Subject: Re: FOIA Request Utility Payment System
From: Monster News <newsdesk@pigmonster.online>
Date: 11/22/2026, 5:59 AM
To: Cynthia Attebury <clerk@cityofcarmi.com>

To City Clerk Cynthia Attebury and Acting Mayor Doug Hays
Subject Follow-up on FOIA 26.56 and Carmi's utility card payments

Ms. Attebury and Mayor Hays,

Related Monster News Article: Carmi Cut Off Card Payments: Architect Hays and the Four Proposals to Nowhere

The records produced under FOIA 26.56 show that Carmi previously accepted credit and debit cards for utility bills. On November 4, 2025, after First Bank presented its fee analysis, then-Alderman Hays seconded and voted for Ordinance 1668, which ended card acceptance effective January 1, 2026. On November 20, 2025, the council heard four replacement proposals and took no action that day. Nearly a year later, at the November 2, 2026 meeting, Mayor Hays said he would check whether InvoiceCloud could work with the city's existing software.

Mayor Hays, what happened to those four proposals? Did the city reject them, defer a decision, or continue negotiations? What had the city learned by November 2, 2026, and what remains unresolved about restoring card payments? If Tyler compatibility or customer-paid fees are still obstacles, please identify the specific issue and what the city is doing to resolve it.

Ms. Attebury, please complete the response to Item 7. Page 691 identifies the November 4, 2025 council meeting MP3 on the clerk's computer. I did not find the audio file in the production. Please provide it electronically or identify where it was made available. Please also confirm whether the executed Global Payments processing agreement was included and, if so, identify the page. If the city located additional responsive records and withheld them, please identify the records and the basis for withholding.

Monster News is preparing a follow-up to the above mentioned November 22nd story and would like to include the city's response.

Your production was substantial, but I found one concrete missing file and several items the city should clarify.

FOIA item	What I found
1. Current contracts and vendors	Tyler agreements and an amendment, plus Global Payments statements. I couldn't confirm that the packet includes the full executed Global Payments processing agreement or which agreements were still active when you filed. **Pages 238 and 851–881.**
2. Proposals and compatibility	Proposals from multiple banks, Tyler compatibility correspondence, and the InvoiceCloud proposal. **Pages 192–225, 472, and 676–684.**
3. Fees, implementation, and staffing	Fee analyses, proposals, and discussion of implementation and workload. The InvoiceCloud handout's workload claims are part of the proposal. I didn't identify a separate city staffing assessment. **Pages 676–684 and 699–707.**
4. Decisions and reasons	Ordinance 1668 and the vote to end card acceptance, followed by a special meeting that took no action. **Pages 689–696 and 795.**
5. Customer requests and complaints	At least one written request for the ACH form and the city's reply. I couldn't confirm that all card-payment complaints and replies were included. **Pages 29–30.**
6. November 2 InvoiceCloud follow-up	The proposal, outreach, delivery failures, IT correspondence, and follow-up emails. **Pages 1–19, 226–227, 538–551, and 676–684.**

FOIA item	What I found
7. Ordinance 1668 and meeting records	Agendas, ordinance copies, minutes, and the recorded vote. **Page 691 identifies the November 4 meeting MP3 on the clerk's computer. The PDF contains no embedded audio or video.** That is the clearest missing record.
8. First Bank's November 4 analysis	The presentation, underlying July figures, fee breakdown, and forecasts. **Pages 689 and 699–707.**
9. Hays's communications	Direct emails from Hays as alderman and acting mayor. The records establish his involvement. The packet alone can't establish whether the search captured all his responsive communications. **Pages 221–225 and 538–551.**

Thank you,
Monster News
newsdesk@pigmonster.online

On 11/19/2026 5:35 PM, Cynthia Attebury wrote:

> Dear Requester:
>
> This email is in follow up to your FOIA request on November 5, 2026. Your requests and the City's responses to them are as follows:
>
> 1. Current contracts, service agreements, and records identifying the software and vendors used for utility billing and payment processing. ***Responsive documents can be accessed at the link below***
> 2. From January 1, 2024, through receipt of this request, proposals, quotes, demonstrations, compatibility assessments, and correspondence concerning credit card, debit card, online, or ACH utility payments, including InvoiceCloud and Tyler Technologies. ***Responsive documents can be accessed at the link below***
> 3. During that same period, records evaluating processing fees, customer-paid convenience fees, implementation costs, staffing requirements, or other costs associated with those options. ***Responsive documents can be accessed at the link below***
> 4. Records during that period documenting decisions to approve, reject, postpone, or discontinue electronic utility payment options, including the reasons recorded for those decisions. ***Responsive documents can be accessed at the link below***
> 5. Written requests or complaints received during that period concerning the availability of electronic utility payments, and the City's written responses. ***Responsive documents can be accessed at the link below***
> 6. Existing correspondence, assignments, or action items concerning the InvoiceCloud proposal presented at the November 2, 2026, council meeting. ***Responsive documents can be accessed at the link below***
>
> 7. The proposed and adopted versions, if any, of Ordinance 1668 concerning credit and debit card utility payments; associated council packets, staff recommendations, meeting minutes, recorded votes, and City-maintained audio or video of its consideration. ***Responsive documents can be accessed at the link below***
> 8. The First Bank credit-card analysis scheduled for presentation at the November 4, 2025, council meeting, including slides, reports, calculations, supporting materials, and related correspondence maintained by the City. ***Responsive documents can be accessed at the link below***
> 9. From January 1, 2024, through receipt of this request, communications sent or received by Doug Hays concerning electronic utility payments, including requests for investigation, recommendations, vendor

inquiries, compatibility questions, and follow-up instructions, whether acting as alderman or mayor.
Responsive documents can be accessed at the link below

Please note, City account information was redacted pursuant to 5 ILCS 140/7(kk). Personal and private information has been redacted pursuant to 5 ILCS 140/7(c)-5.

The file is too large to attach, as such the documents are available at the link below. Please note you do not need to enter ANY information to access the documents. Please let us know if you have any trouble accessing the records.

LINK: https://lashlybaer.sharefile.com/public/share/web-s0147966b302547ad929a1099e8467abb

You have the right to seek review by the Public Access Counselor who can be reached via phone at 877-299-3642, email at public.access@ilag.gov or in person at 500 S. 2nd St. Springfield, IL 62701.

You have the further right to seek judicial review under Section 11 of the Freedom of Information Act.

Thank you.

Cynthia J. Attebury, City Clerk

City of Carmi

225 East Main Street

Carmi, IL 62821

O: 618-384-2001

clerk@cityofcarmi.com

EMAIL NOTICE:
This email (and any attached files) is intended only for the designated recipient(s),
and may contain information that is proprietary, privileged, confidential or protected by law.
If you are not the designated recipient or if you believe you have received this email in error,
please notify the sender immediately and delete all copies of the original email from your computer system.
Please do not copy the email or use it for any purposes, or disclose its contents to any other party.
Thank you for your cooperation.

INFORMATION SECURITY NOTICE:
Recipients of privileged, confidential or protected data from City of Carmi
are responsible for the handling of such data in accordance with applicable
federal and state laws or regulations and industry best practices.