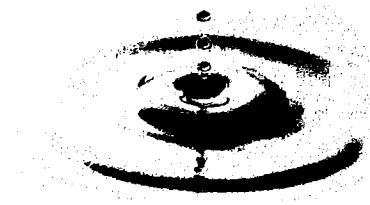


# ***Water Administration Division***

## **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.

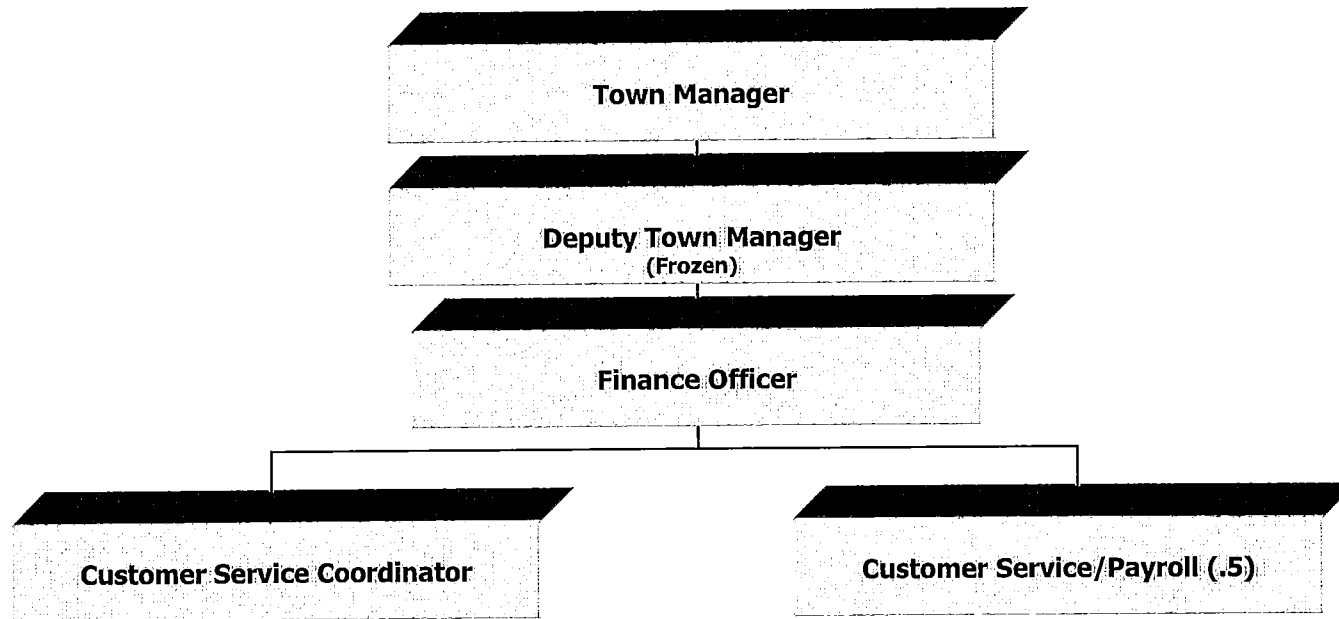
**Performance Measures and Workload Indicators**

	<b>FY 06-07</b> <b><u>Actual</u></b>	<b>FY 07-08</b> <b><u>Actual</u></b>	<b>FY 08-09</b> <b><u>Actual</u></b>
Water Bills Processed	28,177	28,283	28,272
Second Notices	2,867	2,807	2,950
Water Cut-offs	204	203	221
Work Orders Created*	533	488	445

\*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 09-10</u>	<u>Existing Positions</u>	<u>Recommended Positions FY 10-11</u>	<u>Adopted Positions FY 10-11</u>
Customer Service Coordinator	13	1	1	1	1
Customer Service/Payroll Specialist	11	.5	.5	.5	.5
<b>TOTAL:</b>		<b>1.5</b>	<b>1.5</b>	<b>1.5</b>	<b>1.5</b>

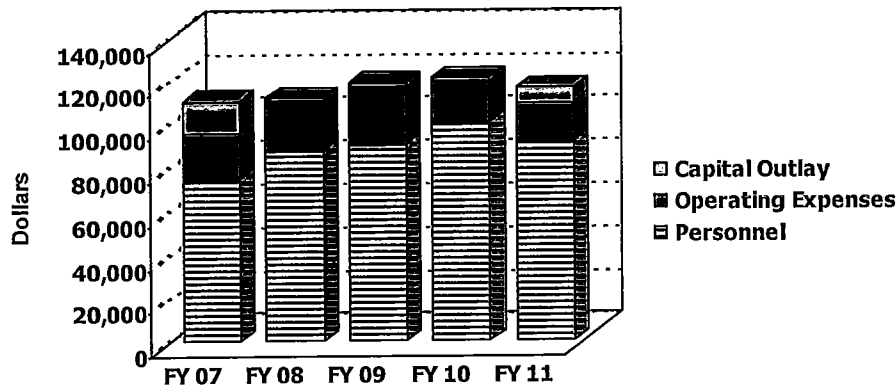
## Highlights

- Capital outlay includes financial software costs of \$20,000 financed over three years.

