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 Goals 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.

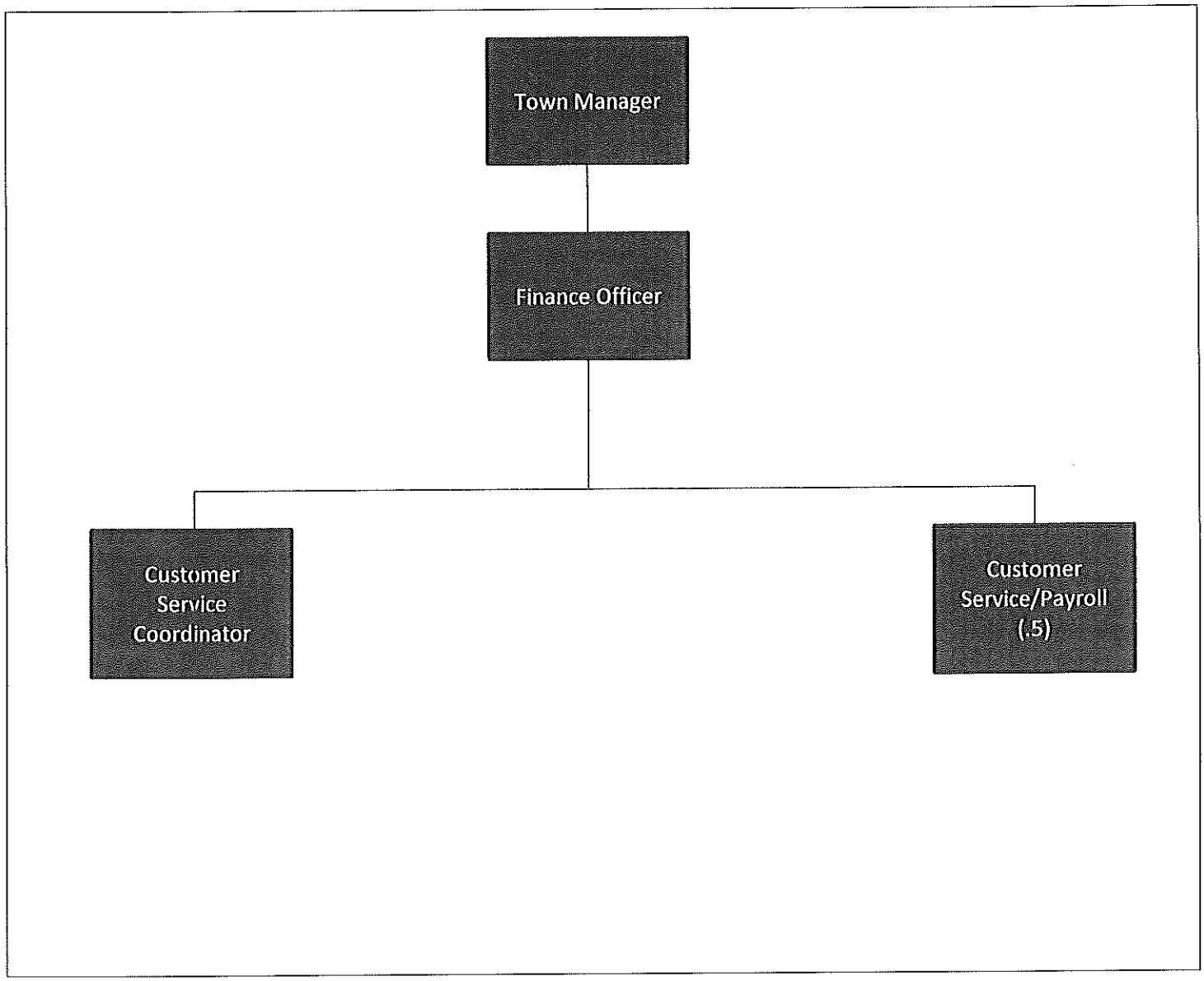
  Performance Indicators –
  1. Maximize existing computer applications, such as Edmunds, to control and monitor receivables.
  2. Increase collection measures to more aggressively pursue delinquent accounts.
  3. Provide excellent customer service in the administration of water service by continuing to 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).
  4. Pursue opportunities for e-billing 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

