals or bid documents or specifications or contract documents, as applicable, for procurement contracts. The attached form is to be completed and submitted by the individual or entity seeking to enter into a Procurement Contract. It shall be submitted to the Authority conducting the Governmental Procurement no later than when the Offerer submits its proposal.

CONTRACT TERMINATION PROVISION

Instructions:

A Contract Termination Provision will be included in each procurement contract governed by State Finance Law §139-k. New York State Finance Law §139-k(5) provides that every procurement contract award subject to the provisions of State Finance Law §§139-k and 139-j shall contain a provision authorizing the governmental entity to terminate the contract in the event that the certification is found to be intentionally false or intentionally incomplete. This statutory contract language authorizes, but does not mandate, termination. “Government Entity” and “procurement contract” are defined in State Finance Law §§ 139 j (1) and 139-k(l).

This required clause will be included in a covered procurement contract.

A sample of the Termination Provision is included below. If a contract is terminated in accordance with State Finance Law §139-k (5), the Erie County Water Authority, as a governmental entity, is required to include a statement in the procurement record describing the basis for any action taken under the termination provision.

Sample Contract Termination Provision

The Erie County Water Authority, as a governmental entity, reserves the right to terminate this contract in the event it is found that the certification filed by the Offerer in accordance with New York State Finance Law §139-k was intentionally false or intentionally incomplete. Upon such finding, the Authority may exercise its termination right by providing written notification to the Offerer in accordance with the written notification terms of this contract.

SECTION 139-L OF THE STATE FINANCE LAW
STATEMENT RELATING TO SEXUAL HARASSMENT POLICY

1. "Bidder" has the same meaning as the term, "Offerer," as that term is defined in State Finance Law § 139-k(1)(h) and includes anyone who submits a bid or proposal.
2. Every proposal or bid hereafter made and submitted to the Erie County Water Authority, where competitive bidding or a sealed proposal is required by statute, rule or regulation, for work or services performed or to be performed or goods sold or to be sold, shall contain the following statement subscribed by the Bidder and affirmed by such Bidder as true under penalty of perjury:

SEXUAL HARASSMENT BIDDING CERTIFICATION

- (a) "By submission of this bid/proposal, EACH BIDDER AND EACH PERSON SIGNING ON BEHALF OF ANY BIDDER CERTIFIES, AND IN THE CASE OF A JOINT BID EACH PARTY THERETO CERTIFIES AS TO ITS OWN ORGANIZATION, under penalty of perjury, that the Bidder has and has implemented a written policy addressing sexual harassment prevention in the workplace and provides annual sexual harassment prevention training to all its employees. Such policy shall, at a minimum, meet the requirements of Section two hundred one-g of the Labor Law."
3. A bid/proposal shall not be considered for award nor shall any award be made to a Bidder who has not complied with subdivision one of this section; provided, however, that if in any case the Bidder cannot make the foregoing certification, the Bidder shall so state and shall furnish with the bid/proposal a signed statement which sets forth in detail the reasons therefore.

The undersigned CERTIFIES, under penalty of perjury, that he is authorized to make this bid/proposal and execute this statement on sexual harassment; that he is familiar with the statements contained in ¶2(a) of this document, as well as the provisions of State Finance Law §139-L and Labor Law §201-g, and such statements are true and have been complied with by the Bidder.

(Name of Individual, Partnership or Corporation)

By _____
(Person authorized to sign)

(SEAL)

END OF BID FORM SUPPLEMENTS

Project Number: 202000201

**Description: Billing, Printing and Mailing Services
Insurance Requirements**

The following minimum insurance requirements shall apply to vendors providing services to the Erie County Water Authority (the Authority). If a service or project, in the opinion of the Authority, represents an unusual or exceptional risk, the Authority may establish additional insurance requirements for that service or project. All insurance required herein shall be obtained at the sole cost and expense of the contractor, including deductibles and self-insured retentions, and shall be in full force and effect on the contract commencement date and for the duration of the contract. These requirements include but are not limited to the minimum insurance requirements.