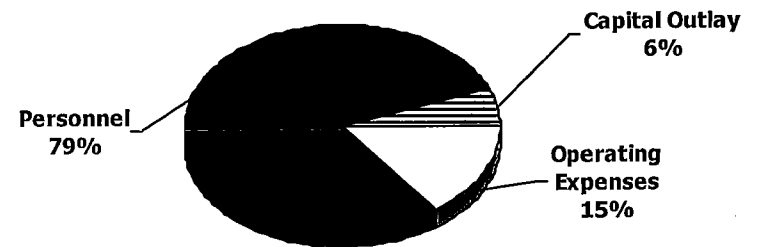
## Expenditures by Function

	FY 2009-2010 <u>Adopted</u>	FY 2010-2011 <u>Adopted</u>	Percent <u>Change</u>
<b>Personnel Services</b>	\$ 100,247	\$ 91,765	-8.46%
<b>Operating Expenses</b>	\$ 20,680	\$ 17,497	-15.39%
<b>Capital Outlay</b>	\$ 0	\$ 7,027	100.00%
<b>Total</b>	\$ 120,927	\$ 116,289	-3.84%

## Adopted Expenditure History



## Adopted FY 2010-2011 Expenditures by Function



TOWN OF NAGS HEAD  
EXPENDITURE BUDGET FY 2010-2011

WATER FUND	FY 09/10 ADOPTED BUDGET	FY 09/10 AMENDED BUDGET	UNAUDITED YTD ACTUAL @ 6/30/10	FY 10/11 REQUESTED BUDGET	FY 10/11 RECOMMENDED BUDGET	FY 10/11 ADOPTED BUDGET
-----						
WATER						
WATER ADMINISTRATION						
SALARIES						
720 510200 SALARIES/WAGES - REGULAR	58,484.00	59,656.00	60,644.21	59,654.00	59,654.00	60,892.00
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	1,171.00	1,194.00	821.11	1,194.00	1,194.00	1,194.00
720 510400 OVERTIME PAY	.00	.00	.00	.00	.00	.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	.00	.00	.00
720 521100 CAREER DEVELOPMENT	.00	.00	.00	.00	.00	.00
<b>TOTAL SALARIES</b>	<b>59,655.00</b>	<b>60,850.00</b>	<b>61,465.32</b>	<b>60,848.00</b>	<b>60,848.00</b>	<b>62,086.00</b>
BENEFITS						
720 520600 FICA TAX	4,567.00	4,658.00	4,242.40	4,659.00	4,659.00	4,754.00
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	19,999.00	19,999.00	19,383.32	22,228.00	20,093.00	20,312.00
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	2,912.00	2,970.00	3,022.07	3,913.00	3,913.00	3,993.00
720 520800 1 RETIREMENT	.00	.00	.00	.00	.00	.00
720 520800 2 RETIREMENT	.00	.00	.00	.00	.00	.00
720 521000 401 K	1,790.00	1,826.00	1,840.27	1,827.00	608.00	620.00
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	11,324.00	.00	.00	.00	.00	.00
<b>TOTAL BENEFITS</b>	<b>40,592.00</b>	<b>29,453.00</b>	<b>28,488.06</b>	<b>32,627.00</b>	<b>29,273.00</b>	<b>29,679.00</b>
OPERATIONS						
720 522011 CAREER DEVELOPMENT OTHER COSTS	.00	.00	.00	.00	.00	.00
720 532000 TRAINING	500.00	500.00	.00	300.00	200.00	200.00

