

UTILITY ACCOUNTING

RESOURCES	ACTUAL FY00	ACTUAL FY01	BUDGET FY02	PROJECTED FY02	RECOMMENDED FY03
Personnel Expenses	\$ 2,334,862	\$ 2,464,367	\$ 2,588,597	\$ 2,585,597	\$ 2,749,608
Operating Expenses	<u>2,136,744</u>	<u>2,326,920</u>	<u>2,409,905</u>	<u>2,393,127</u>	<u>2,569,591</u>
Operating Budget	\$ 4,471,606	\$ 4,791,287	\$ 4,998,502	\$ 4,978,724	\$ 5,319,199
Capital Outlay	80,629	82,382	153,188	140,188	169,641
Debt Service & Transfers	<u>\$ 86,937</u>	<u>97,171</u>	<u>118,000</u>	<u>118,000</u>	<u>118,000</u>
Budget Allocation	\$ 4,639,172	\$ 4,970,840	\$ 5,269,690	\$ 5,236,912	\$ 5,606,840
Authorized Positions	68	68	69	69	69

The Utility Accounting Division is responsible for reading over 131,900 meters bimonthly, and preparing and mailing consolidated water, sanitary sewers 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 FY03 billings are \$160 million.

The long-term goals of the Utility Accounting Division include exploring methods of technology (internet, electronic bill paying, etc.) to make bill preparation and customer service more efficient. Short-term goals include looking into the possibility of setting up Electronic Funds Transfer capabilities for bill payment.

Accomplishments and FY03 objectives are summarized below.

Performance Measures	FY01 Actual	FY02 Projected	FY03 Estimated
Outside Telephone Calls	18,000	18,100	18,200
Internal Calls (walk-ins)	1,135	1,140	1,140
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	119,353	121,137	122,500
Sanitary Sewers	105,614	106,032	106,400
Solid Waste	81,983	82,086	82,175