

City of Carlos
109 1st Street West
P.O. Box 276
Carlos, MN 56319



City of Carlos
(320) 852-3000
office@cityofcarlos.com
Website: cityofcarlos.com

CARLOS CLERK REPORT OCTOBER 2024

- 1) Meters read 9/27/24 because I would be out of town the next week. Water bills were done and sent Tuesday October 8th. Late Fees this month were \$161.23. 17 Water Shut Off Letters were mailed on 9/17/24. Most paid their balance due; a couple arranged to get assistance from Agencies. Two homes were actually shut off; one still remains.
- 2) I have a worksheet with the Utility Software options so you can get a comparison.
- 3) I have been seeking information on IT companies. I posed a Research Question with the LMC; also I requested from other clerks what they use through the MemberLink in LMC. LMC does not directly provide any IT services, nor will they recommend anyone. They said they could help us with any proposal we do get to help us understand exactly what each is offering in layman's terms. I have reached out to all in Alexandria area plus a couple others. Some have responded; I have information I have received from them forwarded to the Council's email. I also reached out to Tom from XS Consulting to let him know we are shopping around, and that the Council would welcome him to come to explain to them exactly what they do provide for us and what each of the costs are for.
- 4) We had a problem with the separate storage block XS Consulting had provided us with. When they first set up the office computer, they asked if there was anything on the old computer I needed to save. I said YES, so at that time they took the info off the old computer and put it on this separate storage device they call "the book". On my computer, I can access that by going to D drive. That is also where I have been storing all the recordings of meetings. I always assumed they backed up that hard drive along with the rest of the computer every night. Shortly before I went on vacation, this "storage unit-the book" died. I was not too concerned because I was thinking they had all that backed up. Well they have not been backing up this additional hard drive. They sent us the name of a separate company that we can hire to try to retrieve the info. The quotes for that are between \$2000 and \$4000 depending how fast we need it.