

A message to Boone Electric Cooperative members receiving service from Boone County Regional Sewer District,



BCRSD

Boone County Regional Sewer District

Clean Water for Your Future

Boone County Regional Sewer District is in the process of transitioning away from Boone Electric Cooperative's IT infrastructure and billing platform as we move toward a fully independent system.

For decades, our customers have been accustomed to receiving their sewer charges as part of their Boone Electric billing statements. While this change represents a significant shift, it is an important step forward in strengthening our operations, modernizing our services and enhancing the overall customer experience.

The District will be implementing Muni-Link as our new billing software with an anticipated go-live date of July 2026. This new platform will continue to support our annual water usage adjustment and will provide improved functionality and long-term reliability as we grow and evolve as an organization.

During the transition period, customers may be required to re-establish payment methods, including autopay or saved payment information, once the new system becomes active. To ensure a smooth and stress-free onboarding experience, no late fees will be assessed during the first 90 days following the launch of the new platform. The District is committed to providing clear instructions, advance notice and ongoing reminders to help customers navigate this change with confidence and ease.

Work on this project is already underway, and additional updates will be shared as milestones are reached. Customers who wish to stay informed about upcoming changes, key dates and step-by-step guidance are encouraged to contact bcrsd@bcrsd.com to join our customer email list.

Finally, Boone County Regional Sewer District extends its sincere appreciation to Boone Electric Cooperative for their many years of partnership, support, and collaboration. Their guidance and cooperation throughout this transition have been invaluable. Both utilities share a common goal of ensuring this change is as seamless as possible for our customers, and we are grateful for Boone Electric's continued professionalism and support during this process.

We appreciate our customers' patience and understanding as we take this important step toward modernizing our systems and strengthening our ability to serve the community for years to come.

Boone Electric Cooperative is happy to have partnered with Boone County Regional Sewer District over the years as we both work hard to serve many of the same consumers. We look forward to the continued success of Boone County Regional Sewer District.



**Boone Electric
Cooperative**



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