

**MOUNTAIN LAKES DISTRICT  
COMMISSIONERS SPECIAL MEETING  
December 6, 2019  
\*UNAPPROVED\***

**Call to Order:** The online meeting began at approximately 3:04 pm.

**Roll Call:** Commissioners Bob Long, Mike Roberts and Mark Johanson were present.

**INTERWARE DEVELOPMENT PRESENTATION:**

Amanda Trubacz, Operations Supervisor at Interware Development Company, Inc., gave an online demonstration of the company's EB2Gov online payment software. She said using the EB2gov service would make it possible for water customers to pay their bills by credit/debit card, ACH or e-check. The service could be used as an online alternative only or a card reader could be available in the office to take card payments there.

The commissioners asked about costs and were told the District's fee would be zero except for the cost of the card reader if they chose to offer that option. A card reader would range from \$80 to \$200 in price and would probably need to be replaced every three years. Otherwise, all fees are passed along to the customer – there is a \$1.50 fee for each transaction plus a \$.95 fee for ACH payments or a 2.79% fee for credit/debit payments. Funds would be deposited directly to the District's account the following day for card payments, or in two days for ACH payments. The customer's bill would need to be available online so integration with Sage 50 would have to be explored. Amanda Trubacz said there is an option for customers to schedule their payments ahead of time which would come in handy with the District's installment plan. She also said it would take two to four weeks to get things set up and Interware would provide a link to be placed on the District's website to lead customers to the EB2gov site to make online payments.

After further discussion and questions, the commissioners thanked Amanda Trubacz for her presentation and agreed to consider what they learned and discuss their options further at the Dec. 9 commissioners meeting. The online connection was then discontinued.

**OTHER BUSINESS:**

- Bob Long said he heard about another company, BSML, out of Franconia who also offers online payment options. He spoke to a representative who will send him more information. Once received, he will forward the information to the other commissioners.

The meeting adjourned at 4:01 pm.

Respectfully submitted by,  
Kristi Garofalo