

FRIDAY LETTER
November 30, 2018

1. **Shut off letters.** As part of Dave's continuing training we worked this past week on the many steps of payment enforcement. We screened the "aged accounts receivable report" for potential candidates and confirmed the data in the billing software. We built a shut off list spreadsheet that ended up with 15 customers who were then sent mail-merged shut off letters. The shut off day is January 3rd, when Dave and I will go door to door.
2. **QuickBooks progress.** Angie and I met for more than 2 hours this morning with Jeff Cole, our CPA, to advance our progress of integrating the billing and bookkeeping functions. Todd had a cold, but joined us by speaker phone. It seems likely that all the improvements will be in place by February 1, 2019. Todd may have more details to report at the next Board meeting.
3. **Franchise discussion.** While the appeals process moves slowly forward the County has asked for another face-to-face meeting to discuss the contents of their most current draft of the franchise agreement. Dave and I will go to the County offices to hear their most current pitch. If any board member would like to attend that meeting, let me know and we will finalize a date and time.

Kelly