

SAN BERNARDINO MUNICIPAL WATER DEPARTMENT

POLICIES & PROCEDURES MANUAL

POLICY 51.080 - CRITERIA FOR BILL MESSAGES AND INSERTS

Date: July 2021
Revision No.: 5
Supersedes: March 26, 2019
First Adopted: June 27, 1994

POLICY:

The City of San Bernardino Municipal Water Department (SBMWD) bill allows a small space for messages, and monthly bills also provide the opportunity for an insert to be included in the envelope along with the bill. For customers who have opted for paperless billing, insert documents can be delivered in a digital format via e-mail, and can be posted on the Department's online eBilling portal.

As the bill is for City services and is generated by the City, only City departments or City affiliated entities requesting a message or an insert may be approved on a first come, first served basis. Reservations for a particular month or time frame may be made in advance, however, priorities can change, and SBMWD reserves the right to cancel or reschedule a message.

The Administrative Services Manager or Public Outreach Coordinator must approve the insert or message. Inserts or messages that are political in nature, that solicit contributions, or which otherwise violate legal restrictions on SBMWD will not be accepted.

PROCEDURE:

Bill Messages - Bill messages appear on dedicated space on bills, and as part of the bill, there is no charge or cost involved. Message space is limited, so messages must conform to the allotted space per vendor specification. The requestor will be provided with the space limitations at the time of request.

Bill Inserts- Bill Inserts are handled by a vendor; therefore, pricing and print specifications are determined by the vendor. At the time of request, pricing and print specifications will be provided to the requestor.

A copy of the finished insert must be sent to the Administrative Services Manager or Public Outreach Coordinator for final approval. Once approved, it is the responsibility of the requestor to deliver printed inserts to the vendor's office site by an agreed upon date and time. A digital copy of the insert must also be provided for

digital and online presentation. Acceptable formats for digital files will be specified by the vendor.

SBMWD shall not quote a price different than vendor pricing, and there is no intent to profit from insert requests. The City Department or affiliated agency requesting the insert will be invoiced by the Water Department at the current vendor rate, and the requestor will also be responsible for increased postage, if applicable.

Policy Review

Board Approved:	<u>6/27/1994</u>
Revision:	<u>11/1998</u>
Revision Board Approved:	<u>4/18/2002</u>
No changes:	<u>7/2018</u>
Revision Board Approved:	<u>3/26/2019</u>
No changes:	<u>7/2020</u>
Minor changes GM Approved:	<u>7/2021</u>