

Water Administration Division

Division 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.



Goal

To provide a high level of customer service through timely billing of water accounts and courteous collection of water utility revenue.

Objectives

- Maximize existing computer applications, such as Munis, to control and monitor receivables.
- Increase collection measures to more aggressively pursue 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 (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).
- Include informative messages such as reminders and important dates on bottom of water bills.
- Increase customer online access to: account history, payment status, forms policy, and other account information.

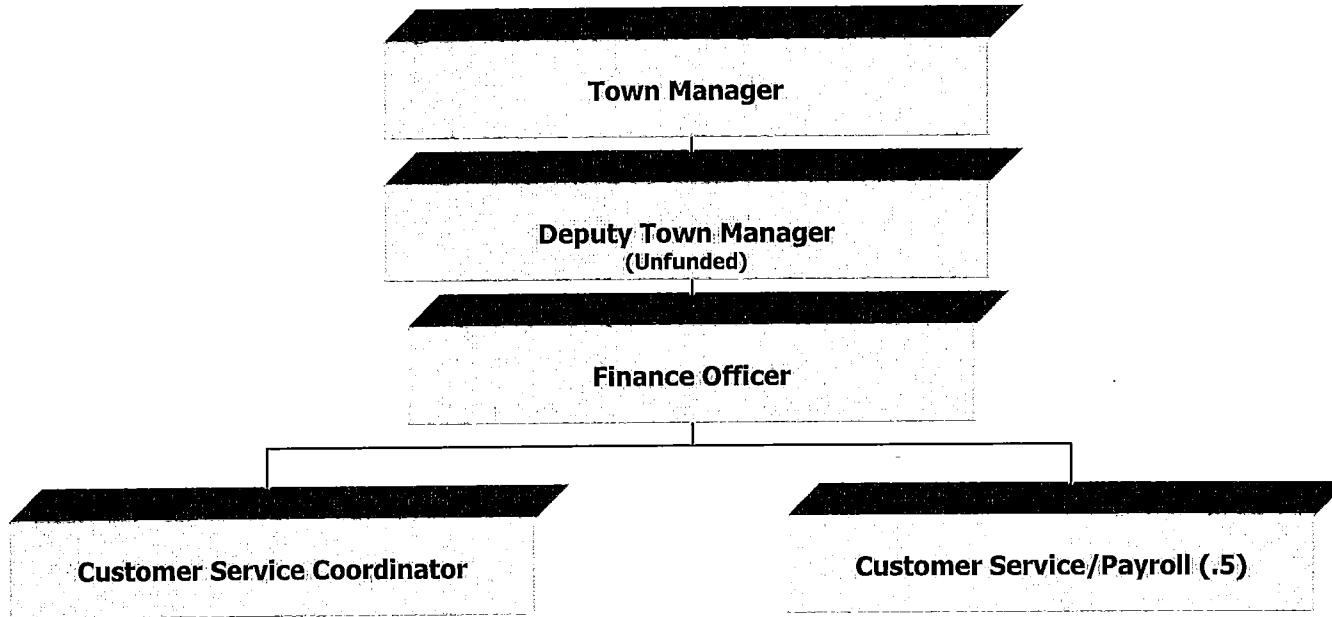
Performance Measures and Workload Indicators

	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Actual
Water Bills Processed	28,283	28,272	28,379
Second Notices	2,807	2,950	3,073
Water Cut-offs	203	221	245
Work Orders Created*	488	445	588
Customers Paying by Electronic Funds Transfer	367	378	404

*Work orders created include miscellaneous work such as the double check of a water meter reading.

