

WATER ADMINISTRATION

OVERVIEW

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

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.

OBJECTIVES AND PERFORMANCE INDICATORS

Objective - Timely and accurate billing of water usage with courteous collection to provide funding for the Town's water operations.

Performance Indicators -

- Maximize existing computer applications to control and monitor receivables.
- Increase collection measures while offering easier payment solutions to minimize delinquent accounts.
- Provide excellent customer service in the administration of water service by continuing to research and offer additional payment options to customers for increased convenience.
- 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.

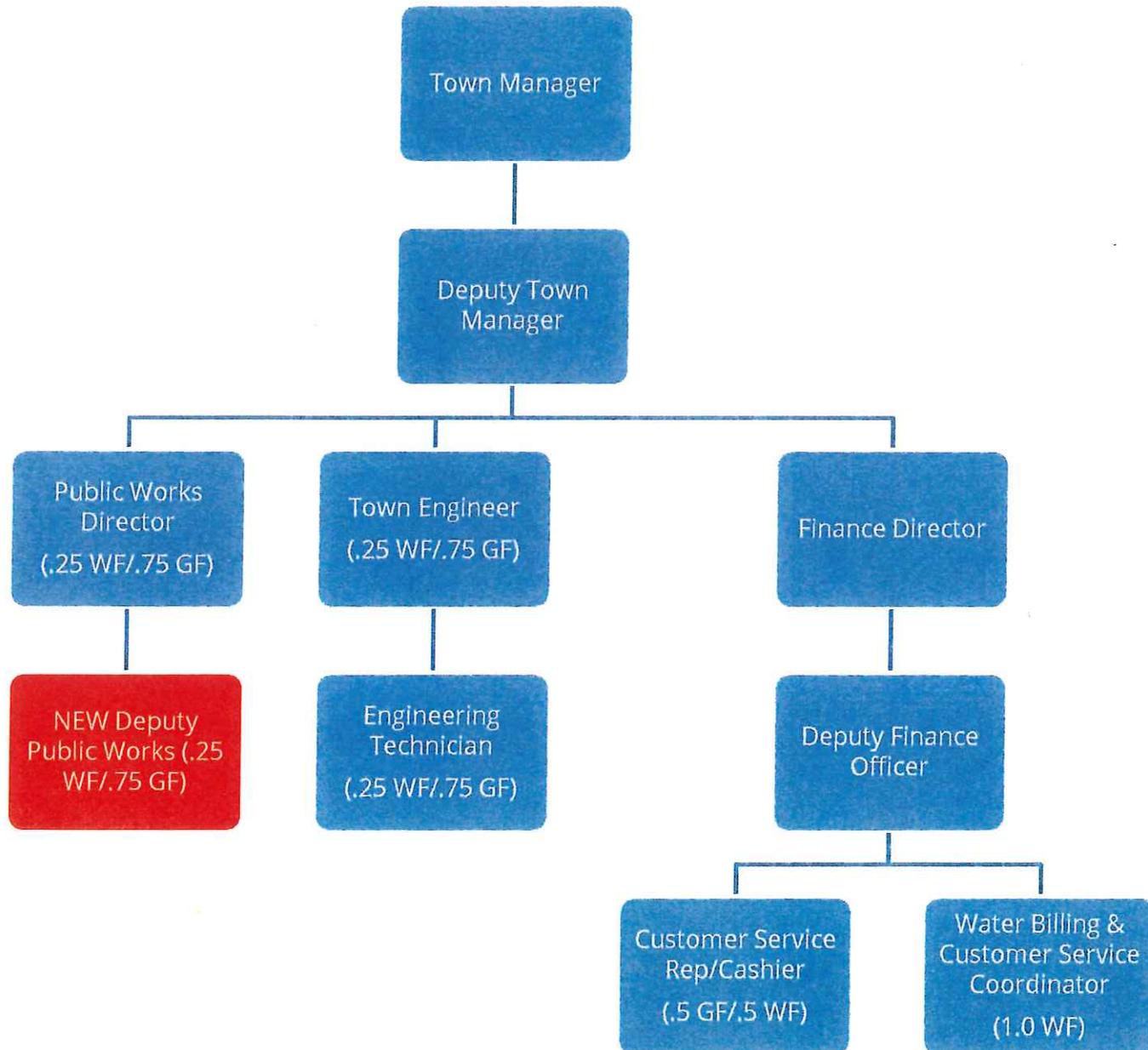
Performance Indicators -

- Enhance billing and online customer service to be concise, clear, user friendly, and relevant to provide helpful, up-to-date messages and information.
- Improve customer online access to communicate a wider range of information : account history, payment status, forms, policy, and other account information.

