

3/25/2026 PRESS RELEASE

Utility Customers of the City of Clarence, MO

Some of you have gotten emails or noticed things have been changing at City Hall this past month. Due to changes that our old software company was making, we were forced to look elsewhere for software that would handle our utility billing and financial needs. The old software company had increased our yearly fees by 300% (yes that is correct) and were forcing us to move to a version that they still have not gotten to work properly. The City of Huntsville stayed with that company and switched to the new version in February and are unable to print utility bills. The City of LaBelle had migrated to the newer version a year ago and it took 6 months before she could print utility bills and they still were not correct. LaBelle has since changed to different software.

I take it very seriously that I am spending taxpayer money and want to make sure we are getting the best product for your hard-earned dollars. It has been a long process, but we implemented the new software March 1st. I was able to secure the new software at a yearly savings of approximately \$6,000 over the old software costs.

With that implementation comes change. Brandie and I are doing our best to learn the new processes and keep your visits to City Hall flowing smoothly. Utility bills will look different and how you will get your bills, if you were signed up for e-billing, has changed. I sent out emails to the e-bill customers on Tuesday. I have also added links to the city's website if you would like to sign up to access your utility account online.

You have the **option** to pay on that portal but be aware that the portal **only** takes credit/debit cards with a fee of 2.99%. We are keeping the NCR/Global Payment option that many of you have been using for several years. NCR does accept e-checks for a 50 cent fee and the fee is 2.15% for credit cards and debit cards are 1.5%. NCR is what we still use if you come to pay with a card here in City Hall.

We will still mail out bills to those that want to get their bill that way. We can't guarantee that they will get delivered in a timely manner though. We will continue to accept checks or cash payments in City Hall or you can drop off your payment in the drop box located across the street in the parking lot.

Many of you had signed up for 'automatic' payments that Brandie processed each month. The new software has the capability to process automatic ACH payments on the 10th of the month using your bank account with **no fee**. We are still working the kinks out of that option and hope to make that available soon. Let us know if you are interested in that option. We will continue to process your payments as we have in the past until that option becomes available.

Change can be hard and painful, but we are doing our best to make sure the transition on your part is as smooth as possible. Please bear with us if we take a little longer to do something that we used to do with a couple of clicks. Remember, we are still learning.

Things yet to come – New website and ability to make Parks and Rec reservations online.

Cindy Bowman, CMC - MPCC

City Clerk
City of Clarence
200 E. Beech St
PO Box 9
Clarence, MO 63437
4th Class – Pop 752
660-699-2270
Fax: 660-699-3742

It's a great day here in the City of Clarence!