

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. Initiation of e-billing water bills for increased efficiency and reduced costs

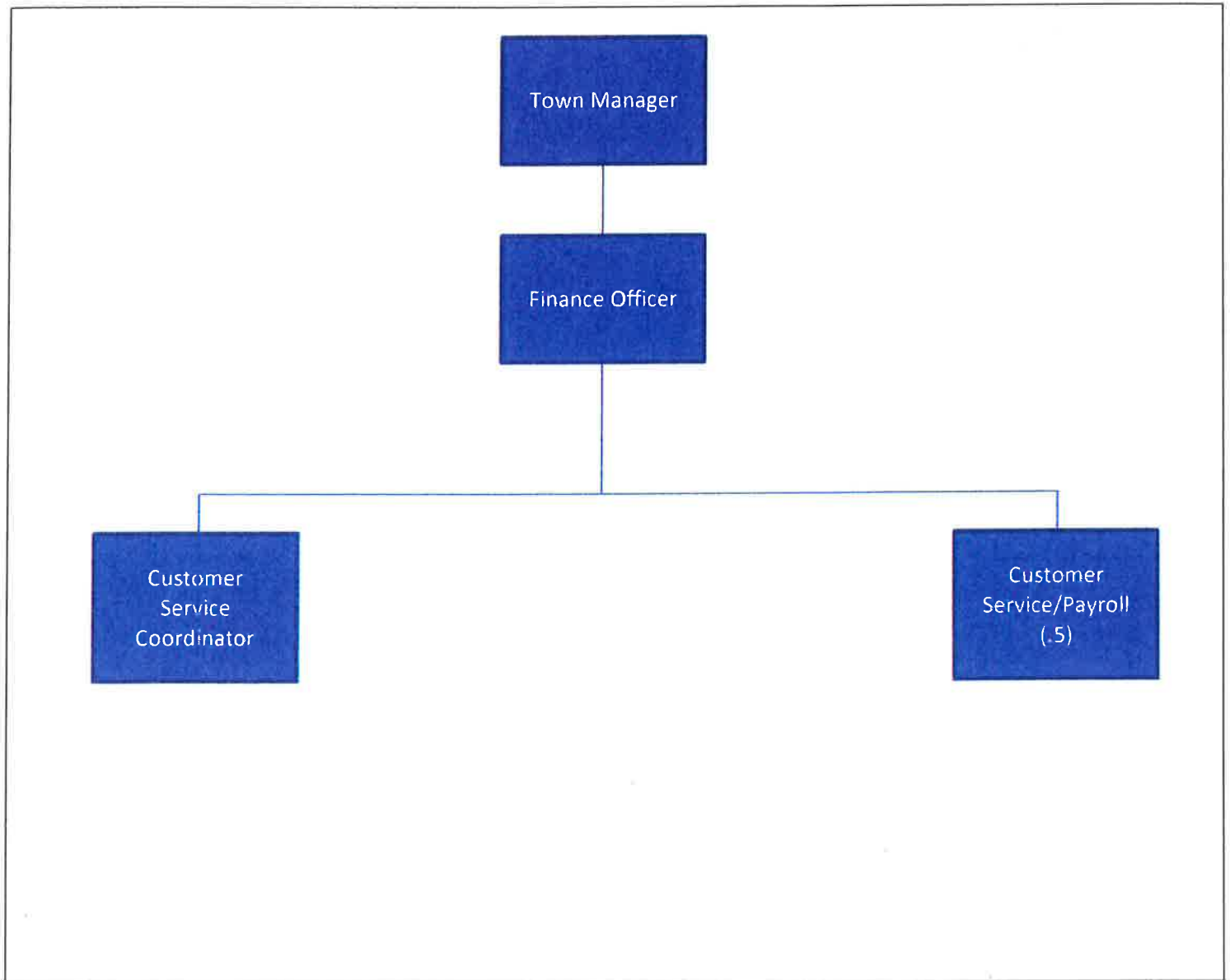
- **Objective** - Share information with customers to allow them to better manage their water service

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.

