

CITY OF WINTER SPRINGS  
CUSTOMER SERVICE AGREEMENT  
SEPTEMBER 7, 2010

\_\_\_\_\_ agrees to supply to CITY OF WINTER SPRINGS (CLIENT), located at 1126 East S.R. 434, Winter Springs, FL 32708 and CLIENT agrees to purchase from \_\_\_\_\_ the CLIENT'S CASS Certification, Laser Printing and Mailing Services as outlined below. This Agreement will remain in effect per the specifications of the \_\_\_\_\_ piggy-back agreement (Contract # 12-136-0-2007) dated March 26, 2008.

**GENERAL PROCESSING ASSUMPTIONS**

1. \_\_\_\_\_ will handle the laser printing and mailing of the CLIENT'S utility invoices. The volume is approximately 13,400 multi- page invoices/month and approximately 80-300 final bills per month.
2. \_\_\_\_\_ will charge rates based on the size of the Client's cycle size. This is the same pricing as current rates in contract.
3. \_\_\_\_\_ will receive data for the notices from the CLIENT weekly. CLIENT will supply a schedule thirty (30) days prior to each month.
4. \_\_\_\_\_ will receive data in a format determined mutually by \_\_\_\_\_ and CLIENT. (In data format). It is preferred that if the file is sent via electronic transmission that the CLIENT use "FTP" (File Transfer Protocol) and that the CLIENT compress the file using compression software.
5. \_\_\_\_\_ will simplex (one side) laser print in black ink, the data on 8 1/2 X11, 60# offset or 24# bond white paper. The paper will be pre- printed 2/1. black or blue ink. The paper will have a horizontal perforation and will be "long-grain".
6. \_\_\_\_\_ will laser print a message that will print on the invoice. This message can be changed by the CLIENT from one cycle to the next. The required text for the message is required 72 hours prior to the printing and mailing of the invoices.
7. \_\_\_\_\_ will fold and insert the notices into #10, white, single window envelopes along with a #9 white, window envelope. The #10 and #9 envelopes will be pre-printed on the front in black or blue ink. The #10 and #9 envelopes will be supplied by \_\_\_\_\_
8. There may be periodic requests for inserts to be mailed with the invoices. All invoices will receive the same insert. The CLIENT will supply the inserts to \_\_\_\_\_ at least one week prior to the mailing. CLIENT will have clear instructions with the insert detailing which print run (cycle) requires the insert. All inserts supplied must be within the specifications supplied by \_\_\_\_\_ meet the machine requirements for automated inserting.

CLIENT SERVICE AGREEMENT: City of Winter Springs

City of Winter Springs  
1126 East S.R. 434  
Orlando, Florida 32708-5142  
Phone (505) 822-8225  
Fax (505) 852-5410

Toll Free  
1-800-4-ORLANDA-CITYSPRINGS.COM

City of Winter Springs, FL  
1126 East S.R. 434  
Orlando, NM 87107-1658  
Phone: (505) 822-8225  
Fax: (505) 852-5410

9. Any additional set-up or special programming will be charged at \$75.00/hour. This rate will also be charged each time the message changes on the invoice.
10. \_\_\_\_\_ is required to perform special programming on the data that CLIENT supplies. Some of the programming that is required is:
  - A.) Process the files for CASS certification. (delivery point barcode)
  - B.) \_\_\_\_\_ will create a "key-line" that will appear above the name and address block for quality control purposes.
  - C.) 3 of 9 barcode for return payment processing (if applicable).
  - D.) Special message to be printed on the invoice for each cycle.
11. \_\_\_\_\_ will supply all printouts to the postal service to document the postage discounts where applicable (e.g. zip distribution reports, CASS certificates, and presort summary reports).
12. \_\_\_\_\_ will provide a postage report to the CLIENT for each run.
13. Each job will be sorted and bundled to the lowest qualifying First Class rate for postal discounts (U.S.P.S. CASS certified). NCOA and "MOVE UPDATE" requirements are the responsibility of the CLIENT.
14. \_\_\_\_\_ will develop operation documents for printing as well as inserting and mailing, define procedures for quality control and develop all the automated controls that will be necessary to accurately process the data files when they are received by \_\_\_\_\_.
15. Delivery of mail to the postal facility located physically nearest to or directly to the U.S. Postal Service's Mid-Florida Processing and Distribution Center in Lake Mary Florida or to the Orlando Tradeport postal facility will be supplied at no additional charge.
16. Any "no-mail" notices, accounts with "bad" addresses or unused inserts will be delivered back to the CLIENT.
17. Postage will be due one month in advance and a monthly report will be supplied to CLIENT to reflect the current status.

