

UTILITY ACCOUNTING

RESOURCES	ACTUAL FY02	ACTUAL FY03	BUDGET FY04	PROJECTED FY04	RECOMMENDED FY05
Personnel Expenses	\$ 2,551,913	\$ 2,693,091	\$ 3,057,672	\$ 3,059,177	\$ 3,140,912
Operating Expenses	<u>2,553,392</u>	<u>2,475,498</u>	<u>2,538,548</u>	<u>2,528,548</u>	<u>4,300,539</u>
Operating Budget	\$ 5,105,305	\$ 5,168,589	\$ 5,596,220	\$ 5,587,725	\$ 7,441,451
Capital Outlay	65,856	200,447	156,534	156,534	22,641
Debt Service & Transfers	<u>95,605</u>	<u>72,616</u>	<u>100,000</u>	<u>100,000</u>	<u>100,000</u>
Budget Allocation	\$ 5,266,766	\$ 5,441,652	\$ 5,852,754	\$ 5,844,259	\$ 7,564,092
Authorized Positions	69	69	70	70	70

Vision and Mission: The Utility Accounting Division (UAD) is committed to the effective and efficient billing and collection of city utility revenues. UAD will continue to explore improved operations methods and new technologies in its attempt to make bill preparation and customer service more efficient and cost-effective. This focus is based on the division's belief that each of its 123,000 customers is unique and deserves to be treated with the utmost respect.

Goals and Objectives: UAD will emphasize its commitment to surpassing customer expectations and exploring technology advances as a means of meeting its mission.

Current Operations and Initiatives: As the billing agent for the solid waste, wastewater and water departments, UAD is responsible for reading 132,900 meters on a bi-monthly basis and mailing consolidated solid waste, wastewater and water utility bills to all customers on a monthly basis. The division handles all requests for service turn-ons, turn-offs and transfers in the city's 116 square mile service area. A customer service section responds to all customer billing inquiries and a credit section performs delinquent account collection activities. Estimated FY05 billings are \$176 million.

In FY05, UAD will continue exploring the possibility of adding services. The division is currently coordinating a project with the information technology department aimed at providing customers with the option of paying utility bills via automatic bill payment from a designated bank account. The division is also interested in the feasibility of instituting some form of electronic bill presentation for customers. Additionally, the division has responded to customer requests and will begin accepting credit card payments made in person at the Ybor Service Center without imposing a convenience charge. These initiatives are all consistent with UAD's goal of making bill preparation and customer service more efficient and cost-effective.

Performance Measures	FY03	FY04	FY05
	Actual	Projected	Estimated
Outside Telephone Calls	18,150	18,200	18,250
Internal Calls (walk-ins)	1,140	1,145	1,150
Collector Calls	2,500	2,500	2,500
Monthly Number of Accounts Billed For:			
Water	121,599	122,941	123,500
Wastewater	108,130	107,246	108,150
Solid Waste	82,142	82,300	82,400