

To our valued customers;

In early 2020, CNNGA began reviewing our current software systems and providers. We have been with the same basic software and programmers for over 20 years and have determined that the Authority will gain additional security and efficiency in upgrading from our existing platforms. After study and consideration, the Authority has selected a new vendor and will be proceeding with these changes over the next several months.

With any change there are challenges. Upgrading our systems is no different. We are excited about the prospects our new systems offer but realize that there will be obstacles during implementation. We are committed to completing this as seamless as possible. With that said, some of our internal processes may change but our goal remains to improve our service to you.

Customer Advantages:

- Customer web portal – more control and selections regarding your account; reprint your statements; quick access to history and payment information.
- Added contact methods – SMS Text; email; automated voice response
- Add multiple contacts to your account – these can be selected to receive a copy of your statement by mail or email if you wish. You select what they can access.
- Automatic payment methods – set up your own bank draft on your account; set up a recurring stored card payment. Our Customer Service Representatives will be able to assist you in these as well.
- Increased cybersecurity measures to protect your information. Your information is only available to those employees needing access to it to it. Employees access to your accounts will be restricted based on the employee's role, and all employees will be required by the new systems to change their passwords at regular intervals.

Some changes taking place:

- Equal Payment Plan (EPP) options will change to a levelized billing program. As EPP customers settle in 2022, accounts wishing to convert to levelized billing will be allowed to do so. Our old EPP will no longer be offered at that time. The bill amount will change each month but will always be based on a rolling average of the prior 12 months. With this, there will be a set due date for your bill and penalties will be assessed for any balances not paid by the due date. Customer Accounts will still utilize a “trueing” month with levelized billing, but we will roll your EPP credit to your bill at the time of conversion if you elect to do so.
- “Material accounts” will be phased out. Landlords can add items to their own accounts or can work out rent reduction if added to the tenant's.
- The Authority will no longer utilize local bank branches to collect payments for us. The new software would require programming changes to both the banks and our systems to operate together. These programming changes are expensive and would not be cost effective for either of us. *This will become effective April 19, 2021.*

We ask for your patience as we work through these changes internally. We will experience a learning curve with our staff as these changes are made but commit to work for you as we move forward. As implementation is completed, we will be reaching out to you to update your account information in our systems.

Good things are ahead! See the latest on our new website at www.cnnga.sc.gov.