Recommended Organization and Staffing



Water Administration – Budget Highlights

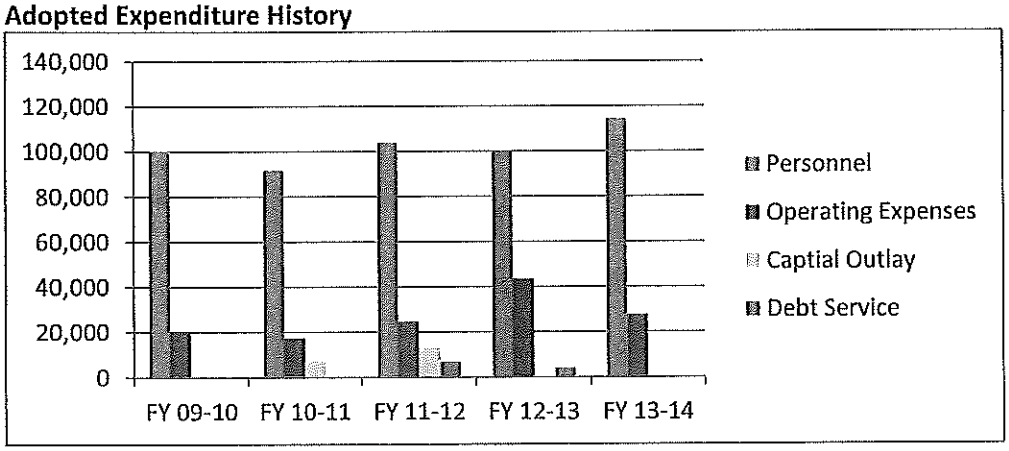
Highlights

- Funds are included for a 2% cost of living adjustment ($10,762) and for a one time pay for performance disbursement ($5,000).
- Training and travel funds of $1,750 are included for customer service training.

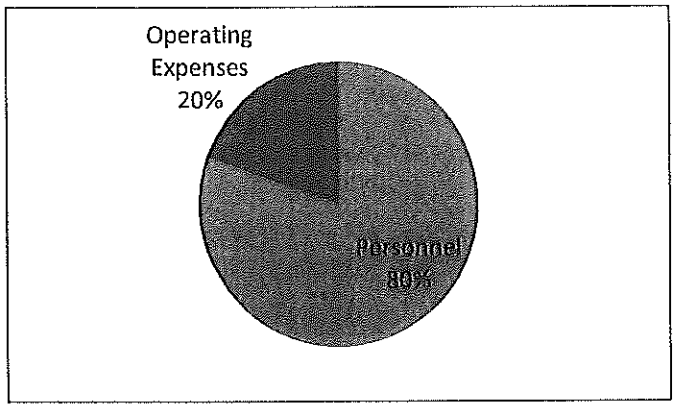
Expenditures by Function

		FY 2012-2013 Adopted		FY 2013-2014 Recommended	Percent Change
Personnel Services	$	100,384	$	114,566	14.13%
Operating Expenses	$	43,694	$	27,850	-36.26%
Debt Service	$	4,264	$	-	-100.0%
Total	$	148,342	$	142,416	-3.99%

Adopted Expenditure History



Recommended Fiscal Year 2013-2014 Expenditures by Function



Range of Budget Accounts: 4-61-720-0-0000-00 to 4-61-999-9-9999-99 Incl Revenue Accts: No
Subtotal DEPARTMENT: No Subtotal CLASS: No Subtotal OBJECT: No CLASS Page Break: Yes
For Budget: %PY = ((Budgeted / (Appropriated + Transfers)) - 1) * 100

