



## *Memo*

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To: Board of Directors  
From: Alan Clanin, General Manager  
Date: September 17, 2019  
Subject: Managers Report

### **1. Billing System Software Upgrade –**

The District's Tyler Incode 10 Financial and Billing System Software Upgrade Project are finally completed. The software is functioning as well as can be expected, but there are still features that need to be corrected. The District is now accepting credit card payments in the office and online. The 30-year old legacy software "Comet" is now being used for reference only. The new software is expected to serve the District for at least 30 years as updates are constantly in production.

### **2. Office Update –**

The District has begun the second phase of office upgrades which include resurfacing the remaining counters, tables and desks.

### **3. Potential CLAWA Rate Increase –**

The District has informally heard that a potential rate increase from Crestline-Lake Arrowhead Water Agency may take place in the near future. A meeting to discuss this increase is tentatively scheduled in October.