

UTILITY ACCOUNTING

RESOURCES	ACTUAL FY04	ACTUAL FY05	BUDGET FY06	PROJECTED FY06	RECOMMENDED FY07
Personnel Expenses	\$ 3,090,827	\$ 3,202,018	\$ 3,292,000	\$ 3,126,594	\$ 3,589,058
Operating Expenses	4,280,404	4,869,541	4,947,345	4,944,815	5,175,544
Operating Budget	\$ 7,371,231	\$ 8,071,559	\$ 8,239,345	\$ 8,071,409	\$ 8,764,602
Capital Outlay	80,647	41,142	151,293	151,293	508,140
Debt Service & Transfers	61,997	62,912	100,000	100,000	100,000
Budget Allocation	\$ 7,513,875	\$ 8,175,613	\$ 8,490,638	\$ 8,322,702	\$ 9,372,742
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 126,000 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 (IVR) system which would be available 24 hours per day, 7 days per week, so that customers could pay their utility bills 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.

Current Operations and Initiatives:

- The division is currently upgrading its hand-held meter reading microprocessors with current models. The old equipment, after ten years of use, had become obsolete and difficult to repair.
- No large increase in bad debt is expected and the division expects to continue calling on delinquent accounts with its five full-time collectors.
- Growth can be adequately handled by the relatively recent addition of a meter reader and a serviceman in the meter services section.

Performance Measures	FY05	FY06	FY07
	Actual	Projected	Estimated
Total Yearly Billings (millions)	\$181.6	\$194.0	\$194.5
Utility Bills Sent (per month)	124,275	126,489	127,000
Outside Telephone Called Handled (per month)	18,250	18,250	18,300
Internal Walk-In Calls Handled (per month)	1,150	1,155	1,160
Collector Calls (per month)	2,500	2,500	2,500
Percent Yearly Billing That Becomes Net Bad Debt	0.64%	0.64%	0.70%
Division Budget as a Percent of Total Billings	4.2%	4.3%	4.4%