

HASTINGS UTILITY BOARD AGENDA

**Hastings Public Library
314 North Denver Avenue
October 12, 2023
9:00 AM**

ROLL CALL:

PLEDGE OF ALLEGIANCE:

MOTION TO ADOPT CURRENT AGENDA FOR October 12, 2023 REGULAR MEETING.

PUBLIC NOTICE - Official Notice of the Regular Meeting was published in the Hastings Tribune on Tuesday, October 10, 2023. Pursuant to Nebraska Revised Statute Section 84-1412, the public is advised that a copy of today's agenda and all reproducible written material which will be discussed at today's meeting is located at the back of the Hastings Library. Also, a current copy of the Nebraska Open Meetings Act is posted on the south wall of the Hastings Library, which is accessible to members of the public.

MANAGER'S COMMUNICATIONS:

BOARD CHAIRMAN'S COMMUNICATIONS:

BOARD MEMBERS' COMMUNICATIONS:

CITIZEN COMMUNICATIONS:

CONSENT AGENDA:

1. All Consent Items.
 - (a) Approval of the minutes of the Hastings Utility Board Meeting of September 6, 2023.

REGULAR AGENDA:

2. Unfinished Business of Preceding Meeting.
3. General Business.
 - (a) Finance
 - i. 3rd Quarter Financial Summary
 - (b) Production

- (c) Operations
 - i. Critical Initiative
- (d) Administration
 - i. New Utility Bill
- (e) Other

4. Possible Closed Session (if necessary or requested).

ADJOURN:

The Hastings Utility Board reserves the right to enter into an executive session at any time during the meeting, in accordance with the Nebraska Open Meetings Act, even though the closed session may not be indicated on the agenda. It is the intention of the Hastings Utility Board to take up the items on the agenda in sequential order. However, the Hastings Utilities Board reserves the right to take up matters in a different order to accommodate the schedule of the Utility Board Members, persons having items on the agenda, and the public.

CITY OF HASTINGS, NEBRASKA
MINUTES OF UTILITY BOARD REGULAR MEETING
Wednesday, September 6, 2023

Pursuant to due call and notice thereof, a Regular Meeting of the Utility Board of Hastings, Nebraska was conducted Airport Conference Room - Hastings Municipal Airport - 3300 W. 12th Street, on September 6, 2023.

ROLL CALL:

The meeting was called to order at 9:00 am by Bill Hitesman with the following members present: Bill Hitesman, Jeanette Dewalt, Mark Hemje, Susan Meeske, Scott Snell Kevin Johnson, Larry Fox, Tony Hermann, Karl Block, Erik Nielsen, Kirk Layton, Nowl Niehueser, Brandan Lubkin, Lee Vrooman, Roger Nash, Derek Zeisler, Lori Hartman, Keith Leonhardt, and Shawn Hartmann.
Absent: Corey Stutte, Butch Eley, Shawn Metcalf, and Jesse Oswald

PLEDGE OF ALLEGIANCE:

Bill Hitesman led the group in the recital of the Pledge of Allegiance to the United States of America.

MOTION TO ADOPT CURRENT AGENDA FOR September 6, 2023 REGULAR MEETING.

Moved by Dewalt and seconded by Hemje to adopt the current agenda for the September 6, 2023 Regular Meeting. Roll Call: Ayes: Hitesman, Dewalt, Hemje, Meeske, Snell. Nays: None. The motion carried.

PUBLIC NOTICE - Official Notice of the Regular Meeting was published in the Hastings Tribune on Tuesday, September 5, 2023. Pursuant to Nebraska Revised Statute Section 84-1412, the public is advised that a copy of today's agenda and all reproducible written material which will be discussed at today's meeting is located at the back of the Council Chambers. Also, a current copy of the Nebraska Open Meetings Act is posted on the south wall of the Airport Conference Room, which is accessible to members of the public.

MANAGER'S COMMUNICATIONS:

Reminder this meeting replaces the meeting normally scheduled for next week. Will introduce Shannon when we review the budget. We have one public speaker today.

BOARD CHAIRMAN'S COMMUNICATIONS:

None

BOARD MEMBERS' COMMUNICATIONS:

Board members are very fortunate to have Hastings Utilities.

CITIZEN COMMUNICATIONS:

Mr. Willis Hunt is speaking on concerns about the budget.

CONSENT AGENDA:

1. All Consent Items.

- (a) Approval of the minutes of the Hastings Utility Board Meeting of August 10, 2023.

