

From: [Drew Perkins](#)
To: [Jesse Stephens](#)
Subject: May 2026 BOT Communication Manager Report
Date: Tuesday, May 12, 2026 1:18:00 PM
Attachments: [image001.png](#)

Board Members,

I wanted to provide a brief update on several projects and initiatives currently underway throughout the district.

BEC Movie Night Outreach:

The BEC Movie Night event was successful prior to weather-related interruptions later in the evening. During the event, I had the opportunity to speak directly with customers regarding the upcoming billing transition, the separation from Boone Electric Cooperative services, and other district-related updates. The majority of customers expressed understanding of the transition process and did not voice significant concerns regarding the separation. The event provided a valuable opportunity for community outreach and direct engagement with district users in an informal setting.

Website Management and ADA Compliance Review:

No major website redevelopment projects were completed this month outside of routine updates and posting of current RFP-related information. Work continues on collecting and organizing staff biographies for future inclusion on the district website to improve transparency and provide additional public-facing information about district personnel and operations. In addition, I have begun researching ADA compliance software and accessibility widgets that could be integrated into the website to improve usability and ensure compliance with current accessibility standards and best practices.

2026 Water Usage Adjustments:

The 2026 water usage adjustment process is nearing completion and remains ahead of the anticipated schedule. Staff are currently reviewing the final approximately 300 accounts to verify data accuracy and ensure all adjustments are properly reflected before completion. At this stage, the district's overall water usage totals have decreased by less than one percent, which indicates a high level of overall data consistency throughout the review process. Coordination continues with Wolf and Stephens to determine the appropriate course of action for the remaining accounts requiring additional review or clarification.

Muni-Link Billing System Transition:

The most recent Muni-Link data conversion process was completed successfully, with

converted account totals and financial figures aligning accurately with the district's legacy billing system. Staff training sessions are currently being scheduled, with approximately 20 hours of dedicated training anticipated over the next two months to assist staff with system onboarding and operational familiarity. Due to the ongoing coordination between Muni-Link, Invoice Cloud, and Boone Electric Cooperative, the anticipated live implementation date has been moved to August 1, 2026. The adjusted timeline will provide additional time to properly onboard Invoice Cloud services and ensure continuity between billing, payment processing, and customer service functions prior to launch.

Invoice Cloud Onboarding:

The Invoice Cloud contract has been fully executed and onboarding activities are currently underway. Once the onboarding process is completed, staff training and implementation planning will begin. This service will provide additional payment flexibility and convenience for customers moving forward. Supporting materials regarding retail payment locations for checkless payment options have been included as an attachment for Board review and reference.

April Safety Meeting:

The April Safety Meeting was completed as scheduled. Meeting minutes have been attached for Board review and documentation purposes. Topics discussed included ongoing safety procedures, operational reminders, and department-related updates.

County Chamber Reservation / Board Meeting Location:

The County Chamber meeting space has been fully reserved throughout October 2026, requiring the district to identify an alternative location for the scheduled Board meeting during that timeframe. At this time, the plan is to hold the meeting at the newly renovated BCRSD office following completion of renovation activities and reoccupation of the facility.

Please feel free to reach out if you have any questions or would like additional information regarding any of these items.

Best regards,



Drew Perkins, Communication Manager
Boone County Regional Sewer District (BCRSD)
1314 N. 7th St., Columbia, MO 65201
C: 573.257.6042 | O: 573.443.2774
e: dperkins@bcrsd.com | w: www.bcrsd.com

April's Safety & Staff Meeting Minutes
April 23, 2026 – 11:00 AM – BCRSD Conference Room

SAFETY IS A PERSONAL RESPONSIBILITY

MEMBERS PRESENT: Drew Perkins, Jesse Stephens, Jason Horton, Jason Wolf, Angela Gonzalez, Spencer Nichols, Kenneth Eskew, Roy Freeman, Robbie Hill, Kevin Sublett, Caleb Rittenour, Rodney Spires, John Fraiser

MEMBERS ABSENT: Daniel Cunningham, Seth Cozean

De-escalation Skills Training

The safety training video focused on de-escalation techniques and the importance of managing conflict in a calm and professional manner. It explained that employees may encounter situations involving frustrated, upset, or confrontational individuals, and that how these interactions are handled can significantly impact safety outcomes. The training emphasized maintaining composure, using a calm tone of voice, and avoiding reactive or defensive behavior that could intensify a situation.

The video also highlighted practical strategies such as active listening, acknowledging concerns, and creating space when needed to reduce tension. Employees were encouraged to remain aware of body language, avoid escalating triggers, and prioritize personal safety by disengaging when a situation becomes unsafe. The overall message reinforced that effective communication, emotional control, and situational awareness are essential tools for preventing conflicts from escalating into dangerous incidents.

Accidents or Near Misses: Nothing to Discuss

Cyber-Security Training from Ninjio Dojo – S11|E4 – “Perfect Timing”

The Ninjio Dojo episode “Perfect Timing” focused on how cybercriminals exploit timing and context to make phishing and social engineering attacks more convincing. The training illustrated how attackers send messages that align with real events—such as recent meetings, invoices, or internal communications—to lower suspicion and increase the likelihood that employees will trust and act on the request. By leveraging familiarity and urgency, these attacks can trick users into clicking malicious links, downloading harmful attachments, or sharing sensitive information.

The training emphasized the importance of slowing down and verifying requests, even when they appear timely or relevant. Employees were reminded to be cautious of unexpected emails that reference real situations, confirm requests through separate communication channels, and avoid acting on urgency alone. The overall message reinforced that attackers often rely on “perfect timing” to bypass judgment, and that careful review and verification are critical to preventing security breaches.

Status of Safety Works-in-Progress & Annual Items: Nothing to Discuss

Other Business: Nothing to Discuss

Equipment Safety: Nothing to Discuss

Old Business: Nothing to Discuss

New Business: Nothing to Discuss

Meeting Adjourned at 12:15 pm.