

# ***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.

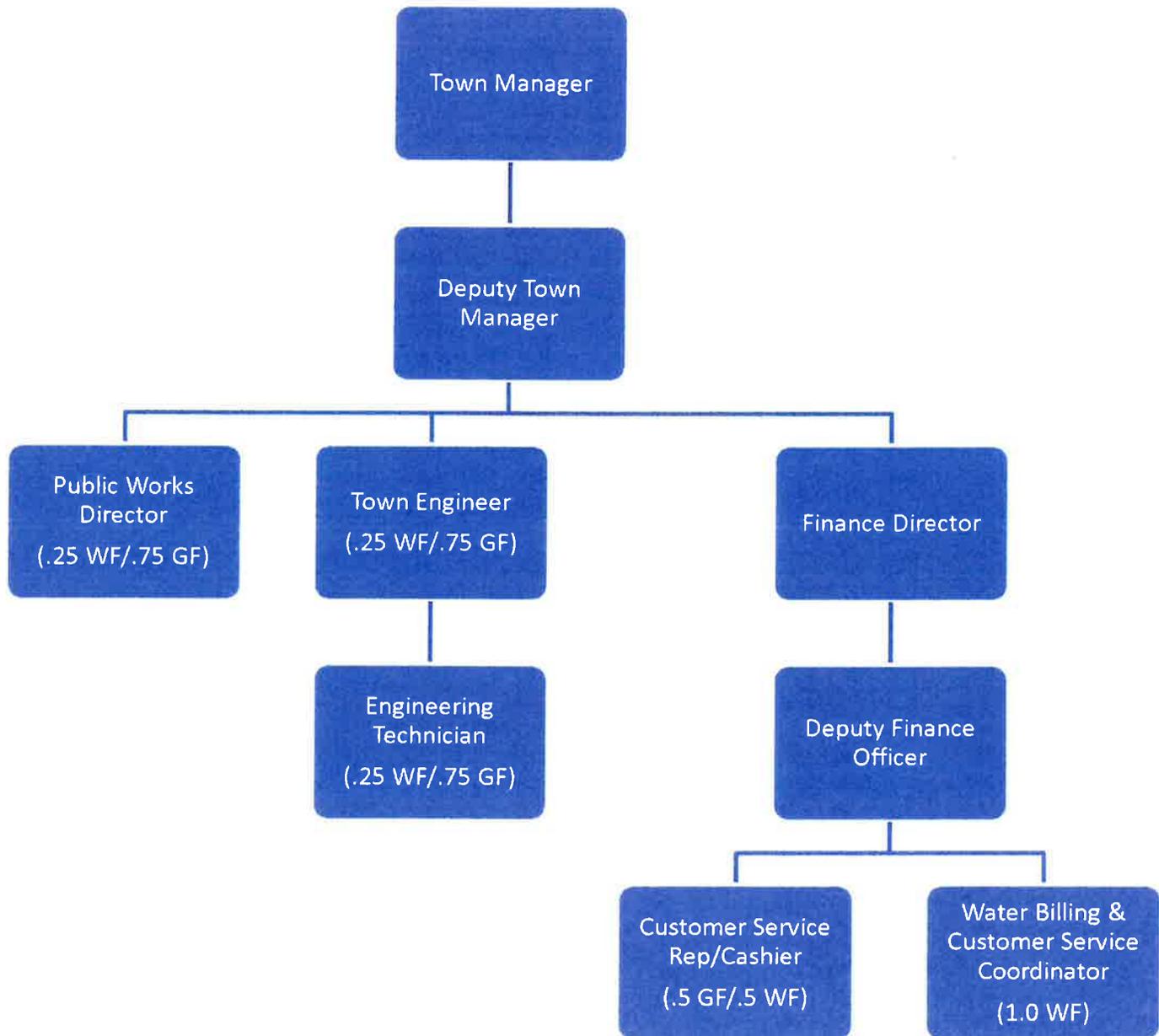
## **Goals**

- 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 to control and monitor receivables.
  2. Increase collection measures while offering easier payment solutions to minimize 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.
  4. Expand use of e-billing water bills and automatic ACH payments for increased efficiency and reduced costs
- **Objective** - Share information with customers to allow them to better manage their water service  
**Performance Indicators** -
  1. Enhance billing and online customer service to be concise, clear, user friendly, and relevant to provide helpful, up-to-date messages and information.
  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

