

UTILITY ACCOUNTING

RESOURCES	ACTUAL FY06	ACTUAL FY07	BUDGET FY08	PROJECTED FY08	RECOMMENDED FY09
Personnel Expenses	\$ 3,361,873	\$ 3,532,360	\$ 3,729,926	\$ 3,543,508	\$ 3,709,453
Operating Expenses	4,982,409	5,133,725	5,175,913	5,053,149	5,244,159
Operating Budget	\$ 8,344,282	\$ 8,666,085	\$ 8,905,839	\$ 8,596,657	\$ 8,953,612
Capital Outlay	49,216	71,020	388,486	388,486	162,640
Transfers	84,729	98,810	100,000	100,000	100,000
Budget Allocation	\$ 8,478,227	\$ 8,835,915	\$ 9,394,325	\$ 9,085,143	\$ 9,216,252
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.
- From listening to our utility customers, the most requested service would be the addition of an interactive voice response (IVR) 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 by the end of 2008.

Current Operations and Initiatives:

- In August 2007, the division added 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 old location on the 1st floor of City Hall to a newly purchased city office building located on Columbus Drive. This move is expected to be completed in the first part of FY09.
- To improve service to our customers, the division has switched to a new local lock-box cash processor instead of a processor in Atlanta. This switchover was completed in February 2008.

Performance Measures	FY07 Actual	FY08 Projected	FY09 Estimated
Total Yearly Billings (millions)	\$202.3	\$204.4	\$208.0
Monthly Number of Utility Bills Sent (per month)	127,100	125,700	126,000
Telephone Calls Handled (per month)	18,250	18,250	18,300
Percent Customers Paying over Internet	7.3%	8.6%	9.0%
Percent Paying by Auto-Electronic Transfer	4.0%	4.3%	4.5%
Percent Yearly Billing That Becomes Net Bad Debt	0.64%	0.80%	0.75%
Division Budget as a Percent of Total Billings	4.6%	4.7%	4.7%