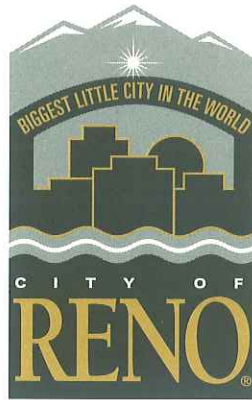


**PUBLIC WORKS
DEPARTMENT
1 East 1st Street, 8th Floor
PO Box 1900
Reno, NV 89505**



The City of Reno Environmental Control utilizes LINKO software for their pretreatment database which consists of approximately 1500 permitted commercial and industrial users.

Environmental Control has been using LINKO for approximately six months and is in-process of going completely paperless. Business correspondence is scanned and incorporated into the various aspects of the database. In addition, for each quarter of the year, the automated Permit Writer feature has allowed us to print over 350 Environmental Control permits in less than one hour. The LINKO system replaced our former database software, spreadsheets and paper trails we had previously used to utilize for our pretreatment program. The City is also in the process of creating an interface with the LINKO software to the City's billing department software, thereby facilitating the ability to generate invoices to customers. This software has helped Environmental Control save both time and money.

Since using LINKO, the City of Reno has not had any problems with LINKO's customer service department. Questions or problems have been resolved and the technical support team at LINKO has been available.

**Sheldon Stone
City of Reno
Environmental Control
Reno, NV**
