

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 Edmunds, 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 provide customers of leak or unusual usage to allow for timely customer response to minimize both cost and unnecessary water loss.

Performance Measures

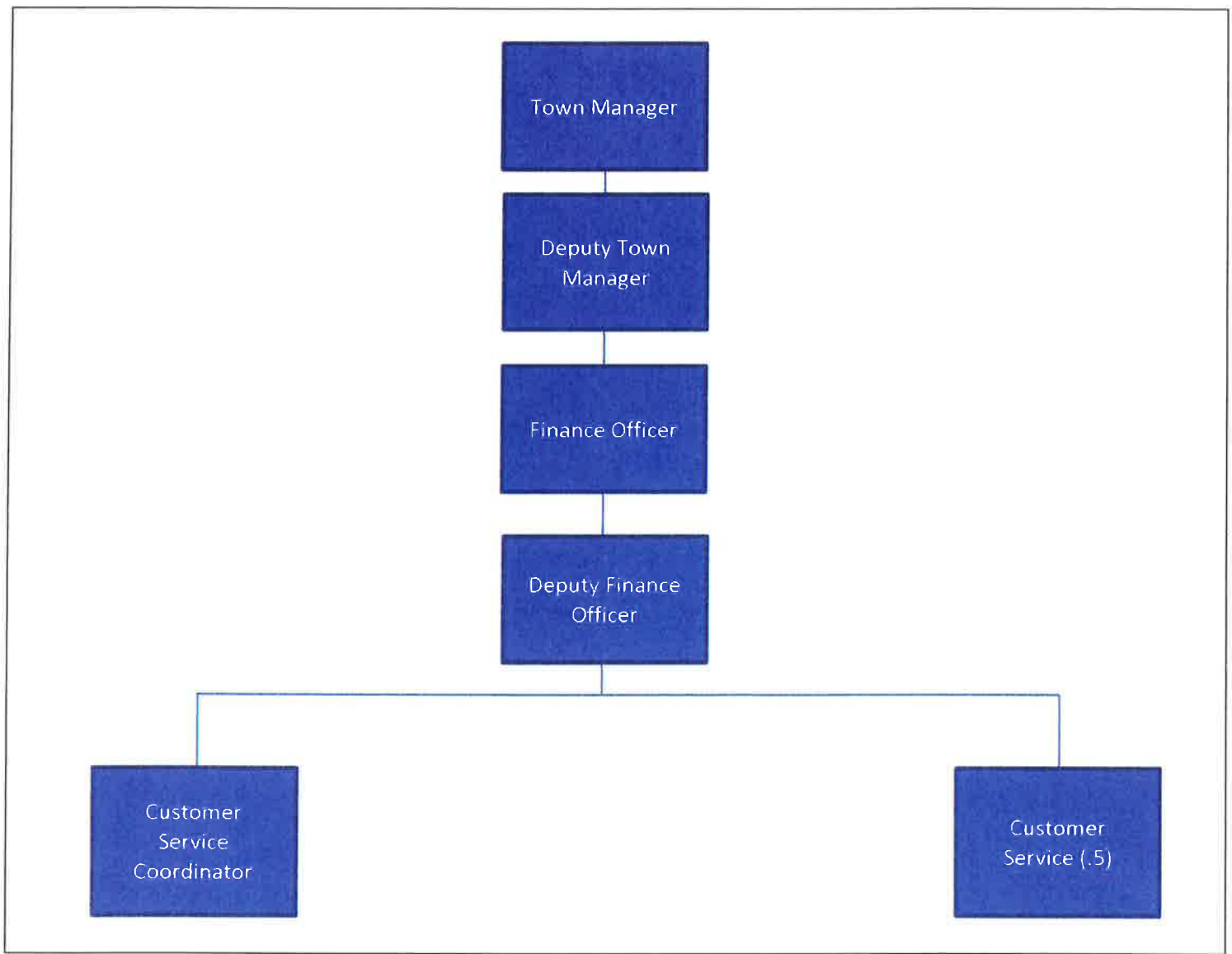
E-Billing

As of April 30, 2015

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Water Administration

Organization and Staffing



Water Administration – Budget Highlights

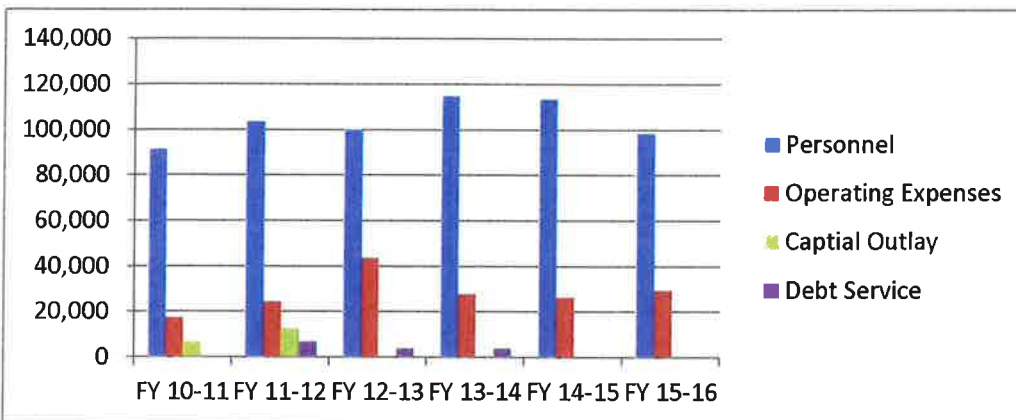
Highlights

- Funds in the amount of \$9,329 are included for a 1.5% cost of living adjustment for all Water Fund employees.
- Funds of \$11,860 are included for mailing water bills.

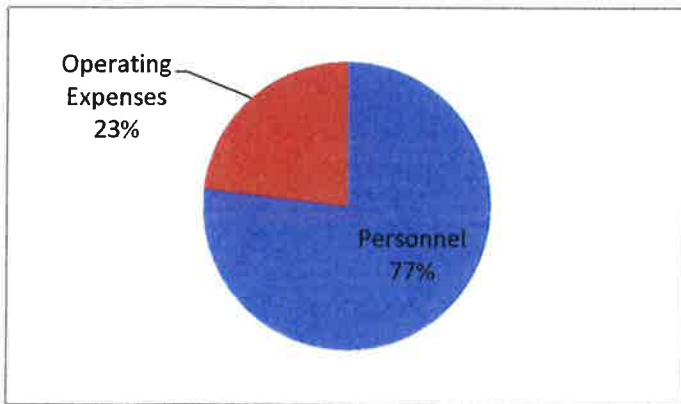
Expenditures by Function

	FY 2014-2015 <u>Adopted</u>	FY 2015-2016 <u>Recommended</u>	Percent <u>Change</u>
Personnel Services	\$ 113,711	\$ 98,624	-11.63%
Operating Expenses	\$ 26,669	\$ 29,679	11.29%
Total	\$ 140,380	\$ 128,303	-7.21%

Adopted Expenditure History/Recommended Expenditures for FY 15-16



Recommended Fiscal Year 2015-2016 Expenditures by Function



Range of Expend Accounts: 61-720-0-0000-00 to 61-999-9-9999-99
For Budget: %PY = ((Budgeted / (Appropriated + Transfers)) - 1) * 100

Description	2011	2012	2013	2014	***** 2015 *****	***** 2016 *****	***** 2016 *****	***** 2016 *****	***** 2016 *****	***** 2016 *****