Description Budget Account Number		2011 Approp Actual	2012 Approp Actual	2013 Approp Actual	********** Year 2014 ********** Requested	Admin. Recmnd	Budgeted	%PY
WATER ADMINISTRATION 4-61-720-6-0000-00	C							
SALARIES/WAGES - REGULAR 4-61-720-6-5102-00	S	0.00 0.00	60,847.00 62,745.36	62,112.00 50,284.36	62,061.00	62,061.00	_____	0.00
SALARIES - LONGEVITY PAY 4-61-720-6-5102-01	S	0.00 0.00	1,597.00 837.52	2,434.00 1,708.52	2,482.00	2,482.00	_____	0.00
SALARIES/WAGES - PARTTIME 4-61-720-6-5103-00	S	0.00 0.00	6,245.00 6,867.00	0.00 0.00	_____	_____	_____	0.00
OVERTIME PAY 4-61-720-6-5104-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
HOLIDAY PAY 4-61-720-6-5105-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
FICA TAX 4-61-720-6-5206-00	S	0.00 0.00	5,130.00 4,791.95	4,938.00 3,533.27	5,321.00	5,321.00	_____	0.00
GROUP HEALTH INSURANCE 4-61-720-6-5207-00	S	0.00 0.00	21,352.00 20,730.61	22,342.00 17,822.19	23,579.00	23,328.00	_____	0.00
RETIREES GROUP HEALTH INSUR 4-61-720-6-5207-01	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
EMPLOYEE DENTAL 4-61-720-6-5207-10	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
EMPLOYEE LIFE 4-61-720-6-5207-20	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
RETIREMENT 4-61-720-6-5208-00	S	0.00 0.00	4,347.00 2,941.54	4,351.00 3,156.15	4,917.00	4,917.00	_____	0.00

Description Budget Account Number		2011 Approp Actual	2012 Approp Actual	2013 Approp Actual	********** Year 2014 ********** Requested	Admin. Recmnd	Budgeted	%PY
CLASS: 4-61-720-6-0000-00		WATER ADMINISTRATION						
401 K 4-61-720-6-5210-00	S	0.00 0.00	625.00 422.27	646.00 468.28	695.00	695.00	_____	0.00
PAY FOR PERFORMANCE 4-61-720-6-5212-00	S	0.00 0.00	0.00 0.00	5,023.00 0.00	5,000.00	5,000.00	_____	0.00
IMPLEMENTATION OF PAY PLAN 4-61-720-6-5216-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
PERSONNEL COMMITTEE 4-61-720-6-5217-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
COST OF LIVING ADJUSTMENT 4-61-720-6-5218-00	S	0.00 0.00	1,061.00 1,060.50	1,162.00 1,161.50	10,762.00	10,762.00	_____	0.00
STORM DAMAGES/REPAIRS/COSTS 4-61-720-6-5319-99	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
TRAINING 4-61-720-6-5320-00	S	0.00 0.00	2,245.00 370.80	1,000.00 0.00	1,000.00	1,000.00	_____	0.00
COMPUTER TRAINING 4-61-720-6-5320-01	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
SAFETY TRAINING 4-61-720-6-5320-02	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
OSHA COMPLIANCE COSTS 4-61-720-6-5320-03	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
BUILDING/EQUIPMENT RENTAL 4-61-720-6-5321-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
TELEPHONE 4-61-720-6-5322-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
TRAVEL 4-61-720-6-5324-00	S	0.00 0.00	500.00 0.00	750.00 0.00	750.00	750.00	_____	0.00

