



Scott Lake Maintenance Company

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October 25, 2025

Subject: Billing Improvements

****Attention Scott Lake Community Members, ****

Scott Lake Maintenance Company transitioned to a new billing services provider in August. This decision was made as part of our ongoing efforts to enhance our business practices and improve efficiency within our community.

We recognize the transition has not been as seamless as planned. We have encountered several challenges with the billing software that has led to confusion surrounding billing statements, difficulties accessing online payment options, and an overwhelmed staff. After careful consideration, the Board and our new service provider have determined that continuing with the same system would likely lead to continued complications.

In response to these issues, we have decided to implement a new utility-specific billing software that incorporates all the requested features from the community and from staff. This software is designed to enhance usability, streamline payment processing, clarify billing information, and provide comprehensive details for residents. If the data migration is complete, we plan to roll out the new system for the December billing cycle.

Key features of the new system include:

- An easily readable billing statement
- A straightforward link for online payments
- The ability to view individual charges, total amounts due, meter readings, water consumption, and HOA dues
- A customer portal that allows access to account information and historical data

Please note that new online accounts and automatic payments will need to be established. We apologize for any inconvenience this may cause and appreciate your understanding as we transition to this upgraded billing system, which we believe will benefit the community.

Further information, including step-by-step instructions on creating new accounts and setting up automatic payments, will be communicated soon. In addition, we will host in-person demonstrations at the Community Center for those seeking assistance with setting up their new accounts and using the account portal.

For added convenience, payments will still be accepted at the office via a drop box.

We want to express our gratitude for your patience and understanding during this transition. If you have questions, please feel free to contact our office at (360) 352-4787 or email us at office@scottlake.net.

Thank you!
SLMC Board