



## RANCHO MURIETA COMMUNITY SERVICES DISTRICT

15160 Jackson Road, Rancho Murieta, CA 95683

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### FINANCE COMMITTEE

*(Directors John Merchant and Martin Pohll)*

Regular Meeting

October 4, 2022 at 10:00 a.m.

**This meeting will be held via ZOOM** video conference only. You can join the conference by (1) logging on to <https://us02web.zoom.us/j/89916398970>, entering Meeting ID no. 899 1639 8970, and using the audio on your computer, or (2) dialing into 1-669-900-9128 and entering the meeting code 899 1639 8970. Those wishing to join with audio only can simply call the telephone number above and enter the code. Participants wishing to join the call anonymously have the option of dialing \*67 from their phone. Please refer to your telephone service provider for specific instructions. ***PLEASE NOTE – MOBILE DEVICE USERS MAY NEED TO INSTALL AN APP PRIOR TO USE AND MAC AND PC DESKTOP AND LAPTOP USES WILL REQUIRE YOU TO RUN A ZOOM INSTALLER APPLICATION – PLEASE FOLLOW DIRECTIONS AS PROVIDED BY ZOOM. IT IS RECOMMENDED YOU ATTEMPT TO LOGIN AT LEAST 5 MINUTES BEFORE THE START OF THE MEETING.***

### AGENDA

1. Call to Order
2. Consider Finding That as a Result of the COVID-19 Emergency: (i) Meeting in Person Would Present Imminent Risks to the Health or Safety of Attendees; and (ii) the Meeting is Authorized to be Held by Teleconference Pursuant to Gov. Code, § 54953, subd. (e)(1)(C).
3. Comments from the Public
4. Finance Monthly Updates
  - General Update on Current Finance
  - Utility Billing Updates
5. Discuss Treasury Bond in the Amount of \$540,000 Plus Interest
6. Review Planned Budget to Actual Format
7. Discuss Proposed Franchise Agreement with Cal-Waste

## **8. Discuss Measure R Security Special Parcel Tax Initiative**

## **9. Update on Developer Deposits**

## **10. Directors and Staff Comments/Suggestions**

## **11. Adjournment**

"In accordance with California Government Code Section 54957.5, any writing or document that is a public record, relates to an open session agenda item and is distributed less than 24 hours prior to a special meeting, will be made available for public inspection in the District offices during normal business hours. If, however, the document is not distributed until the regular meeting to which it relates, then the document or writing will be made available to the public at the location of the meeting."

In compliance with the Americans with Disabilities Act, if you are an individual with a disability and you need a disability-related modification or accommodation to participate in this meeting or need assistance to participate in this teleconference meeting, please contact the District Office at 916-354-3700 or [awilder@rmcsd.com](mailto:awilder@rmcsd.com). Requests must be made as soon as possible.

Note: This agenda is posted pursuant to the provisions of the Government Code commencing at Section 54950. The date of this posting is September 29, 2022. Posting locations are: 1) District Office; 2) Rancho Murieta Association; 4) Murieta Village Association.

## MEMORANDUM

Date: September 29, 2022  
To: Finance Committee  
From: Paula O'Keefe, Director of Administration  
Subject: Monthly Finance Updates

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### ***Finance Updates***

#### ***Audit Updates***

District staff have the majority of documents and work papers needed to Richardson & Co CPAs to initiate the discussions for the draft audit. Staff are actively engaging in conversations with the auditor to provide additional documents. The Pun Group is working with District staff to clean up existing manual documents and create the entries necessary to continue cleaning data for the FY21 and FY22 audits.

