

From: [Drew Perkins](#)
To: [Drew Perkins](#)
Subject: September 2026 Administration Report
Date: Thursday, September 10, 2026 5:08:32 PM
Attachments: [image001.png](#)

Board Members,

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

Customer Communications & Billing Transition:

Both the August and September BCRSD bills have been successfully generated and mailed. Customer communication remains a significant focus, with staff handling a high volume of phone calls and walk-in inquiries related to billing, payments, and account registration. Overall, most customers have been understanding of the separation from Boone Electric Cooperative and continue to adjust to the district's new billing process.

Muni-Link Billing System:

The transition to Muni-Link continues to progress smoothly following the district's first two billing cycles. Staff are continuing to clean up minor transitional data and account information identified following the conversion while becoming increasingly familiar with the system and its day-to-day processes. No significant transition issues have been encountered at this time.

Invoice Cloud & Beanworks:

Invoice Cloud continues to support the district's new payment processing operations as customers transition to making payments directly through BCRSD. With the initial billing transition now becoming more established, staff expect to resume Beanworks implementation and training in the near future.

Staff & Administrative Support:

Much of the month's focus has been on supporting staff as they become more familiar with the district's new billing, payment, and administrative procedures. Daily efforts have primarily centered around customer service, troubleshooting, maintaining account information, and assisting staff with the new processes as operations continue to settle into a normal routine.

Intern Update:

The district's new intern is settling in well and has already begun assisting staff with customer inquiries and walk-in traffic. This additional support has been particularly

helpful as the office continues to experience increased customer service activity associated with the billing transition.

Headquarters & Office Operations:

The district's alarm system is now operational, marking another completed item following the headquarters renovation and return to the office. Staff continue to settle into the renovated facility as day-to-day office operations normalize.

August Safety Meeting:

The August Safety Meeting was completed as scheduled. Meeting minutes have been attached 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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