



SCOTT LAKE MAINTENANCE COMPANY

BOARD OF TRUSTEES

October 2, 2025

6 pm – 8 pm

Zoom and in the Community Center

Called to Order at 6:02 pm

Roll Call – Board of Trustees Present:

• Eric Riffe • Theresa Parsons • Judy Zygar • Jim Johnson • Julie Orcutt

Pledge of Allegiance

Adoption of Agenda:

President

MOTION: Jim Johnson moved, and Julie Orcutt seconded, to adopt the agenda as presented. The motion passed unanimously.

SLMC Member Comments and Board Responses – 30 minutes, 3 minutes per member to speak.

Suzanne Fromme would really like to see the actual meter readings on the billing statement. I want to know how much usage exceeds the 700 cubic feet so that I can calculate the additional charges. I've been paying the bill every month, but only the base rate, because I cannot see the meter readings to justify any overage.

Craig from OrgSupport mentioned that you can call, email, or text them for information. However, the October statement will include that data.

New Business:

Utility Billing Software Evaluation– Craig from OrgSupport

Our current system is QuickBooks, which is effective for accounts receivable (AR), accounts payable (AP), and financial account management. However, we are using Bill.com, which has proven inadequate for complex invoicing. It lacks features for generating statements and is not designed for utility billing. Therefore, we need to transition our customer management and billing to a proper utility billing platform.

When we began researching utility billing software, we examined eight different programs and narrowed the list down to four based on recommendations from Harmony Master Meter. After conducting a thorough review and analysis of the costs and features, we ultimately narrowed it down to two options: El Dorado and RVS software.

RVS Company:

With over 30 years in utility billing, they serve more than 2,200 utilities nationwide. Their strengths include robust reporting, a large legacy install base, and free phone support. Weaknesses consist of proprietary billing stock, no customer portal, a steep learning curve, and an initial desktop focus and reinvestment for cloud integration later.

EI Dorado Company:

Founded in 1984, the company has over 30 years of experience and works with more than 400 utility companies, including international clients in Australia and Canada. Strengths include being cloud-native, offering a customer portal with utility data and trends, providing an admin backend for staff, and flexible billing options. A weakness is a smaller installed base.

Cost Breakdown:**EI Dorado:**

Startup: \$5,725 | Annual: \$3,540 | Optional outsourced printing: \$0.39/page

RVS:

Startup: \$8,285 (software+Harmony+ACH+OnlinePay+Merchant Setup+Data Migration)

Annual: \$1,600 Maintenance + required forms stock (750 statements/month + extras)

Cloud transition later: Reinvestment (often 50% of startup; not guaranteed)

Pros and Cons:

| Category | EI Dorado | RVS |
|------------------|--|--|
| Ease of Use | Intuitive, User Friendly | Complex, training required |
| Customer Access | Full portal, usage, billing, trends | Merchant processor only (financial data) |
| Staff Access | Admin back end | No admin portal (desktop only) |
| Reporting | Robust Reporting | Robust Reporting |
| Printing | Flexible printing (any printer or outsourcing) | Proprietary stock required |
| Future Readiness | Already cloud-native | Cloud transition requires reinvestment |

Recommendation:

EI Dorado is a cloud-native platform that offers user-friendly administrative tools, a predictable cost structure, and an enhanced customer experience through usage tracking, trend analysis, and alerts. It also minimizes risks associated with proprietary printing.

We will be replacing Bill.com with a specialized software tool specifically designed for water billing. This new tool handles volume pricing and stepped billing, which are unique to the water industry. It allows billing based on gallons, cubic feet, and more.

The software will handle invoicing and customer interactions. It supports various payment options, including online and automated payments, as well as digital and paper billing. Additionally, its export capability will enable seamless integration with QuickBooks, allowing it to track financial data and manage the customer database efficiently. This means Penny will have real-time access to the customer database.

Next Steps:

Once the Board approves the proposal, we will need to obtain a merchant processor. As with any business, this process involves filling out forms and may take 3 to 4 weeks for approval. Therefore, we are likely looking at December for completion, although we hope to finish earlier; that would be a bonus.

Regarding our initial out-of-pocket costs, they will be approximately \$9,000. I believe you would need to pay the \$5,725 startup fee upfront, but I will need to confirm with the contract. The startup fee includes data migration and training for anyone interested, including Penny, my team, and any of you who wish to participate, such as Judy.

MOTION: Theresa Parsons moved, and Jim Johnson seconded, that the Scott Lake Maintenance Company acquire a license for the El Dorado software for HOA and water billing. The company is authorized to spend up to \$10,500, and the president is to sign the contract on behalf of Scott Lake. The software installation is set to begin in December. The motion passed unanimously.

Adjourned 7:39