

City Of Renton Water Usage Customer Portal RFP Questions and Answers

1) Is PCI compliance a must have?

[Answer]

We are looking for a system that can process payment through the City of Renton's existing payment merchant (Elavon) and US Bank. If the proposed system include the capability to process payment then it must be PCI compliance.

2) Do you have a contact at Elavon we can call to discuss integration options?

[Answer]

Meghan Elrod (Meghan.Elrod@elavon.com) – Customer Account Manager

Michael Hodge (Michael.Hodge@elavon.com) – Sets up credit card account.