

## UTILITY ACCOUNTING

RESOURCES	ACTUAL FY01	ACTUAL FY02	BUDGET FY03	PROJECTED FY03	RECOMMENDED FY04
Personnel Expenses	\$ 2,464,367	\$ 2,551,913	\$ 2,749,608	\$ 2,735,717	\$ 3,057,672
Operating Expenses	<u>2,326,920</u>	<u>2,553,392</u>	<u>2,628,803</u>	<u>2,630,118</u>	<u>2,482,143</u>
Operating Budget	\$ 4,791,287	\$ 5,105,305	\$ 5,378,411	\$ 5,365,835	\$ 5,539,815
Capital Outlay	82,382	65,856	233,641	233,641	127,141
Debt Service & Transfers	<u>97,171</u>	<u>95,605</u>	<u>118,000</u>	<u>118,000</u>	<u>100,000</u>
Budget Allocation	\$ 4,970,840	\$ 5,266,766	\$ 5,730,052	\$ 5,717,476	\$ 5,766,956
Authorized Positions	68	69	69	69	70

The Utility Accounting Department's goal is the efficient, effective billing and collection of City utility revenues. The long-term objectives of the Utility Accounting Division include exploring methods of technology (internet and electronic bill paying, etc.) to make bill preparation and customer service more efficient. Short-term objectives include looking into the possibility of setting up Electronic Funds Transfer capabilities for bill payment.

The Utility Accounting Division is responsible for reading over 131,900 meters bimonthly, and preparing and mailing consolidated water, wastewater and solid waste utility bills to all customers monthly. The division handles all requests for service turn-ons, turn-offs and transfers in the City's 110 square mile service area. A customer service section responds to all customer billing inquiries and a credit section performs delinquent account collection activities. Estimated FY04 billings are \$153 million.

Accomplishments and FY04 objectives are summarized below.

Performance Measures	FY02 Actual	FY03 Projected	FY04 Estimated
Outside Telephone Calls	18,100	18,150	18,200
Internal Calls (walk-ins)	1,140	1,140	1,145
Collector Calls	2,500	2,500	2,500
Delinquent Accounts Cut Off	1,250	1,250	1,250
Monthly Number of Accounts Billed For:			
Water	121,137	121,500	122,700
Wastewater	106,032	108,130	108,500
Solid Waste	82,086	82,142	82,250