Water Administration

Organization and Staffing



Water Administration – Budget Highlights

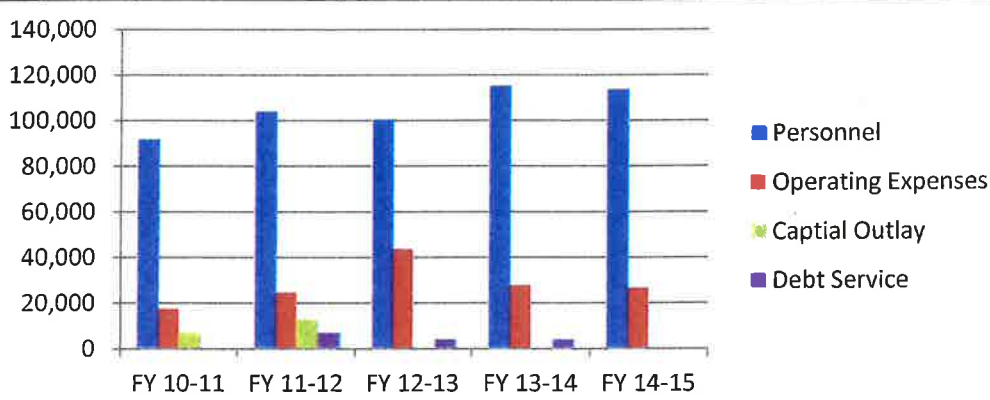
Highlights

- Funds in the amount of \$10,690 are included for a 2% cost of living adjustment.
- Funds of \$11,500 are included for mailing water bills.

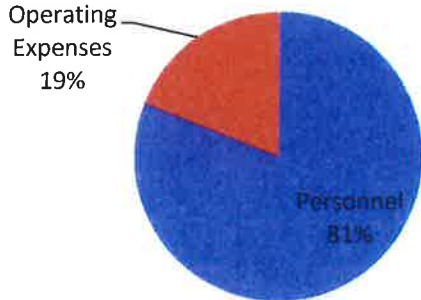
Expenditures by Function

		FY 2013-2014 <u>Adopted</u>	FY 2014-2015 <u>Recommended</u>	Percent <u>Change</u>
Personnel Services	\$	115,261	\$ 113,711	-1.34%
Operating Expenses	\$	27,850	\$ 26,669	-4.24%
Debt Service	\$	4,263	\$ 0	-100.00%
Total	\$	147,374	\$ 140,380	-4.75%

Adopted Expenditure History



Recommended Fiscal Year 2014-2015 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 Budget Account Number		2010	2011	2012	2013	2014	***** Year 2015 *****			%PY
		Approp Actual	Approp Actual	Approp Actual	Approp Actual	Approp Actual	Requested	Admin. Recmnd	Budgeted	
WATER ADMINISTRATION										
61-720-6-0000-00	C									
SALARIES/WAGES - REGULAR										
61-720-6-5102-00	S	0.00 0.00	0.00 0.00	60,847.00 62,745.36	62,112.00 61,891.03	63,302.00 52,422.47	63,362.00	63,362.00		0.00
SALARIES - LONGEVITY PAY										
61-720-6-5102-01	S	0.00 0.00	0.00 0.00	1,597.00 837.52	2,434.00 2,482.44	2,532.00 1,742.68	2,532.00	2,532.00		0.00
SALARIES/WAGES - PARTTIME										
61-720-6-5103-00	S	0.00 0.00	0.00 0.00	6,245.00 6,867.00	0.00 0.00	0.00 0.00				0.00
OVERTIME PAY										
61-720-6-5104-00	S	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	S	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	S	0.00 0.00	0.00 0.00	5,130.00 4,791.95	4,938.00 4,386.64	5,420.00 3,691.71	5,041.00	5,041.00		0.00
GROUP HEALTH INSURANCE										
61-720-6-5207-00	S	0.00 0.00	0.00 0.00	21,352.00 20,730.61	22,342.00 21,493.90	23,328.00 18,894.91	26,650.00	26,044.00		0.00
RETIRES GROUP HEALTH INSUR										
61-720-6-5207-01	S	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	S	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00				0.00
EMPLOYEE LIFE										
61-720-6-5207-20	S	0.00	0.00	0.00	0.00	0.00				0.00