Moved by Meeske and seconded by Hemje to approve the minutes for the meeting of August 10, 2023. Roll Call: Ayes: Hitesman, Dewalt, Hemje, Meeske, Snell. Nays: None. Approved.

REGULAR AGENDA:

2. Unfinished Business of Preceding Meeting.

3. General Business.

- (a) Finance

- i. Budget Recommendation

Shannon presented at the council meeting. If you would like to watch that, you can visit cityofhastings.org to view that presentation. She introduces herself a little bit and her plans for HEDC.

The PILOT (Payment in Lieu of Taxes) proposal is still on the agenda, but will not go in front of the council until October/November. The intent was to phase this in over the next five years. We put it in the budget as an estimate. It was put in the budget as an estimate.

The recommendation to approve moving on to City Council was moved by Dewalt and seconded by Snell. Roll Call Ayes: Hitesman, Dewalt, Hemje, Meeske, Snell. Nays: None.

- (ii.) Insurance Renewals

Mark and Jeff from FM Global explain the renewal of the City of Hastings.

- (b) Production

- (c) Operations

(d) Administration

(e) Other

4. Possible Closed Session (if necessary or requested).

ADJOURN:

Motioned to adjourn by Hemje, seconded by Meeske. Roll Call: Ayes: Hitesman, Dewalt, Hemje, Meeske, Snell. Nays: None. Adjourned at 10:04 am.

APPROVED:

Board Secretary



Utility Board Meeting
October 2023



Financial and Operating Report

Fiscal Year 2023

Quarter 3

Apr 1, 2023 – June 30, 2023

Balance Sheet Highlights

FY 2023 Q3 Update

(\$M)	<i>Electric</i>	<i>Combined System</i>	<i>Total</i>	<i>End FY 2022</i>
<u>Net Assets</u>	73.4	100.3	173.7	162.5
<u>Special Funds:</u>				
Insurance	2.0	1.0	3.0	3.0
Bond Reserve	0.0	0.0	0.0	0.0
Rate Stabilization	4.3	8.0	12.3	16.3
Health Insurance	0.0	1.6	1.6	1.5
Closure/Post Closure	1.3	0.0	1.3	1.3
Economic Development	0.0	1.0	1.0	1.5
<u>Cash & Investments</u>	43.2	6.1	49.3	51.2
<u>Revenue Bonds & SRF</u>	0.0	9.8	9.8	9.9
<u>City Equity</u>	121.4	114.9	239.4	237.7

Electric Summary

FY 2023 Q3 Update

(\$M)	FY 2023	Year Over Year	FY 2023 Budget	%
<u>Operating Revenue:</u>	37.5	(0.4)	52.1	72%
Retail	25.8	1.8	36.1	71%
Wholesale, Solar, Str	2.0	0.6	3.8	53%
SPP Market Sales	9.7	(1.4)	12.0	
<u>Operating Expenses:</u>	39.4	(2.2)	52.3	75%
Production	10.8	(2.4)	15.7	69%
SPP Market Purchases	8.1	0.7	10.0	
Purchased Power	2.4	(0.3)	2.4	100%
PP - PPGA	8.2	0.1	10.1	81%
Trans & Dist	1.1	0.2	2.9	38%
Gen & Admin	6.4	(0.6)	8.6	74%
Pymt in Lieu of Tax	2.0	0.2	2.1	95%
<u>Operating Income</u>	(1.8)	(2.5)	1.7	-106%
Depreciation	3.6	0.6	5.8	62%
<u>Other Income/Exp</u>	2.6	0.9	2.0	130%
<u>Net Income</u>	(2.8)	(1.1)	(2.1)	

- The SPP market has varied from quarter to quarter. The market was very strong in Q1, dropped a bit in Q2, but has partially come back up in Q3.

Gas Summary

FY 2023 Q3 Update

(\$M)	FY 2023	Year Over Year	FY 2023 Budget	%
<u>Operating Revenue</u>	11.8	3.7	15.3	77%
<u>Operating Expenses:</u>	12.1	(3.7)	14.1	86%
Purchased Gas	9.2	(3.5)	10.1	91%
Trans & Dist	0.9	(0.1)	1.2	75%
Gen & Admin	1.7	(0.4)	2.0	85%
Pymt in Lieu of Tax & Transfer to Gen. Fund	0.6	0.0	0.7	86%
<u>Operating Income</u>	(0.3)	0.0	1.2	
Depreciation	0.7	0.5	1.7	41%
<u>Other Income/Exp</u>	0.2	0.2	0.0	
<u>Net Income</u>	(0.8)	0.7	(0.4)	

- Purchased Gas: December was a particularly high gas purchase month. While majority of gas is purchased in winter months, there will be gas purchases in Q4 higher than normally due to the NDS units running.

