Subject: FOIA Request – Utility Payment Systems and Electronic Payment Options
From: Monster News <newsdesk@pigmonster.online>
Date: 11/5/2026, 9:11 AM
To: "foia@cityofcarmi.com" <foia@cityofcarmi.com>

Dear FOIA Officer:

Related Monster News Article - Carmi's FOIA Problem: The Self-Fulfilling Prophecy

Under the Illinois Freedom of Information Act, Monster News requests electronic copies of these existing records:

1. Current contracts, service agreements, and records identifying the software and vendors used for utility billing and payment processing.

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.

3. During that same period, records evaluating processing fees, customer-paid convenience fees, implementation costs, staffing requirements, or other costs associated with those options.

4. Records during that period documenting decisions to approve, reject, postpone, or discontinue electronic utility payment options, including the reasons recorded for those decisions.

5. Written requests or complaints received during that period concerning the availability of electronic utility payments, and the City's written responses.

6. Existing correspondence, assignments, or action items concerning the InvoiceCloud proposal presented at the November 2, 2026, council meeting.

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.

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.

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.

This request seeks existing records, not newly created explanations or analyses. Please release

reasonably segregable nonexempt portions and identify the statutory basis for any withholding.

Please provide records electronically. Monster News requests a public-interest fee waiver because these records concern municipal services and public spending and will inform public reporting. Please notify us before incurring any charges.

Thank you,
Monster News