Budget Account Number	Approp Actual	Approp Actual	Approp Actual	Approp Actual	Approp Actual	Estimated Full Year Actual	Requested	Admin. Recmnd	Budgeted	%PY
WATER ADMINISTRATION										
61-720-6-0000-00										
SALARIES/WAGES - REGULAR										
61-720-6-5102-00	0.00	60,847.00	62,112.00	64,352.00	60,531.00		57,564.00	57,564.00		0.00
	0.00	62,745.36	61,891.03	58,546.13	41,676.86	0.00				
SALARIES - LONGEVITY PAY										
61-720-6-5102-01	0.00	1,597.00	2,434.00	2,532.00	2,570.00		1,643.00	1,643.00		0.00
	0.00	837.52	2,482.44	2,532.08	1,602.52	0.00				
SALARIES/WAGES - PARTTIME										
61-720-6-5103-00	0.00	6,245.00	0.00	0.00	1,800.00					0.00
	0.00	6,867.00	0.00	1,126.40	1,794.10	0.00				
OVERTIME PAY										
61-720-6-5104-00	0.00	0.00	0.00	0.00	0.00					0.00
	0.00	0.00	0.00	0.00	0.00	0.00				
HOLIDAY PAY										
61-720-6-5105-00	0.00	0.00	0.00	0.00	0.00					0.00
	0.00	0.00	0.00	0.00	0.00	0.00				
FICA TAX										
61-720-6-5206-00	0.00	5,130.00	4,938.00	5,160.00	5,036.00		4,530.00	4,530.00		0.00
	0.00	4,791.95	4,386.64	4,486.92	3,210.87	0.00				
GROUP HEALTH INSURANCE										
61-720-6-5207-00	0.00	21,352.00	22,342.00	23,328.00	26,499.00		23,887.00	21,511.00		0.00
	0.00	20,730.61	21,493.90	19,631.10	13,771.96	0.00				
RETIRES GROUP HEALTH INSUR										
61-720-6-5207-01	0.00	0.00	0.00	0.00	0.00					0.00
	0.00	0.00	0.00	0.00	0.00	0.00				
EMPLOYEE DENTAL										
61-720-6-5207-10	0.00	0.00	0.00	0.00	0.00					0.00
	0.00	0.00	0.00	0.00	0.00	0.00				

