

Jackie Earll

From: Rick Grant <rick@municode.com>
Sent: Wednesday, December 12, 2018 9:53 AM
To: Water Bills
Subject: MCCa - ENCO Utility Services Transition Information



Dear Municipal Code Utility Billing Customer,

We at Municipal Code Corporation have truly enjoyed serving as your utility bill print and mail provider for the last several years. We began this business 11 years ago and have had a wonderful relationship with all our customers in Florida, Georgia, Texas, North Carolina, Tennessee, Louisiana, North Carolina, South Carolina, Virginia, and Pennsylvania. Our goal in beginning this business was to provide municipalities and utilities with the best, most responsive, professional billing service in the industry. We have taken a great deal of pride in the services we have been providing you.

As discussed in my earlier email and phone conversations, our business has changed in the last couple of years and we now find ourselves immersed in the software business and utility billing no longer fits into our business plans. We have spent several months looking for the right company to take over this business from us. We wanted someone who shares our values and cares about customers as deeply as we and we found the perfect match – ENCO Utility Services. We have been partnered with ENCO for several years and know them to be a company that has the same core values as we and the same appreciation for customer service.

As our **successor in interest**, ENCO will begin processing your utility bills as

soon as they move into their new facility here in Tallahassee. ENCO has hired all our utility bill processing employees and has purchased all our equipment, computers, servers, and software. In the future, you will continue to talk and email the same wonderful employees you have worked with in the past and the processing and notifications will remain the same. ENCO will be honoring all the terms of your current contract and all the pricing will remain the same. We are trying to make this just as easy on you as possible and will ensure that you never miss a cycle or an insert.

Almost everyone I have spoken with has asked the same question: "What do I need to do to ensure uninterrupted service?"

- The first thing you will need to do is set up a vendor account for ENCO. Please let me know what information you need from ENCO to get this done.
- You need to speak with your finance director or purchasing and then let me know what they need from us and/or ENCO (our successor in interest) to enable you to pay the invoices you will be receiving from ENCO.
- You need more details from us and they will be forthcoming soon:
 - New address for the FTP server
 - New phone numbers and email addresses of James, Phillip, Shann, Lafaye, Finance.

I think this covers most of the details but we are open to suggestions. Please let us know what additional questions you have. We will get back to you just as soon as possible.

Mrs. Ruby Irigoyen (Senior VP Customer Services, ENCO Utility Services; www.encous.com) and I spent last week on the road visiting customers in Georgia and for the next two weeks we will be visiting customers in Florida. We are going to do our best to spend some time with each of you but we have a lot of territory to cover. In the meantime, please feel free to call my

office number (850-701-0708) or my cell number (850-508-0630).

Ruby and I are working diligently to answer all your questions and help you smoothly make the transition from Muncicode to ENCO Utility Services Florida LLC. Our goal is to make this as easy on you as possible. You have my contact information and you will need Ruby's as well: Ruby Irigoyen (irigoyen@encous.com), 951-925-8092 office: 951-236-1571 cell.

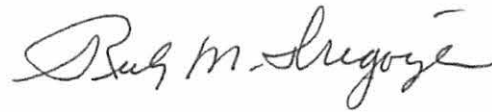
We have also included a link to download ENCO's W-9 Form here: [ENCO W-9 \(PDF\)](#)

We wish you all the best during this transition.

Very sincerely,



Rick Grant
VP & COO
Municipal Code Corporation



Ruby Irigoyen
Senior VP, Customer Service
ENCO Utility Services



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