

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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Hello everyone



Boone County Regional Sewer District is developing a new billing platform to provide improved functionality and reliability. The billing platform will be online starting July 2026. This will directly affect our customers in the following ways:

- 1) Monthly service charges will be billed directly from BCRSD. The service charge will no longer be included in your Boone Electric Cooperative monthly bill.
- 2) Customers are required to re-establish your preferred payment method. This includes auto-pay and saved payment information. Advanced notice, detailed instructions, and ongoing reminders will be sent prior to the July effective date. Further, late fee charges will be waived for 90 days following the launch to facilitate the transition.

For additional information and to stay informed about this project, join our customer email list via bcrsd@bcrsd.com.

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

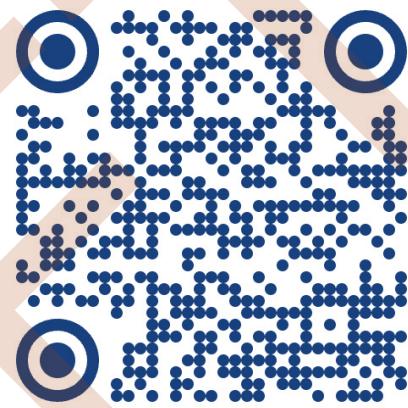


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We're Temporarily Moving

We're excited to share an important update with you and want to thank you for your continued support and trust in us.

As part of our commitment to better serve you, our headquarters will soon undergo a complete renovation to improve our facilities, enhance your experience, and support our continued growth. During this time, we will be temporarily relocating our operations to ensure uninterrupted service.



909 Business Loop 70 East

We anticipate moving to our temporary location in mid-March through early April. We will communicate a confirmed move date soon and will keep you informed throughout the transition.

While our address will change temporarily, our team, services, and dedication to you will remain exactly the same. You can expect the same level of care, responsiveness, and quality you've come to rely on. We've carefully planned this transition to minimize any disruption and ensure a smooth experience for all our customers.

We're genuinely excited about the improvements ahead and look forward to welcoming you back to a refreshed and updated headquarters once renovations are complete. This investment reflects our ongoing commitment to providing you with the best possible environment and service.

If you have any questions about our temporary location or the upcoming transition, please don't hesitate to contact us. We appreciate your patience and partnership during this exciting time of growth.