

# ***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**

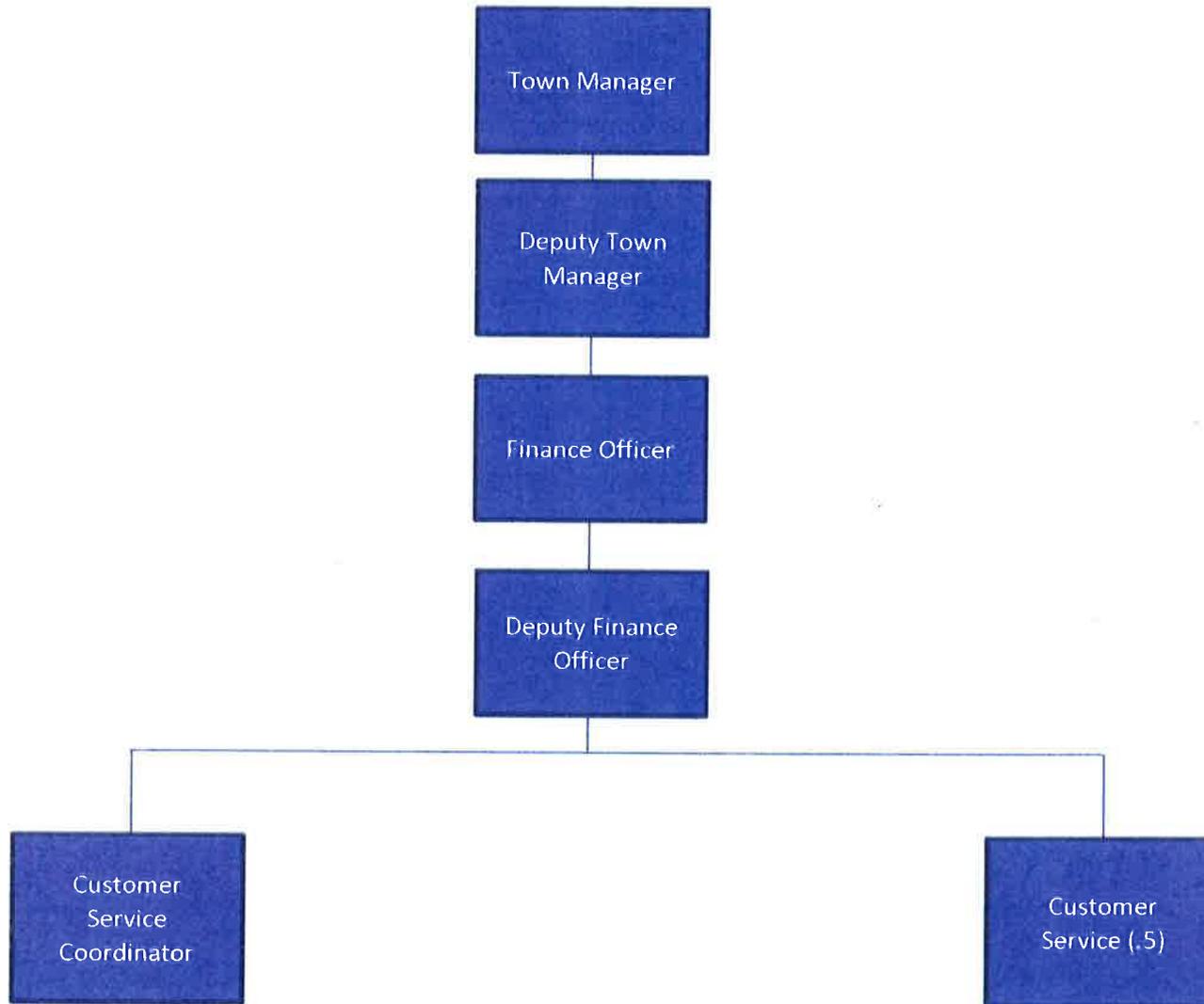
- Provide a high level of customer service through timely and accurate billing of water accounts, courteous collection of water utility revenue, and sharing of information regarding individual accounts and overall policies and procedures. (BOC Values 2, 5, and 6)