**PRICING**

18. Client is responsible for all shipping and delivery charges.
19. All additional inserts (as defined in #7 above) will be processed at \$10.00/thousand inserts.
20. Until May 31, 2013, the price for the programming/development listed in items 8 A-D, simplex laser printing, folding, inserting, metering, sorting, and delivery to the Mid-Florida postal facility in Lake Mary Florida or the Orlando Tradeport postal facility is \$0.15580/notice. The price for the #9

**POST SERVICE AGREEMENT: City of Winter Springs**

Corporate Headquarters  
 Inc.  
 Drive  
 Orlando  
 Phone  
 Fax

Jerque, Inc.  
 Blvd. NE  
 Albuquerque, NM 87107-5538  
 Phone

Remittance envelope is \$.02762/each. This pricing is in agreement with the Utilities agreement (piggy-back) dated March 26, 2008 (Contract #12-0000001) based on current cycle sizes. This price does not include postage. [redacted] does maintain a minimum shop charge of \$300.00 for this project. This charge is not in addition to the above price. It simply means that if the total project is less than this amount, [redacted] will charge this flat rate to cover fixed costs. The break down for #9 envelopes based on the size of the CUSTOMER's cycle size is:

- 1-3,000 Utility Notices= \$.02468/ envelope
- 3,001-9,000 Utility Notices= \$.02303/envelope
- 9,001-15,000 Utility Notices= \$.01948/envelope

The break down for the Utility Notices based on the size of the CUSTOMER'S cycle size is:

- 1-3,000 Utility Notices= \$.19637/notice
- 3,001-9,000 Utility Notices= \$.15580/notice
- 9,001-11,000 Utility Notices= \$.10653/notice
- 11,001-15,000 Utility Notices= \$.10485/notice

21. Terms are NET 45 upon delivery and acceptance.

SIGNATURES:

CITY OF WINTER SPRINGS

By: [Signature]  
Title: City Manager

By: \_\_\_\_\_  
Title: Account Executive

Date: 11/1/10

Date: September 7, 2010

CLIENT SERVICE AGREEMENT: City of Winter Springs

City of Winter Springs

Corporate Headquarters

West

Order  
Fax

Tel: 3  
Resolutions

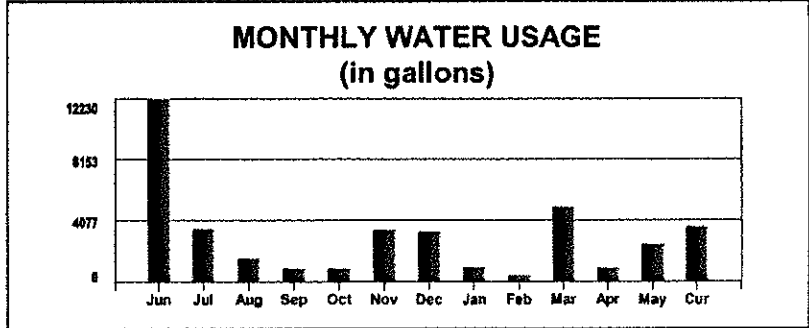
Albuquerque  
Phone  
Fax



**City of Winter Springs Utility Billing**  
 Mon 7-6 | Tue-Fri 8-5  
 1126 E State Road 434  
 Phone: 407-327-5996  
 Fax: 407-327-4753  
 utilitybills@winterspringsfl.org  
 www.winterspringsfl.org/ub