Water Summary

FY 2023 Q3 Update

(\$M)	<i>FY 2023</i>	<i>Year Over Year</i>	<i>FY 2023 Budget</i>	<i>%</i>
<u>Operating Revenue</u>	5.1	0.3	7.6	67%
<u>Operating Expenses:</u>	4.1	(0.5)	6.8	60%
Production & Water Treatment	1.1	0.0	1.7	65%
Trans & Dist	0.7	(0.1)	2.1	33%
Gen & Admin	1.7	(0.3)	2.3	74%
Pymt in Lieu of Tax & Transfer to General Fund	0.5	0.0	0.6	83%
<u>Operating Income:</u>	1.0	(0.1)	0.8	125%
Depreciation	0.6	0.1	1.0	60%
<u>Other Income/Exp</u>	0.1	0.0	0.1	
<u>Net Income</u>	0.7	0.2	0.5	

- Majority of water revenue comes in Q4 with summer watering

Pollution Control

FY 2023 Q3 Update

(\$M)	<i>FY 2023</i>	<i>Year Over Year</i>	<i>FY 2023 Budget</i>	<i>%</i>
<u>Operating Revenue</u>	5.8	0.3	7.5	77%
<u>Operating Expenses:</u>	3.3	(0.5)	4.2	79%
Wastewater Treatment Plant	1.4	(0.3)	1.7	82%
Collection System	0.2	0.1	0.3	67%
Gen & Admin	1.4	(0.2)	1.9	74%
Pymt in Lieu of Tax	0.2	0.0	0.3	67%
<u>Operating Income:</u>	2.5	(0.2)	3.3	76%
Depreciation	1.0	0.5	1.9	53%
<u>Other Income/Exp</u>	0.1	0.1	0.0	
<u>Net Income</u>	1.7	0.4	1.3	

General & Admin

FY 2023 Q3 Update

(\$M)	<i>FY 2023</i>	<i>Year Over Year</i>	<i>FY 2023 Budget</i>	<i>%</i>
<u>General & Administrative</u> <i>(showing only budgets > \$400K)</i>	6.8	(0.5)	7.6	89%
Customer Records & Collections	0.4	0.1	0.6	67%
Environmental Engineering	0.4	0.0	0.5	80%
G & A Salaries	0.7	(0.1)	1.3	54%
Admin & Engineering Services to PPGA	0.9	(0.2)	0.9	100%
Outside Services	0.8	(0.5)	0.5	160%
Employee Benefits	0.5	0.6	0.8	63%
Maintenance of Buildings & Grounds	0.5	(0.1)	0.6	83%

Hastings Utilities Headcount

	No. of Employees for Pay Periods 12 & 13 ending 6/17/23	Budget Headcount 2022-2023
GAS	16	18
WATER/SEWER	15	15
PCC	11	10
ELEC/SUBS	19	23
NDS	6	6
WEC	70	77
ADMIN (EXCLUDES ENGIN, HR, IT, FINANCE) (INCLUDES MAINT, MECHANIC, WAREHOUSE)	15	15
ENGINEERING	21	22
ENV ENIGEERING	4	4
CUSTOMER SERVICE/ METER READING	11	14
	188	204

Electric Analysis

Revenue and Expenses Detail				
Year to Date FY 2023	Expenses	Revenue	kWh	\$/kWh
WEC1, DHPC, NDS Net Generation			525,131,416	
Fuel Cost (WEC1, DHPC, NDS)	\$8,657,190			\$0.0165
Other Generation Expenses (WEC1, DHPC, NDS)	\$12,976,791			\$0.0247
Generation Depreciation (WEC1, DHPC, NDS)	\$3,614,040			\$0.0069
HU Generation Production Costs	\$25,248,021			\$0.0481
Contracted Power Behind the Meter (Wind and Solar)	\$171,322		7,761,354	\$0.0221
Contracted Power Purchased from PPGA and WAPA	\$18,864,516		222,188,120	\$0.0849
SPP Purchases (City Load)	\$16,187,843		618,139,000	\$0.0262
SPP Market Sales (Generation)		\$19,298,766	641,606,180	\$0.0301