Description Budget Account Number		2011 Approp Actual	2012 Approp Actual	2013 Approp Actual	********** Year 2014 ********** Requested	Admin. Recmnd	Budgeted	%PY
CLASS: 4-61-720-6-0000-00		WATER ADMINISTRATION						
POSTAGE 4-61-720-6-5325-00	S	0.00 0.00	9,600.00 9,598.69	11,200.00 8,261.25	11,300.00	11,300.00	_____	0.00
ADVERTISING 4-61-720-6-5326-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
PRINTING 4-61-720-6-5327-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
FUEL COSTS 4-61-720-6-5431-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
STREET SUPPLIES 4-61-720-6-5432-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
DEPARTMENT SUPPLIES 4-61-720-6-5433-00	S	0.00 0.00	2,290.00 3,128.73	2,400.00 174.43	3,600.00	3,600.00	_____	0.00
OTHER SUPPLIES 4-61-720-6-5434-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
OTHER SUPPLIES - COMPUTER 4-61-720-6-5434-05	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
MAINT/REPAIR BUILDINGS 4-61-720-6-5435-00	S	0.00 0.00	0.00 0.00	2,250.00 0.00	_____	_____	_____	0.00
MAINT/REPAIR EQUIPMENT 4-61-720-6-5436-00	S	0.00 0.00	2,500.00 0.00	2,250.00 796.88	1,500.00	1,500.00	_____	0.00
MAINT/REPAIR COMPUTER EQUIP. 4-61-720-6-5436-01	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
VEHICLE MAINTENANCE 4-61-720-6-5437-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
UNIFORMS 4-61-720-6-5439-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00

Description Budget Account Number		2011 Approp Actual	2012 Approp Actual	2013 Approp Actual	********** Year 2014 ********** Requested	Admin. Recmnd	Budgeted	%PY
CLASS: 4-61-720-6-0000-00		WATER ADMINISTRATION						
PROFESSIONAL FEES 4-61-720-6-5440-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
CONTRACTED SERVICES 4-61-720-6-5445-00	S	0.00 0.00	4,580.00 3,836.00	4,700.00 4,618.50	4,700.00	4,700.00	_____	0.00
CONTRACTED SERVICES - GIS 4-61-720-6-5445-06	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
DRAINAGE 4-61-720-6-5446-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
PURCHASES FOR RESALE 4-61-720-6-5448-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
DEPRECIATION EXPENSE 4-61-720-6-5550-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
BAD DEBT EXPENSE 4-61-720-6-5551-00	S	0.00 0.00	3,000.00 3,000.00	6,000.00 0.00	5,000.00	5,000.00	_____	0.00
DUES AND SUBSCRIPTIONS 4-61-720-6-5553-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
INSURANCE 4-61-720-6-5554-00	S	0.00 0.00	0.00 0.00	30.00 0.00	_____	_____	_____	0.00
COST REIMBURSEMENT 4-61-720-6-5699-00	S	0.00 0.00	71,404.00 71,404.00	0.00 0.00	_____	_____	_____	0.00
CAPITAL OUTLAY LAND 4-61-720-6-5771-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
CAPITAL OUTLAY BUILDINGS 4-61-720-6-5772-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
CAPITAL OUTLAY OTHER 4-61-720-6-5773-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00

Description Budget Account Number		2011 Approp Actual	2012 Approp Actual	2013 Approp Actual	********** Year 2014 ********** Requested	Admin. Recmnd	Budgeted	%PY
CLASS: 4-61-720-6-0000-00		WATER ADMINISTRATION						
CAPITAL OUTLAY EQUIPMENT								
4-61-720-6-5774-00	S	0.00	12,644.00	0.00	_____	_____	_____	0.00
		0.00	11,627.34	0.00				
CAPITAL OUTLAY BUDGETARY								
4-61-720-6-5774-33	S	0.00	0.00	0.00	_____	_____	_____	0.00
		0.00	0.00	0.00				
L/P PRINCIPAL								
4-61-720-6-5781-00	S	0.00	0.00	0.00	_____	_____	_____	0.00
		0.00	0.00	0.00				
L/P INTEREST								
4-61-720-6-5782-00	S	0.00	0.00	0.00	_____	_____	_____	0.00
		0.00	0.00	0.00				
VENDOR FINANCING								
4-61-720-6-5785-00	S	0.00	5,108.00	4,264.00	_____	_____	_____	0.00
		0.00	5,107.50	4,263.25				
Control Total		0.00	215,075.00	137,852.00	142,667.00	142,416.00	0.00	0.00
		0.00	208,469.81	96,248.58				

