



## RANCHO MURIETA COMMUNITY SERVICES DISTRICT

15160 Jackson Road, Rancho Murieta, CA 95683

Office - 916-354-3700 Fax – 916-354-2082

### COMMUNICATION & TECHNOLOGY COMMITTEE

*(Director Linda Butler)*

Regular Meeting

November 3, 2022 at 8:30 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/87610921525>, entering Meeting ID no. 876 1092 1525, and using the audio on your computer, or (2) dialing into 1-669-900-9128 and entering the meeting code 876 1092 1525. 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. Monthly Website and Social Media Update
5. Discuss Monthly Bill Format
6. Discuss Communications with the Community
7. Discuss IT – Cyber Security and Hacking Attempts
8. Directors & Staff Comments/Suggestions

## **9. 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 October 27, 2022. Posting locations are: 1) District Office; 2) Post Office; 3) Rancho Murieta Association; 4) Murieta Village Association.

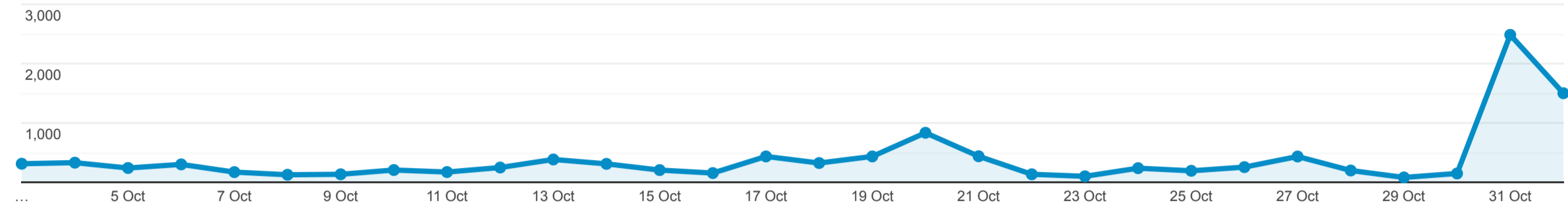
RMCS D Website Stats

3 Oct 2022 - 1 Nov 2022

All Users  
100.00% Users

RMCS D Pages

Page Views



Destination Page	Page Views	Unique Page Views	Avg. Time on Page
	<b>11,406</b> % of Total: 100.00% (11,406)	<b>9,589</b> % of Total: 100.00% (9,589)	<b>00:01:30</b> Avg for View: 00:01:30 (0.00%)
1. /	<b>2,041</b> (17.89%)	<b>1,543</b> (16.09%)	00:00:43
2. /board-of-directors	<b>660</b> (5.79%)	<b>437</b> (4.56%)	00:02:52
3. /how-to-pay-my-bill	<b>379</b> (3.32%)	<b>254</b> (2.65%)	00:01:57
4. /employment-opportunities	<b>369</b> (3.24%)	<b>261</b> (2.72%)	00:01:13
5. /2022-10-19-board-of-directors-meeting	<b>242</b> (2.12%)	<b>174</b> (1.81%)	00:02:59
6. /2022-committee-meetings	<b>218</b> (1.91%)	<b>122</b> (1.27%)	00:00:21
7. /board-of-directors-of-meetings	<b>202</b> (1.77%)	<b>146</b> (1.52%)	00:00:51
8. /district-office-and-phone-numbers	<b>194</b> (1.70%)	<b>162</b> (1.69%)	00:01:19
9. /salary-schedules	<b>194</b> (1.70%)	<b>148</b> (1.54%)	00:02:18
10. /cal-waste-2022-collection-schedule-calendar	<b>139</b> (1.22%)	<b>127</b> (1.32%)	00:01:29

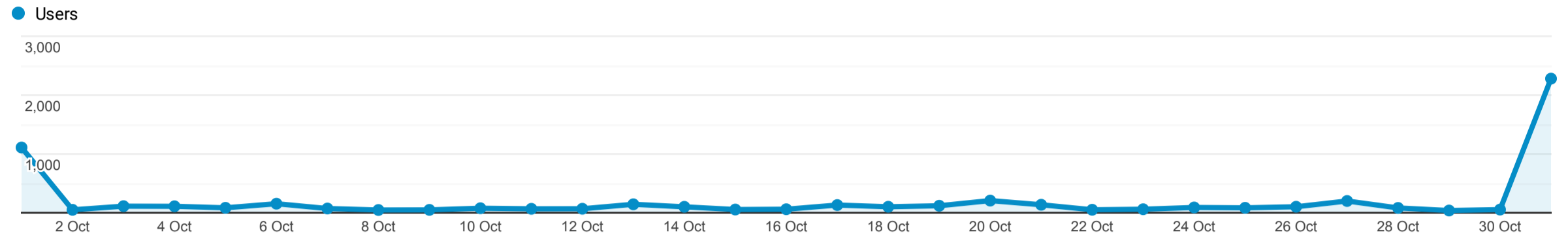
Rows 1 - 10 of 1480

RMCSO Website Stats

1 Oct 2022 - 31 Oct 2022

All Users  
100.00% Users

RMCSO Website Visitors



Region	Users	New Users	Hits	Sessions	Number of Sessions per User	Page Views	Pages/Session	Avg. Session Duration
	<b>5,299</b> % of Total: 100.00% (5,299)	<b>5,099</b> % of Total: 100.02% (5,098)	<b>11,275</b> % of Total: 100.00% (11,275)	<b>6,420</b> % of Total: 100.00% (6,420)	<b>1.21</b> % of Total: 100.00% (1.21)	<b>11,204</b> % of Total: 100.00% (11,204)	<b>1.75</b> Avg for View: 1.75 (0.00%)	<b>00:01:07</b> Avg for View: 00:01:07 (0.00%)
1. Oregon	<b>3,475</b> (63.74%)	<b>3,450</b> (67.66%)	<b>3,654</b> (32.41%)	<b>3,493</b> (54.41%)	<b>1.01</b> (85.36%)	<b>3,622</b> (32.33%)	<b>1.04</b>	<b>00:00:02</b>
2. California	<b>1,160</b> (21.28%)	<b>945</b> (18.53%)	<b>5,792</b> (51.37%)	<b>1,983</b> (30.89%)	<b>1.71</b> (145.17%)	<b>5,761</b> (51.42%)	<b>2.91</b>	<b>00:03:00</b>
3. (not set)	<b>232</b> (4.26%)	<b>199</b> (3.90%)	<b>565</b> (5.01%)	<b>296</b> (4.61%)	<b>1.28</b> (108.35%)	<b>565</b> (5.04%)	<b>1.91</b>	<b>00:01:03</b>
4. Virginia	<b>202</b> (3.71%)	<b>202</b> (3.96%)	<b>213</b> (1.89%)	<b>202</b> (3.15%)	<b>1.00</b> (84.92%)	<b>209</b> (1.87%)	<b>1.03</b>	<b>00:00:01</b>
5. Washington	<b>127</b> (2.33%)	<b>96</b> (1.88%)	<b>340</b> (3.02%)	<b>154</b> (2.40%)	<b>1.21</b> (102.98%)	<b>337</b> (3.01%)	<b>2.19</b>	<b>00:01:28</b>
6. Nevada	<b>47</b> (0.86%)	<b>31</b> (0.61%)	<b>136</b> (1.21%)	<b>54</b> (0.84%)	<b>1.15</b> (97.57%)	<b>136</b> (1.21%)	<b>2.52</b>	<b>00:03:14</b>
7. Idaho	<b>32</b> (0.59%)	<b>23</b> (0.45%)	<b>101</b> (0.90%)	<b>33</b> (0.51%)	<b>1.03</b> (87.58%)	<b>101</b> (0.90%)	<b>3.06</b>	<b>00:02:16</b>
8. Texas	<b>18</b> (0.33%)	<b>17</b> (0.33%)	<b>35</b> (0.31%)	<b>18</b> (0.28%)	<b>1.00</b> (84.92%)	<b>35</b> (0.31%)	<b>1.94</b>	<b>00:02:08</b>
9. Ohio	<b>12</b> (0.22%)	<b>12</b> (0.24%)	<b>22</b> (0.20%)	<b>12</b> (0.19%)	<b>1.00</b> (84.92%)	<b>22</b> (0.20%)	<b>1.83</b>	<b>00:00:11</b>
10. Arizona	<b>10</b> (0.18%)	<b>4</b> (0.08%)	<b>102</b> (0.90%)	<b>29</b> (0.45%)	<b>2.90</b> (246.27%)	<b>102</b> (0.91%)	<b>3.52</b>	<b>00:02:29</b>

