

**Del Paso Manor Water District  
Expense Budget To Actual Comparison  
July 1, 2019 to January 31, 2020**

	Year to Date July 1, 2019 to January 31, 2020	Budget	Percent of Budget
<b>Employee Related</b>			
Management Salaries	44,572	100,000	44.57%
Staff Salaries	67,396	190,000	35.47%
Director Fees	14,000	20,000	70.00%
Payroll Taxes	9,519	25,000	38.08%
PERS Retirement	53,351	80,000	66.69%
Health	45,064	136,500	33.01%
OPEB	-	45,000	0.00%
<b>Total Employee Related</b>	<b>233,902</b>	<b>596,500</b>	39.21%
<b>Administration</b>			
Insurance	17,174	15,000	114.49%
Office Expense	63,590	80,000	79.49%
Audit Fees	700	11,900	5.88%
Legal Fees	55,067	40,000	137.67%
Employee Recruitment	-	500	0.00%
Miscellaneous	2,962	500	592.40%
Professional Administration Fees	22,615	15,000	150.77%
Bank Charges	928	300	309.33%
Professional Dues	34,418	40,000	86.05%
Professional Meetings	-	10,000	0.00%
Cert/Continuing Education	-	3,000	0.00%
<b>Total Administration</b>	<b>197,454</b>	<b>216,200</b>	91.33%
<b>Operations</b>			
Conservation	-	3,350	0.00%
Power	35,337	103,000	34.31%
Repairs & Maintenance	140,167	80,000	175.21%
Lab Fees	12,022	11,500	104.54%
Engineering/Consulting Fees	-	90,000	0.00%
City Water	2,914	5,900	49.39%
<b>Total Operating</b>	<b>190,440</b>	<b>293,750</b>	64.83%
<b>Total Expenses</b>	<b>621,796</b>	<b>1,106,450</b>	56.20%

**Note 1:** Included in Office Expense is the purchase of four HP office computers and maintenance subscription services for \$7,801.

**Note 2:** Included in Repairs & Maintenance is a \$39,905 expense to Odell's Pump and Motor Service in July 2019.

**Note 3:** Included in Professional Administrative Fees is a \$9,661 expense to the State Water Resource Control Board in December 2019.

Total revenues recorded through January 2020 is \$1,267,781.

Interest and miscellaneous income recorded through January 2020 is \$7,180.

Interest expense paid through January 2020 is \$121,591.

**Del Paso Manor Water District  
Expense Budget To Actual Comparison  
July 1, 2019 to September 30, 2019**

Notes

	<b>Year to Date July 1, 2019 to September 30, 2019</b>	<b>Budget</b>	<b>Percent of Budget</b>	
<b>Employee Related</b>				
Management Salaries	17,248	100,000	17.25%	
Staff Salaries	22,358	190,000	11.77%	
Director Fees	7,900	20,000	39.50%	
Payroll Taxes	3,634	25,000	14.54%	
PERS Retirement	45,975	80,000	57.47%	
Health	18,317	136,500	13.42%	
OPEB	-	45,000	0.00%	
<b>Total Employee Related</b>	<b>115,432</b>	<b>596,500</b>	<b>19.35%</b>	
<b>Administration</b>				
Insurance	5,710	15,000	38.07%	
Office Expense	39,297	80,000	49.12%	1
Audit Fees	700	11,900	5.88%	
Legal Fees	27,900	40,000	69.75%	
Employee Recruitment	-	500	0.00%	
Miscellaneous	(7)	500	-1.40%	
Professional Administration Fees	7,503	15,000	50.02%	
Bank Charges	359	300	119.67%	
Professional Dues	34,218	40,000	85.55%	
Professional Meetings	-	10,000	0.00%	
Cert/Continuing Education	-	3,000	0.00%	
<b>Total Administration</b>	<b>115,680</b>	<b>216,200</b>	<b>53.51%</b>	
<b>Operations</b>				
Conservation	-	3,350	0.00%	
Power	9,130	103,000	8.86%	
Repairs & Maintenance	89,762	80,000	112.20%	
Lab Fees	11,467	11,500	99.71%	
Engineering/Consulting Fees	-	90,000	0.00%	
City Water	-	5,900	0.00%	
<b>Total Operating</b>	<b>110,359</b>	<b>293,750</b>	<b>37.57%</b>	
<b>Total Expenses</b>	<b>341,471</b>	<b>1,106,450</b>	<b>30.86%</b>	

