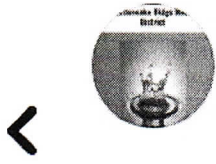


#17



Rattlesnake Ridge Water District

Apr 10, 2023 ·



Becky Kitchen

Apr 10, 2023 ·

To ALL Rattlesnake Ridge Water customers...due to so many not receiving bills this month , there will be no late fees added and we have open investigation to see why some areas receive their bills and some do not, because they are all mailed out the same time ... we are sorry for this inconvenience and hope to have it resolved soon



Comment a...





Karen Steele

From: ksteele@mysoftwareresolutions.com

To: rwwdwc@yahoo.com

Cc: stith@peregrinesolutions.com

Hello.

I spoke with Tom at Peregrine and he is going to put a "tracker" on your next bill mailing. After you send the bills to Peregrine to be printed and mailed, please contact your local post office and ask them to let you know when they receive the bills from Charleston. Please contact me after the next bills are delivered (or not, as the case may be).

I have been getting complains from other of our utility billing customers and some of them mail locally. Their delivery is still being delayed because the bills do not come back to the local post office from their sorting center in a timely manner. I am not sure if a formal complaint to the USPS will result in an improvement but that is what I have been advising.

Thank you.



Karen Steele

Sales & Marketing Coordinator



Mon Apr 10, 2023 at 11:09 AM



VOID

VOID



Tom Stith

From: tstith@peregrinesolutions.com

To: 'Karen Steele', rrwdwc@yahoo.com



Mon, Apr 10, 2023 at 11:42 AM



I have emailed them to put the track and trace on the 4/24 bills. Let's see what the results are on that----should give us a clear picture of what is going on.

Let me know if any questions I can answer before then. Thanks, Tom

Tom Stith

Peregrine Services Inc

(913) 972-2734

tstith@peregrinesolutions.com