Water Administration Department

Departmental Organization and Staffing



<u>Position</u>	<u>Grade</u>	<u>Adopted Positions FY 10-11</u>	<u>Existing Positions</u>	<u>Recommended Positions FY 11-12</u>	<u>Adopted Positions FY 11-12</u>
Customer Service Coordinator	13	1	1	1	1
Customer Service/Payroll Specialist	11	.5	.5	.5	.5
TOTAL:		1.5	1.5	1.5	1.5

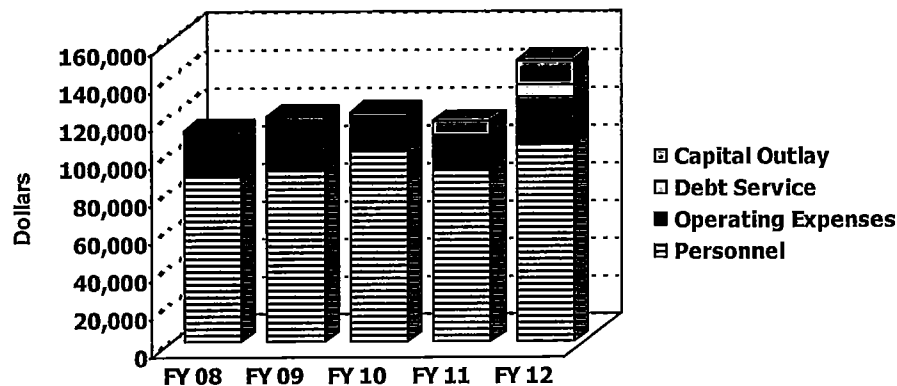
Highlights

- Capital outlay includes the purchase of a Microsoft Office upgrade for all Water Fund computers.
- This budget recommends a 5% increase in water rates. However, at their July 6 2011 meeting, the Board of Commissioners, eliminated the increase.
- Funds are included for a 2% cost of living increase.

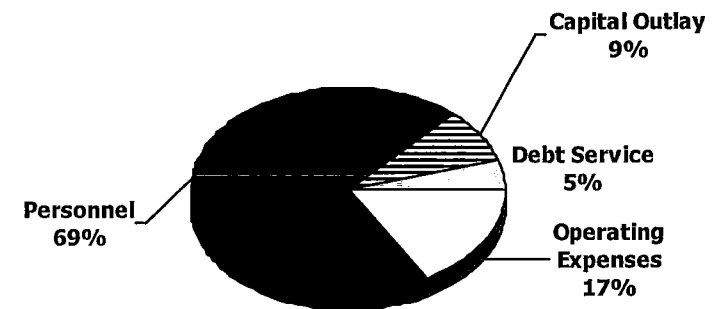
Expenditures by Function

	FY 2010-2011 <u>Adopted</u>	FY 2011-2012 <u>Adopted</u>	<u>Percent Change</u>
Personnel Services	\$ 91,765	\$ 103,935	13.26%
Operating Expenses	\$ 17,497	\$ 24,715	41.25%
Capital Outlay	\$ 7,027	\$ 12,644	79.93%
Debt Service	\$ 0	\$ 7,028	100.00%
Total	\$ 116,289	\$ 148,322	27.55%

Adopted Expenditure History



Adopted FY 2011-2012 Expenditures by Function



TOWN OF NAGS HEAD
EXPENDITURE BUDGET FY 2011-2012

WATER FUND	FY 10/11 ADOPTED BUDGET	FY 10/11 AMENDED BUDGET	UNAUDITED YTD ACTUAL @ 06/30/2011	FY 11/12 REQUESTED BUDGET	FY 11/12 RECOMMENDED BUDGET	FY 11/12 ADOPTED BUDGET

