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18.

- A. Billing Software and General Ledger/financial management software are separate software
- B. Billing Software is Alliance (United Systems) and General Ledger software is QuickBooks
- C. Each software is locally installed on a utility owned computer
- D. Alliance has been installed since the early 2000s and QuickBooks was upgraded in 2023.
- E. Alliance is protected by an outside IT company and QuickBooks is maintained by a yearly subscription/service contract.

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