Description Budget Account Number		2010	2011	2012	2013	2014	***** Year 2015 *****			%PY
		Approp Actual	Approp Actual	Approp Actual	Approp Actual	Approp Actual	Requested	Admin. Recmnd	Budgeted	
CLASS: 61-720-6-0000-00		WATER ADMINISTRATION								
		0.00	0.00	0.00	0.00	0.00				
RETIREMENT										
61-720-6-5208-00	S	0.00 0.00	0.00 0.00	4,347.00 2,941.54	4,351.00 4,013.74	5,008.00 3,818.95	4,724.00	4,724.00	_____	0.00
401 K										
61-720-6-5210-00	S	0.00 0.00	0.00 0.00	625.00 422.27	646.00 595.52	1,416.00 329.16	1,318.00	1,318.00	_____	0.00
PAY FOR PERFORMANCE										
61-720-6-5212-00	S	0.00 0.00	0.00 0.00	0.00 0.00	5,023.00 0.00	5,000.00 0.00	_____	_____	_____	0.00
IMPLEMENTATION OF PAY PLAN										
61-720-6-5216-00	S	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	S	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	S	0.00 0.00	0.00 0.00	1,061.00 1,060.50	1,162.00 1,161.50	0.00 0.00	10,852.00	10,690.00	_____	0.00
STORM DAMAGES/REPAIRS/COSTS										
61-720-6-5319-99	S	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	S	0.00 0.00	0.00 0.00	2,245.00 370.80	1,000.00 0.00	1,000.00 0.00	1,000.00	600.00	_____	0.00
COMPUTER TRAINING										
61-720-6-5320-01	S	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	S	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										
61-720-6-5320-03	S	0.00	0.00	0.00	0.00	0.00	_____	_____	_____	0.00

Description Budget Account Number		2010	2011	2012	2013	2014	***** Year 2015 *****			%PY
		Approp Actual	Approp Actual	Approp Actual	Approp Actual	Approp Actual	Requested	Admin. Recmnd	Budgeted	
CLASS: 61-720-6-0000-00		WATER ADMINISTRATION								
		0.00	0.00	0.00	0.00	0.00				
BUILDING/EQUIPMENT RENTAL										
61-720-6-5321-00	S	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	S	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	S	0.00 0.00	0.00 0.00	500.00 0.00	750.00 0.00	750.00 0.00	750.00	750.00	_____	0.00
POSTAGE										
61-720-6-5325-00	S	0.00 0.00	0.00 0.00	9,600.00 9,598.69	11,200.00 10,144.16	11,300.00 8,628.46	12,900.00	11,500.00	_____	0.00
ADVERTISING										
61-720-6-5326-00	S	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	S	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	S	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	S	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	S	0.00 0.00	0.00 0.00	2,290.00 3,128.73	2,400.00 1,350.05	3,600.00 205.53	2,650.00	2,200.00	_____	0.00
OTHER SUPPLIES										
61-720-6-5434-00	S	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
OTHER SUPPLIES - COMPUTER										
61-720-6-5434-05	S	0.00	0.00	0.00	0.00	0.00	_____	_____	_____	0.00

Description Budget Account Number		2010	2011	2012	2013	2014	***** Year 2015 *****			%PY
		Approp Actual	Approp Actual	Approp Actual	Approp Actual	Approp Actual	Requested	Admin. Recmnd	Budgeted	
CLASS: 61-720-6-0000-00		WATER ADMINISTRATION								
		0.00	0.00	0.00	0.00	0.00				
MAINT/REPAIR BUILDINGS										
61-720-6-5435-00	S	0.00	0.00	0.00	2,250.00	0.00				0.00
		0.00	0.00	0.00	0.00	0.00				
MAINT/REPAIR EQUIPMENT										
61-720-6-5436-00	S	0.00	0.00	2,500.00	2,250.00	1,500.00	2,500.00	2,000.00		0.00
		0.00	0.00	0.00	796.88	0.00				
MAINT/REPAIR COMPUTER EQUIP.										
61-720-6-5436-01	S	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	S	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	S	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	S	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	S	0.00	0.00	4,580.00	4,700.00	4,700.00	4,619.00	4,619.00		0.00
		0.00	0.00	3,836.00	4,618.50	3,473.50				
CONTRACTED SERVICES - GIS										
61-720-6-5445-06	S	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	S	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	S	0.00	0.00	0.00	0.00	0.00				0.00
		0.00	0.00	0.00	0.00	0.00				
DEPRECIATION EXPENSE										
61-720-6-5550-00	S	0.00	0.00	0.00	0.00	0.00				0.00