**Note 1: Included in office expense is the purchase of four HP office computers and maintenance subscription services for \$7,801.**

**Amounts above are not audited**

**Del Paso Manor Water District  
Fiscal 2019 L.A.I.F Activity  
July 1, 2019 to March 31, 2020**

<b>Beginning balance, July 1, 2019</b>	<b>\$1,157,910.84</b>
July 2019 quarterly interest payment	4,836.70
October 2019 quarterly interest payment	7,164.57
January 2020 quarterly interest payment	<u>6,720.82</u>
<b>Ending balance, March 31, 2020</b>	<b><u><u>\$1,176,632.93</u></u></b>

**Note** Next interest payment is expected in April 2020.

RECEIVED

3/24/2020

**Victoria Hoppe**

---

**From:** Adam [REDACTED]  
**Sent:** Tuesday, March 24, 2020 11:14 AM  
**To:** Victoria Hoppe  
**Cc:** Terrapin Support  
**Subject:** Support for Del Paso Manor Billing System - Ticket #231169

Victoria,

Terrapin Technology Group was initially engaged in July of 2019 to assist in determining the basic functionality of the custom billing program used by Del Paso Manor Water District (DPMWD) and to assist in printing bills for the next billing cycle. At the time it was recommended that the billing program be replaced due to a lack of developer support and updates, and lack of any user that knew how to use the program.

It is my understanding the multiple options were explored but that DPMWD declined to replace the existing system.

Since July I have continued to provide support to overcome various difficulties with the functionality of the system and the integrity of the data. I have repeatedly stated that I felt the system was inadequate for the billing needs of DPMWD and that a suitable replacement must be implemented.

I have finally reached a point that I can no longer provide support for the existing billing program because I feel that my support over the previous 8 months has enabled DPMWD to use a program that places DPMWD at risk for the loss or corruption of their billing data. It is critical that DPMWD implement a modern billing system with regular training, support and updates.


Please understand my withdrawal of support applies only to the custom billing system.



1501 Sports Drive, Ste B  
Sacramento, CA 95834  
[www.terrapiintechology.com](http://www.terrapiintechology.com)

**Adam Constable**  
*Technical Engineer*  
Terrapin Technology Group, Inc.



 Click here for remote support



**Fwd: MuniBilling info for Del Paso Manor Water District**



----- Forwarded message -----

From: **Carin Obad** [redacted]  
Date: Monday, April 13, 2020  
Subject: MuniBilling info for Del Paso Manor Water District  
To: [redacted]  
Cc: [redacted]

Hi Marissa!

Thank you for your call today. I am copying John Yergey here - he is the expert I mentioned. He will impress you.

To confirm what I heard:

- you are using an old dos-based system that could crash at any time.
- you have about 100 metered accounts and 1700 flat rate type accounts that are billed based on lot size
- you currently do not take credit cards and you cannot support an absorb model
- you use a third party printer
- to save some costs, you may consider bringing only a couple months of data into MuniBilling

We discussed two options today:

- 1) Monthly Subscription - you use our software to generate bills, take payments, etc.  
estimate: \$720/month
  
- 2) Full Service \$3.99/bill/month
  - we put this admin fee on each bill so it is a no cost solution
  - we augment your staff with ours
  - we generate the bills, manage the payments, take customer calls, etc.
  - we follow your standard operating procedures
  - you can still take walk-in payments; review the bill register, etc

John & I are free most of the day tomorrow if you would ;like another call or demo.

