



Friday, August 12, 2016

City of Port St. Lucie
121 S.W. Port St. Lucie Blvd.
Port St. Lucie, FL 34984
www.cityofpsl.com

For more information, contact:
Sarah Prohaska, Public Information Officer
(772) 873-6326 / media@cityofpsl.com

FOR IMMEDIATE RELEASE

The City of Port St Lucie’s Utility Systems Department outsources bill printing, saving thousands

PORT ST. LUCIE, Fla. (August 12, 2016) – A new program to outsource the printing and mailing of the City’s Utility bills is projected to save the City more than \$100,000 annually.

In an ongoing effort to provide outstanding customer service in Utility Systems, an analysis of costs and expenditures of the current in-house process to print and mail bills determined that using an outside contractor would be far more cost effective.

“This is just another example of how our Utility is committed to providing the best level of service to our customers,” said Utility Systems Director Jesus Merejo.

Port St. Lucie City Council approved the contract to outsource these items at its Aug. 8 meeting.

Traditional paper bills are mailed to approximately 60,000 of the more than 70,000 customers, with the remainder opting to receive bills electronically. Approximately 20,000 late notices are also printed and mailed out each month. Those numbers continue to grow as more people make Port St. Lucie their home.

The costs associated with the printing and mailing function are currently projected to exceed \$523,000 for fiscal year 2015/2016. By outsourcing that process to Cathedral Corporation in Orlando, the total annual savings is projected to be approximately \$100,000.

Customers will not experience any significant change in their bill receipt dates. They may notice, however, special messages on the envelopes and bills announcing City-related information and events.

Port St. Lucie Utility Systems Department is dedicated to providing the highest possible level of support for its customers, as well as leading the water and wastewater utility industry by protecting our environment and natural water resources, relying on innovative operating and maintenance processes.

The City of Port St. Lucie is proud to be a hometown where people live, learn, work and play, and celebrate all of life's opportunities. With over 179,000 residents, Port St. Lucie is Florida's eighth largest city by population (South Florida's 3rd largest city). The City occupies an area of 120 square miles in St. Lucie County on Florida's east coast, about 50 miles north of West Palm Beach, half way between Miami and Orlando. The City provides most traditional municipal services including law enforcement, water and sewer, and public works. For more information, please visit: www.cityofpsl.com



###