Rows 1 - 10 of 73









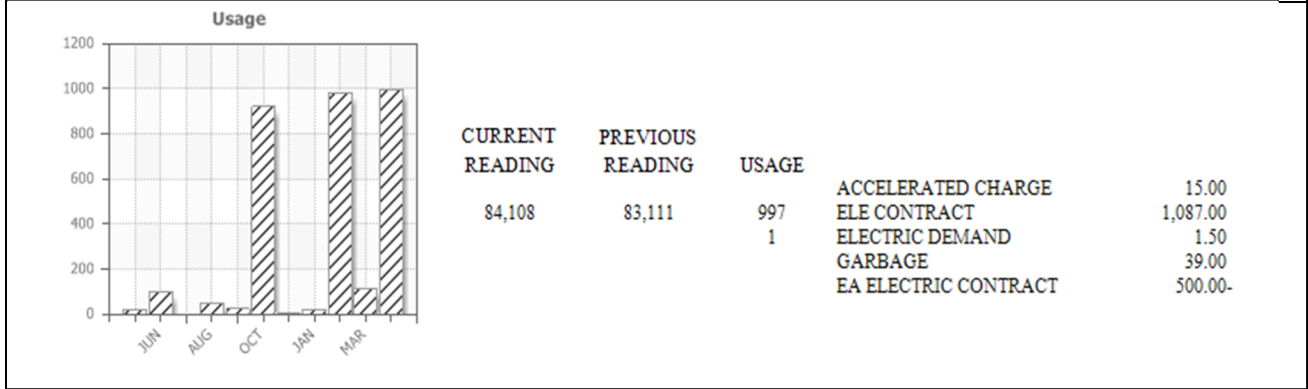


### Detail Options for Full Page Bill Formats

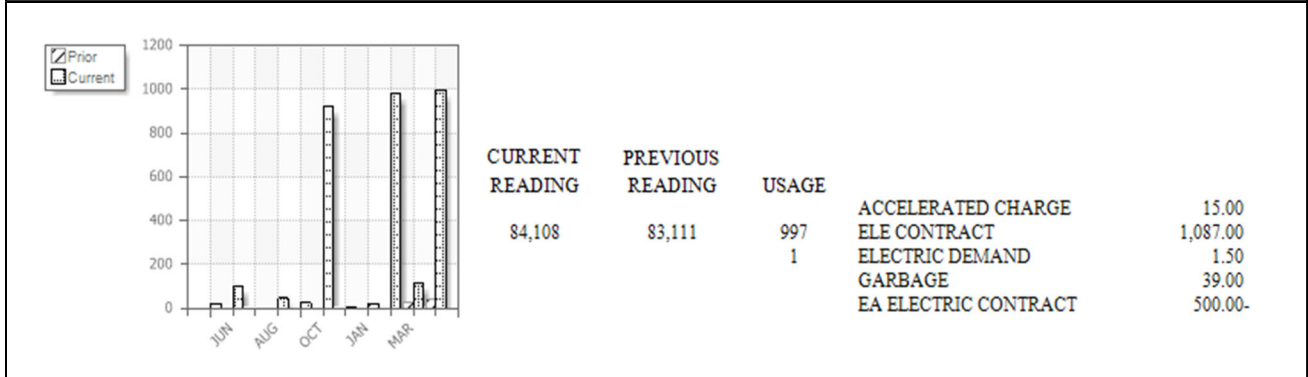
**Option A:**  
No  
Consumption Graph

CURRENT		PREVIOUS		USAGE		
DATE	READING	DATE	READING			
3/31/2013	84108	2/28/2013	83111	997		ACCELERATED CHARGE
	1			1		ELE CONTRACT
						ELECTRIC DEMAND
						GARBAGE
						NET
						EA ELECTRIC CONTRACT
						Tax
						15.00
						1,087.00
						1.50
						39.00
						0.00
						-500.00
						\$14.00

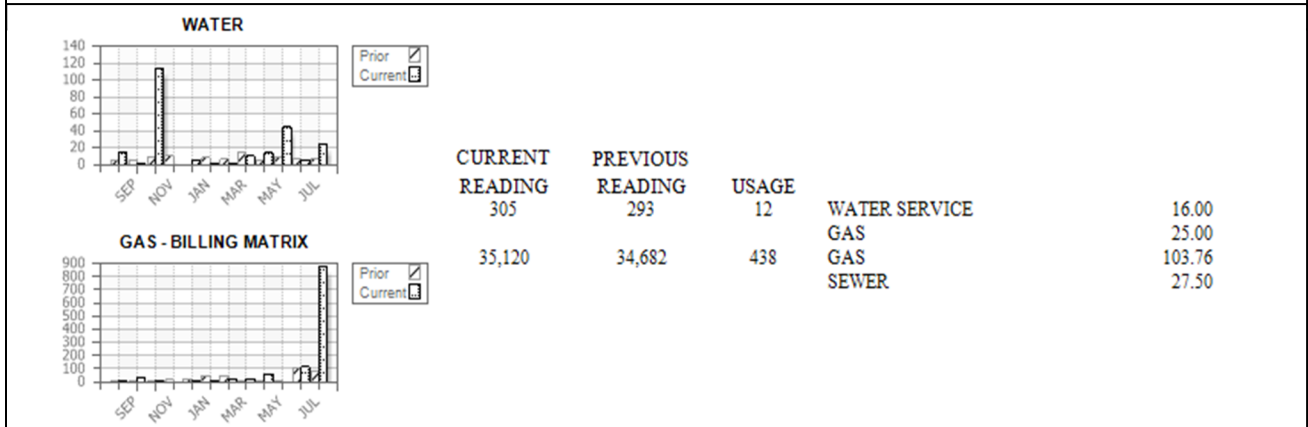
**Option B:**  
Current  
Consumption Graph