Description Budget Account Number	2011	2012	2013	2014	***** 2015 *****		***** 2016 *****			%PY
	Approp Actual	Approp Actual	Approp Actual	Approp Actual	Approp Actual	Estimated Full Year	Requested	Admin. Recmnd	Budgeted	
CLASS: 61-720-6-0000-00 WATER ADMINISTRATION										
61-720-6-5207-20	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00					0.00
RETIREMENT										
61-720-6-5208-00	0.00 0.00	4,347.00 2,941.54	4,351.00 4,013.74	4,768.00 4,608.57	4,656.00 3,176.07		3,949.00	3,949.00		0.00
401 K										
61-720-6-5210-00	0.00 0.00	625.00 422.27	646.00 595.52	1,375.00 413.70	1,338.00 73.81		1,318.00	98.00		0.00
PAY FOR PERFORMANCE										
61-720-6-5212-00	0.00 0.00	0.00 0.00	5,023.00 0.00	540.00 0.00	0.00 0.00					0.00
IMPLEMENTATION OF PAY PLAN										
61-720-6-5216-00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00					0.00
PERSONNEL COMMITTEE										
61-720-6-5217-00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00					0.00
COST OF LIVING ADJUSTMENT										
61-720-6-5218-00	0.00 0.00	1,061.00 1,060.50	1,162.00 1,161.50	0.00 0.00	0.00 0.00		9,329.00	9,329.00		0.00
STORM DAMAGES/REPAIRS/COSTS										
61-720-6-5319-99	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00					0.00
TRAINING										
61-720-6-5320-00	0.00 0.00	2,245.00 370.80	1,000.00 0.00	1,000.00 0.00	600.00 150.00		600.00	600.00		0.00
COMPUTER TRAINING										
61-720-6-5320-01	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00					0.00
SAFETY TRAINING										
61-720-6-5320-02	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00					0.00

OSHA COMPLIANCE COSTS

Description Budget Account Number	2011 Approp Actual	2012 Approp Actual	2013 Approp Actual	2014 Approp Actual	***** 2015 ***** Approp Actual	***** Estimated Full Year	***** Requested	***** 2016 ***** Admin. Recmnd	***** Budgeted	%PY
CLASS: 61-720-6-0000-00 WATER ADMINISTRATION										
61-720-6-5320-03	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
BUILDING/EQUIPMENT RENTAL										
61-720-6-5321-00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
TELEPHONE										
61-720-6-5322-00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
TRAVEL										
61-720-6-5324-00	0.00 0.00	500.00 0.00	750.00 0.00	750.00 221.45	750.00 0.00	0.00 0.00	750.00	750.00	_____	0.00
POSTAGE										
61-720-6-5325-00	0.00 0.00	9,600.00 9,598.69	11,200.00 10,144.16	11,300.00 9,935.74	11,500.00 8,161.46	0.00 0.00	11,860.00	11,860.00	_____	0.00
ADVERTISING										
61-720-6-5326-00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
PRINTING										
61-720-6-5327-00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
FUEL COSTS										
61-720-6-5431-00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
STREET SUPPLIES										
61-720-6-5432-00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
DEPARTMENT SUPPLIES										
61-720-6-5433-00	0.00 0.00	2,290.00 3,128.73	2,400.00 1,350.05	3,600.00 1,394.14	5,100.00 4,538.86	0.00 0.00	5,350.00	5,350.00	_____	0.00
OTHER SUPPLIES										
61-720-6-5434-00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00