## **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, 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, WIPP, and virtual terminal).
  4. Expand use of e-billing water bills 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***

## ***Organization and Staffing***



# Water Administration – Budget Highlights

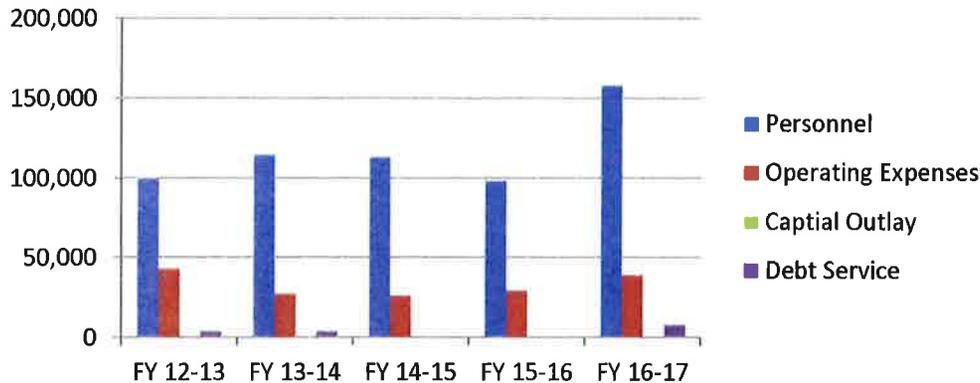
## Highlights

- Twenty-five percent of the Public Works director’s salary is funded in this budget.
- Twenty-five percent of the town engineer’s salary is funded in this budget.
- Funds in the amount of \$7,979 are included for a 1.4% salary adjustment for all Water Fund employees, budgeted departmentally.
- Employee insurance renewal rates for the Fiscal Year 2016-2017 plan year decreased by 6% for both active employees and retirees.
- Cost allocation to the General Fund reflects a formula that includes the cost of actual services provided.
- Capital outlay funding of \$39,925 is included for new utility billing software, which will be financed over five years of in payments of \$8,464 per year.
- Funding of \$3,963 is included for the implementation of a pay and class study, budgeted departmentally.

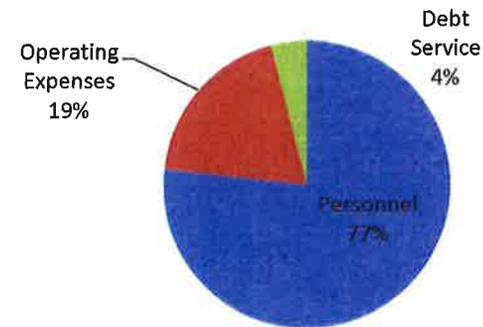
## Expenditures by Function

	FY 2015-2016		FY 2016-2017		Percent
	<u>Adopted</u>		<u>Adopted</u>		<u>Change</u>
Personnel Services	\$	98,743	\$	158,494	60.51%
Operating Expenses	\$	29,679	\$	39,489	33.05%
Debt Service	\$		\$	8,464	100.00%
<b>Total</b>	\$	128,422	\$	206,447	60.76%

