

# Tower Corporation Kernville

# Camp Kernville

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February 15, 2023

Dear Tenant,

We have received many inquiries regarding Paperless Billing for tenants and storage customers. We agree the environmental impact of printing and mailing bills is something that we would love to decrease. In fact, we have implemented that very policy for all our campground guests. In addition to helping the environment, some extra benefits for this change include digital filing, decrease in delivery time, convenience, as well as saving you money!

With that being said, the next few statements (March, April, and May) we will be sending your monthly invoices and utility statements by Paperless Billing for you to try out. Of course, we will continue to send invoice and utility statements by mail as well during this trial period!

Beginning June 2023, we will officially change over to paperless billing.

So, let's discuss how we have structured the timeline to implement this change and how it impacts you...

A. If you would like to opt-in to Paperless Billing, your response must be received no later than May 15<sup>th</sup>, 2023 and would result in a one-time \$5 credit towards your June 2023 billing statement. See below for instructions on how to opt-in!

\*Only #1 email address allowed per site.

1. Complete the form included in this mailing and either...
  - a. Return the completed form to the Camp Kernville office,  
OR
  - b. Mail the completed form to Camp Kernville PO Box 202  
Kernville, CA 93238
2. Complete the online form
  - a. Email [contact@campkernville.com](mailto:contact@campkernville.com) that you would like to receive a link to the online PandaDoc form (link is only valid for 5 days from send date).
  - b. Open PandaDoc link and fill out form. A fully executed copy will be sent to your email upon completion.

B. If you would like to opt-out of Paperless Billing, no problem! After the 3-month trial concludes, your June 2023 invoice and utility statement will be mailed as always, and you will no longer receive the emailed copy. However, by opting

24 Sirretta Street, Box 202 • Kernville, California 93238  
760-376-1000 [contacts@campkernville.com](mailto:contacts@campkernville.com)

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out; you are hereby notified there is to be a \$2.50 monthly fee charged to receive a printed and mailed statement.

- C. If the office receives a request by tenant or storage customer to print an invoice and/or utility statement, your account will reflect the \$2.50 charge for each requested month to be printed.
- D. Utility readings occur on the 15<sup>th</sup> of each month. Paperless Billing will be emailed to tenants and storage customers between the 15<sup>th</sup> and 20<sup>th</sup> of each month. You will receive two emails for your monthly billing. One email for the invoice (rent and utilities) from [communications@resnexus.com](mailto:communications@resnexus.com) and one email from [contact@campkernville.com](mailto:contact@campkernville.com) for utility breakdown of fees statement. If you are a tenant and have opted-in to text alerts, you will receive a text notification when your invoice and utility statements have been emailed.
- E. Camp Kernville does not automatically update or change your personal information. If you would like to make any changes to your email address, you will need to email that change to [contact@campkernville.com](mailto:contact@campkernville.com)
- F. The ability to receive Paperless Bill notices via email requires an active email address, internet connection, and compatible computing systems. Please note that some service providers block emails from senders who are not listed in contacts or on safe lists, so you may not receive your Paperless Bill notice unless you specifically add [communications@resnexus.com](mailto:communications@resnexus.com) (for invoice) and [contact@campkernville.com](mailto:contact@campkernville.com) (for utility breakdown of fees statement).
- G. At any time, you may cancel Paperless Billing and request to receive a paper bill by emailing your request to [contact@campkernville.com](mailto:contact@campkernville.com) Cancellation of this service will result in a \$2.50 monthly fee charged to receive a printed and mailed statement going forward.

We appreciate your consideration into this fantastic option and look forward to implementing these changes!

Camp Kernville Management

*This letter can be found in its entirety at on our Tenant News Webpage:*

<https://www.campkernville.com/Tenant-News-.html>

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I choose to Opt-In to Paperless Billing

Tenant Name: \_\_\_\_\_

Email: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

I choose to Opt-in in Text Messaging Alerts

Tenant Name: \_\_\_\_\_

Cell #: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

You are currently enrolled in Text Messaging Alerts at Cell # \_\_\_\_\_