Carin  
--

**Carin Obad**  
President | MuniBilling

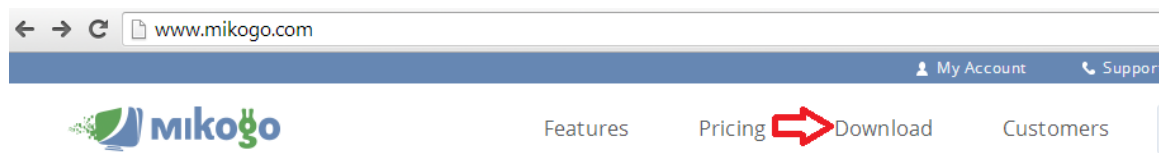


# Remote Assistance Capability

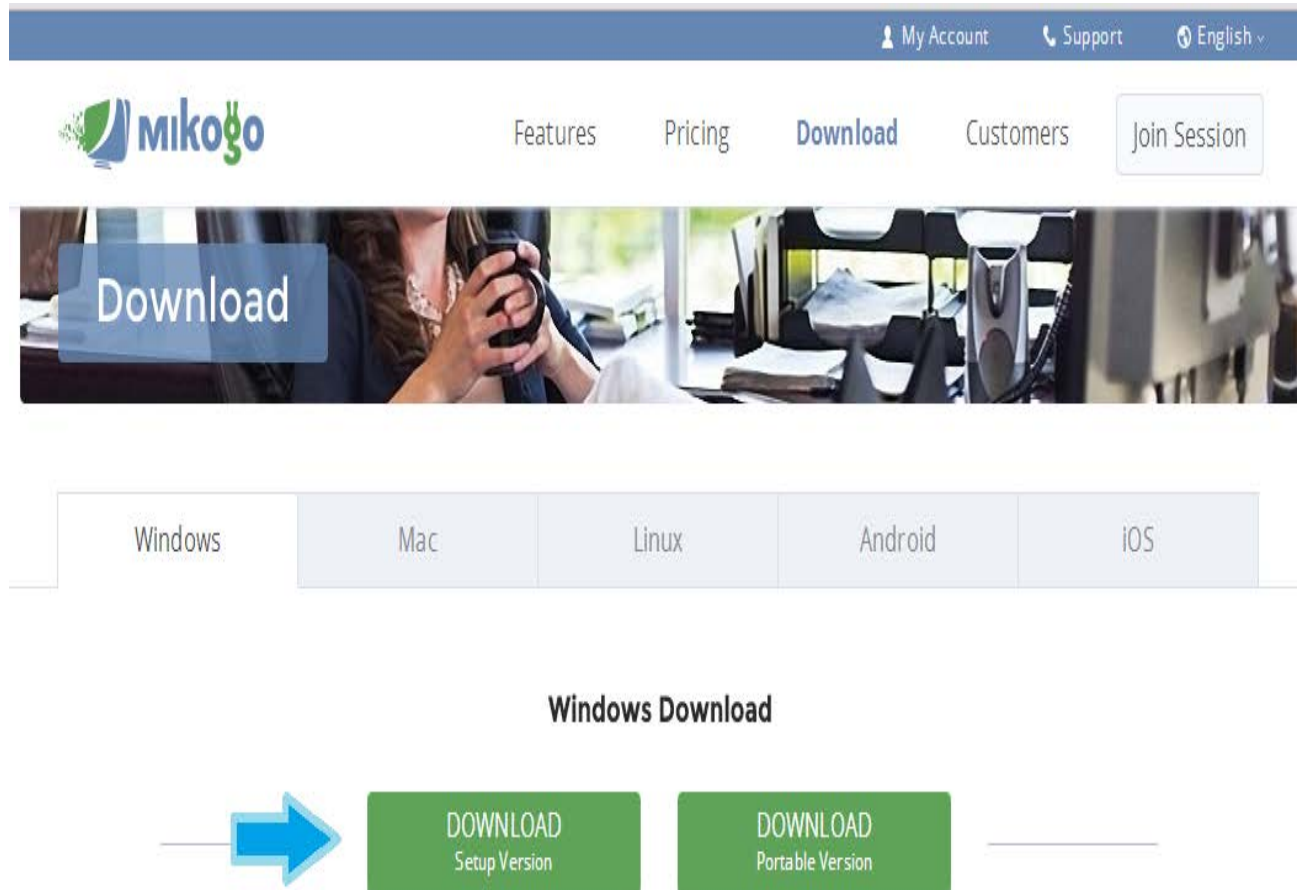
TAK uses a remote access program to help you with training questions by being able to see and control your computer screen from our offices. The program we use is provided by the software manufacturer free of charge. All you need to do is install it on your machine. The name of this software program is **Mikogo**. You will need internet access to be able to download and use this program.