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

	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	ADOPTED 2012-13	RECOMMENDED 2013-14
Total Budgeted in Water Administration	$8,734	$6,948	$9,500	$0	$0	$0	$0	$0	$0	$0	$5,000
Allocated To:											
Water Administration	$0	$665	$866	$1,410	$293	$0	$0	$0	$0	$0	
Septic Health	$1,244	$787	$437	$698	$272	$0	$0	$0	$0	$0	
Water Operations	$3,220	$2,648	$985	$3,084	$2,017	$1,883	$0	$0	$0	$0	
Fresh Pond	$0	$703	$230	$197	$129	$141	$0	$0	$0	$0	
Water Distribution	$2,792	$2,145	$679	$2,797	$1,717	$1,514	$0	$0	$0	$0	
TOTAL ALLOCATED	$7,256	$6,948	$3,197	$8,186	$4,428	$3,538	$0	$0	$0	$0	$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 budgetd 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.

TOWN OF NAGS HEAD
Budget/Revenue Preparation Worksheet

Description Budget Account Number CLASS: 4-61-900-9-0000-00		2011 Approp Actual CONTINGENCY	2012 Approp Actual	2013 Approp Actual	********** Year 2014 ********** Requested	Admin. Recmnd	Budgeted	%PY
CONTINGENCY 4-61-900-9-0000-00	C							
CONTINGENCY 4-61-900-9-5999-00	S	0.00 0.00	50,000.00 0.00	50,000.00 0.00	50,000.00	50,000.00	_____	0.00
Control Total		0.00 0.00	50,000.00 0.00	50,000.00 0.00	50,000.00	50,000.00	0.00	0.00
Budgeted Total		0.00 0.00	2,817,733.00 2,759,474.54	2,925,403.00 1,572,421.34	2,431,511.00	2,807,623.00	0.00	0.00
Non-Budget Total		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	2,817,733.00 2,759,474.54	2,925,403.00 1,572,421.34	2,431,511.00	2,807,623.00	0.00	0.00
Year Total		0.00 0.00	2,817,733.00 2,759,474.54	2,925,403.00 1,572,421.34	2,431,511.00	2,807,623.00	0.00	0.00

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	RECOMMENDED 2013-14
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
TOTAL	$35,000	$28,000	$25,000	$25,000	$50,000	$50,000	$50,000	$50,000	$50,000	$50,000	$50,000

Summary of year to date transfers: (through 4/30/13)

$0

$50,000 Available as of 4/30/13

Description Budget Account Number CLASS: 4-61-900-8-0000-00		2011 Approp Actual INTERFUND	2012 Approp Actual	2013 Approp Actual	********** Year 2014 ********** Requested	Admin. Recmnd	Budgeted	%PY
INTERFUND 4-61-900-8-0000-00	C							
CONTRIB. TO GENERAL FUND 4-61-900-8-5900-81	S	0.00 0.00	0.00 0.00	515,000.00 0.00	_____	515,000.00	_____	0.00
CONTRIB. TO CAP RESERVE FUND 4-61-900-8-5900-82	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
CONTRIB TO CAPITAL PROJ FUND 4-61-900-8-5900-83	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
CONTRIB. TO INTERNAL SERV FUND 4-61-900-8-5900-84	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
CONTRIB TO WATER FUND 4-61-900-8-5900-85	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
CONTRIB TO NAGS HEAD LEASING 4-61-900-8-5900-86	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
CONTRI. TO UNDESGN. RET. ERNGS 4-61-900-8-5900-87	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
REPAY INTERFUND DEBT PRINCIPAL 4-61-900-8-5900-88	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
ADVANCE TO GENERAL FUND - LOAN 4-61-900-8-5901-81	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
Control Total		0.00 0.00	0.00 0.00	515,000.00 0.00	0.00	515,000.00	0.00	0.00