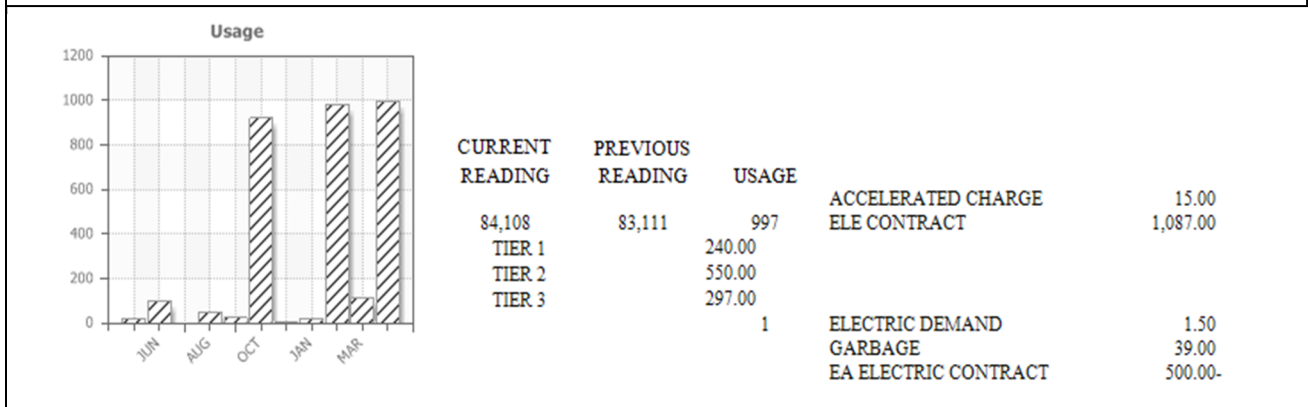
**Option C:**  
Current & Prior Year  
Consumption Graph



**Option D:**  
Multiple Service  
Consumption Graph



**Option C:**  
Current  
Consumption Graph  
and Service Charge  
Breakout by Tier





1. Please return this portion with your payment. When paying in person, please bring both portions of this bill.

LATE CHARGE IF PAYMENT IS RECEIVED AFTER 4:30 PM ON 04/14/2013



<b>3. Service From</b>
2/28/2013
<b>Service To</b>
3/31/2013

<b>4. Service Address</b>
1937 MURPHEY CIR

PLEASE RETURN THIS STUB WITH PAYMENT

<b>Amount Due</b>	<b>Due Date</b>	<b>5. After Due Date Pay</b>
\$2,061.24	4/14/2013	\$2,093.81
<b>Status</b>	6. *** TEST COMMENT * TEST COMMENT * TEST COMMENT * TEST COMMENT * TEST COMMENT * TEST COMMENT * TEST COMMENT * TEST COMMENT * TEST COMMENT * TEST COMMENT * TEST COMMENT * TEST	
Disconnect		
<b>Account Number</b>		
145-000016-000		

7. CITY OF SILVERBLADE  
 Attention: Cashiering  
 9999 Anystreet  
 PO BOX 999  
 Anytown, TX 99999-9999  
 (999) 999-9999



7. CITY OF SILVERBLADE  
 Attention: Cashiering  
 9999 Anystreet  
 PO BOX 999  
 Anytown, TX 99999-9999  
 (999) 999-9999

9. \*\*LANDLORD COPY\*\*  
 \*\*\*FINAL BILL\*\*\*

Service	Meter Reading		Usage	Amount
	Previous	Current		
PREVIOUS BALANCE:				1,404.74
ELE				15.00
ELE	83,111	84,108	997	1,087.00
DEMAND		1	1	1.50
GAR				39.00
EA				-500.00
DO				1.00
DO				3.25
<b>10. TAX</b>				14.00

<b>Account Number</b>	<b>Amount Due</b>
145-000016-000	2,061.24
<b>Due Date</b>	<b>5. After Due Date Pay</b>
4/14/2013	2,093.81
<b>3. Service From</b>	<b>Service To</b>
2/28/2013	3/31/2013
<b>4. Service Address</b>	
1937 MURPHY CIR	

There will be a charge on all returned checks.

**CUSTOMER ACCOUNT INFORMATION – RETAIN FOR YOUR RECORDS**



7. CITY OF SILVERBLADE  
 Attention: Cashiering  
 9999 Anystreet  
 PO BOX 999  
 Anytown, TX 99999-9999  
 (999) 999-9999

**UTILITY BILL**

JOHN SMITH  
 2100 MURPHY CIR  
 TYLERTOWN, TX 12345-1234



2. CITY OF SILVERBLADE  
 Attention: Cashiering  
 9999 Anystreet  
 PO BOX 999  
 Anytown, TX 99999-9999 (999) 999-9999

3. \* LANDLORD \*

4. Presorted First Class Mail US Postage Paid Anytown, US 99999 Permit No.999

STATUS	
** FINAL BILL **	
ACCOUNT NUMBER	AMOUNT DUE
145-000016-000	\$2,061.24
DUE DATE	AMOUNT DUE NOW
7/13/2012	5. \$280.91
6. SERVICE FROM	SERVICE TO
2/28/2013	3/31/2013
7. SERVICE ADDRESS	
1937 MURPHY CIR	

CODE	METER READING		USAGE	AMOUNT
	PREVIOUS	CURRENT		
PREVIOUS BALANCE:				1,404.74
ELE				15.00
ELE	83,111	84,108	997	1,087.00
DEMAND		1	1	1.50
GAR				39.00
EA				-500.00
DO				1.00
DO				3.25
TAX				14.00

8.

9. \*\*\* TEST COMMENT \* TEST COMMENT \*  
 TEST COMMENT \* TEST COMMENT \* TEST  
 COMMENT \* TEST COMMENT \*

6. SERVICE FROM
2/28/2013
SERVICE TO
3/31/2013

7. SERVICE ADDRESS
1937 MURPHY CIR



10. PLEASE RETURN THE STUB WITH PAYMENT

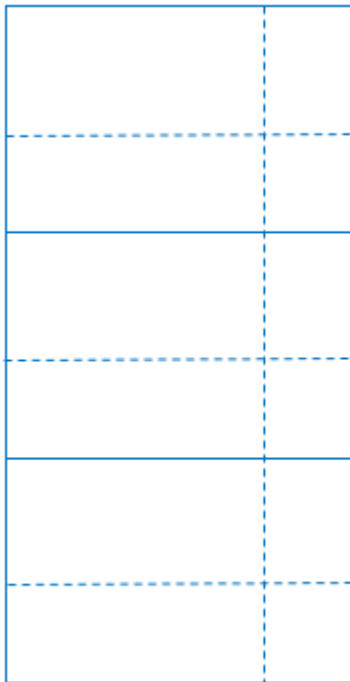
AMOUNT DUE	DUE DATE	AFTER DUE DATE PAY
\$2,061.24	4/14/2013	5. \$280.91

3. STATUS
** FINAL BILL **
ACCOUNT NUMBER
145-000002-000

FORWARDING SERVICE REQUESTED

JOHN SMITH  
 2100 MURPHY CIR  
 TYLERTOWN, TX 12345-1234

Blank Legal Size Postcard Stock



What will print with Tyler software



Blank Postcard Stock Size Options:

3 per legal size paper  
 8.5 in. x 14 in.

