

June 17, 2026

Work Meeting

Town Board: Mayor Kerry Barney, Russel Riggs, Gary Goble, Grace Howard

Staff: Carly Burrows and Janell Barney

Summary of the Town work meeting:

Topic: Xpress-Bill Pay demo with Pelorus

The council and staff met with Kevin Dibb from Xpress Bill Pay to review an online utility billing and payment system that integrates with the town's Pelorus accounting software. Kevin demonstrated the customer portal, where residents can view detailed bills online, make one-time payments as guests or log in to set up autopay, and optionally choose paperless billing. Customers can receive email and/or text notifications when new bills are available and can see up to two years of bill and payment history.

The group discussed transaction fees and confirmed the town prefers that customers pay these fees rather than the town. The example pricing discussed was about 3.5% (or a \$3 minimum) for credit/debit card payments and a \$2 flat fee for ACH (bank) payments. Customers who prefer not to use online payments may still pay by check as they do now.

On the administrative side, Kevin explained that when the town runs its billing cycle in Pelorus, a file is created that can be uploaded to Xpress Bill Pay—either manually or through an automatic upload configuration supported by Pelorus. The proposal included an initial setup and training fee of \$1,500 (with a trainer on site for a full day) and an ongoing monthly support/hosting fee of about \$129, which covers hosting, support, and system upgrades. Questions were raised about small-town pricing, handling customer complaints, retraining new staff, and whether to allow partial payments vs. requiring full amounts due, and Kevin indicated Xpress Bill Pay can support these needs through configuration and ongoing support.