Insurance Requirements:

a. Workers Compensation:

Part 1: Workers Compensation: Statutory

Part 2: Employers Liability: \$1,000,000.

Note: If New York State domiciled employees are used, coverage to be New York Statutory for both Parts 1 and 2

b. New York Disability Benefits Liability: Statutory coverage if New York State domiciled employees are used.

c. Commercial General Liability:

- \$2,000,000. General Aggregate
- \$2,000,000. Products/Completed Operations Aggregate
- \$1,000,000. Each Occurrence
- \$1,000,000. Personal Injury/Advertising Liability
- Erie County Water Authority to be scheduled as an Additional Insured for both on-going and completed operations (attach Additional Insured endorsement to Certificate of Insurance)
- Insurance to be primary and non-contributory

d. Automobile Liability:

- \$1,000,000. Each Accident
- Erie County Water Authority to be scheduled as an Additional Insured.

e. Umbrella Liability:

- \$5,000,000. Each Occurrence
- \$5,000,000. Aggregate

f. Professional Liability:

- \$5,000,000. Each Claim
- \$5,000,000. Aggregate

g. Cyber Liability:

- \$2,000,000. Each Claim
- \$2,000,000. Aggregate

Certificates of Insurance to be provided to the Authority prior to start of work as follows:

ACORD 25 including copy of Additional Insured Endorsement Note: If coverage provided for NYS domiciled employees require Forms C 105.2 and DB 120.1 for Workers Compensation and NYS DBL.

Certificates of Insurance, on forms approved by the New York State Department of Insurance, must be submitted to the Authority prior to the award of contract. Renewals of Certificates of Insurance, on forms approved by the New York State Department of Insurance, must be received by the Authority 30 days prior to the expiration of the insurance policy period.

Certificates of Insurance and renewals, on forms approved by the New York State Department of Insurance, must be submitted to the Authority prior to the award of contract. Each insurance carrier issuing a Certificate of Insurance shall be rated by A. M. Best no lower than “A-” with a Financial Strength Code (FSC) of at least VII. The professional service provider shall name the Authority, its officers, agents and employees as additional insured on a Primary and Non-Contributory Basis, including a Waiver of Subrogation endorsement (form CG 20 26 11 85 or equivalent), on all applicable liability policies. Any liability coverage on a “claims made” basis should be designated as such on the Certificate of Insurance. Such insurance shall continue through the term of this Agreement and vendor shall purchase at his sole expense either 1) an Extended Reporting Endorsement (also, known as Tail Coverage); or 2) Prior Acts Coverage from new insurer with a retroactive date back to the date of, or prior to, the inception of this Agreement; or 3) demonstrate through Certificates of Insurance that vendor has Maintained continuous coverage with the same or original insurer. Coverage provided under items; 1), 2), or 3) will continue as long as the law allows.

To avoid confusion with similar insurance company names and to properly identify the insurance company, please make sure that the insurer’s National Association of Insurance Commissioners (N.A.I.C.) identifying number or A. M. Best identifying number appears on the Certificate of Insurance. Also, at the top of the Certificate of Insurance, please list the project number.

Acceptance of a Certificate of Insurance and/or approval by the Authority shall not be construed to relieve the outside vendor of any obligations, responsibilities or liabilities.

Certificates of Insurance should be e-mailed to mmusarra@ecwa.org or mailed to Ms. Molly Jo Musarra, Claim Representative/Risk Manager Erie County Water Authority, 295 Main Street – Room 350, Buffalo, New York 14203-2494, or If you have any questions you can contact Ms. Musarra by e-mail or phone (716) 849-8465.

