

Water Administration – Overview, Goals, and Objectives

Overview

Water Administration is responsible for billing and collecting revenues generated through distribution of water resources to the citizens of Nags Head. Activities include: scheduled utility billing; customer service changes; leak identification, notification, and resolution; and courteous, timely responses to customer inquiries.

The Water Administration staff is located in the Administrative Services Department, but is funded through the Water Fund, rather than the General Fund.

Goals

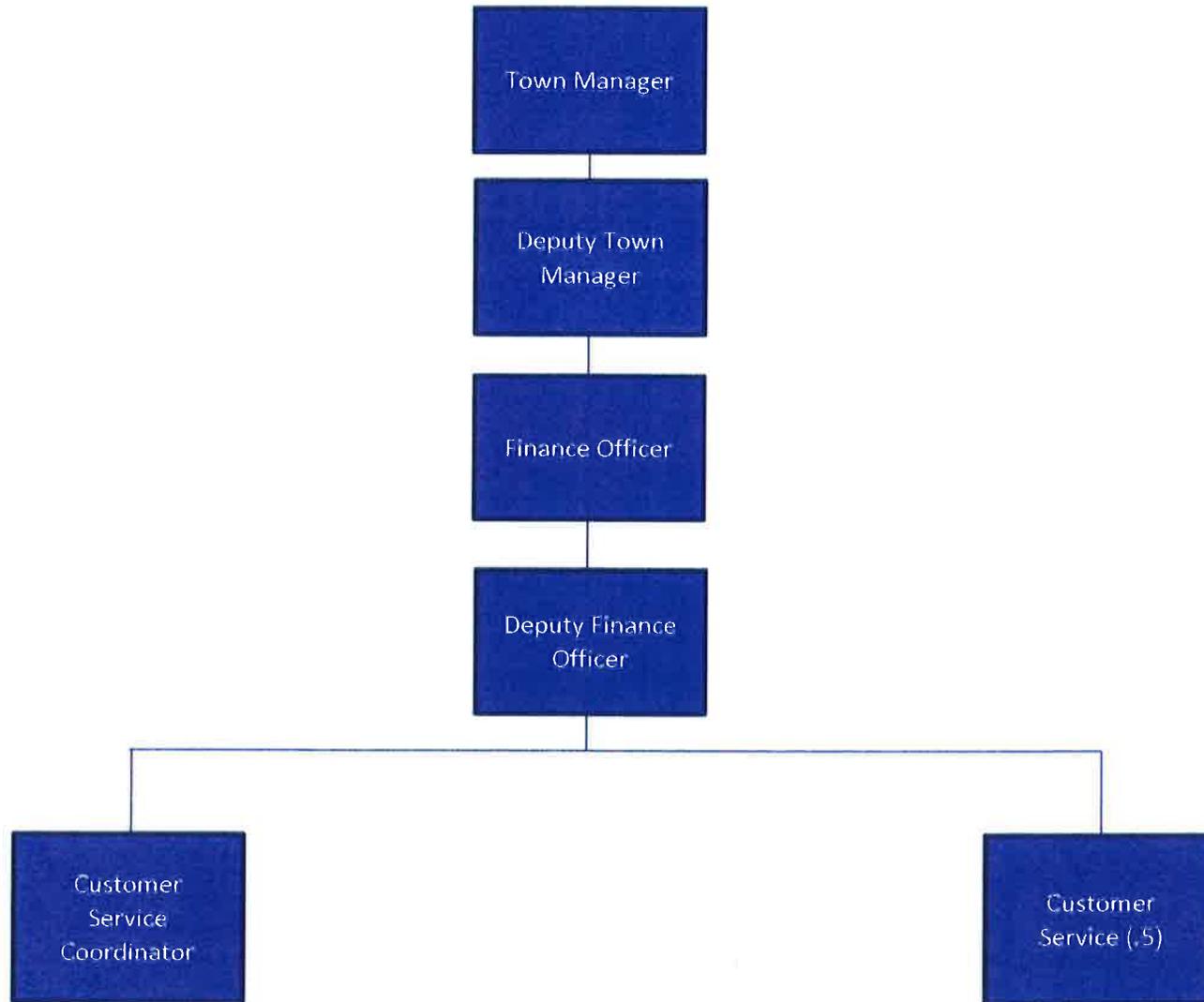
- Provide a high level of customer service through timely and accurate billing of water accounts, courteous collection of water utility revenue, and sharing of information regarding individual accounts and overall policies and procedures. (BOC Values 2, 5, and 6)

