



Postage & Mailing: LowellSTAT has been monitoring the substantial growth of the Postage account from FY12-FY16 as well as seeking solutions that could reduce costs. In five years, the account has **increased by over \$60,000, or 36%**. The Elections Office, which houses the mailing operation, and vendor Pitney Bowes have recommended several changes to the City mailing system. Most focus on reducing certified or express

mail as well as requiring approval before any large mailings will be processed. The Financial Team plans to begin instituting these changes in the very near future.

Online Payments:

Through the use of the Invoice Cloud service, citizens are able to pay their Real Estate, Personal Property, and Motor Vehicle Excise Taxes as well as Utility Bills online. **40% of all payments made online are done so via a mobile device** (Invoice Cloud). LowellSTAT has noted a steady growth in the number of bills being paid online versus in-person or traditional mail. The biggest jump from FY14 to FY15 was in the Motor Vehicle Excise category where the **number of bills paid online rose from 16,078 to 22,001**. This represents a **37% increase year-over-year**. The number of Utility Bills being paid online has also increased substantially from **6.9% in FY14 to 13.97% in FY15**. Another feature of the Invoice Cloud service is the electronic reminder function. Citizens can sign up to be notified that their bill is due via email or text message. LowellSTAT will continue to monitor and work with the Treasurer's Office to find additional ways to e online payments.