Summary of Payments and Charges DUE		
Account Number	18331-001	
Service Address	1180 FREEDOM LN	
Past Due Charges	\$0.00	
Penalties	\$0.00	
Adjustments	\$0.00	
Payments	-\$55.96	
Current Charges	\$62.75	07/19/2016
<b>TOTAL DUE</b>	<b>\$62.75</b>	

Charges Breakdown (Current Month)	
Water Base	\$5.72
Water Usage	\$4.91
Water Tax	\$1.06
Sewer Base	\$11.24
Sewer Usage	\$16.22
Stormwater Base	\$5.50
Solid Waste Base	\$18.10
<b>TOTAL CURRENT CHARGES</b>	<b>\$62.75</b>



Meter Reading Information						
From	To	Days	Meter	Previous	Current	Usage
05/10/2016	06/13/2016	34	8378	4216410	4220100	3690

Scan this code to make a payment with your smart phone or tablet today!



**"News You Can Use"**  
 AVAILABLE NOW, ON-LINE UTILITY BILL PAY! VISIT US @ [WWW.WINTERSPRINGSFL.ORG](http://WWW.WINTERSPRINGSFL.ORG)

Payment Options (Use Account Number 18331-001) See back for more!	
Self-Pay by QR Code	Scan the code above
Self-Pay by Website	<a href="http://eservices.winterspringsfl.org">eservices.winterspringsfl.org</a>
Online Bank Pay	See your bank's website
Self-Pay by Phone	407-327-5991
Call Center	407-327-5996

Please detach and return the bottom portion with your payment. (Make Checks Payable to City of Winter Springs)

FL299999B



**CITY OF WINTER SPRINGS**  
 UTILITY BILLING  
 1126 E STATE ROAD 434  
 WINTER SPRINGS FL 32708-2715  
 Address Service Requested

Summary of Payments and Charges DUE		
Account Number	18331-001	
Service Address	1180 FREEDOM LN	
Past Due Charges	\$0.00	
Current Charges	\$62.75	07/19/2016
<b>TOTAL DUE</b>	<b>\$62.75</b>	

55-8447%

\*\*AUTO \*\*\*AUTO\*\*5-DIGIT 32708



2145 8

WINTER SPRINGS FL 32708-5171

CITY OF WINTER SPRINGS UTILITY BILLING  
 1126 E STATE ROAD 434  
 WINTER SPRINGS FL 32708-2715



00000183310010000006275

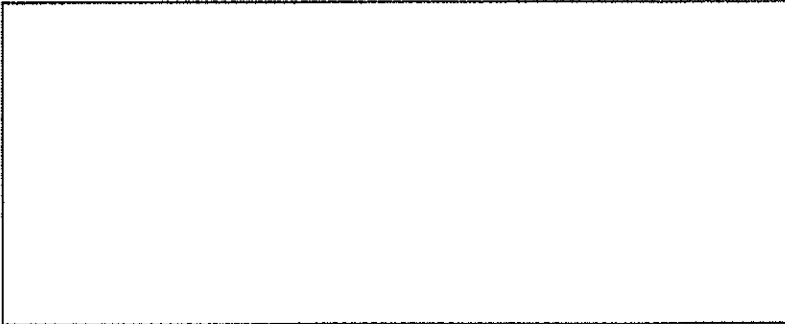


**City of Winter Springs Utility Billing**  
 Mon 7-6 | Tue-Fri 8-5  
 1126 E State Road 434  
 Phone: 407-327-5996  
 Fax: 407-327-4753  
 utilitybills@winterspringsfl.org  
 www.winterspringsfl.org/ub

# FINAL BILL

Summary of Payments and Charges DUE	
Account Number	14481-001
Service Address	420 GREEN SPRING CIR
Past Due Charges	\$0.00
Penalties	\$0.00
Adjustments	\$0.00
Payments	-\$60.02
Current Charges	\$63.55 7/19/2016
<b>TOTAL DUE</b>	<b>\$63.55</b>


Charges Breakdown (Current Month)	
WATER BASE	\$5.72
WATER USAGE	\$9.52
WATER TAX	\$1.52
SEWER BASE	\$11.24
SEWER USAGE	\$31.42
STORMWATER BASE	\$4.13
<b>TOTAL CURRENT CHARGES</b>	<b>\$63.55</b>



Meter Reading information						
From	To	Days	Meter	Previous	Current	Usage
4/27/2016	6/15/2016	49	0514594	1765700	1772850	7150

Scan this code to make a payment with your smart phone or tablet today!