Description		2010	2011	2012	2013	2014	***** Requested	***** Year 2015 Admin. Recmnd	***** Budgeted	%PY
Budget Account Number		Approp Actual	Approp Actual	Approp Actual	Approp Actual	Approp Actual				
CLASS: 61-720-6-0000-00		WATER ADMINISTRATION								
		0.00	0.00	0.00	250,373.07	0.00				
BAD DEBT EXPENSE										
61-720-6-5551-00	S	0.00	0.00	3,000.00	6,000.00	5,000.00	5,000.00	5,000.00		0.00
		0.00	0.00	3,000.00	5,000.00	0.00				
DUES AND SUBSCRIPTIONS										
61-720-6-5553-00	S	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	S	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	S	0.00	0.00	71,404.00	71,404.00	71,404.00				0.00
		0.00	0.00	71,404.00	71,404.00	71,404.00				
CAPITAL OUTLAY LAND										
61-720-6-5771-00	S	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	S	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	S	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	S	0.00	0.00	12,644.00	0.00	0.00				0.00
		0.00	0.00	11,627.34	0.00	0.00				
CAPITAL OUTLAY BUDGETARY										
61-720-6-5774-33	S	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	S	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										
61-720-6-5782-00	S	0.00	0.00	0.00	0.00	0.00				0.00

Description Budget Account Number	2010	2011	2012	2013	2014	***** Year 2015 *****			
	Approp Actual	Approp Actual	Approp Actual	Approp Actual	Approp Actual	Requested	Admin. Recmnd	Budgeted	%PY
CLASS: 61-720-6-0000-00 WATER ADMINISTRATION	0.00	0.00	0.00	0.00	0.00				
VENDOR FINANCING									
61-720-6-5785-00 s	0.00	0.00	5,108.00	4,264.00	4,263.00				0.00
	0.00	0.00	5,107.50	4,263.25	4,263.00				
Control Total	0.00	0.00	215,075.00	209,256.00	209,523.00	143,898.00	140,380.00	0.00	0.00
	0.00	0.00	208,469.81	443,974.68	168,874.37				

WATER ADMINISTRATION - Allocation of Merit Funds (Performance pay beginning with FY 13-14)

	ACTUAL 2004-05	ACTUAL 2005-06	ACTUAL 2006-07	ACTUAL 2007-08	ACTUAL 2008-09	ADOPTED 2009-10	ADOPTED 2010-11	ADOPTED 2011-12	ADOPTED 2012-13	ADOPTED 2013-14	RECOMMENDED 2014-2015
Total Budgeted in Water Administration	\$6,948	\$3,197	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$4,650	\$0
Allocated To:											
Water Administration	\$665	\$866	\$1,410	\$293	\$0	\$0	\$0	\$0	\$0	\$1,050	\$0
Septic Health	\$787	\$437	\$698	\$272	\$0	\$0	\$0	\$0	\$0	\$850	\$0
Water Operations	\$2,648	\$985	\$3,084	\$2,017	\$1,883	\$0	\$0	\$0	\$0	\$2,560	\$0
Fresh Pond	\$703	\$230	\$197	\$129	\$141	\$0	\$0	\$0	\$0	\$0	\$0
Water Distribution	\$2,145	\$679	\$2,797	\$1,717	\$1,514	\$0	\$0	\$0	\$0	\$0	\$0
TOTAL ALLOCATED	\$6,948	\$3,197	\$8,186	\$4,428	\$3,538	\$0	\$0	\$0	\$0	\$4,460	\$0

Note: During FY 02/03 an additional \$4,142 was used to provide additional funding for a new position and pay out of leave for retirement.