## How to get Mikogo

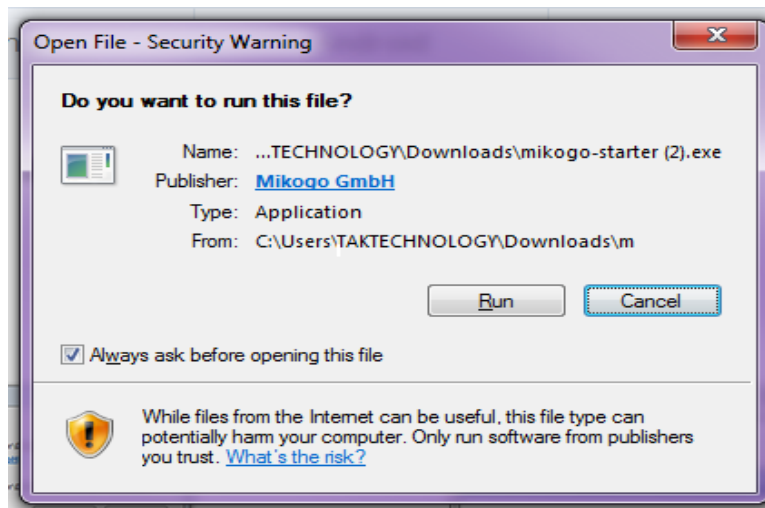
1) Go to the Mikogo website at [www.mikogo.com](http://www.mikogo.com) and click on the Download tab.




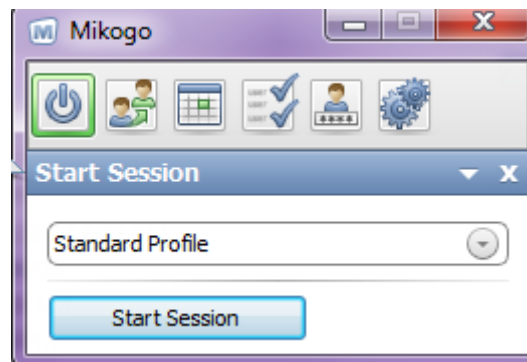
2) Select the Download Setup Version on the Windows Download tab.



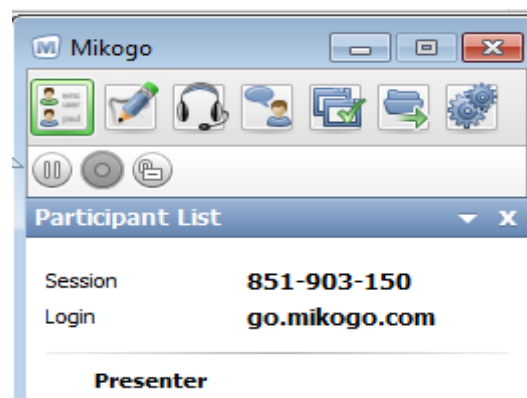
3) When the download is complete, open the .exe file and click Run.



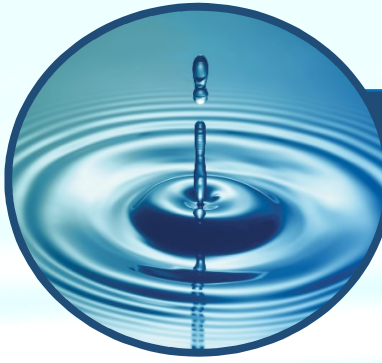
4) Open Mikogo, click on the start symbol  then click the Start Session button.



