



## LAKE SHASTINA COMMUNITY SERVICES DISTRICT

# JANUARY 2023 NEWSLETTER

The District would like to commend everyone for overcoming a challenging, yet resilient, and very much successful year in our accomplishments coming together as a community. It is our pleasure serving the community of Lake Shastina; from all of us here, we wish everyone a Happy New Year!

### Administrative Office Hours:

**MONDAY-THURSDAY  
8AM-5:00PM**

Don't forget the website:  
[lakeshastina.com!](http://lakeshastina.com)

Contact us:  
530-938-3281

Reminder:  
Payments can be dropped off at the drop box, to the left of the Administration office door.

We are excited for what's to come this year and we hope you are too. The time is getting closer...our new office software launch is approaching! After many months of working with Caselle to best tailor the software for our office as well as our constituents, we are happy to announce we anticipate having Caselle fully implemented Spring.

The best part about Caselle is the software allows for more customer interaction with their accounts with features such as:

- Text/email notifications
- Paperless billing
- Auto pay
- Mobile app
- Customer portal



We will send out additional notices through out the year with reminders and tips for utilizing the new customer portal as well as how to understand your newly designed bill. You'll want to check out the billing platform, create your account, and update your billing preferences. This new software will allow for so many more updated features to ease your billing questions and needs!

*A couple last notes; we would like to remind the Community the LSCSD and the LSPOA are now open Monday through Thursday 8AM-5:00PM. Also, burn site coupons are now a few years old, any remainder coupons will only be valid until the end of 2023.*