WATER						
WATER ADMINISTRATION						
SALARIES						
720 510200 SALARIES/WAGES - REGULAR	60,892.00	61,022.00	61,564.11	69,325.00	69,325.00	69,325.00
720 510200 1 SALARIES/WAGES - REGULAR	.00	.00	.00	.00	.00	.00
720 510200 2 SALARIES/WAGES - REGULAR	.00	.00	.00	.00	.00	.00
720 510201 SALARIES - LONGEVITY PAY	1,194.00	1,194.00	1,193.05	1,956.00	1,956.00	1,956.00
720 510400 OVERTIME PAY	.00	.00	.00	46.00	46.00	46.00
720 510400 1 OVERTIME PAY	.00	.00	.00	.00	.00	.00
720 510400 2 OVERTIME PAY	.00	.00	.00	.00	.00	.00
720 510500 HOLIDAY PAY	.00	.00	.00	101.00	101.00	101.00
720 521100 CAREER DEVELOPMENT	.00	.00	.00	.00	.00	.00
TOTAL SALARIES	62,086.00	62,216.00	62,757.16	71,428.00	71,428.00	71,428.00
BENEFITS						
720 520600 FICA TAX	4,754.00	4,764.00	4,229.81	5,467.00	5,467.00	5,467.00
720 520600 1 FICA TAX	.00	.00	.00	.00	.00	.00
720 520600 2 FICA TAX	.00	.00	.00	.00	.00	.00
720 520700 GROUP HEALTH INSURANCE	20,312.00	20,312.00	19,744.19	22,569.00	21,352.00	21,352.00
720 520701 RETIREE'S GROUP HEALTH INSUR	.00	.00	.00	.00	.00	.00
720 520710 EMPLOYEE DENTAL	.00	.00	.00	.00	.00	.00
720 520720 EMPLOYEE LIFE	.00	.00	.00	.00	.00	.00
720 520800 RETIREMENT	3,993.00	4,001.00	4,027.16	4,973.00	4,973.00	4,973.00
720 520800 1 RETIREMENT	.00	.00	.00	.00	.00	.00
720 520800 2 RETIREMENT	.00	.00	.00	.00	.00	.00
720 521000 401 K	620.00	621.00	635.70	715.00	715.00	715.00
720 521000 1 401 K	.00	.00	.00	.00	.00	.00
720 521000 2 401 K	.00	.00	.00	.00	.00	.00
720 521200 MERIT INCREASES	.00	.00	.00	.00	.00	.00
720 521600 IMPLEMENTATION OF PAY PLAN	.00	.00	.00	.00	.00	.00
720 521800 COST OF LIVING ADJUSTMENT	.00	.00	.00	.00	.00	.00
TOTAL BENEFITS	29,679.00	29,698.00	28,636.86	33,724.00	32,507.00	32,507.00
OPERATIONS						
720 522011 CAREER DEVELOPMENT OTHER COSTS	.00	.00	.00	.00	.00	.00
720 532000 TRAINING	200.00	200.00	.00	1,600.00	2,245.00	2,245.00

