

**From:** [Drew Perkins](#)  
**To:** [Jesse Stephens](#)  
**Subject:** June 2026 BOT Communication Manager Report  
**Date:** Friday, June 12, 2026 12:53:00 PM  
**Attachments:** [image001.png](#)

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Board Members,

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

### **Customer Communications and Billing Transition**

A customer communication campaign has been initiated for customers receiving both Boone Electric Cooperative (BEC) and BCRSD services. A bill insert has been developed and distributed to provide customers with information regarding their final combined bill, upcoming billing changes, and expected next steps as the district transitions to independent billing operations. The communication effort is intended to provide clarity and minimize customer confusion throughout the transition process. Attachment A has been provided for Board review and reference.

### **Muni-Link Billing System Transition**

Staff training with Muni-Link is nearing completion, and users continue to gain familiarity with the system's operational and financial functions. The final data conversion process is expected to occur at the end of June and will serve as a key milestone prior to implementation. Boone Electric Cooperative has also provided an off-boarding and transition plan outlining remaining coordination activities between the organizations. Attachment B has been included for Board review and reference.

### **BCRSD Headquarters Renovation Project**

Renovation activities at the BCRSD headquarters continue to progress well, with noticeable advancements occurring throughout the facility. Current work remains on schedule and is moving the district closer to reoccupying the building later this year. Staff continue to coordinate with contractors and monitor project progress to ensure work is completed efficiently and in accordance with project expectations. Attachment C includes recent progress photographs for Board review.

### **Invoice Cloud and Beanworks Implementation**

Implementation efforts for both Invoice Cloud and Beanworks continue to move forward as planned. Configuration activities remain underway, and training sessions for staff are scheduled over the coming weeks. These systems will enhance the district's customer payment capabilities and strengthen internal accounts payable processes through improved

automation and workflow management.

### **2026 Water Usage Adjustments**

The 2026 water usage adjustment review is nearing completion and remains on schedule for implementation prior to July's final billing cycle through Boone Electric Cooperative. Staff continue to review remaining accounts to ensure accuracy and consistency before final adjustments are applied. Completion of this effort will support a smooth transition into the district's new billing platform.

### **May Safety Meeting**

The May Safety Meeting was completed as scheduled. Topics included situational awareness training and the district's monthly cyber-security awareness program. The meeting emphasized maintaining awareness of surroundings during field and office operations, recognizing potential hazards, and reinforcing best practices for identifying and responding to cyber-security threats. Attachment D has been provided for Board review and documentation purposes.

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

Best regards,



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## **IMPORTANT BCRSD BILLING NOTICE! ATTACHMENT A**

*Your combined monthly Boone County Regional Sewer District (BCRSD) and Boone Electric Cooperative (BEC) bills will be separated beginning August 1, 2026. This is your last bill from BEC that includes your sewer billing. **Payments for the combined bill will remain payable to BEC and will need to be paid on or before September 9, 2026.***

*Customers can expect their first bill from BCRSD in mid-August 2026. The first paper bill will include instructions for starting an online account, where you can download your monthly bill and make online payments at your convenience. For online instructions, updates and additional information, please visit [www.bcrsd.com](http://www.bcrsd.com), email us at [bcrsd@bcrsd.com](mailto:bcrsd@bcrsd.com), or call us at 573.443.2774.*

***IMPORTANT: Customers enrolled in automatic payments must re-enroll in autopay through the new BCRSD billing system. Existing automatic payment settings and stored payment methods through BEC will not transfer.***

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## BCRSD Off-Boarding Process

### BCRSD:

- Need to notify all of their customers, including Rocheport Trash that billing will be transferred to Muni-Link beginning August 1<sup>st</sup>, 2026
- On 6/25/2026 – close all open service orders that need to be processed before conversion process begins

### PAYMENTS:

- Incoming payments processed at BEC up to 30 days after last billing due date 9/10/2026; after that date, return to payment(s) member (\*send to BCRSD if payment amount is for sewer only and made payable to BCRSD)

### Finance:

- Bradley monitors payments and returns with daily journals then sends funds to BCRSD via ACH transfer. After last final bill cycle, we will send payment/account details report to BCRSD daily (IT will create this report)

### COLLECTIONS:

- Last send from BEC will be July 30<sup>th</sup> (BCRSD will continue to use Hawthorne Recovery Services)

### FINAL BILL PROCESS - After Cycle 4 Processes on 6/26/2026

#### BEAC on 6/26/2026

- Search all BCRSD service order types for “Initiated” or “Open” status
  - Send results to BCRSD
  - Cancel service order(s) in iVUE
  - No BCRSD service orders to be set up in iVUE from this day forward
- Search for all BCRSD accounts with service status of 7, 18, or 19
  - Evaluate if service order needs to be ran through or cancelled
  - Complete CUTOFF service order if in tenant’s name (iVUE will give option to create service order to start billing Owner when complete)
  - Cancel CUTOFF service order if in owner’s name
- Search for all BCRSD accounts with Service Status 21 or 22; compile list to ensure they are excluded from program change