QUARTERLY STATEMENT

Account Number	16840480-5
Billing Date	07/03/2020
Billing Period	04/03/2020 TO 07/03/2020
	91 Days
Meter Number	79213580
For Service at	
6113 LAKE AVE ORCHARD PARK NY	
Amount Due	\$100.56
Due Date	Aug 1, 2020
Meter Read Information	
Present	2,143,000 ECWA Rding
Previous	2,148,000 Estimated
Gallon Usage	-5,000
Summary	
Amount of Last Bill	\$50.28
Payments Received	\$0.00
Previous Balance Due	\$50.28
Current Water Charges	
Minimum Charge	\$30.24
Other Charges	
Infrastructure Invest Charge	\$20.04
Total Current Charges	\$50.28
Previous Balance Due	\$50.28
Total Amount Due	\$100.56
To avoid a 10% late charge on the current bill, payment must be received by Aug 11, 2020	

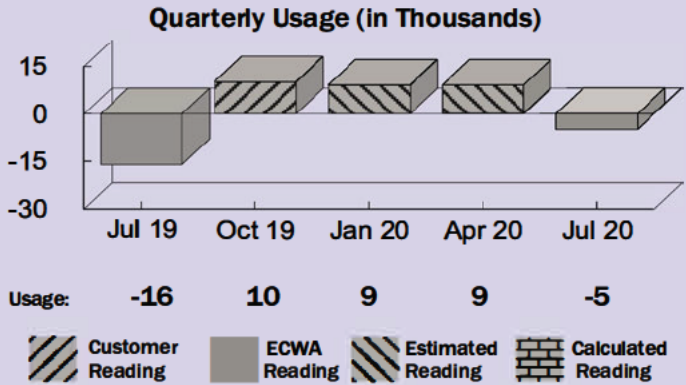
Contacting ECWA
 Office Hours M-F 8am to 5pm
 Office (716) 849-8444
 Fax (716) 849-8467
 Emergency Phone (716) 684-0900
www.ecwa.org

Please visit www.ecwa.org to enroll in ECWA Online.

Messages

ECWA's 2019 Annual Water Quality Report is available on our website at www.ecwa.org

During the current State of Emergency declared by New York State, we will not be accepting any in-person cash payments at our Erie County Water Authority office at 295 Main St, Rm 350 in the City of Buffalo.



RETURN THIS PORTION WITH PAYMENT



Erie County Water Authority
 PO Box 5148
 Buffalo, NY 14240-5148

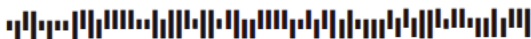
QAPROOFS
 Source File
 ECWA_BILL_20200717_TXT



Phone: (716) 849-8444 Office Hours: M-F 8am to 5pm Message: APSVW 0001

CHECK HERE IF ADDRESS OR TELEPHONE NUMBER HAS CHANGED.

A 01 SVV AM 00001 1



2785

ACCOUNT NUMBER	
16840480-5	
AMOUNT DUE	\$100.56
DUE DATE	Aug 1, 2020

AMOUNT ENCLOSED \$

For Service at 6113 LAKE AVE ORCHARD PARK NY



ERIE COUNTY WATER AUTHORITY
 PO BOX 5148
 BUFFALO NY 14240-5148

168404805000010056

PAYMENT REMINDER

Account Number	60583644-4
Date of Notice	01/16/2019
For Service at: 180 NORTH ELLICOTT ST WILLIAMSVILLE NY	
Amount Due	\$126.28
Due Date	Jan 31, 2019

WHY DID I GET THIS NOTICE?

Your account is past due.

WHAT IF I CANNOT PAY THIS AMOUNT?

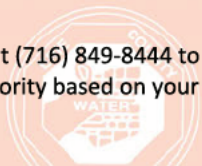
Please call one of our customer service representatives at (716) 849-8444 to request a payment arrangement. Arrangements are available at the discretion of the Erie County Water Authority based on your account history.

WHAT IF I DISPUTE THE AMOUNT OF MY BILL?

Promptly call one of our customer service representatives at (716) 849-8444 to discuss the basis of your dispute. Please be prepared to supply information and documentation if you have a payment dispute.

WHAT HAPPENS IF I DO NOT PAY MY BILL OR MAKE A PAYMENT ARRANGEMENT?

