

Board Members,

Please see below for a brief update on administrative activities and initiatives currently underway throughout the District.

Muni-Link Billing System

- Successfully completed our third monthly billing cycle, further strengthening staff familiarity with the system while customers continue adjusting to their new billing schedules and payment options.
- Staff are developing and documenting Standard Operating Procedures (SOPs) tailored to the District's operational needs.
- Muni-Link's support team continues to be responsive and helpful in addressing unforeseen challenges as staff refine daily processes.

Customer Communications & Collections

- Initiated a targeted collection effort for accounts with balances more than 90 days delinquent, including the preparation and distribution of notices to affected customers and property owners.
- Notices outline payment expectations, opportunities to establish payment arrangements, and potential collection actions for unresolved balances.
- Customer service staff continue assisting customers with billing inquiries, account registration, payment options, and adjustments associated with the transition to independent billing.

Staffing & Personnel

- Recruitment for the Administrative Accounting Assistant position remains active, with applications continuing to be accepted and initial interviews underway.
- A strong pool of qualified candidates has been identified, and an offer has been extended to a preferred candidate.
- A response is anticipated by the end of next week, with a potential start date in early November. If the offer is declined, a second round of interviews will be conducted.

Headquarters & Office Improvements

- Preparations are underway for the District's Open House on October 20, providing an opportunity to showcase the newly renovated headquarters to invited guests and stakeholders.
- Interior design and finishing projects continue throughout the facility, including the development of new lobby signage to enhance the office's appearance and branding.

September Safety Meeting

- The September Safety Meeting was completed as scheduled. Meeting minutes are included for Board review and documentation.

Please feel free to reach out with any questions or requests for additional information.

Best regards,