5) You will see a session ID. Call us with that number so we can connect to your computer to begin remote assistance.



**FOR QUESTIONS CALL 800-240-7113**



# QuikWater Price Menu 2019

TAK TECHNOLOGY INC. 1-866-238-7771 sales@quikwaters.com WWW.QUIKWATERS.COM

## **QuikWater ULTRA LITE-Developed for small utilities on a budget-bills water only**

*Includes four hours of telephone support.* **\$595.00**

## **QuikWater RURAL- A step up-bills water, wastewater, sewer, trash and misc.charges.**

*QuickBooks, Sage and Peachtree cash transfer* **\$1495.00**

*Includes six hours of telephone/Remote support*

*Add electronic meter interface* **\$1695.00 option**

*Add iPad interface (includes iPad)* **\$1200.00 option**

## **QuikWater5/Network- For more complex utilities-bills water, wastewater, sewer**

*trash, custom and miscellaneous charges, GL accounting module interface.*

*QuickBooks, Sage and Peachtree cash transfer*

*Includes two concurrent network licenses.*

**Includes twelve hours of telephone/internet support,** **\$3595.00**

*Add electronic meter interface* **\$2695.00**

*Add email billing module* **\$595.00**

*Add text messaging module* **\$595.00**

*Add ACH Payments module* **\$595.00**

*Add network connections* **\$1000.00 each**

*Add iPad interface (includes iPad)* **\$1200.00**

*QuikWater is not priced on number of Customers billed only features.*

### Additional Services Available

### Annual Product Updates

Data Conversion	Ultra-Lite	<b>\$125.00</b>
On-site training	Rural	<b>\$425.00</b>
Custom Bills/letters	QW5 Single	<b>\$795.00</b>
	Network	<b>\$995.00</b>

**Billing Postcards**

**0.09 per postcard**

**Quarterly and Annual Support Contracts Available**



# QUIKWATER

1 of 7

Features Summary by product 06/12/2019	<i>ULTRA-LITE</i>	<i>RURAL</i>	Q5
<b>Customer Master File</b>			
Viewable in different orders	▲	▲	▲
Search by any field in master file	▲	▲	▲
Auto search while typing name, account number, etc.	▲	▲	▲
Cycle billing designation			▲
Multiple meter billing for apartments/condos			▲
Suspend feature to eliminate customer bill	▲	▲	▲
Membership billing subsystem	▲	▲	▲
Water rights documents tracking system		▲	▲
Water rights allotments assignment in acre-feet for customers			▲
Service Tickets allocatable to water bill		▲	▲
Customized recurring charge items		▲	▲
Loan recovery mechanism w/amortization schedule			▲
Automatic Prorate of partial billing period			▲
Multi line notepad feature	▲	▲	▲
Meter History file by service location/model #			▲
Archive customer file for service address history		▲	▲
Bill printing suppression flag for any billing period		▲	▲
Service charge flag for each customer	▲	▲	▲
Delinquent list auto-generation features	▲	▲	▲
Final Bill instant calculation and printing		▲	▲
Payment distribution table assignment by customer			▲
Taxable flag assignable for each customer	▲	▲	▲
Automatic, estimated usage feature		▲	▲
Mass propagation of fields to customers feature	▲	▲	▲