Objectives and Related Performance Indicators

- **Objective** - Timely and accurate billing of water usage with courteous collection to provide funding for the Town's water operations.
Performance Indicators –
 1. Maximize existing computer applications, such as Edmuds, to control and monitor receivables.
 2. Increase collection measures to more aggressively pursue delinquent accounts.
 3. Provide excellent customer service in the administration of water service by continuing to research and offer additional payment options to customers for increased convenience (current payment options include electronic funds transfer, mail, Town Hall drop box, Town Hall front desk, and payment by credit card and echecks through Official Payments, WIPP, and virtual terminal).
 4. Expand use of e-billing water bills for increased efficiency and reduced costs
- **Objective** - Share information with customers to allow them to better manage their water service
Performance Indicators -
 1. Include informative messages such as reminders and important dates on bottom of water bills.
 2. Increase customer online access to: account history, payment status, forms, policy, and other account information.
 3. Continue to inform customers of leaks or unusual water usage to allow for timely customer response to minimize both cost and unnecessary water loss.

Water Administration

Organization and Staffing



Water Administration – Budget Highlights

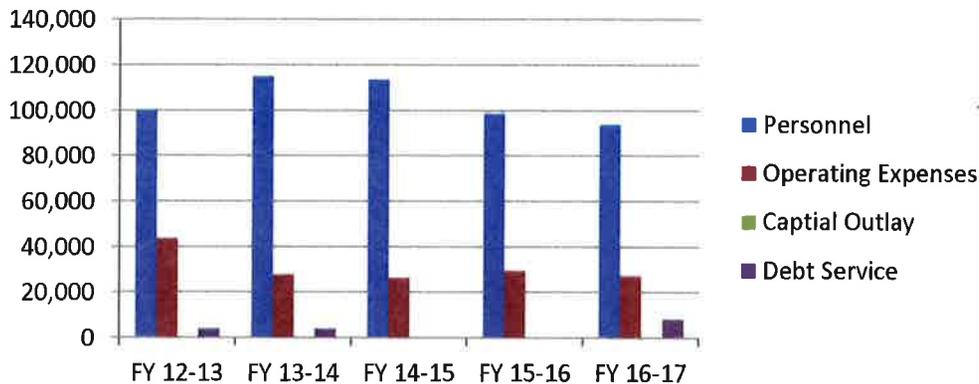
Highlights

- Funds in the amount of \$10,855 are included for a 2% salary adjustment for all Water Fund employees, budgeted departmentally.
- Employee insurance renewal rates for the Fiscal Year 2016-2017 plan year decreased by 6% for both active employees and retirees.
- Cost allocation to the General Fund reflects a formula that includes the cost of actual services provided.
- Capital outlay funding of \$39,925 is included for new utility billing software, which will be financed over five years of in payments of \$8,783 per year.
- Funding of \$3,963 is included for the implementation of a pay and class study, budgeted departmentally.

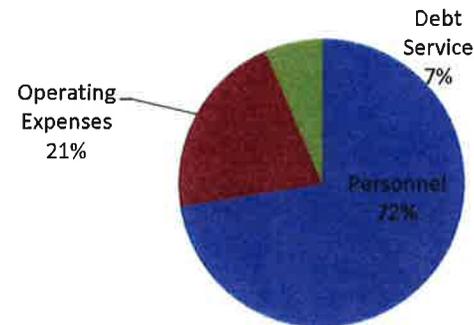
Expenditures by Function

	FY 2015-2016		FY 2016-2017		Percent
	<u>Adopted</u>		<u>Recommended</u>		<u>Change</u>
Personnel Services	\$ 98,743	\$	93,996		-4.81%
Operating Expenses	\$ 29,679	\$	27,279		-8.09%
Debt Service	\$	\$	8,464		100.00%
Total	\$ 128,422	\$	129,739		1.03%