TOWN OF NAGS HEAD
EXPENDITURE BUDGET FY 2011-2012

WATER FUND	FY 10/11 ADOPTED BUDGET	FY 10/11 AMENDED BUDGET	UNAUDITED YTD ACTUAL @ 06/30/2011	FY 11/12 REQUESTED BUDGET	FY 11/12 RECOMMENDED BUDGET	FY 11/12 ADOPTED BUDGET
720 532003 OSHA COMPLIANCE COSTS	.00	.00	.00	.00	.00	.00
720 532400 TRAVEL	400.00	400.00	.00	1,000.00	500.00	500.00
720 532500 POSTAGE	9,420.00	9,420.00	8,567.63	9,600.00	9,600.00	9,600.00
720 532600 ADVERTISING	.00	.00	.00	.00	.00	.00
720 543300 DEPARTMENT SUPPLIES	1,800.00	1,800.00	1,317.35	2,290.00	2,290.00	2,290.00
720 543300 1 DEPARTMENT SUPPLIES	.00	.00	.00	.00	.00	.00
720 543300 2 DEPARTMENT SUPPLIES	.00	.00	.00	.00	.00	.00
720 543405 OTHER SUPPLIES - COMPUTER	.00	.00	.00	.00	.00	.00
720 543600 MAINT/REPAIR EQUIPMENT	2,500.00	2,500.00	.00	2,500.00	2,500.00	2,500.00
720 543600 1 MAINT/REPAIR EQUIPMENT	.00	.00	.00	.00	.00	.00
720 543600 2 MAINT/REPAIR EQUIPMENT	.00	.00	.00	.00	.00	.00
720 544500 CONTRACTED SERVICES	2,177.00	3,377.00	3,376.65	4,580.00	4,580.00	4,580.00
720 544506 CONTRACTED SERVICES - GIS	.00	.00	.00	.00	.00	.00
720 555100 BAD DEBT EXPENSE	1,000.00	2,564.00	2,564.00	3,000.00	3,000.00	3,000.00
720 555300 DUES AND SUBSCRIPTIONS	.00	.00	.00	.00	.00	.00
720 569900 COST REIMBURSEMENT	.00	71,404.00	71,404.00	.00	.00	.00
720 577433 CAPITAL OUTLAY BUDGETARY	.00	.00	.00	.00	.00	.00
TOTAL OPERATIONS	17,497.00	91,665.00	87,229.63	24,570.00	24,715.00	24,715.00
CAPITAL OUTLAY						
720 577100 CAPITAL OUTLAY LAND	.00	.00	.00	.00	.00	.00
720 577400 CAPITAL OUTLAY EQUIPMENT	7,027.00	17,053.00	17,053.00	10,000.00	12,644.00	12,644.00
TOTAL CAPITAL OUTLAY	7,027.00	17,053.00	17,053.00	10,000.00	12,644.00	12,644.00
DEBT SERVICE						
720 578100 I/P PRINCIPAL	.00	.00	.00	6,314.00	6,314.00	6,314.00
720 578200 LEASE PURCHASE INTEREST	.00	.00	.00	714.00	714.00	714.00
720 578500 VENDOR FINANCING PAYMENT	.00	4,263.00	3,419.00	.00	.00	.00
TOTAL DEBT SERVICE	.00	4,263.00	3,419.00	7,028.00	7,028.00	7,028.00
TOTAL WATER ADMINISTRATION	116,289.00	204,895.00	199,095.65	146,750.00	148,322.00	148,322.00

ORG	OBJECT PROJ	ACCOUNT DESCRIPTION	CURRENT ADJ BUDGET	PROJECTED ACTUAL	Adopted	PERCENT CHANGE
720	577400	CAPITAL OUTLAY EQUIPMENT	12,644.00	.00	12,644.00	.00
	630 -6-720-577400-	new handheld devices	2.00	5,000.00	10,000.00	
		WF SHARE OF MICROSOFT SOFTWARE UPGRADE 10.7477% BASED ON NUMBER OF EMPLOYEES, GF IN DEPT 441	1.00	2,644.00	2,644.00	

WATER ADMINISTRATION - Allocation of Merit Funds

	ACTUAL 2002-03	ACTUAL 2003-04	ACTUAL 2004-05	ACTUAL 2005-06	ACTUAL 2006-07	ACTUAL 2007-08	ACTUAL 2008-09	ADOPTED 2009-10	ADOPTED 2010-11	ADOPTED 2011-12
Total Budgeted in Water Administration	\$8,734	\$8,734	\$6,948	\$9,500	\$0	\$0	\$0	\$0	\$0	\$0
Allocated To:										
Water Administration	\$0	\$0	\$665	\$866	\$1,410	\$293	\$0	\$0	\$0	\$0
Septic Health	\$828	\$1,244	\$787	\$437	\$698	\$272	\$0	\$0	\$0	\$0
Water Operations	\$1,816	\$3,220	\$2,648	\$985	\$3,084	\$2,017	\$1,883	\$0	\$0	\$0
Fresh Pond	\$0	\$0	\$703	\$230	\$197	\$129	\$141	\$0	\$0	\$0
Water Distribution	\$1,948	\$2,792	\$2,145	\$679	\$2,797	\$1,717	\$1,514	\$0	\$0	\$0
<u>TOTAL ALLOCATED</u>	<u>\$4,592</u>	<u>\$7,256</u>	<u>\$6,948</u>	<u>\$3,197</u>	<u>\$8,186</u>	<u>\$4,428</u>	<u>\$3,538</u>	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>

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.