Unit Sales & Cost Analysis

Gas		Revenue per CCF	Cost per CCF	NET	Water		Revenue per CCF	Cost per CCF	NET
Oct	\$	1.3458	1.7776	(\$0.4318)	Oct	\$	2.3696	1.3920	\$0.9776
Nov	\$	1.0798	1.7064	(\$0.6266)	Nov	\$	2.5026	1.8431	\$0.6595
Dec	\$	0.9979	1.4710	(\$0.4731)	Dec	\$	2.5838	2.1766	\$0.4072
Jan	\$	1.0539	1.2272	(\$0.1732)	Jan	\$	3.3002	3.0098	\$0.2903
Feb	\$	1.0356	1.0757	(\$0.0401)	Feb	\$	2.7206	2.5372	\$0.1834
March	\$	0.9770	1.0150	(\$0.0381)	March	\$	2.7651	2.6380	\$0.1271
April	\$	0.9404	0.9802	(\$0.0399)	April	\$	2.7788	2.8391	(\$0.0603)
May	\$	0.9248	0.9838	(\$0.0591)	May	\$	2.7385	2.6599	\$0.0786
June	\$	0.9256	1.0083	(\$0.0827)	June	\$	2.6776	2.4341	\$0.2436
July	\$			\$0.0000	July	\$			\$0.0000
Aug	\$			\$0.0000	Aug	\$			\$0.0000
Sept	\$			\$0.0000	Sept	\$			\$0.0000

- NET is each month to date

Electric Production

HASTINGS UTILITIES COMPARATIVE STATEMENT OF RETAIL SALES June 2023 and 2022 - Year to Date FY2023 and FY2022

				No. Meters				No. Meters			
				In Service	June	Year to Date	Yr Over Yr	In Service	June	Year to Date	
Electric Department K-W Hours				6/30/2023	2023	FY 2022-2023		6/30/2022	2022	FY 2021-2022	
				10,756	8,426,778	69,485,384		10,693	8,588,259	67,171,858	
				300	491,032	3,814,376		271	415,264	3,519,281	
				356	329,859	3,055,822		359	365,574	2,906,564	
				1,857	6,398,889	55,087,809		1,845	6,441,796	52,957,160	
				227	934,518	9,520,918		227	991,737	10,590,398	
				51	129,183	1,067,648		51	137,186	1,067,139	
				33	172,855	2,082,546		31	177,517	2,005,124	
				4	11,151	130,171		4	10,864	117,458	
				40	16,855,140	146,355,090		38	17,681,960	153,591,060	
				157	344,369	795,765		124	120,865	330,290	
				1	103,939	1,252,426		1	109,024	1,285,951	
				1	5,455	47,610		1	5,108	44,964	
				87	343,725	2,161,990		85	363,013	2,213,145	
				9	15,507	151,916		9	15,210	159,290	
				10	5,214	46,926		10	5,214	46,926	
				40	1,065,204	8,464,048		37	912,228	8,102,306	
				13,929			1.03%	13,786			
Total Retail Sales					35,632,818	303,520,445			36,340,819	306,108,914	
Commercial Rural includes PPGA Meters											