#### ***Budget to Actuals Reporting***

Several areas of concern with A/P processing have created significant backlogs with vendor payments and have impacted the budget to actuals reporting. Over the last couple of years, due to high turnover and training gaps, previous and current District staff have struggled with catching up on vendor payments due to the unwieldy processes within and between Aestiva and Great Plains. The District currently processes all vendor purchase orders and invoicing through Aestiva and uploads the information into Great Plains for payment. The upload function requires integration managers, which are not automated and are inconsistently installed based on the software build the staff member is working in (updates occur regularly, however, each individual user must be updated separately). Further, these uploads require a significant amount of reconciliation to ensure the correct information is loaded into Great Plains for payment. Because of these manual processes, district staff spend valuable time reviewing, reconciling, and editing the uploads to ensure accuracy. Further, the process itself from Aestiva frequently "breaks" and creates additional workload for staff to complete the transactions. Great Plains presents its own challenges as it is not user friendly, and staff create many voided checks in the process due to printing errors. Over the last few years, staff have found workarounds to offset the Aestiva concerns, however leaving the integrations unfixed and payment closeouts unprocessed. Other issues within Great Plains include duplicate expense account entries (not payments) and reconciliation issues in the balance sheet accounts. For example, when a check is voided, two separate transactions must occur for the payment to be reprocessed and accepted by Great Plains as an original (not duplicate invoice). When the check is voided, the cash account entries are reversed correctly. However, while the original entry was made to the fund expense (ex:200-4375-01) and Payable account (200-2000), when reversing the expense and payable entry, the entry is booked to the "pooled cash" Payable account (000-2000) and fund expense account (200-4375-01), putting the payable accounts out of balance. Staff are working with the external vendors for both Great Plains and Aestiva to correct the reversal accounts moving forward and are working to get the integrations up to date and working successfully.

#### ***Contract for Enterprise Resource Planning – ERP, 2022***

The General Manager, Vanessa Burke (Pun Group) and Director of Administration met with the new project manager for Tyler Technologies and discussed the timeline to begin the current/future state analysis (CFSA) for utility billing. The team will be meeting with the Tyler project manager and implementation specialist October 4 to discuss the projected timeline, CFSA and next steps to initiate the process to develop and implement the utility billing module of Tyler InCode. Items to note are the chart of accounts conversions to ensure accurate collection of data and integration with GP while the G/L and HR/Payroll modules are in development.

### ***Recruitments***

The District is currently recruiting for three positions: two Accounting Technician and one Office Technician position. They are critical to maintaining day to day operations and are necessary to continue the District's operations. The Utility Billing Account Tech position is responsible for customer service, utility billing processing and reconciliation, daily deposits, assists with new development revenues and much more. This position is critical to maintaining our utility billing activities and providing advanced customer service support to the front desk.

The Accounting Technician – Accounts Payable is also vacant and is critical to maintaining day to day operations. The District currently has a permanent FTE working out of class in this role who is working to clean up and catch up outstanding invoicing and purchase order processing. As discussed earlier in this report, the day to day operations is challenging and have had several staff in this position over the last few years. Due to the critical nature of the duties associated with this role, the District needs stability and longevity and intends to fill this position within the next two weeks. This position is responsible for securing vendor quotes, data entry, three way match reconciliation, reporting and check processing/mailing.

Staff conducted interviews for the HR/Payroll Accounting Technician vacancy on Monday, September 26. The District has tentatively offered the Accounting Technician position to the successful candidate and expect them to start on October 10. This position is responsible for bi-weekly payroll processing, onboarding/offboarding, assists with risk management/workers' compensation, safety, and training.

### ***Utility Billing***

Staff have completed the audit of the residential accounts within Utility Star in preparation for the migration to Tyler Incode Utility billing. As reported last month to the Committee, staff found and corrected several errors that occurred during the "move in/move out" process. 92 residents were found to have been charged incorrectly on their trash, security and/or drainage amounts. The District corrected all of these accounts for the September utility billing, so the impacted residents will see the correct charges moving forward. Staff believe all residential accounts have been audited and corrected and will begin to move onto the commercial accounts. Several accounts within the commercial community need immediate attention and due to minimal staff capacity and the utility billing vacancy, these accounts' analysis will take priority over all commercial accounts.

The District has determined to go back four years for corrections; however, the District will need an updated policy presented to the Finance Committee for approval to move forward. District staff will bring forward an updated policy for Finance Committee review explaining the four year collections/refunds recommendation in the November meeting to move forward for November Board approval. If the Board approves of the four year collections/refunds recommendation, District staff will then begin sending out letters to the impacted residents after the policy has been adopted by the Board, so District staff will be reaching out to the affected residents to explain the corrections and the impact they will have on their bills.