OR

2 per letter size page  
 8.5 in. x 11 in.

1. City of SilverBlade – 999 Anystreet – PO Box 999 – Anytown, TX 9999-999 – (999)999-1234

<b>SERVICE FROM</b>	<b>SERVICE TO</b>	<b>BILLING DATE</b>	<b>PRIOR BALANCE</b>
2. 2/28/2013	3/31/2013	3/31/2013	\$1,404.74

3. \* LANDLORD \*


<b>METER READING</b>		<b>USAGE</b>	<b>CODE</b>	<b>AMOUNT</b>	<b>STATUS</b>
<b>PREVIOUS</b>	<b>CURRENT</b>				
83,111	84,108	997	ELE	15.00	**FINAL BILL**
	1	1	ELE	1,087.00	<b>ACCOUNT NUMBER</b>
			DEMAND	1.50	145-000016-000
			GAR	39.00	<b>DUE DATE</b>
			EA	-500.00	4/14/2013
			DO	1.00	<b>TAX</b>
			DO	3.25	5. \$14.00
					6. \$2,093.81
					<b>AFTER DUE DATE PAY</b>
					<b>PENALTY</b>
					\$32.57
					<b>AMOUNT DUE</b>
					\$2,061.24

4. Presorted First Class Mail US Postage Paid Anytown, US 99999 Permit No.999

7. \*\*\* TEST COMMENT \* TEST COMMENT \* TEST COMMENT \* TEST COMMENT \* TEST COMMENT \* TEST COMMENT \* LOCATION: 1937 MURPHY CIR

PLEASE RETURN THE STUB WITH PAYMENT

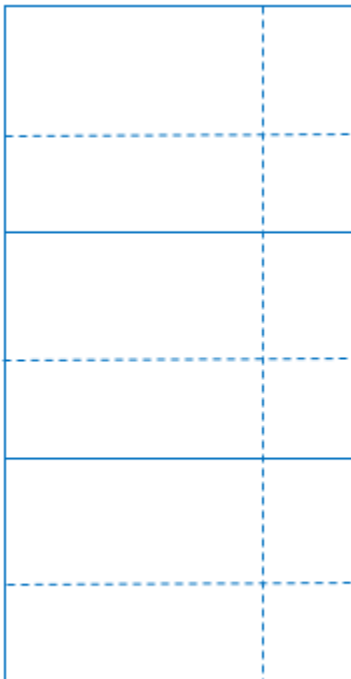
<b>ACCOUNT NUMBER</b>	145-000016-000
<b>DUE DATE</b>	4/14/2013
<b>AFTER DUE DATE PAY</b>	6. \$2,093.81
<b>AMOUNT DUE</b>	\$2,061.24

8.  ADDRESS SERVICE REQUESTED

3. \*\* FINAL BILL \*\* \* LANDLORD COPY \*

JOHN SMITH  
2100 MURPHY CIR  
TYLERTOWN, TX12345-1234

Blank Legal Size Postcard Stock



What will print with Tyler software



Blank Postcard Stock Size Options:

3 per legal size paper  
8.5 in. x 14 in.

OR

2 per letter size page  
8.5 in. x 11 in.



2. CITY OF SILVERBLADE  
 Attention: Cashiering  
 9999 Anystreet  
 PO BOX 999  
 Anytown, TX 99999-9999  
 (999) 999-9999

4. **\*\*LANDLORD COPY\*\***



MARY SMITH  
 1342 CURT CT  
 TYLERTOWN, TX 12345-1234

<b>Account Number</b>
145-000006-001
<b>Due Date</b>



**CUSTOMER ACCOUNT INFORMATION – RETAIN FOR YOUR RECORDS**

9. 3.	Service Address		Account Number
MARY SMITH	1342 CURT C		145-000006-001
10. Notice Date	Due Date	10. Disconnect Date	7. Amount Due
6/14/2012	7/13/2012	7/21/2012	\$396.77

8. There will be a charge on all returned checks. Please return this portion with your payment. When paying in person, please bring both portions of this bill.

11. **LATE NOTICE**

We have not received payment for this current bill. Your prompt payment **ON OR BEFORE** the "Due Date" of this notice would be appreciated.

Failure to pay the "Amount Due" promptly will result in your utility services being terminated **WITHOUT FURTHER NOTICE**. Reconnection will require **CASH ONLY** payment of the Amount Due plus a \$99.99 reconnection charge. (The charge for reconnection after hours, weekends and holidays is \$999.99.)

Call the Utility Billing Office if you feel this notice is in error.

If payment has been made, please disregard this notice.

Utility Billing Office

2.- 9999 Anystreet  
 - PO Box 999  
 - Anytown, TX 99999-9999  
 - (999) 999-1234  
 - Hours of Operation – 8:30 – 4:30 Mon - Fri

2. CITY OF SILVERBLADE – 9999 Anystreet – Anytown, TX 99999-9999 – (999) 999-1234

**FL1 Form Questions**

1. Logo	The image here will be your Organization Logo. If you want a logo, send it in a large picture file to your Project Manager. Should there be a logo? <input type="checkbox"/> Yes <input type="checkbox"/> No	Client Review: <input type="checkbox"/> Yes <input type="checkbox"/> No
---------	---	--

<b>2.</b>	<b>Name</b>	<b>Service Address</b>		<b>Account Number</b>
	MARY SMITH	1342 CURT CT		145-000006-001
	<b>3. Notice Date</b>	<b>Due Date</b>	<b>3. Disconnect Date</b>	<b>4. Amount Due</b>
	6/14/2012	7/13/2012	7/21/2012	\$396.77

## 5. LATE NOTICE

We have not received payment for this current bill. Your prompt payment **ON OR BEFORE** the "Due Date" of this notice would be appreciated.

Failure to pay the "Amount Due" promptly will result in your utility services being terminated **WITHOUT FURTHER NOTICE**. Reconnection will require **CASH ONLY** payment of the Amount Due plus a \$99.99 reconnection charge. (The charge for reconnection after hours, weekends and holidays is \$999.99.)

Call the Utility Billing Office if you feel this notice is in error.

If payment has been made, please disregard this notice.