Gas Production

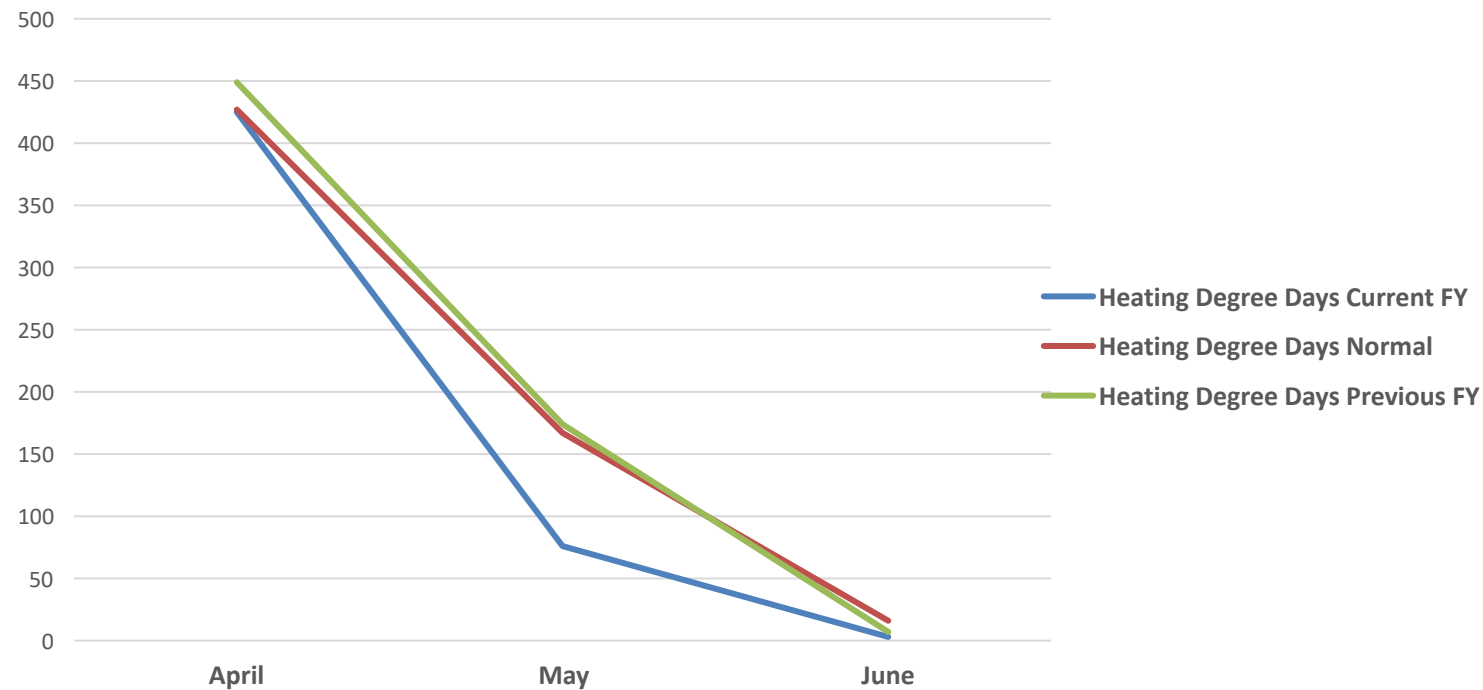
HASTINGS UTILITIES COMPARATIVE STATEMENT OF PRODUCTION June 2023 and 2022 - Year to Date FY2023 and FY2022									
			No. Meters				No. Meters		
			In Service	June	Year to Date	Yr Over Yr	In Service	June	Year to Date
Gas Department - CCF			6/30/2023	2023	FY 2022-2023		6/30/2022	2022	FY 2021-2022
	Residential - Hastings		9,373	141,339	6,336,816		9,351	179,644	5,912,796
	Residential - Rural		18	194	15,638		18	242	14,499
	Commercial - Hastings		1,206	56,504	2,799,680		1,205	67,794	2,476,873
	Commercial - Rural		44	1,364	151,371		40	1,727	241,514
	Industrial - Hastings		40	15,726	949,901		41	47,089	1,105,306
	Industrial - Rural		3	3,131	98,112		2	3,465	89,786
	Sales to Public Authorities		23	7,832	100,661		22	9,745	91,040
	Firm Transportation		14	148,728	2,172,040		14	171,054	2,183,867
	Interdepartmental		9	29	137,046		9	1,277	133,452
Total			10,730	374,847	12,761,265	0.26%	10,702	482,037	12,249,133
Gas Purchased				297,990	11,436,510			334,420	10,932,160
Gas Manufactured				94,070	149,560			32,710	189,370
Total CCF				392,060	11,586,070			367,130	11,121,530
Unaccounted For/Unbilled				17,213	(1,175,195)			(114,907)	(1,127,603)
CCF Sold				374,847	12,761,265	4.01%		482,037	12,249,133

Water Production

HASTINGS UTILITIES
COMPARATIVE STATEMENT OF PRODUCTION
June 2023 and 2022 - Year to Date FY2023 and FY2022

					No. Meters			No. Meters			
					In Service	June	Year to Date	Yr Over Yr	In Service	June	Year to Date
Water Department - CCF					6/30/2023	2023	FY 2022-2023		6/30/2022	2022	FY 2021-2022
Residential - Hastings					8,696	162,375	701,941		8,662	132,011	648,086
Residential - Rural					34	450	2,294		35	630	2,723
Residential - CMS					5	35	286		5	46	332
Commercial - Hastings					1,336	94,952	528,761		1,318	78,126	495,623
Commercial - Rural					48	2,268	8,634		41	123,381	127,869
Commercial - CMS *					78	12,311	106,842		84	13,027	111,321
Large Industrial - Hastings					4	22,292	154,976		4	18,367	148,626
Large Industrial - Rural					1	41,612	337,801		1	41,683	340,060
Sales to Public Authorities					74	18,119	46,114		71	12,268	33,992
Interdepartmental					9	2,560	13,725		9	2,866	15,946
					10,285			0.53%	10,230		
Total Retail Sales						356,974	1,901,374			422,405	1,924,578
Total Wholesale Sales						2,981	11,556			3,714	14,387
Total Sales						359,955	1,912,930			426,119	1,938,965
CCF Pumped						355,934	2,067,749			358,904	2,040,568
Water Main Flushing						8,223	11,704			196	2,411
Unaccounted For/Unbilled						(12,244)	143,115			(67,411)	99,192
CCF Sold						359,955	1,912,930	-1.36%		426,119	1,938,965

Heating Degree Days



- April and June trended normally, while May showed a decreased need for heat, indicating May was warmer than normal.





