

RURAL WATER MANAGEMENT SERVICES, LLC  
STATUS REPORT FOR THE CITY OF CAVE SPRINGS  
March 2, 2016

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### February Statistics

Number of Water Customers: 1,241  
Number of Sewer Customers: 465  
Number of Min Monthly Sewer: 65  
Water Sold (gallons): 5,028,128  
Water Used by City (gallons): 9,789

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### February Report

1. 82 customers showing delinquent balances with over \$5,000 in past due balances. Customers contacted to arrange for payment or face disconnection of service.
2. Nearly 350 payments were received at the new lockbox address.
3. Billing software conversion was completed on February 20.
4. Water operators successfully downloaded and uploaded reads to the new billing software with no erroneous reads encountered.
5. Masterlinx training provided the week of February 21<sup>st</sup>.
6. Minor data issues were found in the new billing system following the data conversion from Waterworks, but were corrected prior to water bills being processed.
7. Front office was able to process the bills on time. There was a slight delay in getting the bills mailed due to switching to Mailco for the mailing services (only a two-day delay).
8. Over 70 water customers have registered for online access on the new billing system

### RWMS Accomplishments

1. Worked with Masterlinx to setup the various billing rates based on customer type
2. Reviewed customer accounts on Masterlinx after the data conversion and made corrections as errors were detected
3. Provided the water billing staff with a list of standard monthly reports to run using the new billing software.
4. Worked with front office staff on how to contact customers with delinquent balances (what report to run, how to verify the accounts are delinquent, and how to communicate to customers with delinquent balances.)
5. Demonstrated and trained water operator and billing staff on how to GPS locate water customers based on addresses and how to add the GPS coordinates into the new billing software. (Enables the ability to visually identify, by map, where meter boxes are located)

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6. Typed up letter to customers about new billing software and features available to them. This letter was included with the new water bills.
7. Worked with Water Operator to establish purchasing policy in order to ensure only items that are needed are purchased in order to minimize excess inventory.
8. Provide ongoing mentoring to office staff and water operator on using the new billing software:
  - a. Looking up customer accounts
  - b. How to create and review work orders
  - c. How to look up meter information
  - d. How to run specific reports
9. Set up rate codes for trash collection in preparation for the upcoming service

**Upcoming Activities:**

1. Work with engineering firm on septic rate study
2. Work with Forte payments on getting paperwork processed in order to set up new credit card and e-check service (will allow for lower convenience fees to water customers)
3. Will provide training to front office staff on how to upload bank auto-drafts using the new billing software