

UTILITY ACCOUNTING

RESOURCES	ACTUAL FY05	ACTUAL FY06	BUDGET FY07	PROJECTED FY07	RECOMMENDED FY08
Personnel Expenses	\$ 3,202,018	\$ 3,361,873	\$ 3,589,058	\$ 3,421,655	\$ 3,729,926
Operating Expenses	<u>4,869,541</u>	<u>4,982,409</u>	<u>5,269,259</u>	<u>5,269,258</u>	<u>5,037,946</u>
Operating Budget	\$ 8,071,559	\$ 8,344,282	\$ 8,858,317	\$ 8,690,913	\$ 8,767,872
Capital Outlay	41,142	49,216	579,160	579,160	127,640
Debt Service & Transfers	<u>62,912</u>	<u>84,729</u>	<u>100,000</u>	<u>100,000</u>	<u>100,000</u>
Budget Allocation	\$ 8,175,613	\$ 8,478,227	\$ 9,537,477	\$ 9,370,073	\$ 8,995,512
Authorized Positions	70	70	70	70	70

Vision and Mission: The vision of the utility accounting division includes the core belief that each of our 127,000 customers is unique and deserves to be treated with the utmost respect. The division will strive to exceed customer expectations in each of its five operating sections: Meter services, billing, customer service, credit and collection, and solid waste inspection. As billing agent for the water, wastewater and solid waste departments, the division will strive to perform its functions in a cost-effective manner, with its personnel continually improving themselves and their work practices, and through the use of appropriate, cost-effective improvements in technology.

Goals and Objectives:

- The division's goals include providing service to our customers so that they have a high degree of satisfaction, and in a cost-effective manner. The division's current automated call distribution phone equipment will soon no longer be supported by our phone provider. To maintain the division's goals, the phone system will be replaced with a new system that will exceed the current system's capabilities.
- From listening to utility customers, the most requested service would be the addition of an interactive voice response system, which would be available 24 hours per day, 7 days per week, so that customers could pay their utility bills by phone with a major credit card. The system would also be able to answer customers' most frequently asked questions and be available in both English and Spanish. The division expects to bring this feature to its customers during the first half of FY08.

Current Operations and Initiatives:

- Beginning in August 2007, the division will be adding a new Tampa Bay Water pass-through charge to all customer bills to help the water department pay for water purchased from that agency during periods of low rainfall.
- Approximately half of the division's personnel, about 35 employees, will be moving from their current location on the first floor of City Hall to a newly purchased office building located on Columbus Drive. This move is expected to be completed in the first half of FY08.
- To improve service to our customers, the division is in process of switching to a new local lock-box cash processor instead of our current processor in Atlanta. Completion of this switchover is expected in early FY08.

Performance Measures	FY06 Actual	FY07 Projected	FY08 Estimated
Total Yearly Billings (millions)	\$198.2	\$200.1	\$205.0
Utility Bills Sent (per month)	126,400	127,100	128,000
Telephone Calls Handled (per month)	18,250	18,250	18,300
Percent Customers Paying over Internet	5.2%	7.2%	8.0%
Percent Paying by Auto-Electronic Transfer	3.5%	4.0%	4.2%
Percent Yearly Billing That Becomes Net Bad Debt	0.64%	0.68%	0.70%
Division Budget as a Percent of Total Billings	4.3%	4.7%	4.7%