Description	2011	2012	2013	2014	***** 2015 *****	***** 2016 *****	***** 2016 *****	***** 2016 *****	***** 2016 *****	%PY
Budget Account Number	Approp Actual	Approp Actual	Approp Actual	Approp Actual	Approp Actual	Estimated Full Year	Requested	Admin. Recmnd	Budgeted	
CLASS: 61-720-6-0000-00	WATER ADMINISTRATION									
61-720-6-5434-05	0.00	0.00	0.00	0.00	0.00					0.00
	0.00	0.00	0.00	0.00	0.00	0.00				
MAINT/REPAIR BUILDINGS										
61-720-6-5435-00	0.00	0.00	2,250.00	0.00	0.00					0.00
	0.00	0.00	0.00	0.00	0.00	0.00				
MAINT/REPAIR EQUIPMENT										
61-720-6-5436-00	0.00	2,500.00	2,250.00	1,500.00	2,000.00		1,500.00	1,500.00		0.00
	0.00	0.00	796.88	796.88	796.88	0.00				
MAINT/REPAIR COMPUTER EQUIP.										
61-720-6-5436-01	0.00	0.00	0.00	0.00	0.00					0.00
	0.00	0.00	0.00	0.00	0.00	0.00				
VEHICLE MAINTENANCE										
61-720-6-5437-00	0.00	0.00	0.00	0.00	0.00					0.00
	0.00	0.00	0.00	0.00	0.00	0.00				
UNIFORMS										
61-720-6-5439-00	0.00	0.00	0.00	0.00	0.00					0.00
	0.00	0.00	0.00	0.00	0.00	0.00				
PROFESSIONAL FEES										
61-720-6-5440-00	0.00	0.00	0.00	0.00	0.00					0.00
	0.00	0.00	0.00	0.00	0.00	0.00				
CONTRACTED SERVICES										
61-720-6-5445-00	0.00	4,580.00	4,700.00	4,700.00	4,619.00		4,619.00	4,619.00		0.00
	0.00	3,836.00	4,618.50	3,473.50	4,618.50	0.00				
CONTRACTED SERVICES - GIS										
61-720-6-5445-06	0.00	0.00	0.00	0.00	0.00					0.00
	0.00	0.00	0.00	0.00	0.00	0.00				
DRAINAGE										
61-720-6-5446-00	0.00	0.00	0.00	0.00	0.00					0.00
	0.00	0.00	0.00	0.00	0.00	0.00				
PURCHASES FOR RESALE										
61-720-6-5448-00	0.00	0.00	0.00	0.00	0.00					0.00
	0.00	0.00	0.00	0.00	0.00	0.00				
DEPRECIATION EXPENSE										

Description Budget Account Number	2011 Approp Actual	2012 Approp Actual	2013 Approp Actual	2014 Approp Actual	***** 2015 ***** Approp Actual	***** Estimated Full Year	***** Requested	***** 2016 ***** Admin. Recmnd	***** Budgeted	%PY
CLASS: 61-720-6-0000-00 WATER ADMINISTRATION										
61-720-6-5550-00	0.00 0.00	0.00 0.00	0.00 250,373.07	0.00 263,290.10	0.00 0.00	0.00				0.00
BAD DEBT EXPENSE										
61-720-6-5551-00	0.00 0.00	3,000.00 3,000.00	6,000.00 5,000.00	5,000.00 5,000.00	5,000.00 0.00	0.00	5,000.00	5,000.00		0.00
DUES AND SUBSCRIPTIONS										
61-720-6-5553-00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00				0.00
INSURANCE										
61-720-6-5554-00	0.00 0.00	0.00 0.00	30.00 0.00	0.00 0.00	0.00 0.00	0.00				0.00
COST REIMBURSEMENT										
61-720-6-5699-00	0.00 0.00	71,404.00 71,404.00	71,404.00 71,404.00	71,404.00 71,404.00	29,280.00 29,280.00	0.00				0.00
CAPITAL OUTLAY LAND										
61-720-6-5771-00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00				0.00
CAPITAL OUTLAY BUILDINGS										
61-720-6-5772-00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00				0.00
CAPITAL OUTLAY OTHER										
61-720-6-5773-00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00				0.00
CAPITAL OUTLAY EQUIPMENT										
61-720-6-5774-00	0.00 0.00	12,644.00 11,627.34	0.00 0.00	0.00 0.00	0.00 0.00	0.00				0.00
CAPITAL OUTLAY BUDGETARY										
61-720-6-5774-33	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00				0.00
L/P PRINCIPAL										
61-720-6-5781-00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00				0.00

