

- Terminated our account with Nationwide – all funds have been moved to CRA
- Worked on ADA Compliance for website with Streamline – Policy to be approved today
- Working with Elemec researching the cost to upgrade the Bulk Water machine and move to a cloud-based communication. Very slow to connect from the office to the shop with the highest available speed internet. May be way too much money but wanted to check. The annual cost for support for cloud-based is \$400 less than the support we currently use. We also need to improve the machine's panel. Our machine is outdated enough that we cannot get replacement parts. Elemec is trying to see what they can find – at the best price. An upgrade was also recommended for this issue. A few customers have complained that they can't read the display.
- Carlan is working really hard on the digitization of the customers' files before the summer rush starts. This allows Field Techs to access the customer's property/meter information without having to drive to the office to see the paper files. They can get on Caselle with their laptops/tablets.
- Aquahawk has completed an upgrade that automatically associates meters entered in Caselle and sends it to Aquahawk via the Aquacell endpoint. I no longer have to send any changes done here via email to Aquahawk. Meter and endpoint information is entered into Caselle when received from Field Techs and account export processes overnight and is updated in the Customer's account in Caselle. This will save time taken to make sure Aquahawk is aware and can update any changes made on our end of the meter.
- Starting the National Drinking Water campaign that is in May. I plan another Poster Contest. Theme is yet to be confirmed. As you may remember, this is where the board voted for the entries.
- A flier was sent out to all our customers regarding signing up for XBP. Currently, we have 474 total users of XBP and 264 are paperless. We have roughly 900 customers (that includes bulk water customers). Every paperless customer means a saving of printing and postage of a paper bill.

Happy Easter from Peggy!