



Jillian Cole <jillian.pecsd@gmail.com>

### No subject line nor message from PECSD

7 messages

**Dede Barnhart** <dedebarnhart@yahoo.com> Wed, Jan 6, 2021 at 7:40 AM  
 To: Jillian Cole <jillian.pecsd@gmail.com>, Dave Stone <dave.pecsd@gmail.com>, "russ.pecsd@gmail.com" <russ.pecsd@gmail.com>, John Rowden <john.rowden@digitalpath.net>, Steve <steve.pecsd@gmail.com>, Sherry Panick <sherry.pecsd@gmail.com>

Hi Jillian and PECSD Board Members,

It was with dismay that we received, for the first time ever, our PECSD bill via email that had no subject line and no message in the body of the email. (See screen shot below). The only thing in the body of of the email was the attachment to click on. As you know, phishing and email scams are rampant and this email looks exactly like a phishing email with the threat of compromising our computer system and email account. We felt we were taking a risk by opening it up. We urge the PECSD do a better job of delivering secure bills to customers, both digitally and via mail. An email bill should include a subject line and the body of the email should include a specific, identifying message that indicates the attachment is a bill from the PECSD. Even better would be a customer "log in" to the account to pay or print the bill.

Mailed bills should not be sent in a post card format, because a small printed postcard is easily lost or mistaken for junk mail.

It is 2021. Surely the CSD can do a better, more secure job of billing it's customers.

Thank you,  
 Dede and Fred Barnhart