Utility Billing Office

- 1. - 9999 Anystreet
- PO Box 999
- Anytown, TX 99999-9999
- (999) 999-1234
- Hours of Operation – 8:30 – 4:30 Mon - Fri

### CUSTOMER ACCOUNT INFORMATION – RETAIN FOR YOUR RECORDS



1. CITY OF SILVERBLADE  
 Attention: Cashiering  
 9999 Anystreet  
 PO BOX 999  
 Anytown, TX 99999-9999  
 (999) 999-9999



MARY SMITH  
 1342 CURT CT  
 TYLERTOWN, TX 12345-1234



8.

10. There will be a charge on all returned checks. Please return this portion with your payment. When paying in person, please bring both portions of this bill.

<b>Account Number</b>	<b>4. Amount Due</b>
145-000002-000	\$280.91
<b>Due Date</b>	<b>3. Disconnect Date</b>
7/13/2012	7/21/2012
<b>2. Service Address</b>	
1342 CURT CT	

9. **\*\*LANDLORD COPY\*\***

**FL2 Form Questions**



2. CITY OF SILVERBLADE  
Attention: Cashiering  
9999 Anystreet  
PO BOX 999  
Anytown, TX 99999-9999  
(999) 999-9999

11. ** LANDLORD COPY ** te	
7/13/2012	7/21/2012
8. Service Address	
1342 CURT CT	



MARY SMITH  
1342 CURT CT  
TYLERTOWN, TX 12345-1234

9. There will be a charge on all returned checks.



5. Please return this portion with your payment. When paying in person, please bring both portions of this bill.

CUSTOMER ACCOUNT INFORMATION – RETAIN FOR YOUR RECORDS

8. Name	Service Address		Account Number
MARY SMITH	1342 CURT CT		145-000006-001
7. Notice Date	Due Date	7. Disconnect Date	6. Amount Due
6/14/2012	7/13/2012	7/21/2012	\$396.77

10. **LATE NOTICE**

We have not received payment for this current bill. Your prompt payment **ON OR BEFORE** the "Due Date" of this notice would be appreciated.

Failure to pay the "Amount Due" promptly will result in your utility services being terminated **WITHOUT FURTHER NOTICE**. Reconnection will require **CASH ONLY** payment of the Amount Due plus a \$99.99 reconnection charge. (The charge for reconnection after hours, weekends and holidays is \$999.99.)

Call the Utility Billing Office if you feel this notice is in error.  
If payment has been made, please disregard this notice.

Utility Billing Office

2.- 9999 Anystreet  
- PO Box 999  
- Anytown, TX 99999-9999  
- (999) 999-1234  
- Hours of Operation – 8:30 – 4:30 Mon - Fri

2. CITY OF SILVERBLADE – 9999 Anystreet – Anytown, TX 99999-9999 – (999) 999-1234





2. CITY OF SILVERBLADE  
 Attention: Cashiering  
 9999 Anystreet  
 PO BOX 999  
 Anytown, TX 99999-9999  
 (999) 999-9999



MARY SMITH  
 1342 CURT CT  
 TYLERTOWN, TX 12345-1234

<b>Account Number</b>	<b>4. Amount Due</b>
145-000006-001	\$280.91
<b>Due Date</b>	<b>5. Disconnect Date</b>
7/13/2012	7/21/2012
<b>6. Service Address</b>	
1342 CURT CT	

10. **\*\* LANDLORD COPY \*\***

7.

## LATE NOTICE

We have not received payment for this current bill. Your prompt payment **ON OR BEFORE** the "Due Date" of this notice would be appreciated.

Failure to pay the "Amount Due" promptly will result in your utility services being terminated **WITHOUT FURTHER NOTICE**. Reconnection will require **CASH ONLY** payment of the Amount Due plus a \$99.99 reconnection charge. (The charge for reconnection after hours, weekends and holidays is \$999.99.)

Call the Utility Billing Office if you feel this notice is in error.

If payment has been made, please disregard this notice.

**CUSTOMER ACCOUNT INFORMATION – RETAIN FOR YOUR RECORDS**



2. CITY OF SILVERBLADE  
 Attention: Cashiering  
 9999 Anystreet  
 PO BOX 999  
 Anytown, TX 99999-9999  
 (999) 999-9999



2. CITY OF SILVERBLADE  
 Attention: Cashiering  
 9999 Anystreet  
 PO BOX 999  
 Anytown, TX 99999-9999  
 (999) 999-9999



9. Please return this portion with your payment.  
 When paying in person, please bring both portions of this bill.  
 There will be a charge on all returned checks

<b>Account Number</b>	<b>4. Amount Due</b>
145-000006-001	\$280.91
<b>Due Date</b>	<b>5. Disconnect Date</b>
7/13/2012	7/21/2012
<b>6. Service Address</b>	
1342 CURT CT	

1. CITY OF SILVERBLADE  
 Attention: Cashiering  
 9999 Anystreet  
 PO BOX 999  
 Anytown, TX 99999-9999  
 (999) 999-9999

3. \* LANDLORD \*

4. Presorted  
 First Class Mail  
 US Postage Paid  
 Anytown, US 99999  
 Permit No.999

CODE	METER READING		USAGE	AMOUNT
	PREVIOUS	CURRENT		

2. LATE NOTICE

AS OF 07/15/2012 PAYMENT HAS NOT BEEN RECEIVED ON THIS ACCOUNT. IF PAYMENT IN FULL HAS NOT BEEN RECEIVED BY 07/13/2012 THE ACCOUNT IS SUBJECT TO DISCONNECTION ON OR AFTER 07/21/2012.

<b>STATUS</b> * OVERDUE*	
<b>ACCOUNT NUMBER</b> 145-000002-000	
<b>DUE DATE</b> 7/13/2012	<b>AMOUNT DUE NOW</b> 5. \$280.91
<b>SERVICE FROM</b>	<b>SERVICE TO</b>
<b>6. SERVICE ADDRESS</b> 1342 CURT CT	



<b>SERVICE FROM</b>
<b>SERVICE TO</b>
<b>DUE DATE</b> 7/13/2012
<b>AMOUNT DUE NOW</b> 5. \$280.91

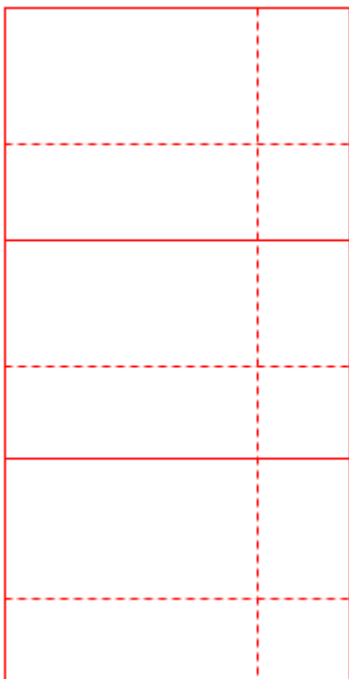
<b>6. SERVICE ADDRESS</b> 1342 CURT CT
<b>FORWARDING SERVICE REQUESTED</b>

