

## UTILITY ACCOUNTING

RESOURCES	ACTUAL FY03	ACTUAL FY04	BUDGET FY05	PROJECTED FY05	RECOMMENDED FY06
Personnel Expenses	\$ 2,693,091	\$ 3,090,827	\$ 3,140,912	\$ 3,117,218	\$ 3,292,000
Operating Expenses	<u>2,475,498</u>	<u>4,280,404</u>	<u>4,373,148</u>	<u>4,373,148</u>	<u>4,891,840</u>
Operating Budget	\$ 5,168,589	\$ 7,371,231	\$ 7,514,060	\$ 7,490,366	\$ 8,183,840
Capital Outlay	200,447	80,647	84,362	84,362	141,001
Debt Service & Transfers	<u>72,616</u>	<u>61,997</u>	<u>100,000</u>	<u>100,000</u>	<u>100,000</u>
Budget Allocation	\$ 5,441,652	\$ 7,513,875	\$ 7,698,422	\$ 7,674,728	\$ 8,424,841
Authorized Positions	69	70	70	70	70

**Vision and Mission:** The vision of the utility accounting division (UAD) includes the core belief that each of our 124,000 customers is unique and deserves to be treated with the utmost respect. The division will strive to exceed customer expectations and provide the best customer service possible in each of the five operating sections: meter reading and service (turn-ons, turn-offs), billing, customer service, credit and collection, and solid waste inspection (vacancy credits, senior citizen discounts). As billing agent for the water, wastewater, and solid waste departments, the division strives to function in a cost-effective manner, with personnel continually improving themselves and their work practices, and through the use of the appropriate cost-effective improvements in technology.

The utility accounting division's mission is to provide the efficient, effective billing and collection of city utility revenues. The division's long-term mission includes exploring new methods of technology to make bill preparation and customer service more efficient and cost effective, and surpass customers' expectations.

**Goals and Objectives:**

- Technology Goal: Explore new methods of technology to make bill preparation and customer service more efficient and cost-effective, and surpass customers' expectations.
  - Objective 1: In order to be more fair to customers who pay their utility bills on time, the division and the information technology department are working on changes to the billing system which allow for the assessment of a late charge of 6% on all delinquent bills.
  - Objective 2: During FY06, the division plans to conduct a feasibility study on providing utility bills to customers electronically. This technology has the potential to reduce the division's paper bill preparation and postal charges.
- Customer Service Goal: The utility accounting division will emphasize its commitment to surpassing customer expectations.
  - Objective: In conjunction with the information technology department, determine the feasibility of adding an interactive voice-response system enabling customers to pay utility bills over the phone with a major credit card.

**Current Operations and Initiatives:** As the billing agent for the solid waste, wastewater and water departments, UAD is responsible for reading 133,600 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 FY06 billings are \$185 million.

Performance Measures	FY04 Actual	FY05 Projected	FY06 Estimated
Outside Telephone Calls	18,200	18,250	18,300
Internal Calls (walk-ins)	1,145	1,150	1,150
Collector Calls	2,500	2,500	2,500
Monthly Number of Accounts Billed For:			
Water	122,941	123,500	124,800
Wastewater	107,246	108,150	109,700
Solid Waste	82,300	82,400	82,400