

Stephens, Jesse

From: Stephens, Jesse
Sent: Friday, April 11, 2025 9:34 AM
To: Stephens, Jesse
Subject: Billing Software - Progress Report

Dear Board of Trustees,

Over the past several months, the BCRSD has been requesting demonstrations of various municipal billing software vendors. This demonstration process is complete, and we are moving forward with drafting a request for proposal for these services. All the viable options that we have examined at this point are web-based and would be compatible with our proposed strategy for an information technologies vendor. We intend to have this RFP drafted in the next month and a draft version of this will be available for your review and comment at the May board meeting. We continue to communicate with Boone Electric on this matter, and they have been instrumental in providing data about customer payment behavior and trends. We intend to shadow some of their customer service representatives as we go through this process so we can accurately predict the number of walk-in and cash customers. Representatives of Boone Electric desire to attend a future BCRSD board meeting to discuss our continued relationship going forward. They have also expressed interest in BCRSD staff presenting progress reports on our IT and billing transition at future BEC board meetings. Due to current staffing changes and the desire to move to a new billing software as expeditiously as possible, the final design-build proposal for the building renovation will prioritize front entry renovations, so that walk-in customers can be accommodated more efficiently.



Jesse Stephens, Facilities Engineering Manager
Boone County Regional Sewer District (BCRSD)
1314 N. 7th St., Columbia, MO 65201
C: 573.239.4025 | O: 573.443.2774
e: jstephens@bcrsd.com | w: www.bcrsd.com