Fiscal Year 2016-2017 Recommended Expenditures and Adopted Expenditure History



Fiscal Year 2016-2017 Recommended Expenditures by Function



Town of Nags Head
Recommended Budget
For the Fiscal Year 2016-2017

Department: <i>Water Administration</i>		Departmental	Manager's	Adopted	Adjusted	Estimated Actual	Actual	Actual
Account Number	Account Description	Requested	Recommended	Budget	Budget	Expenditures	Expenditures	Expenditures
		2016-2017	2016-2017	2015-2016	2015-2016	2015-2016	2014-2015	2013-2014
PERSONNEL SERVICES								
61-720-6-5102-00	SALARIES/WAGES - REGULAR	\$ 60,172	\$ 60,172	\$ 57,564	\$ 58,992	\$ 58,992	\$ 56,826	\$ 58,546
61-720-6-5102-01	SALARIES - LONGEVITY PAY	1,701	1,701	1,643	1,667	1,667	1,603	2,532
61-720-6-5103-00	SALARIES/WAGES - PARTTIME	-	-	-	-	-	1,794	1,126
61-720-6-5206-00	FICA TAX	4,733	4,733	4,530	4,597	4,000	4,018	4,487
61-720-6-5207-00	GROUP HEALTH INSURANCE	21,686	21,686	21,584	21,584	20,000	16,950	19,631
61-720-6-5208-00	RETIREMENT	4,471	4,471	3,990	4,049	4,000	3,977	4,609
61-720-6-5210-00	401 K	1,233	1,233	98	99	231	140	414
61-720-6-5218-00	COST OF LIVING ADJUSTMENT	-	-	9,334	-	-	-	-
	Subtotal Personnel Services	\$ 93,996	\$ 93,996	\$ 98,743	\$ 90,988	\$ 88,890	\$ 85,308	\$ 91,345
OPERATIONS								
61-720-6-5320-00	TRAINING	\$ 1,350	\$ 1,350	\$ 1,350	\$ 1,350	\$ 1,313	\$ 335	\$ 221
61-720-6-5325-00	POSTAGE	11,860	11,860	11,860	11,860	10,000	10,047	9,936
61-720-6-5433-00	DEPARTMENT SUPPLIES	2,450	2,450	5,350	5,350	5,350	4,849	1,394
61-720-6-5436-00	MAINT/REPAIR EQUIPMENT	2,000	2,000	1,500	1,500	1,366	797	797
61-720-6-5445-00	CONTRACTED SERVICES	4,619	4,619	4,619	5,619	5,619	4,619	3,474
61-720-6-5550-00	DEPRECIATION EXPENSE	-	-	-	-	-	287,647	263,290
61-720-6-5551-00	BAD DEBT EXPENSE	5,000	5,000	5,000	5,000	5,000	-	5,000
	Subtotal Operations	\$ 27,279	\$ 27,279	\$ 29,679	\$ 30,679	\$ 28,648	\$ 308,293	\$ 284,112
COST REIMBURSEMENT								
61-720-6-5699-00	COST REIMBURSEMENT	\$ -	\$ -	\$ -	\$ 26,130	\$ 26,130	\$ 29,280	\$ 71,404
DEBT SERVICE								
61-720-6-5781-00	L/P PRINCIPAL	\$ 8,464	\$ 8,464	\$ -	\$ -	\$ -	\$ -	\$ -
61-720-6-5785-00	VENDOR FINANCING	-	-	-	-	-	-	4,263
	Subtotal Debt Service	\$ 8,464	\$ 8,464	\$ -	\$ -	\$ -	\$ -	\$ 4,263
	Totals	\$ 129,739	\$ 129,739	\$ 128,422	\$ 147,797	\$ 143,668	\$ 422,881	\$ 451,124

**Town of Nags Head
Recommended Budget
For the Fiscal Year 2016-2017**

Water Administration

Description of Capital Items	Department Requested 2016 - 2017	Manager's Recommended 2016 - 2017
<i>New Lease Payments</i>		
1. Utility billing software at a cost of \$39,925	\$ 8,464	\$ 8,464
<i>Total New Lease Payments</i>	\$ 8,464	\$ 8,464

**Town of Nags Head
Recommended Budget
For the Fiscal Year 2016-2017**

Department: *Interfund-Water Fund*

Account Number	Account Description	Departmental Requested 2016-2017	Manager's Recommended 2016-2017	Adopted Budget 2015-2016	Adjusted Budget 2015-2016	Estimated Actual Expenditures 2015-2016	Actual Expenditures 2014-2015	Actual Expenditures 2013-2014
61-900-8-5900-81	CONTRIB. TO GENERAL FUND	\$ 556,830	\$ 556,830	\$ 542,618	\$ -	\$ -	\$ -	\$ -
61-900-9-5999-00	CONTINGENCY 3	50,000	50,000	50,000	50,000	-	-	-
	TOTAL	\$ 606,830	\$ 606,830	\$ 592,618	\$ 50,000	\$ -	\$ -	\$ -