Note: Historically merit funds have been budgeted in Water Administration and allocated to water funds departments by a budget adjustment during the year.

For FY 06-07 and subsequent years, merit has been budgeted in individual water fund departments.

Description Budget Account Number	2010 Approp Actual	2011 Approp Actual	2012 Approp Actual	2013 Approp Actual	2014 Approp Actual	***** Requested	***** Year 2015 ***** Admin. Recmnd	***** Budgeted	%PY
CLASS: 10-900-9-0000-00	CAPITAL IMPVMNT								
CAPITAL IMPVMNT									
10-900-9-0000-00									
CONFIDENCY									
10-900-9-5999-00	0.00	0.00	324.00	127,863.00	25,000.00	125,000.00	125,000.00		0.00
	0.00	0.00	0.00	0.00	0.00				
Control Total	0.00	0.00	324.00	127,863.00	25,000.00	125,000.00	125,000.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00				
Budgeted Total	0.00	0.00	380,841.00	1,331,445.00	1,394,935.00	1,576,512.00	1,576,512.00	0.00	0.00
	0.00	0.00	393,065.10	1,220,962.82	1,651,199.81				
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				
Budget Fund Total	0.00	0.00	380,841.00	1,331,445.00	1,394,935.00	1,576,512.00	1,576,512.00	0.00	0.00
	0.00	0.00	393,065.10	1,220,962.82	1,651,199.81				
Year Total	0.00	0.00	380,841.00	1,331,445.00	1,394,935.00	1,576,512.00	1,576,512.00	0.00	0.00
	0.00	0.00	393,065.10	1,220,962.82	1,651,199.81				

WF CONTINGENCY

	ADOPTED 2003-04	ADOPTED 2004-05	ADOPTED 2005-06	ADOPTED 2006-07	ADOPTED 2007-08	ADOPTED 2008-09	ADOPTED 2009-10	ADOPTED 2010-11	ADOPTED 2011-12	ADOPTED 2012-13	ADOPTED 2013-14	RECOMMENDED 2014-15
NON-OPERATING CONTINGENCY	\$35,000	\$28,000	\$25,000	\$25,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000
TOTAL	\$35,000	\$28,000	\$25,000	\$25,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000

Summary of year to date transfers: (through 4/30/14)

\$0

\$50,000 Available as of 4/30/14

Description		2010	2011	2012	2013	2014	***** Year 2015 *****			%PY
Budget Account Number		Approp Actual	Approp Actual	Approp Actual	Approp Actual	Approp Actual	Requested	Admin. Recmnd	Budgeted	
CLASS: 10-900-8-0000-00	INTERFUND									
INTERFUND										
10-900-8-0000-00	C									
CONTRIB. TO GENERAL FUND										
10-900-8-5900-81	S	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
CONTRIB. TO CAP RESERVE FUND										
10-900-8-5900-82	S	0.00 0.00	0.00 0.00	380,517.00 393,065.10	903,582.00 920,962.82	1,369,935.00 1,651,199.81	1,451,512.00	1,451,512.00	_____	0.00
CONTRIB TO WATER FUND										
10-900-8-5900-85	S	0.00 0.00	0.00 0.00	0.00 0.00	300,000.00 300,000.00	0.00 0.00	_____	_____	_____	0.00
CONTRIB TO NAGS HEAD LEASING										
10-900-8-5900-86	S	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										
10-900-8-5900-88	S	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
INTERFUND INTEREST ON DEBT										
10-900-8-5900-89	S	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
CONTRIBUTION TO STORM WATER										
10-900-8-5900-90	S	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
TRANSFER TO BEACH NOURISHMENT										
10-900-8-5900-91	S	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	380,517.00 393,065.10	1,203,582.00 1,220,962.82	1,369,935.00 1,651,199.81	1,451,512.00	1,451,512.00	0.00	0.00