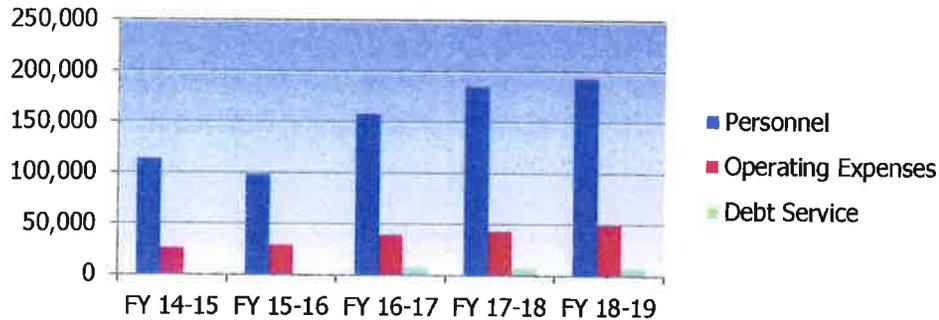
## Highlights

- Funding of \$13,087 is included for a 2% performance-based merit increase, budgeted departmentally.
- Health and wellness incentives are budgeted departmentally and are included at \$750.
- Health insurance premiums, budgeted departmentally, increased by 7.9% for active employees and retirees.
- Funding of \$3,600 is included for the Town to absorb customer credit card transaction fees.
- Cost allocation to the General Fund reflects a formula that includes the cost of actual services provided.

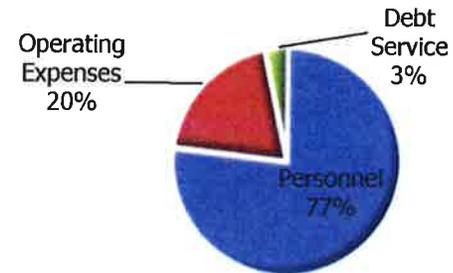
## Expenditures by Function

		<b>FY 2017-2018 Adopted</b>	<b>FY 2018-2019 Recommended</b>	<b>Percent Change</b>
<b>Personnel Services</b>	\$	185,699	\$ 193,852	4.39%
<b>Operating Expenses</b>	\$	43,239	\$ 49,975	15.58%
<b>Debt Service</b>	\$	8,241	\$ 8,241	0.00%
<b>Total</b>	\$	237,179	\$ 252,068	6.28%

## Fiscal Year 2018-2019 Recommended Expenditures and Adopted Expenditure History



## Fiscal Year 2018-2019 Recommended Expenditures by Function



**Town of Nags Head  
Requested Budget  
For the Fiscal Year 2018-2019**

Department :

