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Board Clerk

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Utilities Manager

**Natalie Klock**  
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**Tom Peterson**  
Fire Chief

**Melissa Johnson**  
Recreation Supervisor

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**TEMPLETON COMMUNITY SERVICES DISTRICT**

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**To:** Board of Directors  
**From:** Natalie Klock  
**Date:** 1/10/2022  
**Re:** ACTIVITY REPORT

- The installation for the new VOIP phone system upgrade by Digital West has taken place and everything so far is running smoothly.
- District staff has been working with CIO Solutions over the past couple months in preparation in moving everything to the cloud. The migration is currently on hold as staff works with CIO Solutions, Open Edge our merchant services provider and Incode our billing software provider to work out some connectivity issues while running in the cloud. Hopefully this will be completed in the month of February.
- Online payments through the District's web site are approximately 400 accounts per month and approximately 700 accounts are paid by bank draft each month.
- Currently the District has approximately \$19,600 in past due accounts of 2 months or older due to the inability to shut off accounts for non-payment since the State of Emergency Declaration went into effect. The declaration expired on December 31, 2021 and shut offs are set to resume on January 20<sup>th</sup> 2022. Staff delivered approximately 65 reminder door hangers with the shut off policy to past due customers. There are 9 payment arrangement contracts totaling \$2,600. Staff continues to reach out to customers that are past due through phone calls.
- Staff is currently working on Calendar year end items.