

WATER AND WASTEWATER FUND

UTILITY BILLING ACCOUNT 501-1069-559

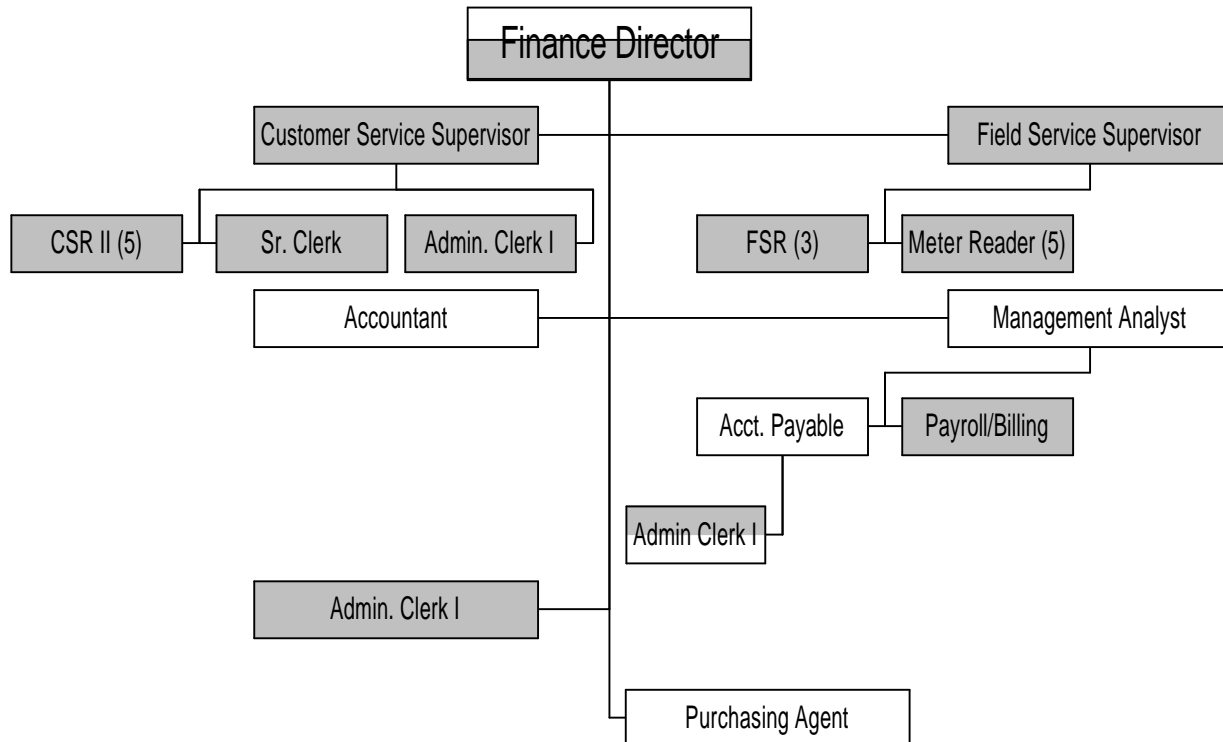
2005 DEPARTMENT / DIVISION SPENDING SUMMARY

EXPENDITURES	2003 Actual	2004 Adopted	2004 Estimate	2005 Budget
Personal Services	\$ 765,313	\$ 914,488	\$ 914,488	\$ 1,269,452
Contractual Services	310,053	306,380	306,380	335,247
Commodities	67,607	105,900	105,900	92,900
Capital Outlay	17,509	24,000	24,000	44,000
Debt Service	-	-	-	-
Transfers	65,000	65,000	65,000	68,250
Contingency	27,383	25,000	25,000	20,000
Total	\$ 1,252,865	\$ 1,440,768	\$ 1,440,768	\$ 1,829,849

DEPARTMENT / DIVISION PERSONNEL SUMMARY

PERSONNEL	2003 Actual	2004 Adopted	2004 Estimate	2005 Budget
Authorized Positions	19.50	20.00	20.00	20.00

DEPARTMENT / DIVISION ORGANIZATIONAL CHART



DEPARTMENT / DIVISION PROFILE

The Utility Billing division of the Finance Department is responsible for the billing and collecting water, wastewater, sanitation, and storm sewer charges. Each week, utility bills are prepared for one-fourth of our 29,500 customers and approximately 4,200 payments are processed by office staff. Additional functions of the division include initiating, transferring, and terminating utility service, reading water meters, and maintaining residential water meters.

The division has worked to use technology to improve service to our customers. Customers can now initiate, transfer, and terminate service on a 24/7 basis through the use of the internet. This provides customers the ability to conduct most utility related transactions at times that are convenient to them. In addition, credit card payments can be accepted over the telephone or over the internet.

Significant Issues for 2005 - The increase Personal Services is due to merit adjustment for eligible employees, a 2% general wage adjustment, and implementation of the Primary Pay Plan. Increases in Contractual Services can be attributed to the hiring of temporary help to replace older water meters, as well as the increase in cost and quantity of printing and mailing utility bills necessary to keep up with inflation and growth. The reduction in commodities is a reflection of a reduction in the usage of office supplies by department staff.

CURRENT YEAR ACCOMPLISHMENTS

- Implemented additional utility billing services over the internet.
- Created incentive program for customer service representatives to enhance service to customers.
- Installed more than 200 radio read meters.
- Replaced 450 water meters that had exceeded their useful life.

MAJOR GOALS AND OBJECTIVES FOR 2005

1. Read 100% of water meters and accurately bill customers on a weekly basis.
2. Enhance revenue collection by replacing all residential water meters that have been in service over 15 years.
3. Answer 90% of telephone calls received.
4. Implement additional utility billing payment options over the internet.

PERFORMANCE INDICATORS

	2003	2004	2005	
	Actual	Estimated	Projected	Standard
Percent of corrected bills to total bills	n/a	2	2	2
Water meters in service over 15 years	4150	3700	2500	0
Percent of telephone calls answered	91	91	91	90