WATER ADMINISTRATION

- 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

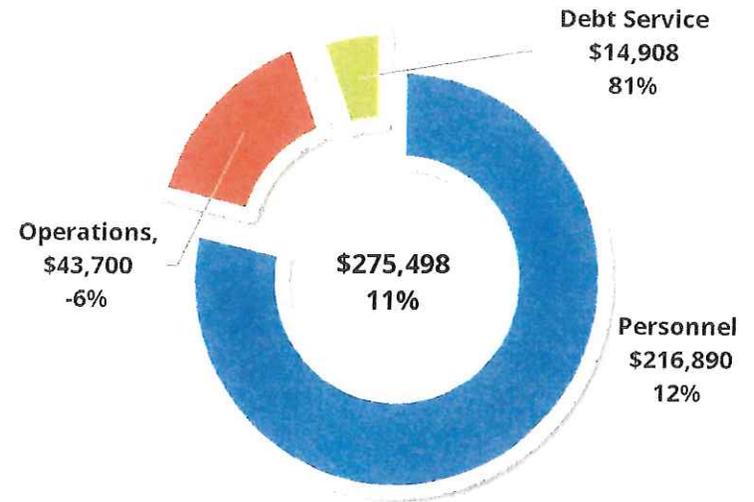


WATER ADMINISTRATION - BUDGET HIGHLIGHTS

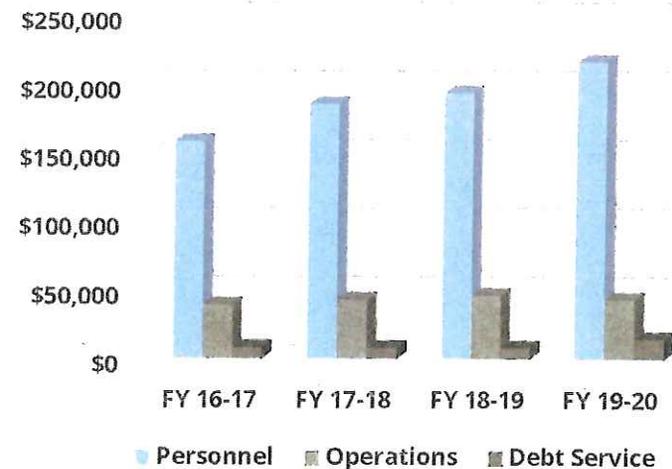
HIGHLIGHTS

- New debt includes the conversion to above ground fuel tanks, as well as tank monitoring equipment replacement at \$40,000, financed over six years at 5% with the first debt payment at \$6,667.
- Additional funding of \$160,000 for this project is budgeted in, and financed through, the Water Fund. This improvement requires Local Government Commission approval of the financing.
- A new deputy public works director is recommended effective July 1, budgeted at \$27,775. Additional funding of \$83,324 for this position is budgeted in the General Fund for a total job value of \$111,099.
- Indirect cost allocation to the General Fund reflects a formula that includes the cost of actual services provided.

Recommended Expenditures by Function
2019-2020/Percentage Change From FY 2018-2019



FY 2019-2020 Recommended Expenditures and Adopted Expenditure History



**Town of Nags Head
Recommended Budget
For the Fiscal Year 2019-2020**

Department :

