

Loxahatchee River District
RFP 22-004-00114
Utility Customer Information & Billing System
Payment Processing Services
Printing and Mailing Services

Addendum Number 2
December 1, 2021

The following clarifications, modifications and responses to questions are provided for the above referenced project.

Vendor's questions and LRD's responses:

1. Is the District able to provide the 12 merchant statements for the time period reflected in the LRD Transactions Excel file?
 - a. We do not receive the detailed merchant statements, only the transactions counts by echeck, credit card and non-qualified/commercial cards. Note that we included the non-quals/commercial transactions reported by the vendor on a separate worksheet in the transactions excel file.

2. When are the questions due for the RFP that was just published?
 - a. Question deadline and response schedule provided in Addendum #1.

3. Would it be possible to get scanned copies of your existing customer statements?
 - a. Below is an example of the District's statement. However, it is our strong preference to redesign the bill as part of the new implementation. Changes may include different bills for residential versus commercial customers, with the commercial billing showing a graph of prior water consumption.

4. Also, would you need more than 10 concurrent users of the software?
 - a. No.

5. How many years of data needs to be converted to capture "all billing and payment history for delinquent accounts"?
 - a. There are a variable number of years of billing and payment data needed for each of the roughly 210 delinquent accounts. We do not have a method to easily compute the number of years of billing and payment history required for each account.

*** End of Questions ***



Loxahatchee River District - Quarterly Sewer Bill

PO Box 8800
 Jupiter, FL 33468-8800
 Website: www.loxahatcheeriver.org

561-747-5700 Option 2
 Office Hours 8:30 am - 5pm Monday - Friday
 Email: billing@loxahatcheeriver.org

Account Information:	
Account Number:	1000400
Customer:	[REDACTED]
Location:	[REDACTED] PINWOOD CT
Messages:	
<p>We DO NOT charge a service fee for online payments. Some companies mimic the District's payment web page and charge transaction fees. First Billing Services is the District's payment processor. We encourage you to use your bank's online bill pay service, or the District's payment site at www.loxahatcheeriver.org, click on the Pay My Bill button, then Payment Option 2.</p> <p>Please see the back/2nd page for more news from the Loxahatchee River District.</p> <p>How are we doing? We want to hear from you! Please point your web browser to https://www.surveymonkey.com/r/LRD-CS to provide your feedback or call us at 561-747-5700 option 2.</p> <p>Questions? Please visit our website, stop by, send us an email at billing@lrecd.org, or give us a call at (561) 747-5700 option 2.</p> <p>Please note: when an account becomes delinquent, the District does not disconnect sewer service, which could lead to health and sanitation problems. The District recovers delinquent payments by imposing a Claim of Lien on the property being provided sewer service. The amount the District is entitled to recover includes the delinquent amount stated in the Lien, plus 12% annual interest, and legal costs and fees, as authorized by Chapter 71-822 Special Acts of Florida 1971 as restated and amended to Chapter 2002-358, Laws of Florida.</p>	

Current Charges:	
Statement Date:	7/15/2021
Service Period:	7/1/2021 - 9/30/2021
Charges:	
Quarterly Wastewater Charge:	\$55.15
1 Toilet	
Sump Pump/Elevator:	\$0.00
Pool Discharge:	\$0.00
Late/Delinquency Charge(s):	\$0.00
Previous Balance or (Credit):	\$0.00
Total Due - Quarterly Sewer Services:	\$55.15
Due Date:	8/18/2021
<p>*** You are enrolled as an Auto Pay customer and we will process your payment on August 18, 2021, or the date you designated. ***</p>	
Convenient Ways to Pay:	
<ol style="list-style-type: none"> 1. Use your bank's Online Bill Pay. 2. Website (www.loxahatcheeriver.org) with your e-check or Mastercard, Visa or Discover credit/debit card. 3. Mail your check made payable to LRECD in the enclosed envelope and include the lower portion of this bill. 4. Call us at (561) 747-5700 Option 2 to pay with your e-check, Mastercard, Visa or Discover credit/debit card. 5. In person, or our drop box, at 2500 Jupiter Park Drive. <p style="text-align: center;">U.S. Funds only please.</p>	

PLEASE BRING ENTIRE BILL IF PAYING IN PERSON. PLEASE DETACH AND RETURN BOTTOM PORTION IF PAYING BY MAIL.

FL29899F

Loxahatchee River District
 PO Box 8800
 Jupiter FL 33468-8800



Account Number:	1000400
Customer:	[REDACTED]
Due Date:	8/18/2021
Total Due	\$55.15
Please enter amount paid:	Auto Pay Scheduled

*****AUTO**5-DIGIT 33408



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LOXAHATCHEE RIVER DISTRICT
 PO BOX 8800
 JUPITER FL 33468-8800



1000400

Loxahatchee River District News

You Can Help Prevent Sewer Overflows After a Storm or Power Outage

First, realize that the Loxahatchee River District's sewer transmission network – over 200 sewage pump stations - runs on electricity. Yes, we have emergency generators to keep things flowing, but even they can get overtaxed during a major power outage. So, it's important to minimize your risk of damage as our crews work to restore our community's wastewater transmission and treatment systems. Here's how:

1. Fix leaky toilets. They can waste 200 gallons of water per day.
2. Flush only when necessary. Each flush creates from 1.6 to 3.6 gallons of wastewater. During a power outage, try to flush only when solids are in the toilet.
3. Wait to wash clothes. Of course, you can't machine wash anyway without power. If you have a generator, please wait to do laundry until electricity is restored.
4. Hand wash dishes in a bowl. Use one large bowl with soapy water and another with clean water to rinse. Average savings per use: 20 gallons.
5. Reduce water when showering. A shower typically creates 17 gallons of wastewater. During a power outage, consider running the shower just to get wet. Lather up, then rinse.
6. Wait to take a bath. A typical bath creates 50 gallons of wastewater. If you must run a bath, please keep the tub level at a minimum.
7. Brush your teeth with the water off. Running the water while you brush creates 4 gallons of wastewater.

Help Protect Our Loxahatchee River

Please remember that what goes on our yards and streets often gets washed into our waterways during heavy rains. Help prevent pollution by not fertilizing during the summer rainy season, and not blowing or dumping grass clippings, leaves, soil or pet waste into storm drains or waterways.

Get Information on River Water Quality & More

Did you know the Loxahatchee River District does weekly tests for bacteria in the river? To see a map showing water quality results, as well as all of the District's environmental monitoring programs (including water quality, seagrass, oysters, rainfall and river flows), go to www.Loxahatcheeriver.org, then click on the large button 'Protecting The River'. The link to the weekly bacteria results map is listed under the Water Quality section.

Please Don't Flush Wipes

Want to know what really clogs sewer pipes and fouls pumps? "Flushable" wipes. They look, and even say they are harmless, but each one flushed down a toilet hits our collection system as strong and durable as when it first comes out of the box. Wipes can foul pumps just like dock lines strangling a boat propeller. Result: more emergency backups than any other cause! Even if its label reads "flushable," it is safer and more environmentally correct to place the item in a trash can. Visit thinkbeforeyouflush.org for more information.

Get Emergency Notifications

The Loxahatchee River District would like to be able to contact you in a sewer-related emergency by phone, email and/or text message. Please provide the method(s) you would like us to contact you by visiting www.loxahatcheeriver.org/notify, completing the info below, or call our helpful customer service staff at (561) 747-5700 option 2.

Phone Number: _____

Email Address: _____

Mobile Number for Text Message: _____

Please see other side for your Sewer Services Bill

*** End of Addendum #2 ***