Utility Board Meeting
October 2023



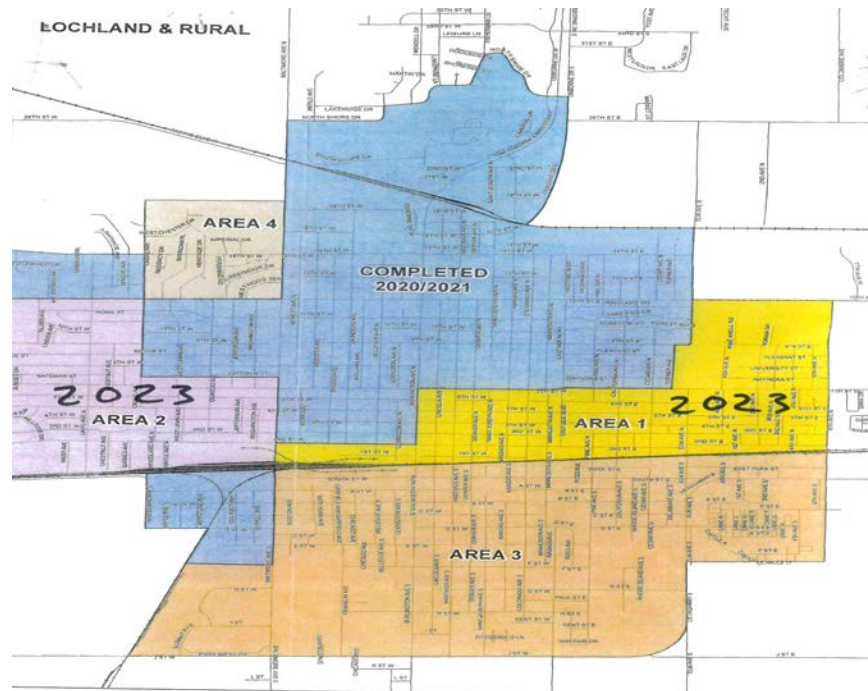
Top Strategic Initiatives

Electric Distribution
& Substations

Electric Distribution Critical Initiatives 23-24

- Tree Trimming Area 3 which is South Side of the tracks
- 3rd part Pole inspection, roughly 800 distribution poles
- Line upgrade Highland Road North of 12th to support Solar expansion
- High Capacity Substation tie line from 7th to new WEC Substation

23-24 Tree Trimming Area 3 in Tan



Substations Critical Initiatives 23-24

- Continue AMI implementation
- WEC, 7th, and B St Substation Construction
- New fiber ring implementation
- Solar Expansion

Site grading and Construction Fence WEC





Top Strategic Initiatives

Underground
Operations

Critical Initiatives:

Underground Operations

Water:

- New ASR extraction well per water modeling results.
- Continued water main and lead service replacement.
- Lead water service loan compliance, next hurdle 100% BABA compliance by Sept. 2024.

