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RURAL WATER MANAGEMENT SERVICES, LLC  
STATUS REPORT FOR THE CITY OF CAVE SPRINGS  
May 3, 2016

**April Statistics**

Number of Water Customers: 1,289  
Number of Sewer Customers: 476  
Number of Min Monthly Sewer: 56  
Water Sold (gallons): 6,202,217  
Water Used by City (gallons): 23,691

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**April Report**

1. The new credit card payment option through the Masterlinx billing system came online the second week of April. Since then, over 73 credit card payments have been received through the new billing system. Customers who make credit card payments through the new billing system now enjoy a significantly lower convenience fee of \$2.45. Bill payments made by credit card through the new billing system are automatically posted to the customer's account without any manual effort from the front office staff.
2. 385 payments were received through the lockbox. First Security receives and processes all payments mailed to the lockbox. First Security sends a file containing information on the payments that were received to the front office. The file is then uploaded to the new billing system, automatically posting the received payments to the appropriate customer accounts.
3. 418 Customers are utilizing auto-draft payments.
4. The credit card payments, auto-draft, and lockbox features save the front office hours of work each month by eliminating the need to manually enter these payments individually.
5. No billing issues were encountered during this past billing cycle. The front office was able to process all bills in one day.

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**RWMS Accomplishments**

1. Worked with Masterlinx and Forte Payments on the setup and configuration for the new credit card processing agent. Tested the new settings to ensure credit card payments would be processed and posted correctly.
2. Provided procedures to Water Operator on how to import routes to the hand-held units in order to start meter reading. Walked them through the process, using the provided procedures to ensure they were comfortable with the process.
3. Also provided procedures to the Water Operators on how to upload the reads from their handheld devices into the Masterlinx Billing system. Walked them through the upload procedure, showed them how to look for meters with unusually high reads, negative reads, and no reads.
4. Showed water operators how to create work orders for re-reads, how to enter or update reads in the billing system, and how to close work orders after reads have been entered.
5. Showed water operators how to correct meter serial numbers that were entered incorrectly in the system (the incorrect SN's resulted in meters not being read – there were 12 in total).
6. Assisted front office with processing monthly bills using procedures that were created to help guide them through the process.
7. Assisted front office with creating monthly billing reports using the procedures that were created to help guide them through the process.
8. Assisted front office with uploading Bank drafts to First Security website. Only one issue was encountered, but that was due to a customer entering an invalid routing number when they set up their auto-pay account.