"News You Can Use" 

Payment Options (Use Account Number 14481-001) See back for more!	
Self-Pay by QR Code	Scan the code above
Self-Pay by Website	eservices.winterspringsfl.org
Online Bank Pay	See your bank's website
Self-Pay by Phone	407-327-5991
Call Center	407-327-5996

Please detach and return the bottom portion with your payment. (Make Checks Payable to City of Winter Springs) FL299999B



**CITY OF WINTER SPRINGS**  
 UTILITY BILLING  
 1126 E STATE ROAD 434  
 WINTER SPRINGS FL 32708-2715  
 Address Service Requested


Summary of Payments and Charges DUE	
Account Number	14481-001
Service Address	420 GREEN SPRING CIR
Past Due Charges	\$0.00
Current Charges	\$63.55 7/19/2016
<b>TOTAL DUE</b>	<b>\$63.55</b>



3 1

BOONE NC 28607-7756

CITY OF WINTER SPRINGS UTILITY BILLING  
 1126 E STATE ROAD 434  
 WINTER SPRINGS FL 32708-2715



00000144810010000006355

## PAYMENT OPTIONS

If your account is delinquent or past due, please bring your payment to City Hall immediately to avoid disconnection of services. Do not pay on-line or by credit card, mail or drop box as the payment may not be received prior to disconnection process.

Do not place cash in mail or drop box.

Make check or money order payable to: City of Winter Springs  
Allow sufficient time for mail delivery, drop box pickup, credit card transaction, on-line bill payment and payment processing.  
Be mindful that holidays will delay payment delivery and receipt.

### **Cash Payments**

- Only accepted when paying in person at City Hall
- The City is not responsible for cash payments lost in the mail or placed in the drop boxes

### **In Person**

- Payment must be made at City Hall located at 1126 E SR 434
- Bring your utility bill statement with you

### **By Mail**

- Send Check or Money Order and Remittance Stub to: 1126 E SR 434, Winter Springs, FL 32708-2715
- The City cannot be responsible for undelivered or late mail

### **Drop Box (3 locations) (include remittance stub with payment)**

- Located in the parking lot on the left side of City Hall (west side) next to Medical Office Building
- Located in 7-11 at 898 Gary Hillery Drive (near intersection of Winter Springs Boulevard and Northern Way) in Tuscawilla
- Located in Walgreens at 401 E SR 434 (at Edgemon Avenue)
- Payments deposited in drop boxes take at least one business day to be received and credited to your account

### **Bank Draft (Automatic Debit - ACH)**

- The City can automatically deduct the amount of your utility bill from your bank account
- Enrollment and Withdrawal forms available on the City's website at [www.winterspringsfl.org](http://www.winterspringsfl.org) or at City Hall utility payment office

### **Credit Card**

- Payment by credit card can be made by calling Automated Merchant Systems (AMS), a third party credit card processor, at 407-327-5991 (or [www.winterspringsfl.org](http://www.winterspringsfl.org) and clicking on "Online Services" followed by "Online Bill Pay"). Provide your account number located on your utility bill. You will also need your phone number.
- Our third party credit card processor will charge a convenience fee of 2.5% of the transaction
- Payments made by credit card may take up to two business days to be received and credited to your account

### **Payment Terms**

- The due date applies to your current charges only (not Past Due Charges)
- A late fee of the greater of \$5.00 or 5% of the balance will be assessed for all payments received after the due date

### **Past Due Balance**

- The Current Charges date does not apply to your Past Due Charges
- If you have a delinquent or past due balance, please bring your payment to City Hall immediately to avoid disconnection. Do not pay on-line or by credit card, mail or drop box as the payment may not be received prior to disconnection process

### **Returned Check Charges**

- Checks/Bank Drafts which are returned by your banking institution for any reason will result in a minimum returned check charge of \$20.00, a reconnection fee of \$20.00 and a deposit (if applicable). A utility customer with a chronic payment history of returned payments shall be required to make payment in cash, money order, or credit card for a period of one year.