If you do not submit a payment or make a payment arrangement, your service could be subject to termination and your water service could be discontinued in accordance with the Erie County Water Authority Tariff (Section 2.32 Discontinuance of Water Service) and other applicable local and state laws and regulations. You can review the Tariff from our website at my.ecwa.org/pdf/ECWA_Tariff.pdf



RETURN THIS PORTION WITH PAYMENT



Erie County Water Authority
PO Box 5148
Buffalo, NY 14240-5148

QAPROOFS

Source File
ECWA_COLL_20200622_99.TXT



Phone: (716) 849-8444 Office Hours: M-F 8am-5pm Message: OJYES

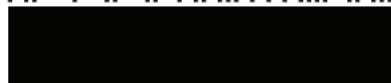
ACCOUNT NUMBER	
60583644-4	
AMOUNT DUE	\$126.28
DUE DATE	Jan 31, 2019

CHECK HERE IF ADDRESS OR TELEPHONE NUMBER HAS CHANGED.

AMOUNT ENCLOSED \$ _____

For Service at 180 NORTH ELLICOTT ST
WILLIAMSVILLE NY

A-01-YE7-BM-00001-1



2774



ERIE COUNTY WATER AUTHORITY
PO BOX 5148
BUFFALO NY 14240-5148

605836444000012628



ERIE COUNTY WATER AUTHORITY
295 Main Street RM 350
Buffalo, NY 14203-2494

PRESORTED
FIRST-CLASS MAIL
US POSTAGE
PAID
ECWA

Electronic Service Requested

IT'S TIME TO READ YOUR METER!

B-02-ZKC-CM-00001-1



*****SINGLP

XXXXXXXXXXXX
XXXXXXXXXXXX
XXXXXXXXXXXX



WATER METER READ CARD

Meter: XXXXXXXX

Account: XXXXXXXXXX

Service At: 71 AUTUMNWOOD DR CHEEKTOWAGA NY

PLEASE READ YOUR WATER METER ON

11/05/2010

PLEASE COPY THE METER READING EXACTLY AS IT APPEARS, INCLUDING ALL ZEROS,

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The Erie County Water Authority offers two convenient ways to provide us with your meter reading:

- You can phone in your meter reading by calling (716) 849-8426, or
- Online at <https://www.ecwa.org/customers/meter-readings/>

Providing your reading avoids estimated bills and controls meter reading costs.



Erie County Water Authority
PO Box 5148
Buffalo, NY 14240-5148

Phone: (716) 849-8444 Office Hours: M-F 8am To 5pm

03/03/2020

A-03-EHY-DM-00001-1



Service At: 485 WEHRLE DR
CHEEKTOWAGA NY 14225-1160
Account Number: 32019502-2
Meter Install Date 03/31/2011

Dear Customer:

We are writing you for the purpose of gaining access to your premises to update the water meter with new equipment. Installation takes about 45 minutes but could take as little as 10 minutes depending on the age of your existing meter; there is no cost to you.

Installation of the new equipment benefits our customers by:

- ECWA personnel being able to read the meter without entering the premises and less inconvenience to the customer.
- Obtaining actual readings every billing period allowing for fewer discrepancies and quicker detection of potential leaking services.
- Elimination of postcards mailed to you and you having to return the card within a specified timeframe.

Please call our Customer Service Department at 849-8444 to schedule an appointment date. Our Business Office hours are 8:00 AM to 5:00 PM, Monday through Friday. Access by our field personnel is desired between 8:30 AM and 3:30 PM, Monday through Friday.

If you have any questions, please feel free to contact us at 849-8444.

