



MANAGER'S MEMORANDUM

Prepared for: **Naperville City Council**

By: City Manager's office

9/5/2024

A. MANAGER'S MEMORANDUM

Source:

1. Ray Munch,
Finance Director

Subject:

EBill (FIS) Password Policy Change

Action:

FYI

**CITY OF NAPERVILLE
MEMORANDUM**

DATE: September 5, 2024

TO: Douglas Krieger, City Manager

THROUGH: Raymond Munch, Finance Director

FROM: David Moyano, Utility Billing & Collections Manager

SUBJECT: Ebill (FIS) Password Policy Change

PURPOSE:

The purpose of this memorandum is to notify the City Council that our Ebill vendor, FIS Global, implemented new password requirements for enrolled users.

BACKGROUND/DISCUSSION:

Based on the July 21, 2024 implementation date, Ebill users will be prompted to change their passwords every 90 days. Per FIS, this requirement is necessary to maintain their PCI (Payment Card Industry) and security compliance.

The new requirements also include passwords that must meet the following:

- Minimum of 15 characters or more plus contain at least one character from three of the four groups: upper case letters, lower case letters, numbers and special characters. Also, no more than seven numbers plus no more than two consecutive identical characters.

Our current customer base includes 65,835 utility accounts, of which 30,398 are Ebill users (46% enrollment). The City will communicate this new password policy to customers. Autopay options are available for convenience and to help ensure timely payments.

Recommendation:

Please distribute this memorandum to the City Council through the Manager's Memorandum.