WATER ADMINISTRATION - Career Development Funds *

	ACTUAL 2002-03	ACTUAL 2003-04	ACTUAL 2004-05	ACTUAL 2005-06	ACTUAL 2006-07	ACTUAL 2007-08	ACTUAL 2008-09	ADOPTED 2009-10	ADOPTED 2010-11	ADOPTED 2011-12
Water Administration	\$0	\$0	\$0	\$0	\$201	\$2,116	\$4,054	\$0	\$0	\$0
Septic Health	\$0	\$1,409	\$4,129	\$5,018	\$6,285	\$5,680	\$5,890	\$0	\$0	\$0
Water Operations	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Water Distribution	\$5,612	\$5,628	\$1,500	\$0	\$0	\$3,681	\$5,404	\$0	\$0	\$0
Storm Water Fund	\$0	\$0	\$0	\$0	\$0	\$0	\$26	\$0	\$0	\$0
TOTAL ALLOCATED	\$5,612	\$7,037	\$5,629	\$5,018	\$6,486	\$11,477	\$15,374	\$0	\$0	\$0

* Costs include salaries and benefits for all participants, in addition to, all costs for training and travel.

Note: During FY 02/03 an additional \$3,398 was used to provide additional funding for a new position and pay out of leave for retirement.

Note: Prior to FY 06-07 career development was budgeted in Water Administration and allocated to water fund departments as needed by budget adjustments.

For FY 06-07 and forward, career development has been budgeted in individual water fund departments with eligible employees.

TOWN OF NAGS HEAD
EXPENDITURE BUDGET FY 2011-2012

WATER FUND	FY 10/11 ADOPTED BUDGET	FY 10/11 AMENDED BUDGET	UNAUDITED YTD ACTUAL @ 06/30/2011	FY 11/12 REQUESTED BUDGET	FY 11/12 RECOMMENDED BUDGET	FY 11/12 ADOPTED BUDGET
CONTINGENCY						
CONTINGENCY						
CONTINGENCY						
630799 599900 CONTINGENCY	50,000.00	50,000.00	.00	50,000.00	50,000.00	50,000.00
TOTAL CONTINGENCY	50,000.00	50,000.00	.00	50,000.00	50,000.00	50,000.00
TOTAL CONTINGENCY	50,000.00	50,000.00	.00	50,000.00	50,000.00	50,000.00

WF CONTINGENCY

	ADOPTED 2001-02	ADOPTED 2002-03	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
99 NON-OPERATING CONTINGENCY	\$35,000	\$35,000	\$35,000	\$28,000	\$25,000	\$25,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000
<u>TOTAL</u>	<u>\$35,000</u>	<u>\$35,000</u>	<u>\$35,000</u>	<u>\$28,000</u>	<u>\$25,000</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>

Summary of year to date transfers: (through 4/30/11)

\$0

\$50,000 Remaining at 4/30/11

TOWN OF NAGS HEAD
EXPENDITURE BUDGET FY 2011-2012

WATER FUND	FY 10/11 ADOPTED BUDGET	FY 10/11 AMENDED BUDGET	UNAUDITED YTD ACTUAL @ 06/30/2011	FY 11/12 REQUESTED BUDGET	FY 11/12 RECOMMENDED BUDGET	FY 11/12 ADOPTED BUDGET

INTERFUND TRANSACTIONS						
INTERFUND						
INTERFUND TRANSFERS						
630795 590081 CONTRIB. TO GENERAL FUND	515,000.00	.00	.00	515,000.00	515,000.00	515,000.00
630795 590086 CONTRIB TO NAGS HEAD LEASING	.00	.00	.00	.00	.00	.00
630795 590088 REPAY INTERFUND DEBT PRINCIP	.00	.00	.00	.00	.00	.00
630795 590181 ADVANCE TO GENERAL FUND - LO	.00	.00	.00	.00	.00	.00
TOTAL INTERFUND TRANSFERS	515,000.00	.00	.00	515,000.00	515,000.00	515,000.00
TOTAL INTERFUND	515,000.00	.00	.00	515,000.00	515,000.00	515,000.00