### **Debt Owed to the City**

- The City or its assigned shall be entitled to enforce any claims or rights in order to collect any debt owed to the City under this account may undertake the collection of any debt against you and this account by any lawful means including any and all costs associated with the collection of said debt.

## RELATED CONTACT INFORMATION

- Emergency: 407-327-2669
- Reclaimed Water Questions: 407-327-2669
- Seminole County Community Assistance: 407-665-2360
- Stormwater Questions: 407-327-5977
- Streetlight Questions: Duke Energy: 407-629-1010

## GARBAGE, RECYCLING AND YARD WASTE

- Questions and Complaints: 407-327-2669
- Special Pickups: WastePro of Florida: 407-774-0800
- Garbage Collection: Eastside = Tuesday and Friday; Westside = Monday and Thursday
- Recycling Collection: Eastside = Tuesday or Friday; Westside = Monday or Thursday
- Yard Waste Collection: Eastside = Wednesday; Westside = Wednesday
- Garbage, Recycle and Yard Waste will not be picked up on the following holidays: New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day and Christmas Day. Pickup will occur on your next regularly scheduled collection day.

## CUSTOMER DEPOSITS

- Commercial - Deposit retained until service is terminated.
- Residential - Deposit refunded after two years of continuous payment history with no late charges assessed to account.
- Disconnected Service - If no deposit is on file and your service is disconnected, Payment of a deposit, entire past due balance, a disconnection fee of \$20.00 and a reconnection fee of \$20.00 must be paid before service can be restored.
- Terminated Service - The City will apply retained deposits to the final bill and any credit balance remaining will be refunded.

## BILLING CYCLE

- City utility bills are rendered on a monthly billing cycle. If you do not receive your utility bill or have questions about your utility bill, please contact Utility Billing Customer Service at 407-327-5996.

## BILL APPEALS

- Any customer who feels their monthly bill is unjust and inequitable may make a written application for review within ten (10) days of the bill date.

## UTILITY SERVICE TERMINATION

- Request must be submitted in writing to Utility Billing Office at least one (1) business day in advance

## LEAK DETECTION

- To determine if you have a leak, turn off all water faucets, ice makers, irrigation systems, etc. and check the water meter. If the leak detector (small triangle) at the meter is not moving, you do not have a serious leak. To check for slow leaks, note the position of the sweep hand and record the register reading. Read the meter again after one (1) hour without any water use. If the sweep hand and meter reading remain unchanged, you have no leaks. If they have changed, you need to look for the source of the leak. It is the property owner's responsibility to correct leaks as soon as possible.
- Bill adjustments may be available in certain circumstances, such as unexplained excessive use or an explained leak. An approved bill adjustment would be permitted no more than once in a year and twice in ten years.

## IRRIGATION RESTRICTIONS

- Landscape Irrigation for all water sources (including reclaimed water, wells, and surface water) is limited to TWICE per week during Daylight Savings Time (DST) and ONCE per week during Eastern Standard Time (EST). DST is from the 2nd Sunday in March to the 1st Sunday in November. EST is from the 1st Sunday in November to the 2nd Sunday in March. Odd numbered houses can water on Wednesday and Saturday during DST and Saturday during EST. Even numbered houses can water on Thursday and Sunday during DST and Sunday during EST. Nonresidential properties may water on Tuesday and Friday during DST and Tuesday during EST. Irrigation is prohibited between 10 AM and 4 PM. New landscape is authorized to be irrigated during the first 60 days.

## PUBLIC RECORD

- Utility account records are considered "Public Record" and are subject to disclosure in accordance with Florida Statute Chapter 119.