# QUIKWATER

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Features Summary by product 06/12/2019	<i>ULTRA-LITE</i>	<i>RURAL</i>	<i>Q5</i>
Customer edit 'UNDO' feature for typing rollback	▲	▲	▲
Delinquent List aging feature		▲	▲
On demand, single label print from Customer Master File	▲	▲	▲
Bill image files can be stored and indexed for each customer			▲
<b>Rates Files</b>			
Multi tiered water & sewer rate schedules w/base amount	▲	▲	▲
Tiered, progressive base charge amounts for water & sewer		▲	▲
Highest usage rate override calculation mode		▲	▲
Base charge zero flag for no usage	▲	▲	▲
Multi tiered sewer rate schedules w/base amount		▲	▲
Refuse rate schedules		▲	▲
Recurring charges w/ user defined basis and min/max		▲	▲
Adjustment/Miscellaneous Charge items file			▲
Gallons credit back for sewage gallons flag			▲
Unlimited tax rates assignable to each rate schedule	▲	▲	▲
Usage breakpoints by month/quarter/annual		▲	▲
Usage Rounding to 1,10, or 1000 units	▲	▲	▲
Miscellaneous charge assignable to each water rate setup	▲	▲	▲
Unlimited tax charge setups for each rate code	▲	▲	▲
Cubic meters handling	▲	▲	▲
Unlimited rate tiers capability			▲
Custom charge setups and assignments by rate codes, or indiv.			▲
On screen rate validation calculation for aid in setup of rates	▲	▲	▲
<b>Transaction Entry</b>			
Fast Key search for account #, name, route, etc	▲	▲	▲
Automatic meter reading import capability		▲	▲
Mouse click data entry mode for full cash payments	▲	▲	▲
Cash distribution to General Ledger accounts			▲
Prepayment/Deposits with partial allocation to multiple bills			▲

# QUIKWATER

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Features Summary by product 06/12/2019	<i>ULTRA-LITE</i>	<i>RURAL</i>	<i>Q5</i>
Batch mode entry for checks w/edit listing			▲
ACH Banking interface for auto-payments, multiple cycles			▲
Auto customer lookup from barcode image on bill stub			▲
Method of payment tracking	▲	▲	▲
Multiple payments per billing cycle	▲	▲	▲
Unlimited adjustments per bill			▲
On the spot bill calculation	▲	▲	▲
On screen % water usage over/under calculation	▲	▲	▲
Receipt printing		▲	▲
On screen bill calculation	▲	▲	▲
Search on Check #	▲	▲	▲
Immediate misc adjustment posting to correct balance			▲
Epson receipt printer support			▲
Unlimited payments per bill cycle			▲
Payment interface for credit cards, telephone, or w/scanner	▲	▲	▲
Online payment interface w/ bill presentment on your web site			▲
Kiosk payment interface, with receipt printing, barcode scan			▲
Deposits w/interest module with automated refunding			▲
<b>Billing Functions</b>			
Estimated meter readings	▲	▲	▲
Automatic generation of arrearage based Delinquent List	▲	▲	▲
User defined aging of Delinquent List w/letters		▲	▲
Detailed and summary historical billing reports	▲	▲	▲
Several bill formats to choose from, postcards & letter size		▲	▲
Print one, a range of customers, all bills or selected bills	▲	▲	▲
Print bills by name, route, account number, address	▲	▲	▲
Mailing labels printing by billing address or service address	▲	▲	▲
Demand Letter printing	▲	▲	▲
Electronic storage (pdf) of Demand Letters			▲
Correspondence file logging of letters	▲	▲	▲

# QUIKWATER

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Features Summary by product 06/12/2019	<i>ULTRA-LITE</i>	<i>RURAL</i>	<i>Q5</i>
Stop Notice printing	▲	▲	▲
Membership Invoice printing	▲	▲	▲
Service Tickets automatically added to bill		▲	▲
Bar Code printing on bills (for cash recording)			▲
Archive customer late balance demand letter printing		▲	▲
Archive customer auto-write off mechanism		▲	▲
Archive customer refund capability		▲	▲
Individual customer bill notes, recurring or for one bill			▲
Emailing of bills and demand letters customers, PDF cvt required, Interface for MS-Outlook, QW email			▲
Service Charge Reminder card printing			▲
Emailing Historical bills and final bills on demand			▲
USPS Intelligent barcodes available			▲
SMS text messaging module available for delinquent notices			▲
<b>Reports &amp; Report Generator Functions</b>			
Preview on screen mode for reports	▲	▲	▲
Billing History screen print capability	▲	▲	▲
Extensive Historical Billing reports, one or all customers	▲	▲	▲
Customer Master file listings, summary and detailed	▲	▲	
Membership Reports	▲	▲	▲
Daily Deposit Report – for any time zone	▲	▲	▲
Multiple deposits, same day capability			▲
Cash Transaction Summary Report	▲	▲	▲
Loan Balance Report			▲
Water Usage Report		▲	▲
Calendar style usage report	▲	▲	▲
Meter Flow/ Leak Reports		▲	▲
Master Meter Zone Report			▲
Meter Replacements Report			▲