PLEASE RETURN THE STUB WITH PAYMENT

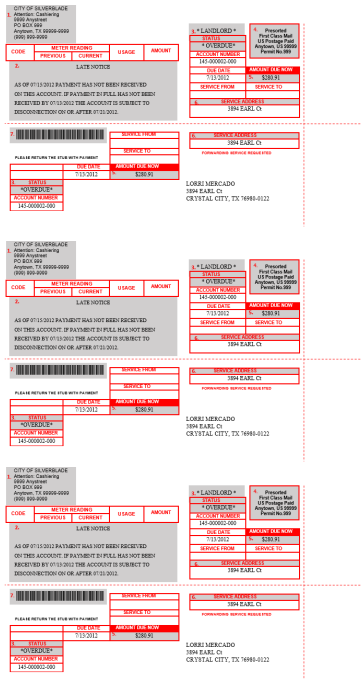
<b>3. STATUS</b> *OVERDUE*
<b>ACCOUNT NUMBER</b> 145-000002-000

MARY SMITH  
 1342 CURT CT  
 TYLERTOWN, TX 12345-1234

Blank Legal Size  
 Postcard Stock



What will print with  
 Tyler software



Blank Postcard Stock Size Options:

3 per legal size paper  
 8.5 in. x 14 in.

OR

2 per letter size page  
 8.5 in. x 11 in.

1. CITY OF SILVERBLADE 9999 Anystreet - PO Box 999 Anytown, TX 99999-9999

SERVICE FROM	SERVICE TO	BILLING DATE	PRIOR BALANCE	
METER READING		USAGE	CODE	AMOUNT
PREVIOUS	CURRENT			

3. LATE NOTICE

4. Presorted First Class Mail US Postage Paid Anytown, US 99999 Permit No.999

2. 145-000002-000 280.91  
 AS OF 02/24/2012 PAYMENT HAS NOT BEEN RECEIVED ON THIS ACCOUNT. IF PAYMENT IN FULL HAS NOT BEEN RECEIVED BY 07/13/2012 THE ACCOUNT IS SUBJECT TO DISCONNECTION ON OR AFTER 07/21/2012.

ACCOUNT NUMBER	DUE DATE
145-000002-000	7/13/2012
TAX	AFTER DUE DATE
PENALTY	AMOUNT DUE NOW
	5. \$280.91

6. LOCATION: 1342 CURT CT

7. PLEASE RETURN BOTTOM STUB WITH PAYMENT \* SEE REVERSE SIDE FOR CODE EXPLANATION

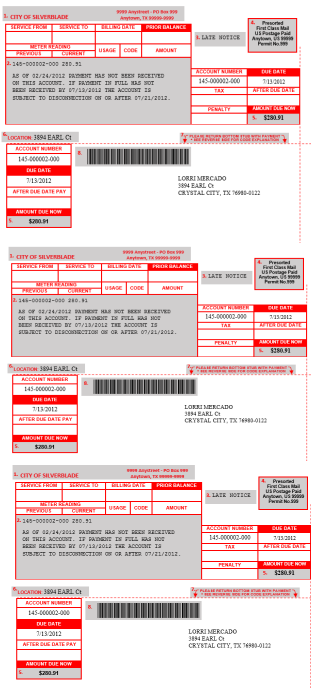
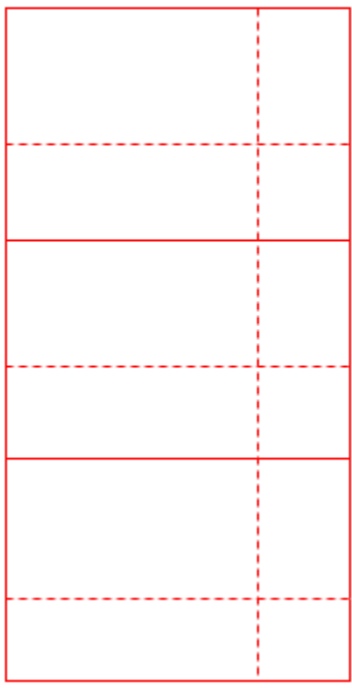
ACCOUNT NUMBER
145-000002-000
DUE DATE
7/13/2012
AFTER DUE DATE PAY
AMOUNT DUE NOW
5. \$280.91



MARY SMITH  
 1342 CURT CT  
 TYLERTOWN, TX 12345-1234

Blank Legal Size Postcard Stock

What will print with Tyler software



Blank Postcard Stock Size Options:

3 per legal size paper 8.5 in. x 14 in.

OR

2 per letter size page 8.5 in. x 11 in.

1. REMINDER NOTICE - REMINDER NOTICE

REMINDER NOTICE

REMINDER NOTICE - REMINDER NOTICE FML1

REMINDER NOTICE

2. AMOUNT DUE: \$280.91

NOTICE DATE: 2/24/2012

ACCOUNT NUMBER: 145-000002-000

DUE DATE: 7/13/2012

4. CITY OF SILVERBLADE  
9999 Anystreet  
PO Box 999  
Anytown, TX 99999-9999  
(999) 999-1234

3. THE PAST DUE AMOUNT ON YOUR ACCOUNT MUST BE PAID IN FULL BY 11:00 AM ON THE DUE DATE ABOVE. FAILURE TO PAY THE BALANCE OF YOUR ACCOUNT IN FULL WILL RESULT IN YOUR SERVICES BEING CUTOFF ON OR AFTER THE CUTOFF DATE BELOW. THERE IS A \$99.99 RECONNECT FEE BETWEEN THE HOURS OF 8:00 AM AND 3:30 PM. THERE IS AN ADDITIONAL CHARGE TO RECONNECT SERVICE AFTER THESE HOURS. FOR AFTER HOURS RECONNECTION CALL (999) 999-1234. IF YOU HAVE ANY QUESTIONS, OR DISPUTE THIS NOTICE PLEASE CALL UTILITY BILLING AT (999) 999-1234.

THANK YOU

JOHNNY JOHNSON  
1234 MAIN ST  
TYLERTOWN, TX 12345

5. ACCOUNT NAME:  
JOHNNY JOHNSON

SERVICE ADDRESS:  
1234 MAIN ST

6. CUTOFF DATE: 7/21/2012

REMINDER NOTICE - REMINDER NOTICE - REMINDER NOTICE - REMINDER NOTICE - REMINDER NOTICE

1. LATE NOTICE - LATE NOTICE

LATE NOTICE

LATE NOTICE - LATE NOTICE FML2

LATE NOTICE - LATE NOTICE - LATE NOTICE - LATE NOTICE - LATE NOTICE

2. AMOUNT DUE: \$280.91

NOTICE DATE: 2/24/2012

ACCOUNT NUMBER: 145-000002-000

DUE DATE: 7/13/2012

4. CITY OF SILVERBLADE  
9999 Anystreet  
PO Box 999  
Anytown, TX 99999-9999  
(999) 999-1234

3. THE PAST DUE AMOUNT ON YOUR ACCOUNT MUST BE PAID IN FULL BY 11:00 AM ON THE DUE DATE ABOVE. FAILURE TO PAY THE AMOUNT DUE ABOVE IN FULL WILL RESULT IN A PENALTY CHARGE OF \$99.99 BEING ADDED TO YOUR ACCOUNT AND YOUR UTILITIES MAY BE CUTOFF. THERE IS AN ADDITIONAL FEE FOR RECONNECTING SERVICE. IF YOU HAVE ANY QUESTIONS OR DISPUTE THIS NOTICE, PLEASE CALL UTILITY BILLING AT (999) 999-1234. PLEASE DISREGARD THIS NOTICE IF PAYMENT WAS MADE ON OR AFTER THE NOTICE DATE ABOVE.