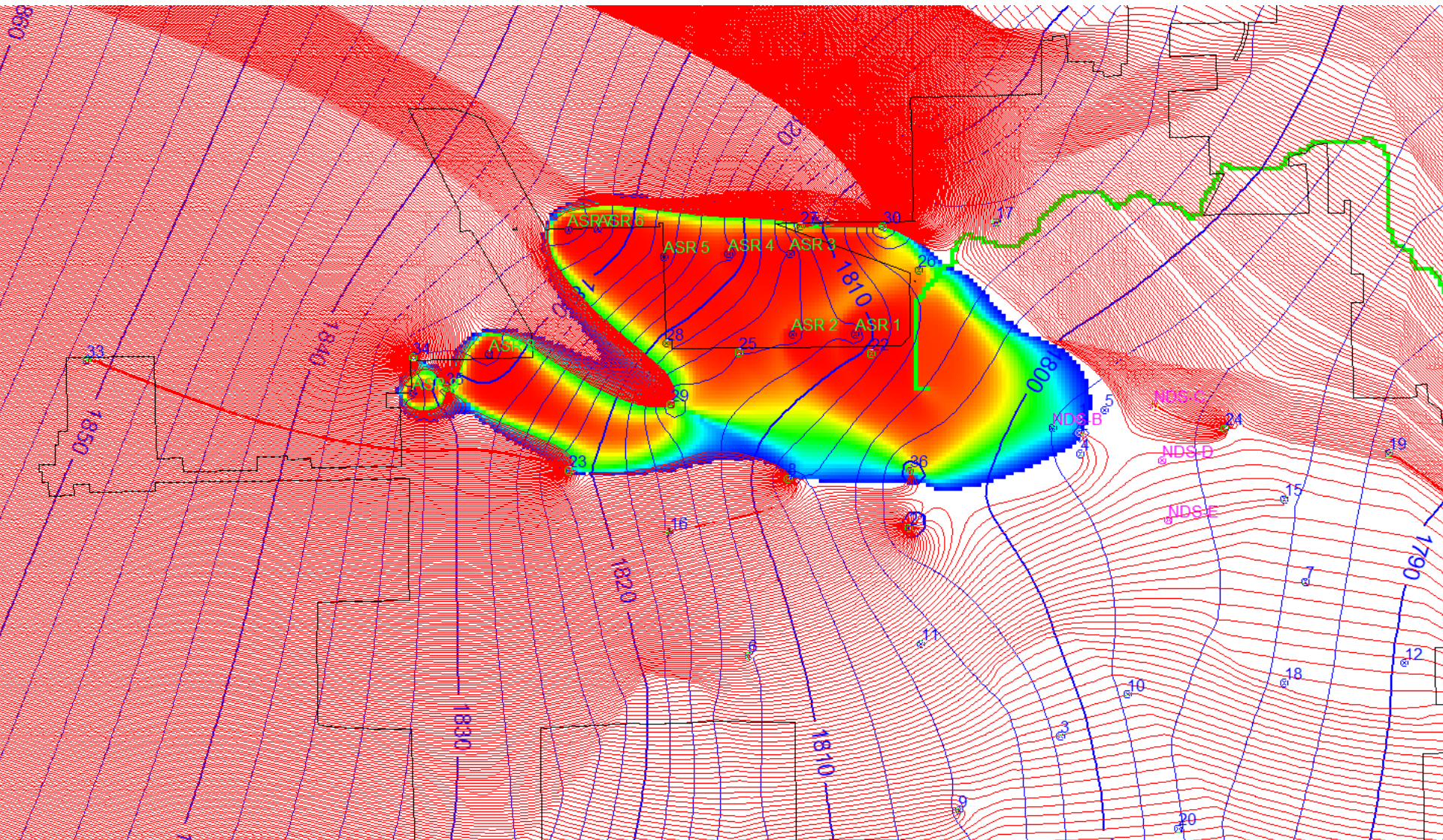
Sewer/PCF:

- Significant progress on Aeration Basin project.
- Return to normal operations w/ anaerobic digestion.
- Sewer TV project year one.

Gas:

- Town leak survey.
- Task quantification and crew size optimization (underground construction).
- Complete cathodic zone discovery completion (est. 6 months).

ASR Injectate 3-year migration





Top Strategic Initiatives

Electric
Production

Electric Production Initiatives

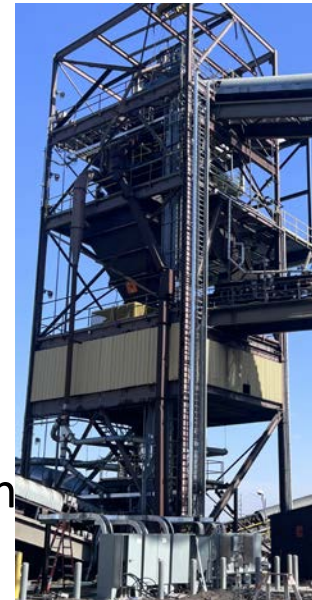
Continued staffing preparation for future production challenges

WEC 1 & 2 Fall Outage

- Transfer Tower recontrol
- WEC 2 Generator overhaul
- Coal Pulverizer repairs
- Boiler tube replacement

NDS 4 & 5 Fall Outage

- Winterization and winter testing preparation
- Unit 4 turbine alignment
- DCS updates
- Service Water lines replacement





Top Strategic Initiatives

Energy
Supply

Energy Supply Update

- SPP Performance Based Accreditation for Capacity
- Long Term Excess Capacity Sales – 5 Years
- TIGT Rate Case – Impacts No Notice Service
- Central Plains Energy Project - CPEP 4 Prepay Gas Refinance
- Solar Farm Phase 2



