

# Addendum 1

**City of Canton, Ohio**  
Purchasing Department  
218 Cleveland Ave. SW, 4<sup>th</sup> floor  
Canton, Ohio 44702

Printing and Mailing of Utility Bills

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**Item/Project**

Utility Billing Department

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**Responsible Department**

Wednesday, May 17, 2023 on or before 2:00 PM local time

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**Bids Due**

## Bid Proposal Submitted By:

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**Company Name**

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**Street Address**

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**City**

**State**

**Zip**

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**Contact Person**

**Phone No.**

**Email Address**

**Printing and Mailing of Utility Bills**  
**Utility Billing Department**

**Question 1:**

Can we get a sample of the data output in XML format so we can figure out the programming up front, and can we get a copy of a blank bill so we can see the layout that we will be printing?

Answer:

A sample of the data output and sample bill are attached for your reference.

**Question 2:**

How many pieces come out of the 8500 pieces that we would household? Is it just 2 per letter or variable?

Answer:

It would vary on the number of pieces they would household.

**Question 3:**

Can we please get a sample of the envelopes, a sample of the bills themselves and a data sample?

Answer:

Sample envelopes and a sample bill are attached for your reference.

**Question 4:**

In the RFP it states, "It is mandatory that all mailings must be dropped at and mailed from any US Post Office located in Stark County, Ohio or through the Cleveland Ohio Destination Sectional Center Facility." Is there any leniency on this? We are located in Dayton, OH. This location would not add delivery time to the utility bills.

Answer:

No, all mailings must be dropped at and mailed from any US Post Office located in Stark County, Ohio or through the Cleveland Ohio Destination Sectional Center Facility.

**Question 5:**

Question pertaining to page 32, section 3.9: is there any flexibility to the perforated paper?

Answer:

No, the paper shall be perforated.

## SAMPLE BILL DATA

This XML file does not appear to have any style information associated with it. The document tree is shown below.

```
<UTILITYBILLS>
  <BillingMessage>Effective April 2, 2023, there will be a 6.5% water rate increase, 6.5% sewer rate
  increase and a 6.5% sanitation rate increase. Any delinquent amount is subject to turn off. Eff.
  10/01/21 Property owner will be charged a $500 fee for tampering or damage done to water meter,
  MTU or shut-off valve/box including illegal turn-on at any property under his/her ownership.
  Remedies are cumulative. Each item is a separate charge. A $25 fine will be imposed for waste/cans
  put out before noon on day BEFORE pickup day or cans left out past 8am the day AFTER pickup.
  Possession change/eviction: ALL waste must be containerized, if more than 2 bulky items are left
  out, a dumpster is required. A $500 min disposal fine for ANY violation. Visit cantonutilities.com
  for more information.</BillingMessage>
  <StubMessage>IF YOU ARE AN AUTO-PAY CUSTOMER YOUR ACCOUNT WILL BE DEBITED ON OR ABOUT MAY 8,
  2023</StubMessage>
  <PaymentCodeID>474</PaymentCodeID>
  <BarCodePreface>55</BarCodePreface>
  <DueDate>05/08/2023</DueDate>
  <ScheduledPrintDate>04/22/2023</ScheduledPrintDate>
  <ActualPrintDate>04/21/2023</ActualPrintDate>
  <ActualPrintTime>2:33 PM</ActualPrintTime>
  <BILL AccountNumber="1234567-001" AccountType="RI" UtilityAccountID="1234567" AccountClass="Water
  & Sewer" NumberOfUnits="1.0" BillingProfile="Cycle D" CustomerNumber="0" CustomerName="Customer
  Name" ServiceAddress="12345 ABC ST NW" ServiceCity="CANTON" ServicevsState="OH" ServiceZip="44703"
  MailAddressLineOne="78910 ABC ST NE" MailCity="CANTON" MailvsState="OH" MailZip="44705"
  PullBillFlag="0" PrimaryBillFlag="1" Frequency="Monthly" ServiceFromDate="03/12/2023"
  ServiceToDate="04/11/2023" BillingDate="04/22/2023" PreviousBalance="40.58" PenaltyActivity="0"
  PaymentActivity="-40.58" AdjustmentActivity="0" BalanceAtBilling="0" BalanceDue="41.39"
  OverPaymentApplied="0" DueAfterAmount="45.53" BankDraftAmount="0" LienAmount="0" LienYear="0000"
  LastPaymentDate="04/12/2023" ShutOffDate="06/06/2023" OCRScanLine="00303250010000000001234567"
  LastActualPrintDate="03/22/2023" LastPenaltyDate="04/21/2023" Pin="1234" CurrentCharges="41.39"
  EnrolledInCreditCardPayments="0" CustomerPrimaryPhoneNumber="1231231234"
  CustomerPrimaryEmailAddress="EMAILADDRESS@123ABC.COM">
    <CONSUMPTION ServiceClass="Water & Sewer" MeterType="MR UNITS" MeasurementType="MR UNITS"
    NonMeteredType="MR UNITS" CurrentReadType="Manual" Consumption="1" BilledConsumption="1"
    Quantity="1" BilledConsumptionComparisonFlag="0"/>
    <CONSUMPTION ServiceClass="Sanitation" MeterType="REF UNITS" MeasurementType="REF UNITS"
    NonMeteredType="REF UNITS" CurrentReadType="Manual" Consumption="1" BilledConsumption="1"
    Quantity="1" BilledConsumptionComparisonFlag="0"/>
    <PaymentAssistance/>
    <UDF/>
    <ConsumptionHistory/>
    <SERVICE Service=""/>
    <BILLINGITEMS BillingItemCode=""/>
    <CHARGES ChargeCategoryDescription="Water Summary" Amount="6.38" Parent="1"/>
    <CHARGES ChargeCategoryDescription="Water" Amount="6.38" Parent="0" ReportingService="WATER
    USAGE"/>
    <CHARGES ChargeCategoryDescription="Sewer Summary" Amount="8.8" Parent="1"/>
    <CHARGES ChargeCategoryDescription="Sewer" Amount="8.8" Parent="0"/>
    <CHARGES ChargeCategoryDescription="Sanitation Summary" Amount="24.51" Parent="1"/>
    <CHARGES ChargeCategoryDescription="Sanitation Services" Amount="24.51" Parent="0"/>
    <CHARGES ChargeCategoryDescription="Meter Upgrade Summary" Amount="1.7" Parent="1"/>
    <CHARGES ChargeCategoryDescription="Meter Replacement Surcharge" Amount="1.7" Parent="0"/>
    <CONSUMPTION ServiceClass="Water & Sewer" MeterType="5/8" Badger ADE" MeterNumber="85607353"
    MeasurementType="Water Reading" PreviousRead="241" PreviousReadType="AMR"
    PreviousReadDate="03/11/2023" CurrentRead="241" CurrentReadType="AMR"
    CurrentReadDate="04/11/2023" Consumption="0" BilledConsumption="0" DaysBetweenReads="31"
    Quantity="0" BilledConsumptionComparisonFlag="0" UnitOfMeasure="CCFT" MeterSize="5/8"
    AdjustedConsumption="0"/>
  </BILL>
</UTILITYBILLS>
```