Very truly yours,

ERIE COUNTY WATER AUTHORITY
Customer Service Department

**REQUEST FOR PROPOSAL RECIPIENTS
BILLING, PRINTING, AND MAILING SERVICES PN 202000201**

Company Name	Mailing Info.				Phone Number	Contact Person	E-Mail Address	RFP Mail to Address			
	Address	City	State	Zip				Address	City	State	Zip
Sebis Direct	100 Valley Belt Rd	Brooklyn Heigh	OH	44131	(216)298-1954 ext 241	Dave Brady	dave@sebis.com	100 Valley Belt Rd	Brooklyn Heights	OH	44131
Zenger Group	777 East Park Dr.	Tonawanda	NY	14150	(716)566-6050	John Zenger	johnzenger@zenger.com	777 East Park Dr.	Tonawanda	NY	14150
RR Donnelley	300 Lang Blvd.	Grand Island	NY	14072	(716)256-0839	Josh Henry	joshua.henry@rrd.com	300 Lang Blvd.	Grand Island	NY	14072
Matrix Imaging	6341 Inducon Dr. E	Sanborn	NY	14132	(716)5049700	Larry Morreale	larrym@matriximaging.com	6341 Inducon Dr. E	Sanborn	NY	14132
Kubra	955 Freeport Pkwy., Suite 200	Coppell	TX	75019	(972)538-1040	Jordan Khamra	jordan.khamra@kubra.com	955 Freeport Pkwy., Suite 200	Coppell	TX	75019
Infosend					(239)247-4419	Mariusz Bielecki	marty.b@infosend.com				
Datamat X	3146 Northeast Expy.	Atlanta	GA	30341	(800)943-5240	Shelly Anderson	sanderson@datamatx.com	3146 Northeast Expy.	Atlanta	GA	30341
Compu-Mail	3235 Grand Island Blvd.	Grand Island	NY	14072	(716)775-8001 X3261	Mark Patrick	mark.patrick@compu-mail.com	3235 Grand Island Blvd.	Grand Island	NY	14072
Applied Business Sytms	26 Harvester Ave.	Batavia	NY	14020	(585)343-0962	Steve Samis	steve.samis@absmail.com	26 Harvester Ave.	Batavia	NY	14020
First Billing	10510 Springboro Pike	Miamisburg	OH	45342	(888)670-3488	Patrick Dorsey	pdorsey@firstbilling.com	10510 Springboro Pike	Miamisburg	OH	45342
Smart Bill	1050 O'Neill Dr.	Hebron	OH	43025	(740)928-6909	Sherry O'Brien	sobrien@smartbillcorp.com	1050 O'Neill Dr.	Hebron	OH	43025
Arista Information Systems (SEDC)						Sam McGill	samhmcgill@gmail.com				
BDS (Billing Document Specialists)	915 Main St.	Caldwell	ID	83605	(208)649-1405	Tim Beck	tbeck@billingdoc.com	915 Main St.	Caldwell	ID	83605
OSG Billing Services	100 West Forest Ave., Suite G	Englewood	NJ	07631	(201)871-1100	John Adams	john.a@osgbilling.com	100 West Forest Ave., Suite G	Englewood	NJ	07631
Towne Mailer	POB 1318	Missoula	MT	59806	(406)541-6245	Michael Stronberg	mstronberg@gmail.com				
Information Managements Solutions (IMS)	2416 Brockton St, Ste 105	San Antonio	TX	78217	(210)843-0623	Sy Green	sy@totalims.com				
Mailpros (PMSI)	PO Box 91565	Raleigh	NC	27675	(919)354-8800						
Billing Pros	19550 Santa Rosa Mine Rd	Perris	CA	92570	(951)940-8384	Sam Moriarity	support@billingpros.com				
Utilitec (Doxim)						Chris Macres	cmacres@utilitec.net				
Letter Hub LLC	2022 Washington Blvd	Robbinsville	NJ	08691	(855)553-8837						
ENCO Utility Services	572-E Appleyard Dr	Tallahassee	FL	32304	(951)925-8092	Ruby Irigoyen	irigoyen@encous.com				
E-Complish	228 Park Ave S. Ste 89324	New York	NY	10003	(888)847-7744						
Envelopes and Forms Inc (SureBill)	2505 Meadowbrook Parkway	Duluth	GA	30096	(770)841-9968	Kim Ford	kimf@envelopesandforms.com				