

**From:** [Jesse Stephens](#)  
**To:** [Drew Perkins](#)  
**Subject:** Muni-Link Billing Software and GFI Digital Update - Item I)(3)(C)  
**Date:** Saturday, December 13, 2025 5:32:55 PM  
**Attachments:** [Outlook-for0vjyn.png](#)

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Dear Board of Trustees,

The GFI and Muni-link billing transition continues to progress. On 12-12-2025, GFI transitioned the e-mail accounts from Boone Electric to the new system. If you have any difficulty getting e-mails from myself or any staff member, please let us know. We are pleased with the progress. The only remaining conversion item is a transition between servers which requires a joint session between GFI and Boone Electric. That should get finalized by the end of the month, and we will be fully on our own IT system at that point. It is a major milestone completed.

Drew continues to work with Muni-link via several work sessions that have occurred. Muni-link is developing "programming" tailored to our needs. There are more work sessions planned for December and January. After several discussions, we believe timing out the billing transition to occur with any water usage adjustment/rate increase is the best option for our customers so they only have to go through one transition period. We also believe selecting a test group of customers to bill the month prior will give us an opportunity to test out any bugs in the system prior to going fully live.

We are in the process of developing a communication mailer that we will ask you to approve for us to send out after the January meeting. We intend to have regular communication starting in January which will prepare our customers for the upcoming transition. A joint communication strategy with Boone Electric will be employed. We expect to have an article in BEC's "Rural Missorian" publication in either February or March. We look forward to discussing this with you more at the January meeting.



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