**Sample Bill Envelope with Utility Bill Inside**

CANTON CITY UTILITIES  
306 2<sup>ND</sup> ST SE  
CANTON, OH 44702



10-1 \*\*\*\*\*AUTO\*\*5-DIGIT 44606

JOHN Q SAMPLE  
1234 ANYSTREET  
SOMECITY OH 99999-9999

Sample Bill Window Envelope

CANTON CITY UTILITIES  
306 2<sup>ND</sup> ST SE  
CANTON, OH 44702



Sample Return Envelope



PLACE  
STAMP  
HERE

CANTON CITY UTILITIES  
PO BOX 9955  
CANTON OH 44711-0955





SERVICE ADDRESS	ACCOUNT NUMBER
1234 ANYSTREET	99999-001
BILL DATE	DUE DATE
April 15, 2023	May 02, 2023

Make Checks Payable to  
**Canton City Utilities** 

Please Pay This Amount

**\$23.43**

Please write your Account Number  
49831-001 on your check.

Amount Enclosed: \$ \_\_\_\_\_

00••••• 003000000000000023430



10-1 \*\*\*\*\*AUTO\*\*5-DIGIT 44606

JOHN Q SAMPLE  
1234 ANYSTREET  
SOMECITY OH 99999-9999

**AUTO PAY OPTION AVAILABLE**

IF YOU ARE AN AUTO-PAY CUSTOMER YOUR ACCOUNT  
WILL BE DEBITED ON OR ABOUT MAY 2, 2023

To view your 2022 Water Quality Report go to <https://www.cantonohio.gov/ArchiveCenter/ViewFile/Item/302> If you would like a copy mailed to you, please call 330 489-303  
To ensure proper credit, detach and return the upper portion in the enclosed envelope. Retain the lower portion for your records.



**CANTON CITY UTILITIES**  
306 2nd St SE  
CANTON, OH 44702  
330-649-8100  
[www.cantonutilities.com](http://www.cantonutilities.com)

SERVICE ADDRESS	ACCOUNT NUMBER	
1234 ANYSTREET	99999-001	
BILL DATE	DUE DATE	PAY THIS AMOUNT
April 15, 2023	May 02, 2023	\$23.43

**Meter Readings (100 cu. ft.)**

Period	Read Date	Type	Reading	Consumption
Current	04/04/2023	AMR	334	3
Previous	03/04/2023	AMR	331	

**ACCOUNT DETAIL**

**Credits and Charges**

Unpaid Balance	\$23.30	
Payment - Thank You	(\$23.30)	
<b>Total Unpaid Balance</b>		<b>\$0.00</b>
<b>Beginning Credit Balance</b>		<b>\$0.00</b>

**Current Charges**

Water	\$20.98	
Hydrant Service	\$0.75	
Meter Replacement Surcharge	\$1.70	
<b>Total Current Charges</b>		<b>\$23.43</b>

**PAY THIS AMOUNT → \$23.43**

**Office Hours:**

Monday through Friday  
8:30am to 5:00pm

**Inside Lobby Drop Slot**

6:00am to 6:00pm

**24/7 Drop Slot** (Left of 2nd St SE entrance)

**Phone Payments Please Call:**

1-888-598-9829

**PLEASE NOTE:**

A \$25.00 per trip charge will be applied if a service person is dispatched to turn water off or on for any reason. This applies to all accounts, including delinquent accounts.

If there has been any plumbing change on your premise you are required to fill out and return the Cross Connection Control Survey here:  
<https://cantonohio.gov/DocumentCenter/View/2305/Cross-Connection-Control-SurveyPDF>

For more information about Cross Connections and Backflow Prevention Devices visit:  
<https://cantonohio.gov/189/Backflow>

Please report suspected cross-connections to the Backflow Office at (330) 489-3310.

If your account is delinquent, this bill includes a late fee of 10% of the delinquent balance.

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MTU or shut-off valve/box including illegal turn-on at any property under his/her ownership.

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A \$500 min disposal fine for ANY violation. Visit [cantonutilities.com](http://cantonutilities.com) for more information.