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February 1, 2017

Mr. Jim Mitrisin
330 Fair Lane
Placerville, CA 95667

Dear Mr. Mitrisin,

Municode has been serving municipalities across the country for over 66 years. We consider this a profound responsibility and are honored that you allow us to be your codifier. Over the years, we have striven to provide you with the highest possible value for the money you pay us, while also reinvesting in our people and technology, and supporting our local government clients' professional organizations. Our customers recognize us as innovators in the marketplace. For instance, we were among the first to:

- provide a truly responsive mobile website, integrated with a search engine (MunicodeNEXT);
- provide access to archived copies of the Code (CodeBank);
- show changes between versions of the on-line Code using strike-through and highlighting (CodeBank Compare);
- store ordinances in their enacted form along with the Code, increasing transparency (OrdBank);
- link amending ordinances to the affected Code section (OrdLink);
- offer email notification when your Code is amended (eNotify);
- allow global searching across 3,600+ Codes (MuniPRO); and
- provide a unified search across your code of ordinances and your official municipal website (MunicodeWEB).

The purpose of this letter is twofold: to thank you for allowing us to serve you, and to communicate our first price increase in 12 years.

First, thank you! We truly appreciate your friendship, your loyalty, and your business. We also appreciate the trust you place in us as your official codifier. Our goal is to make your department look good in the eyes of your citizens and the elected officials and hopefully make your job and your life easier at the same time!

Second, after over 12 years absorbing the increased costs of doing business, we must raise prices. We work hard to hold down the cost of doing business with us by taking advantage of technological efficiencies and an excellent training program.

This decision was made after considerable deliberation. To continue providing you with state of the art services, we have invested heavily in technology; we have hired and trained talented editors, proofreaders, and attorneys; we have established remote disaster recovery and data replication capabilities; we have increased our internet bandwidth and we have placed regional representatives where they can best serve your needs. However, while we have accomplished much, our overall expenses have increased nearly 50% over the last 12 years.

We are committed to providing the highest level of service at a fair value and this price increase will enable us to continue innovating and responding to your needs. As our partner, you deserve the very best and we are committed to conservatively and prudently investing in our shared future.


While we can't, and won't, pass on the entirety of the increased costs we have been absorbing, we are adding an annual administrative support fee of \$500.00 to your invoice, effective July, 2017. We understand the budgetary impact of this fee, thus the rate is guaranteed not to increase for the next 3 years.

What will this fee enable us to accomplish? It will enable us to offset a small portion of the costs that we have absorbed over the years. It will enable us to continue providing top-notch health care for our employees, competitive salaries, retirement plans and ongoing educational opportunities. As you know, fantastic employees are the key to success for any business or governmental organization. We fundamentally believe that a motivated and well-trained work-force is one of the best ways that we can ensure that our service to you and your citizens is second to none.

We plan to offer the numerous products currently on our development roadmap to you at little or no additional charge; and the administrative support fee will not increase for three years. We hope you agree that this will only enhance the value of your partnership with us.

Again, thank you for your continued support and for the trust you have placed in us. It is our honor and privilege to serve you and your citizens.

Sincerely,



W. Eric Grant
President