

Merchant Service Fees Addendum

April 9, 2025



C I T Y O F
RENO

Alignment with Strategic Plan



Fiscal Sustainability

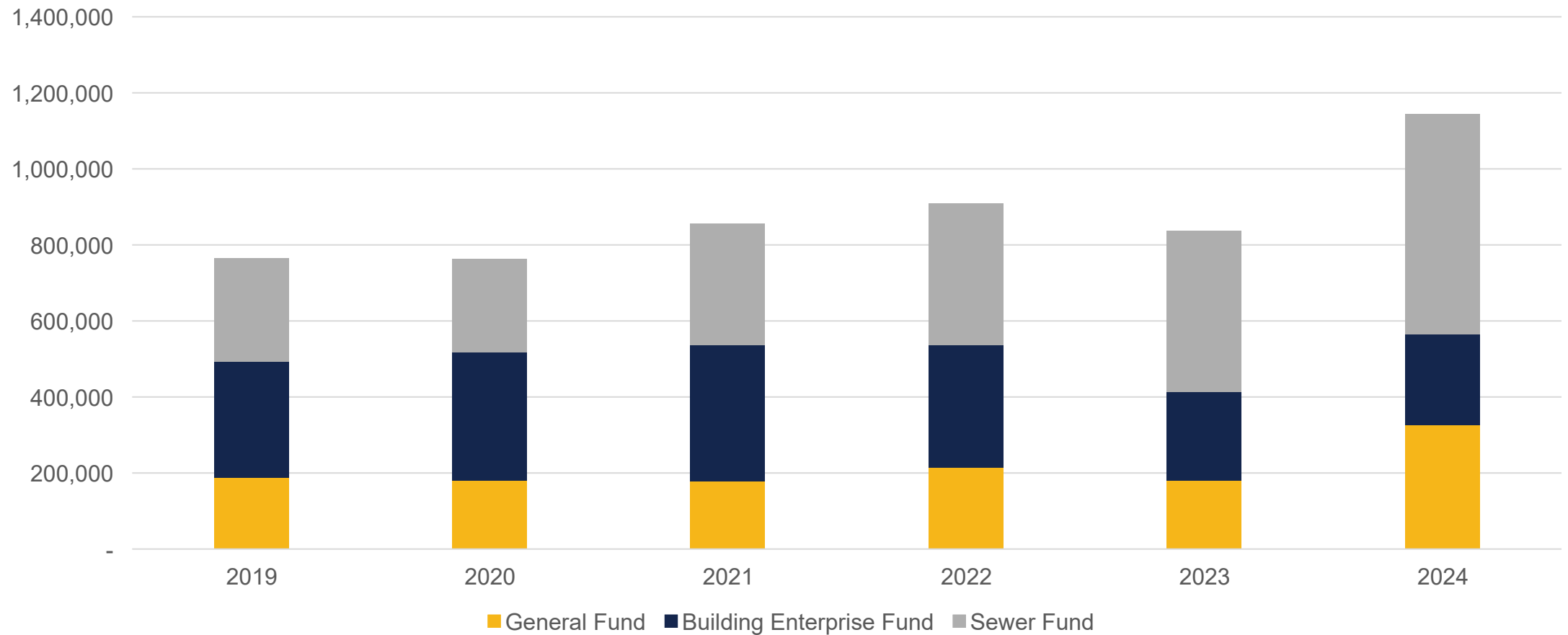


Economic & Community
Development

Merchant Fees

- Charges paid by the City to process electronic payments
- How does it impact the City?
 - Fee Absorption – City pays the fee (current process)
 - Pass Through – Customer pays the fee

Merchant Fees Paid by City



Pass Through Fee

- Fee to customer would be 2.7%
- Customer would pay Merchant Fee directly
 - Show as separate charge on statement
- Customer has ability to avoid fee
 - Pay Online with bank account (ACH)
 - Cash
 - Check

New Agreements and Estimated Budget Savings

- Wells Fargo
 - General Fund ~ \$300,000
 - Building Enterprise Fund ~ \$200,000
- Infosend/Pace
 - Sewer Fund ~ \$525,000)

Messaging to Customers

- Front Counter – Additional Signage
- Websites – Notification of Merchant Processing Fee
- Sewer Bill Insert (July and October Bills)
- Email outreach to existing sewer customers registered online (November, early December, middle December)

Recommended Motion

I move to approve service fee addendum with Wells Fargo.

I move to approve service fee addendum with Inforsend/Pace.