L/P INTEREST

Description	2011	2012	2013	2014	***** 2015 *****	***** 2016 *****				%PY
Budget Account Number	Approp Actual	Approp Actual	Approp Actual	Approp Actual	Approp Actual	Estimated Full Year	Requested	Admin. Recmnd	Budgeted	
CLASS: 61-720-6-0000-00	WATER ADMINISTRATION									
61-720-6-5782-00	0.00	0.00	0.00	0.00	0.00					0.00
	0.00	0.00	0.00	0.00	0.00	0.00				
VENDOR FINANCING										
61-720-6-5785-00	0.00	5,108.00	4,264.00	4,263.00	0.00					0.00
	0.00	5,107.50	4,263.25	4,263.25	0.00	0.00				
Control Total	0.00	215,075.00	209,256.00	205,572.00	161,279.00		131,899.00	128,303.00	0.00	0.00
	0.00	208,469.81	443,974.68	451,123.96	112,851.89	0.00				

Description	2011	2012	2013	2014	***** 2015 *****	***** 2016 *****	***** 2016 *****	***** 2016 *****	***** 2016 *****	***** 2016 *****
Budget Account Number	Approp Actual	Approp Actual	Approp Actual	Approp Actual	Approp Actual	Estimated Full Year	Requested	Admin. Recmnd	Budgeted	%PY
CLASS: 61-900-9-0000-00	CONTINGENCY									
CONTINGENCY										
61-900-9-0000-00										
CONTINGENCY										
61-900-9-5999-00	0.00	50,000.00	50,000.00	50,000.00	50,000.00		50,000.00	50,000.00		0.00
	0.00	0.00	0.00	0.00	0.00	0.00				
Control Total	0.00	50,000.00	50,000.00	50,000.00	50,000.00		50,000.00	50,000.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00				
Budgeted Total	0.00	2,817,733.00	2,925,403.00	2,991,129.00	3,087,490.80		3,496,931.00	3,257,971.00	0.00	0.00
	0.00	2,759,474.54	2,898,372.12	2,982,700.77	2,415,512.77	53,300.00				
Non-Budget Total	0.00	0.00	0.00	0.00	0.00		0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00				
Budget Fund Total	0.00	2,817,733.00	2,925,403.00	2,991,129.00	3,087,490.80		3,496,931.00	3,257,971.00	0.00	0.00
	0.00	2,759,474.54	2,898,372.12	2,982,700.77	2,415,512.77	53,300.00				
Year Total	0.00	2,817,733.00	2,925,403.00	2,991,129.00	3,087,490.80		3,496,931.00	3,257,971.00	0.00	0.00
	0.00	2,759,474.54	2,898,372.12	2,982,700.77	2,415,512.77	53,300.00				

WF CONTINGENCY

	ADOPTED 2006-07	ADOPTED 2007-08	ADOPTED 2008-09	ADOPTED 2009-10	ADOPTED 2010-11	ADOPTED 2011-12	ADOPTED 2012-13	ADOPTED 2013-14	ADOPTED 2014-15	RECOMMENDED 2015-2016
NON-OPERATING CONTINGENCY	\$25,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000
<u>TOTAL</u>	<u>\$25,000</u>	<u>\$50,000</u>	<u>\$50,000</u>	<u>\$50,000</u>	<u>\$50,000</u>	<u>\$50,000</u>	<u>\$50,000</u>	<u>\$50,000</u>	<u>\$50,000</u>	<u>\$50,000</u>

Summary of year to date transfers: (through 4/30/15)

\$0

\$50,000 Remaining at 4/30/15

Description Budget Account Number	2011 Approp Actual	2012 Approp Actual	2013 Approp Actual	2014 Approp Actual	***** 2015 ***** Approp Actual	***** Estimated Full Year	***** Requested	***** 2016 ***** Admin. Recmnd	***** Budgeted	%PY
CLASS: 61-900-8-0000-00 INTERFUND										
INTERFUND										
61-900-8-0000-00										
CONTRIB. TO GENERAL FUND										
61-900-8-5900-81	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	542,618.00	542,618.00	_____	0.00
CONTRIB. TO CAP RESERVE FUND										
61-900-8-5900-82	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
CONTRIB TO CAPITAL PROJ FUND										
61-900-8-5900-83	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
CONTRIB. TO INTERNAL SERV FUND										
61-900-8-5900-84	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
CONTRIB TO WATER FUND										
61-900-8-5900-85	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
CONTRIB TO NAGS HEAD LEASING										
61-900-8-5900-86	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
CONTRI. TO UNDESIGN. RET. ERNGS										
61-900-8-5900-87	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
REPAY INTERFUND DEBT PRINCIPAL										
61-900-8-5900-88	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
ADVANCE TO GENERAL FUND - LOAN										
61-900-8-5901-81	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
Control Total	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	542,618.00	542,618.00	0.00	0.00