

Administrative Report September 24, 2020

Collections

Collections this year are better than in years past. We have extended the time for interest to accrue by 60 days, but most have not been taking advantage of that. Accounting for funds due from BPA, BOR, etc. current customer balances are:

8/31/20	\$136,567
8/31/19	\$198,195

There are two accounts in active collections at this time and 2 that have been resolved this year. Vickery and Lancaster have both been paid in full and foreclosures have been dismissed. Regular payments are being received from the bankruptcy trustee for Linda Martinez, although she hasn't made any payments on her account that is not covered by the Bankruptcy. That account balance is \$2,699.88 and includes the 2020 Incurred Charges and legal fees. Attorney Kuhn was able to make contact with Armando Elizondo and accepted payment arrangements from him. Payments have been going through Kuhn's office, being forwarded to us. So far, he has paid \$4000 and has a balance of \$546.85. I expect that to be resolved in the next 30 days.

There are 3 accounts I would like to bring for foreclosure. They are all bank owned. I sent an "Intent to Foreclose" on July 16, 2020 with a deadline of August 18, 2020 to each one. There has been no response from any of the banks. I believe there will be no response until they hear from our attorney. They are all a result of the death of a landowner. In 2 of the cases, no one took responsibility for the property (Darrell Lambson and Judy Franke), and the third was taken over by the daughter, who was not able to keep the property and let it go back to the bank (Tracy Lindsey).

This is the second time the Darrell Lambson property has been here. I contacted both the bank and the loan servicing company to try to get this paid with no luck. I have reached out to my contact at CoreLogic (the servicing company) one more time Friday, 9/18. I received a reply that they would respond specifically to each property by Tuesday, 9/22.

2019 Audit

The final audit reports are with this board packet (ore picked up previously). New financial reports based upon the auditor's comments are in this board packet.

Web-based Payments “Point & Pay” Summary

Point & Pay is a company that deals exclusively with state and local governments, including Morrow County and the central Oregon irrigation districts. The folks I have talked to are really pleased with them. Fees are added on and pass directly to them; WEID would receive only the amount due. It is very clear at checkout what the fee will be prior to the customer finishing the transaction.

There would be a link on our website that would redirect user to a Point and Pay page with our logo. Point & Pay will take care of security and credit card processing. Paying with a e-check is also an option that carries a lower fee. I will receive a daily email notifying me of payments; funds will be deposited directly into our bank account.

1. Manual Entry – “Blind Entry”
 - No Validation
 - Customer needs account#
 - SET UP FEE \$500
 - NO MAINTENANCE FEES TO WEID
 - 30-40 days to set up

2. “Look Up” – Search by account#
 - Shows amount due to customer
 - Updated monthly
 - SET UP FEE \$500
 - MAINTENANCE FEE \$25/MONTH
 - 30-40 days to set up

3. “Bill Pay”
 - Mobile dynamic
 - Customer can pay exact or less than amount due, not more
 - Can set future date of payment
 - Multiple tax lots per person/log-in
 - Shows customer payment history, recurring payments
 - Can add invoicing for \$10/month
 - Goal: customer go paperless
 - SET UP FEE \$2,000
 - MAINTENANCE FEE \$25/MONTH
 - 2-3 month to set up

CUSTOMER FEES:

E-Check / ACH	\$2.00 per transaction, flat fee
Credit/Debit Cards	\$3% - \$2.00 minimum

All options include card reader for office or the option to manually enter a card number from a phone call. This would replace the “Square” service we are currently using. Current card fee is 3.8% of transaction.

RECOMMENDATION:

Start with Manual Entry, see what customer response is. Consider upgrading to “Look Up” in the future as participation increases.