THANK YOU

JOHNNY JOHNSON  
1234 MAIN ST  
TYLERTOWN, TX 12345

5. ACCOUNT NAME:  
JOHNNY JOHNSON

SERVICE ADDRESS:  
1234 MAIN ST

6. CUTOFF DATE: 7/21/2012

LATE NOTICE - LATE NOTICE - LATE NOTICE - LATE NOTICE - LATE NOTICE

CUTOFF NOTICE - CUTOFF NOTICE

DISCONNECT NOTICE

CUTOFF NOTICE - CUTOFF NOTICE FML3

CUTOFF NOTICE - CUTOFF NOTICE - CUTOFF NOTICE - CUTOFF NOTICE - CUTOFF NOTICE

AMOUNT DUE: \$280.91

NOTICE DATE: 2/24/2012

ACCOUNT NUMBER: 145-000002-000

DUE DATE: 7/13/2012

CITY OF SILVERBLADE  
9999 Anystreet  
PO Box 999  
Anytown, TX 99999-9999  
(999) 999-1234

ACCORDING TO OUR RECORDS YOUR UTILITY ACCOUNT AT THE SERVICE ADDRESS BELOW HAS NOT BEEN PAID AND THIS ACCOUNT IS NOW PAST DUE BY THE AMOUNT DUE DATE ABOVE. THIS IS PROBABLY AN OVERSIGHT ON YOUR PART. HOWEVER, WE HOPE THAT THIS ACCOUNT WILL BE TAKEN CARE OF IMMEDIATELY. IF THERE IS A QUESTION ON THIS ACCOUNT, CONTACT THE BILLING DEPARTMENT AT (999) 999-1234. PLEASE DISREGARD THIS NOTICE IF PAYMENT WAS MADE ON OR AFTER THE NOTICE DATE ABOVE.

THANK YOU

JOHNNY JOHNSON  
1234 MAIN ST  
TYLERTOWN, TX 12345

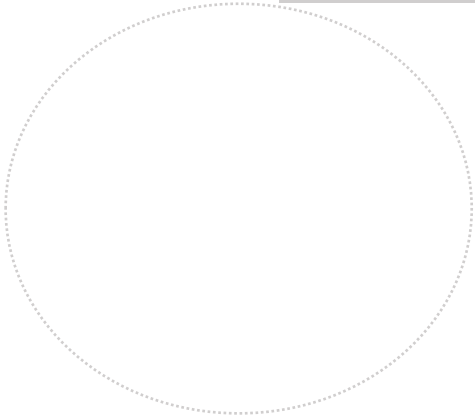
ACCOUNT NAME:  
JOHNNY JOHNSON

SERVICE ADDRESS:  
1234 MAIN ST

CUTOFF DATE: 7/21/2012



**1.** CITY OF SILVERBLADE  
 Attention: Cashiering  
**2.** 9999 Anystreet  
 PO Box 999  
 Anytown, TX 99999-9999  
 (999) 999-1234



**3. DISCONNECTION WARNING**

**4. SERVICE LOCATION:** 5678 HURRICANE LN

**NAME:** STORMY WEATHER

**ACCOUNT:** 145-000006-001

**5. DISCONNECT DATE:** 7/21/2012

**BALANCE:** \$23,942.01

**PROCESSING FEE:** \$0.00

**6. AMOUNT DUE:** \$23,942.01

**7. Utility services for this account are scheduled for disconnection due to non-payment.**

**A \$0.00 processing fee has been applied to this account.**

**To avoid disconnection and additional fees, payment (or arrangement for payment) of the entire AMOUNT DUE above must be made by 4:30 pm of the DISCONNECT DATE above.**

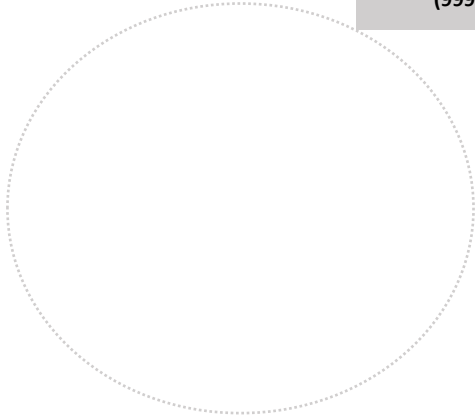
**If you believe this notice is an error, contact us at (999) 999-1234.**

**DH1 & Form Questions**

<b>1. Logo</b> <input type="checkbox"/> Include logo <input type="checkbox"/> No logo	Client Review <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>2. Site Info</b> <input type="checkbox"/> Same as bill form layout <input type="checkbox"/> Different than bill form layout Address: _____ Phone Number: _____ Hours of Operation: _____ Additional: _____	Client Review <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>3. Title</b> <input type="checkbox"/> Disconnect Warning <input type="checkbox"/> Courtesy Notice <input type="checkbox"/> Other: _____	Client Review <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>4. Wording</b> <input type="checkbox"/> The wording stay the same as the sample <input type="checkbox"/> SERVICE LOCATION be different <input type="checkbox"/> NAME be different If so, what should it be changed to? _____	Client Review <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>5. Disconnect Date</b> At what stage of the past due process is this ran? _____	Client Review <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>6. Amount Due</b> Balance will be the total due excluding the current bill if the door hangers are printed after the new bills are posted. If it needs to be different, please specify. <input type="checkbox"/> Total due excluding the current bill <input type="checkbox"/> Other: _____	Client Review <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>7. Verbiage</b> <input type="checkbox"/> Same as example <input type="checkbox"/> Processing fee amount: _____ <input type="checkbox"/> No processing fee <input type="checkbox"/> Made by what time if different: _____ <input type="checkbox"/> Same as bill form <input type="checkbox"/> Other/Customized Wording (no calculations), please provide 'mock up' as well: _____ _____	Client Review <input type="checkbox"/> Yes <input type="checkbox"/> No



2. CITY OF SILVERBLADE  
 Attention: Cashiering  
 9999 Anystreet  
 PO Box 999  
 Anytown, TX 99999-9999  
 (999) 999-1234



3. **DISCONNECTION NOTICE**

4. SERVICE LOCATION: 5678 HURRICANE LN

NAME: STORMY WEATHER

ACCOUNT: 145-000006-001

5. DISCONNECT DATE: 7/21/2012

BALANCE: \$23,942.01

PROCESSING FEE: \$0.00

6. AMOUNT DUE: \$23,942.01

7. **ONLY CASH OR CREDIT CARD PAYMENTS ACCEPTED.**

Your utility service has been disconnected due to non-payment. A \$0.00 reconnection fee has been applied to your account.