**Water Administration**

Account Description	Departmental Requested 2018-2019	Manager's Recommended 2018-2019	Financial Plan 2018-2019	Adopted Budget 2017-2018	Adjusted Budget 2017-2018	Estimated Actual Expenditures 2017-2018	Actual Expenditures 2016-2017	Actual Expenditures 2015-2016
<b>PERSONNEL SERVICES</b>								
SALARIES/WAGES - REGULAR	\$ 129,415	\$ 129,415	\$ 126,135	\$ 123,672	\$ 127,344	\$ 113,641	\$ 110,676	\$ 60,725
SALARIES - LONGEVITY PAY	4,617	4,617	4,637	3,672	-	-	-	-
FICA TAX	10,253	10,253	10,004	9,742	9,742	7,946	7,750	4,228
GROUP HEALTH INSURANCE	36,545	36,545	38,193	36,485	36,485	31,675	29,980	19,281
RETIREMENT	10,351	10,351	9,929	9,591	9,591	8,561	8,133	4,094
401 K	2,671	2,671	2,606	2,537	2,537	1,401	1,329	341
<b>Subtotal Personnel Services</b>	<b>\$ 193,852</b>	<b>\$ 193,852</b>	<b>\$ 191,504</b>	<b>\$ 185,699</b>	<b>\$ 185,699</b>	<b>\$ 163,224</b>	<b>\$ 157,868</b>	<b>\$ 88,669</b>
<b>OPERATIONS</b>								
TRAINING	\$ 2,350	\$ 1,350	\$ 2,350	\$ 1,350	\$ 1,350	\$ 450	\$ 269	\$ 416
TELEPHONE - CELL PHONE STIPEND	495	495	495	495	495	390	390	-
POSTAGE	16,550	16,550	16,550	11,860	11,860	11,000	10,417	10,399
DEPARTMENT SUPPLIES	3,950	3,950	3,950	3,450	3,450	3,450	2,114	5,265
MAINT/REPAIR EQUIPMENT	2,000	2,000	2,000	2,000	2,000	1,500	1,312	797
PROFESSIONAL FEES	10,620	10,620	11,025	10,865	10,865	10,865	12,419	-
CONTRACTED SERVICES	10,010	10,010	5,391	8,219	8,219	7,769	4,618	4,619
DEPRECIATION EXPENSE	-	-	-	-	-	-	-	312,758
BAD DEBT EXPENSE	5,000	5,000	5,000	5,000	5,000	-	-	-
<b>Subtotal Operations</b>	<b>\$ 50,975</b>	<b>\$ 49,975</b>	<b>\$ 46,761</b>	<b>\$ 43,239</b>	<b>\$ 43,239</b>	<b>\$ 35,424</b>	<b>\$ 31,539</b>	<b>\$ 334,254</b>
<b>CAPITAL OUTLAY</b>								
CAPITAL OUTLAY EQUIPMENT	\$ -	\$ -	\$ -	\$ -	\$ 29,975	\$ 29,975	\$ 9,950	\$ -
<b>COST REIMBURSEMENT</b>								
COST REIMBURSEMENT	\$ -	\$ -	\$ -	\$ -	\$ 61,971	\$ 61,791	\$ 46,493	\$ 26,130
<b>DEBT SERVICE</b>								
L/P PRINCIPAL	\$ 7,858	\$ 7,734	\$ 7,858	\$ 7,734	\$ 7,734	\$ 7,734	\$ 8,241	\$ -
L/P INTEREST	383	507	383	507	507	507	-	-
<b>Subtotal Debt Service</b>	<b>\$ 8,241</b>	<b>\$ 8,241</b>	<b>\$ 8,241</b>	<b>\$ 8,241</b>	<b>\$ 8,241</b>	<b>\$ 8,241</b>	<b>\$ 8,241</b>	<b>\$ -</b>
<b>Total</b>	<b>\$ 253,068</b>	<b>\$ 252,068</b>	<b>\$ 246,506</b>	<b>\$ 237,179</b>	<b>\$ 329,125</b>	<b>\$ 298,655</b>	<b>\$ 254,091</b>	<b>\$ 449,053</b>

**Town of Nags Head  
Recommended Budget  
For the Fiscal Year 2018-2019**

**Department:**

*Interfund-Water Fund*

<b>Account Description</b>	<b>Departmental Requested 2018-2019</b>	<b>Manager's Recommended 2018-2019</b>	<b>Financial Plan 2018-2019</b>	<b>Adopted Budget 2018-2019</b>	<b>Adjusted Budget 2016-2017</b>	<b>Estimated Actual Expenditures 2017-2018</b>	<b>Actual Expenditures 2016-2017</b>	<b>Actual Expenditures 2015-2016</b>
CONTRIB. TO GENERAL FUND CONTINGENCY	\$ 645,422 50,000	\$ 645,422 50,000	\$ 655,357 50,000	\$ 655,357 50,000	\$ - 25,750	\$ - -	\$ - -	\$ - -
<b>TOTAL</b>	<b>\$ 695,422</b>	<b>\$ 695,422</b>	<b>\$ 705,357</b>	<b>\$ 705,357</b>	<b>\$ 25,750</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>