#### NISC on 6/26/2026

- Add Disc Date 7/31/26 to all sewer accounts
- Change all regular sewer accounts with Service Status “1-Active” to Service Status “22 Final Immediate”
  - Status 22 changes to Status “43-Retired Service” after final billing

- Change Status all device sewer accounts (Rocheport Trash) with Service Status “3-Active DVC Only” to “26 DVC Only Final Immediate”
  - Status 26 changes to Status “43-Retired Service” after final billing

**BCRSD** after NISC makes changes on 6/26/2026

- No longer create service orders in iVUE

**BEC** after NISC makes changes on 6/26/2026

- Create testfiles and test bill calc for all cycles to ensure program works as expected
- **\*9/10/2026** after BEC ceases to accept BCRSD payments:
  - Set all BCRSD account balances to \$0.00
    - Advance Search to find accounts with balances
    - Extract results to Excel and put into batch format
    - Create a Miscellaneous Charge for BCRSD to set AR amount to \$0.00
    - Run “Batch Misc Charge Import”
  - Verify that all payment channels will no longer accept BCRSD payments

\*All BCRSD accounts with shared electric service will final bill in with corresponding Bill Calc cycle (all accounts that do not share electric account will final bill with Cycle 1):

<u>Bill Calc Date</u>	<u>Cycle</u>	<u>From / To Dates</u>	<u># of Days</u>
7/01/26	6	7/08 to 7/31	23
7/02/26	7	7/08 to 7/31	23
7/02/26	1	7/08 to 7/31	23
7/10/26	2	7/15 to 7/31	16
7/17/26	3	7/22 to 7/31	9
7/28/26	4	8/01 to 7/31	-1

**ATTACHMENT C**











**May's Safety & Staff Meeting Minutes**  
**May 28, 2026 – 2:30 PM – BCRSD Conference Room**

**ATTACHMENT D**

***SAFETY IS A PERSONAL RESPONSIBILITY***

**MEMBERS PRESENT:** Drew Perkins, Seth Cozean, Jesse Stephens, Jason Horton, Jason Wolf, Angela Gonzalez, Spencer Nichols, Daniel Cunningham, Roy Freeman, Robbie Hill, Kevin Sublett, Caleb Rittenour, Rodney Spires, John Fraiser

**MEMBERS ABSENT:** Kenneth Eskew

**Safety Topic – Situational Awareness**

The safety discussion focused on situational awareness and the importance of recognizing hazards before beginning high-risk tasks. Employees reviewed several work activities that present elevated risks, including confined space entry, trenching, electrical troubleshooting, and pump removal. The discussion emphasized that while these tasks are routine, complacency can develop over time, making it essential to slow down, assess hazards, and prepare properly before work begins. Staff were encouraged to use established safety procedures, permits, checklists, and communication protocols to ensure risks are identified and addressed in advance.

Additional discussion centered on planning, teamwork, and the importance of asking for assistance when needed. Employees identified concerns related to lift station access, fall protection, electrical work during adverse weather conditions, and the challenges associated with working alone in potentially hazardous environments. The group discussed opportunities to improve safety through the use of harnesses, tie-off points, equipment modifications, and enhanced training. Emphasis was placed on taking the time to gather proper tools and resources before starting a task, communicating safety concerns promptly, and prioritizing employee well-being over speed or convenience.

The discussion also reviewed lessons learned from recent field experiences involving trench work and emergency response considerations. Employees were reminded that changing site conditions, unstable soil, wet weather, and confined workspaces can rapidly increase risk levels. The group stressed the importance of following trench safety requirements, utilizing protective systems when necessary, and contacting emergency responders immediately if a serious incident occurs. The overall message reinforced that situational awareness, preparation, communication, and adherence to safety procedures are critical to preventing injuries and ensuring all employees return home safely at the end of the day.

**Accidents or Near Misses:** Discussion of an Accident was part of the Safety Topic

**Cyber-Security Training from Ninjio Dojo – S11|E5 – “The Pieces Fit”**

The Ninjio Dojo episode “The Pieces Fit” focused on how cybercriminals collect and combine small pieces of information from multiple sources to build a more complete picture of an individual or organization. The training demonstrated that seemingly harmless details shared through emails, social media, public records, or everyday business communications can be assembled to support phishing campaigns, impersonation attempts, and other targeted attacks. By gathering information incrementally, attackers can create messages and requests that appear credible and trustworthy.

The training emphasized the importance of protecting sensitive information and being mindful of what is shared both internally and externally. Employees were reminded to verify requests for information, limit the disclosure of operational details to those with a legitimate business need, and remain cautious when responding to unexpected communications. The overall message reinforced that cybersecurity threats often rely on many small pieces of information fitting together, and that maintaining awareness of information-sharing practices is essential to protecting organizational systems and data.

**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 3:30 pm.**