Please pay amount due before 4:30 pm for same day restorations. If paid after hours, weekends or holidays the charge will be \$999.99.

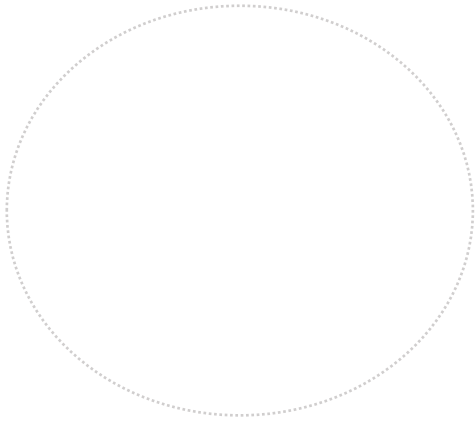
This tag must accompany your payment to restore service.

**UNAUTHORIZED RESTORATION OF WATER SERVICE COULD RESULT IN CITATION AND FINE.**

**DH2 & Form Questions**

<b>1. Logo</b> <input type="checkbox"/> Include logo <input type="checkbox"/> No logo	Client Review <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>2. Site Info</b> <input type="checkbox"/> Same as bill form layout <input type="checkbox"/> Different than bill form layout Address: _____ Phone Number: _____ Hours of Operation: _____ Additional: _____	Client Review <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>3. Title</b> <input type="checkbox"/> Disconnect Notice <input type="checkbox"/> Other: _____	Client Review <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>4. Wording</b> <input type="checkbox"/> The wording stay the same as the sample <input type="checkbox"/> SERVICE LOCATION be different <input type="checkbox"/> NAME be different If so, what should it be changed to? _____	Client Review <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>5. Disconnect Date</b> At what stage of the past due process is this ran? _____	Client Review <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>6. Amount Due</b> Balance will be the total due excluding the current bill if the door hangers are printed after the new bills are posted. If it needs to be different, please specify. <input type="checkbox"/> Total due excluding the current bill <input type="checkbox"/> Other: _____	Client Review <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>7. Verbiage</b> <input type="checkbox"/> Same as example <input type="checkbox"/> Reconnection fee amount: _____ <input type="checkbox"/> No reconnection fee <input type="checkbox"/> Made by what time if different: _____ <input type="checkbox"/> After hours charge: _____ <input type="checkbox"/> No hours charge <input type="checkbox"/> Other/Customized Wording (no calculations): _____ _____	Client Review <input type="checkbox"/> Yes <input type="checkbox"/> No

## DH3 & Form Questions



1. ***COURTESY  
NOTICE***

2. **City of SilverBlade**



4. Name STORMY WEATHER

Service Address 5678 HURRICANE LN

Account # 145-000006-01

5. Amount Due \$23,942.01

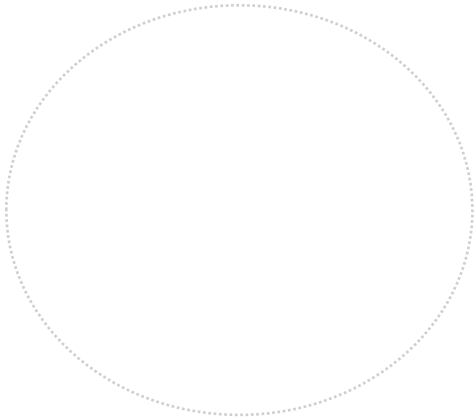
6. **Our records indicate your water bill is overdue. In accordance with rules of this Department, the water will be turned off without further notice if not paid on or before 07/21/2012**

7.

**Office Hours: 8:00 am - 4:30 pm  
Monday - Friday**

<b>1. Title</b> <input type="checkbox"/> Courtesy Notice <input type="checkbox"/> Other: _____	Client Review <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>2. Site Info &amp; Hours of Operation</b> <input type="checkbox"/> Same as bill form layout <input type="checkbox"/> Other: _____ _____	Client Review <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>3. Logo</b> <input type="checkbox"/> Include logo <input type="checkbox"/> No logo	Client Review <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>4. Wording</b> <input type="checkbox"/> The wording stay the same as the sample <input type="checkbox"/> NAME be different <input type="checkbox"/> SERVICE ADDRESS be different If so, what should it be changed to? _____	Client Review <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>5. Amount Due</b> Balance will be the total due excluding the current bill if the door hangers are printed after the new bills are posted. If it needs to be different, please specify. <input type="checkbox"/> Total due excluding the current bill <input type="checkbox"/> Other: _____ _____	Client Review <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>6. Verbiage</b> <input type="checkbox"/> Same as example <input type="checkbox"/> Other/Customized Wording (no calculations), please provide 'mock up' as well:	Client Review <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>7. Disconnect Date</b> At what stage of the past due process is this ran? _____	Client Review <input type="checkbox"/> Yes <input type="checkbox"/> No

## DH4 & Form Questions



**2.** CITY OF SILVERBLADE  
 Attention: Cashiering  
 9999 Anystreet  
 PO Box 999  
 Anytown, TX 99999-9999  
 (999) 999-1234

Business Hours 8:00 am to 4:30 pm  
 Monday through Friday

DATE 2/24/2012

**3.** NAME STORMY WEATHER

ADDRESS 5678 HURRICANE LN

ACCOUNT # 145-000006-01

Payment on your electric account in the amount of **4.** \$23,942.01 is past due.

**5.** This account must be paid on or before 07/21/2012 or your electric service will be

- 6.**  TURNED OFF  
 or LIMITED

**NOTE:** There is also a reconnection fee of **\$99.99** between the hours of 8:00 am to 4:30 pm Monday through Friday. A reconnection fee of **\$99.99** will be charged after 4:30 pm.

**\*\*CHECKS WILL NOT BE ACCEPTED\*\***

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

<b>1. Logo</b> <input type="checkbox"/> Include logo <input type="checkbox"/> No logo	Client Review <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>2. Site Info &amp; Hours of Operation</b> <input type="checkbox"/> Same as bill form layout <input type="checkbox"/> Other: _____ _____	Client Review <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>3. Wording</b> <input type="checkbox"/> The wording should stay the same <input type="checkbox"/> NAME be different If so, what should it be changed to? _____	Client Review <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>4. Amount Due</b> Balance will be the total due excluding the current bill if the door hangers are printed after the new bills are posted. If it needs to be different, please specify. <input type="checkbox"/> Total due excluding the current bill <input type="checkbox"/> Other: _____ _____	Client Review <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>5. Disconnect Date</b> At what stage of the past due process is this ran? _____	Client Review <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>6. Verbiage</b> <input type="checkbox"/> Same as example <input type="checkbox"/> Reconnection charge: _____ <input type="checkbox"/> After hours reconnection charge: _____  <input type="checkbox"/> Other/Customized Wording (no calculations), please provide 'mock up' as well:	Client Review <input type="checkbox"/> Yes <input type="checkbox"/> No