Top Strategic Initiatives

Customer Service
Warehouse

Customer Service

- Improve Access to Alternative Payment Methods
 - Scan to Pay
 - PayPal
 - Secure SMS Pay-link
- Possible Improvements to Customer Portal

Warehouse

- Improve Efficiencies with IT Infrastructure
 - Employee not Tethered to Desk for Phone Calls
 - Camera Upgrades
 - Improved Loss Prevention
 - Better Visibility



Utility Bill Print/Mail New Invoices

Key Features

- Summary of Current Service Charges
- 12 Month History
- Reading/Usage Info for Each Meter
- Summary of Total Amount Due including Current and Balance Forward
- Payment Remittance Coupon



UTILITY STATEMENT

To pay with Credit/Debit card: www.hastingsutilities.com
 Pay by Phone: 1-844-398-2309
 Business Hours: Monday-Friday, 8:00AM-5:00PM

NAME	SERVICE ADDRESS	ACCOUNT #	BILL DATE	DUE DATE
JOHN S SMITH	1234 HOME ST	12345678-01	08/24/2023	09/09/2023



WATER
\$92.57



SEWER
\$28.48



GAS
\$19.18



MISC.
\$10.28



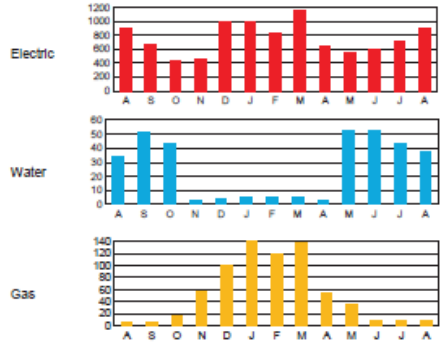
ELECTRIC
\$98.99

Service Period: 07/17/2023 - 08/17/2023

Current Charges
\$249.46

Billing Detail on Reverse Side

YOUR MONTHLY USAGE: ELECTRIC, WATER & GAS



SERVICES	METER #	SERVICE PERIOD	DAYS	MULTIPLIER	METER READINGS	PREVIOUS	USAGE
ELECTRIC	0000021628	07/17/2023	08/17/2023	31	1	78807	77716
WATER	0020060382	07/17/2023	08/17/2023	31	1	002806	002568
GAS	0000009138	07/17/2023	08/17/2023	31	1	3030	3024

Please return bottom portion with your payment.



1228 N. DENVER AVE.
PO BOX 289
HASTINGS, NEBRASKA 68902-0289
(402) 463-1371

ACCOUNT NUMBER	12345678-01
SERVICE ADDRESS	1234 HOME ST
CURRENT CHARGES	\$249.46
BALANCE FORWARD	\$0.00
AMOUNT DUE	\$249.46
DUE DATE	09/09/2023
AMOUNT PAID	

Please Make Checks Payable and Remit to

HST0903T AUTO SCH 5-DIGIT 68901
7000000042 00.0002.0011 33/1

JOHN S SMITH
1234 HOME ST
HASTINGS NE 68901-2702



HASTINGS UTILITIES
1228 N DENVER AVE
PO BOX 289
HASTINGS, NE 68902-0289

- Details of Billing Components
- Adjustment Factors
- Account Summary with Payment/Charge History
- Frequently Asked Questions and Links to Resources
- QR Code to Links and Resources

Billing Detail Continued	
EAC Adjustment (per kWh)	\$0.0000
BTU Adjustment (x ccf used)	1.0867
PGA Adjustment (per ccf billed)	\$1.1160

Account Summary	
PREVIOUS BALANCE	\$238.77
PAYMENT 08/11/2023	-\$238.77
BALANCE FORWARD	\$0.00
CURRENT CHARGES	\$249.46
TOTAL AMOUNT DUE	\$249.46



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It is the responsibility of the customer to make provisions for back-up power during a power outage and to protect themselves and their personal property from damage caused by storms and factors beyond our control.

Informing the Public of the Update

- News Release Sent to All Local Outlets
- News Story in the Tribune
- Created “How to Read Your New Utility Bill”
- In-Studio PARTYLINE Interview at KHAS Radio
- Notice Published in Hastings Tribune Throughout the Month
- KHAS Radiogram Ad
- At Your Service Newsletter
- Behind the Scenes Newsletter
- Facebook/Twitter/Website Newsfeeds

Timeline

1st Week of October – Started Sending All Billing Info to Infosend for Printing

2nd Week of October – Customers will Start Receiving Updated Invoices

End of October – Will Start Mailing Delinquent Notices Through Infosend



Questions?