# QUIKWATER

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Features Summary by product 06/12/2019	<i>ULTRA-LITE</i>	<i>RURAL</i>	<i>Q5</i>
Tax Billing Summary report		▲	▲
Monthly and Summary Distribution Reports – General Ledger			▲
Editable Stop Notice from delinquent list	▲	▲	▲
Editable Demand letter for delinquent list	▲	▲	▲
Editable Archive file demand letter			▲
Editable Bill formatting	▲	▲	▲
Editable Membership bill formatting	▲	▲	▲
Customizable Bill format available		▲	▲
Export any report to a file, text or html	▲	▲	▲
Multi – meter usage report options for historical sub accounts			▲
Archive Customer reports by archive date			▲
<b>Meter Readings/Valve Information</b>			
Meter History file by location and model number			▲
Master meters associated with water sources			▲
Up to 5 water sources w/loss calcs. in gallons and acre-feet	▲	▲	▲
PDA Interface for Meter Readings		▲	▲
Janam Barcode mobile reader interface		▲	▲
Interfaces to Radio & Touch reader units available		▲	▲
iPad spreadsheet interface for mobile readings			▲
Usage by gallons, cubic feet, cubic meters etc			▲
Backflow valve maintenance file w/letters & labels			▲
Meter multiplier factors	▲	▲	▲
E-coder series loss usage/leak detection for Neptune meters		▲	▲
Zone loss report for enhanced leakage troubleshooting			▲
Meter Wizard to aid in change outs		▲	▲
Backflow valve file with integrated letter printing and test dates			▲

# QUIKWATER

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Features Summary by product 06/12/2019	<i>ULTRA-LITE</i>	<i>RURAL</i>	<i>Q5</i>
Estimated meter reading auto-fill in capability	▲	▲	▲
Tesla (RG3) metering interface option for auto-readers		▲	▲
Beacon meter interface supports Canadian Privacy req.			▲
<b>Utilities</b>			
Security access by user/password			▲
Purge Routine	▲	▲	▲
'Quick' Rollback routine for fixing mistakes after close		▲	▲
Automated sewer commodity calculation		▲	▲
Re-Index data files utility	▲	▲	▲
Month End close	▲	▲	▲
Letter and Postcard printing to customers, logged in history	▲	▲	▲
Gallons calculation from estimated usage based on history	▲	▲	▲
Route # 're-number' utility			▲
Mid month Service Charges calculation utility w/report		▲	▲
Export QuikBooks® accounting file		▲	▲
Support for QuickBooks Classes and Sub Accounts			▲
Detailed export option with Revenue accounts			▲
Export PeachTree® accounting file		▲	▲
Import & Export Data for backups	▲	▲	▲
Barcode Label printing, field selectable			▲
Windows program launches from within QW	▲	▲	▲
Customer data export file to csv, (Excel) txt, or dbf allows historical billing and payment data export	▲	▲	▲
Customer data export file now allows aging information for each customer account; i.e. current, 30/60/90 days			▲
Interface to Xpress-pay for online payment processing			▲
Backup reminder, user configurable	▲	▲	▲

# QUIKWATER

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Features Summary by product 06/12/2019	<i>ULTRA-LITE</i>	<i>RURAL</i>	<i>Q5</i>
<b>Help</b>			
'Hover' text help available on all screen controls	▲	▲	▲
Quick start guide included from menu – PDF format	▲	▲	▲
Operator's Manual available from menu – PDF format	▲	▲	▲
Internet update linkage from main menu	▲	▲	▲
Email attachment update option	▲	▲	▲
Online technical knowledgebase from main menu	▲	▲	▲