TOWN OF NAGS HEAD  
EXPENDITURE BUDGET FY 2010-2011

	FY 09/10 ADOPTED BUDGET	FY 09/10 AMENDED BUDGET	UNAUDITED YTD ACTUAL @ 6/30/10	FY 10/11 REQUESTED BUDGET	FY 10/11 RECOMMENDED BUDGET	FY 10/11 ADOPTED BUDGET
WATER FUND						
720 532003 OSHA COMPLIANCE COSTS	.00	.00	.00	.00	.00	.00
720 532400 TRAVEL	500.00	500.00	.00	500.00	400.00	400.00
720 532500 POSTAGE	9,600.00	9,600.00	8,716.35	9,420.00	9,420.00	9,420.00
720 532600 ADVERTISING	.00	.00	.00	.00	.00	.00
720 543300 DEPARTMENT SUPPLIES	2,000.00	2,000.00	1,024.62	2,290.00	1,800.00	1,800.00
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	4,580.00	4,580.00	2,073.00	4,580.00	2,177.00	2,177.00
720 544506 CONTRACTED SERVICES - GIS	.00	.00	.00	.00	.00	.00
720 555100 BAD DEBT EXPENSE	1,000.00	1,000.00	.00	1,000.00	1,000.00	1,000.00
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	20,680.00	92,084.00	83,217.97	20,590.00	17,497.00	17,497.00
CAPITAL OUTLAY						
720 577100 CAPITAL OUTLAY LAND	.00	.00	.00	.00	.00	.00
720 577400 CAPITAL OUTLAY EQUIPMENT	.00	.00	.00	.00	7,027.00	7,027.00
TOTAL CAPITAL OUTLAY	.00	.00	.00	.00	7,027.00	7,027.00
DEBT SERVICE						
720 578100 L/P PRINCIPAL	.00	.00	.00	.00	.00	.00
720 578200 LEASE PURCHASE INTEREST	.00	.00	.00	.00	.00	.00
TOTAL DEBT SERVICE	.00	.00	.00	.00	.00	.00
TOTAL WATER ADMINISTRATION	120,927.00	182,387.00	173,171.35	114,065.00	114,645.00	116,289.00

ORG	OBJECT PROJ	ACCOUNT DESCRIPTION	CURRENT ADJ BUDGET	PROJECTED ACTUAL	Adopted	PERCENT CHANGE
720	577400	CAPITAL OUTLAY EQUIPMENT	7,027.00	.00	7,027.00	.00
	630 -6-720-577400-	NEW FINANCIAL SOFTWARE COST OF 20,000 FINANCED OVER THREE YEARS	1.00	7,027.00	7,027.00	

## 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
Total Budgeted in Water Administration	\$8,734	\$8,734	\$6,948	\$9,500	\$0	\$0	\$0	\$0	\$0
Allocated To:									
Water Administration	\$0	\$0	\$665	\$866	\$1,410	\$293	\$0	\$0	\$0
Septic Health	\$828	\$1,244	\$787	\$437	\$698	\$272	\$0	\$0	\$0
Water Operations	\$1,816	\$3,220	\$2,648	\$985	\$3,084	\$2,017	\$1,883	\$0	\$0
Fresh Pond	\$0	\$0	\$703	\$230	\$197	\$129	\$141	\$0	\$0
Water Distribution	\$1,948	\$2,792	\$2,145	\$679	\$2,797	\$1,717	\$1,514	\$0	\$0
<b>TOTAL ALLOCATED</b>	<b>\$4,592</b>	<b>\$7,256</b>	<b>\$6,948</b>	<b>\$3,197</b>	<b>\$8,186</b>	<b>\$4,428</b>	<b>\$3,538</b>	<b>\$0</b>	<b>\$0</b>

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
Water Administration	\$0	\$0	\$0	\$0	\$201	\$2,116	\$4,054	\$0	\$0
Septic Health	\$0	\$1,409	\$4,129	\$5,018	\$6,285	\$5,680	\$5,890	\$0	\$0
Water Operations	\$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
Storm Water Fund	\$0	\$0	\$0	\$0	\$0	\$0	\$26	\$0	\$0
<b>TOTAL ALLOCATED</b>	<b>\$5,612</b>	<b>\$7,037</b>	<b>\$5,629</b>	<b>\$5,018</b>	<b>\$6,486</b>	<b>\$11,477</b>	<b>\$15,374</b>	<b>\$0</b>	<b>\$0</b>

\* 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 2010-2011

WATER FUND	FY 09/10 ADOPTED BUDGET	FY 09/10 AMENDED BUDGET	UNAUDITED YTD ACTUAL @ 6/30/10	FY 10/11 REQUESTED BUDGET	FY 10/11 RECOMMENDED BUDGET	FY 10/11 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
99 NON-OPERATING CONTINGENCY	\$35,000	\$35,000	\$35,000	\$28,000	\$25,000	\$25,000	\$50,000	\$50,000	\$50,000	\$50,000
<b>TOTAL</b>	<b>\$35,000</b>	<b>\$35,000</b>	<b>\$35,000</b>	<b>\$28,000</b>	<b>\$25,000</b>	<b>\$25,000</b>	<b>\$50,000</b>	<b>\$50,000</b>	<b>\$50,000</b>	<b>\$50,000</b>

Summary of year to date transfers: (through 6/30/10)

\$0

\$50,000 Remaining at 6/30/10

TOWN OF NAGS HEAD  
EXPENDITURE BUDGET FY 2010-2011

WATER FUND	FY 09/10 ADOPTED BUDGET	FY 09/10 AMENDED BUDGET	UNAUDITED YTD ACTUAL @ 6/30/10	FY 10/11 REQUESTED BUDGET	FY 10/11 RECOMMENDED BUDGET	FY 10/11 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