Water Administration

Account Description	Departmental Requested 2019-2020	Manager's Recommended 2019-2020	Financial Plan 2020-2021	Adopted Budget 2018-2019	Adjusted Budget 2018-2019	Estimated Actual Expenditures 2018-2019	Actual Expenditures 2017-2018	Actual Expenditures 2016-2017
PERSONNEL SERVICES								
SALARIES/WAGES - REGULAR	\$ 145,657	\$ 145,657	\$ 150,585	\$ 129,415	\$ 134,751	\$ 128,817	\$ 119,391	\$ 110,676
SALARIES - LONGEVITY PAY	1,998	1,998	2,026	4,617	-	-	-	-
FICA TAX	11,296	11,296	11,675	10,253	10,308	8,940	8,363	7,750
GROUP HEALTH INSURANCE	41,717	41,717	43,691	36,545	36,545	37,914	32,185	29,980
RETIREMENT	13,275	13,275	15,550	10,351	10,407	10,018	9,010	8,133
401 K	2,947	2,947	3,046	2,671	2,685	1,650	1,483	1,329
Subtotal Personnel Services	\$ 216,890	\$ 216,890	\$ 226,573	\$ 193,852	\$ 194,696	\$ 187,339	\$ 170,432	\$ 157,868
OPERATIONS								
TRAINING	\$ 2,350	\$ 2,350	\$ 2,350	\$ 1,350	\$ 1,350	\$ 416	\$ 62	\$ 269
TELEPHONE - CELL PHONE STIPEND	690	690	690	495	495	422	409	390
POSTAGE	16,550	16,550	16,550	16,550	16,550	10,152	10,098	10,417
DEPARTMENT SUPPLIES	3,950	3,950	3,950	3,950	3,950	2,413	3,501	2,114
MAINT/REPAIR EQUIPMENT	2,040	2,040	2,040	2,000	2,000	2,040	-	1,312
PROFESSIONAL FEES	11,020	11,020	11,570	10,620	10,620	10,620	9,499	12,419
CONTRACTED SERVICES	2,100	2,100	2,205	6,410	6,410	6,593	6,480	4,618
BAD DEBT EXPENSE	5,000	5,000	5,000	5,000	5,000	-	-	-
Subtotal Operations	\$ 43,700	\$ 43,700	\$ 44,355	\$ 46,375	\$ 46,375	\$ 32,656	\$ 30,049	\$ 31,539
CAPITAL OUTLAY								
CAPITAL OUTLAY EQUIPMENT	\$ -	\$ -	\$ -	\$ -	\$ 29,975	\$ 29,975	\$ -	\$ 9,950
COST REIMBURSEMENT								
COST REIMBURSEMENT	\$ -	\$ -	\$ -	\$ -	\$ 61,031	\$ 61,031	\$ 61,971	\$ 46,493
DEBT SERVICE								
L/P PRINCIPAL	\$ 14,650	\$ 14,650	\$ 14,778	\$ 7,734	\$ 7,734	\$ 7,857	\$ 7,734	\$ 8,241
L/P INTEREST	258	258	1,796	507	507	383	507	-
Subtotal Debt Service	\$ 14,908	\$ 14,908	\$ 16,574	\$ 8,241	\$ 8,241	\$ 8,240	\$ 8,241	\$ 8,241
Total	\$ 275,498	\$ 275,498	\$ 287,502	\$ 248,468	\$ 340,318	\$ 319,241	\$ 270,693	\$ 254,091

**Town of Nags Head
Recommended Budget
For the Fiscal Year 2019-2020**

Water Administration

Description of Capital Items	Departmental Requested 2019-2020	Manager's Recommended 2019 - 2020	Financial Plan 2020-2021
<i>New Lease Payments</i>			
1. Fuel tank conversion at a cost of \$40,000*	\$ 6,667	\$ 6,667	\$ 8,333
<i>Total New Lease Payments</i>	\$ 6,667	\$ 6,667	\$ 8,333

** replaces below ground fuel tanks and tank monitoring equipment*

**Town of Nags Head
Recommended Budget
For the Fiscal Year 2019-2020**

Department:

Interfund-Water Fund

Account Description	Departmental Requested 2019-2020	Manager's Recommended 2019-2020	Financial Plan 2020-2021	Adopted Budget 2018-2019	Adjusted Budget 2018-2019	Estimated Actual Expenditures 2018-2019	Actual Expenditures 2017-2018	Actual Expenditures 2016-2017
CONTRIB. TO GENERAL FUND	\$ 705,718	\$ 705,718	\$ 705,718	\$ 645,422	\$ -	\$ -	\$ -	\$ -
CONTRIB. TO WATER CAP RESERVE FUND	50,000	50,000	50,000	-	50,000	35,000	-	-
CONTINGENCY	50,000	50,000	50,000	50,000	50,000	-	-	-
TOTAL	\$ 805,718	\$ 805,718	\$ 805,718	\$ 695,422	\$ 100,000	\$ 35,000	\$ -	\$ -