## Fiscal Year 2016-2017 Adopted Expenditure History



## Fiscal Year 2016-2017 Adopted Expenditures by Function



Town of Nags Head  
 Adopted Budget  
 For the Fiscal Year 2016-2017

Department: *Water Administration*

Account Number	Account Description	Manager's Recommended 2016-2017	Adopted Budget 2016-2017	Adopted Budget 2015-2016	Adjusted Budget 2015-2016	Estimated Actual Expenditures 2015-2016	Actual Expenditures 2014-2015	Actual Expenditures 2013-2014
<b>PERSONNEL SERVICES</b>								
61-720-6-5102-00	SALARIES/WAGES - REGULAR	\$ 60,172	\$ 106,026	\$ 57,564	\$ 58,992	\$ 58,992	\$ 56,826	\$ 58,546
61-720-6-5102-01	SALARIES - LONGEVITY PAY	1,701	3,379	1,643	1,667	1,667	1,603	2,532
61-720-6-5103-00	SALARIES/WAGES - PARTTIME	-	-	-	-	-	1,794	1,126
61-720-6-5206-00	FICA TAX	4,733	8,351	4,530	4,597	4,000	4,018	4,487
61-720-6-5207-00	GROUP HEALTH INSURANCE	21,686	30,660	21,584	21,584	20,000	16,950	19,631
61-720-6-5208-00	RETIREMENT	4,471	7,899	3,990	4,049	4,000	3,977	4,609
61-720-6-5210-00	401 K	1,233	2,179	98	99	231	140	414
61-720-6-5218-00	COST OF LIVING ADJUSTMENT	-	-	9,334	-	-	-	-
	<b>Subtotal Personnel Services</b>	<b>\$ 93,996</b>	<b>\$ 158,494</b>	<b>\$ 98,743</b>	<b>\$ 90,988</b>	<b>\$ 88,890</b>	<b>\$ 85,308</b>	<b>\$ 91,345</b>
<b>OPERATIONS</b>								
61-720-6-5320-00	TRAINING	\$ 1,350	\$ 1,350	\$ 1,350	\$ 1,350	\$ 1,313	\$ 335	\$ 221
61-720-6-5322-01	TELEPHONE-CELL PHONE STIPEND	-	390	\$ -	\$ -	\$ -	\$ -	\$ -
61-720-6-5325-00	POSTAGE	11,860	11,860	11,860	11,860	10,000	10,047	9,936
61-720-6-5433-00	DEPARTMENT SUPPLIES	2,450	2,450	5,350	5,350	5,350	4,849	1,394
61-720-6-5436-00	MAINT/REPAIR EQUIPMENT	2,000	2,000	1,500	1,500	1,366	797	797
61-720-6-5440-00	PROFESSIONAL FEES	-	11,820	-	-	-	-	-
61-720-6-5445-00	CONTRACTED SERVICES	4,619	4,619	4,619	5,619	5,619	4,619	3,474
61-720-6-5550-00	DEPRECIATION EXPENSE	-	-	-	-	-	287,647	263,290
61-720-6-5551-00	BAD DEBT EXPENSE	5,000	5,000	5,000	5,000	5,000	-	5,000
	<b>Subtotal Operations</b>	<b>\$ 27,279</b>	<b>\$ 39,489</b>	<b>\$ 29,679</b>	<b>\$ 30,679</b>	<b>\$ 28,648</b>	<b>\$ 308,293</b>	<b>\$ 284,112</b>
<b>COST REIMBURSEMENT</b>								
61-720-6-5699-00	COST REIMBURSEMENT	\$ -	\$ -	\$ -	\$ 26,130	\$ 26,130	\$ 29,280	\$ 71,404
<b>DEBT SERVICE</b>								
61-720-6-5781-00	L/P PRINCIPAL	\$ 8,464	\$ 8,464	\$ -	\$ -	\$ -	\$ -	\$ -
61-720-6-5785-00	VENDOR FINANCING	-	-	-	-	-	-	4,263
	<b>Subtotal Debt Service</b>	<b>\$ 8,464</b>	<b>\$ 8,464</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 4,263</b>
	<b>Totals</b>	<b>\$ 129,739</b>	<b>\$ 206,447</b>	<b>\$ 128,422</b>	<b>\$ 147,797</b>	<b>\$ 143,668</b>	<b>\$ 422,881</b>	<b>\$ 451,124</b>

**Town of Nags Head  
 Adopted Budget  
 For the Fiscal Year 2016-2017**

**Water Administration**

Description of Capital Items	Manager's Recommended 2016 - 2017	Adopted 2016 - 2017
<i>New Lease Payments</i>		
1. Utility billing software at a cost of \$39,925	\$ 8,464	\$ 8,464
<b>Total New Lease Payments</b>	<b>\$ 8,464</b>	<b>\$ 8,464</b>

Town of Nags Head  
 Adopted Budget  
 For the Fiscal Year 2016-2017

Department: *Interfund-Water Fund*

Account Number	Account Description	Manager's Recommended 2016-2017	Adopted Budget 2016-2017	Adopted Budget 2015-2016	Adjusted Budget 2015-2016	Estimated Actual Expenditures 2015-2016	Actual Expenditures 2014-2015	Actual Expenditures 2013-2014
61-900-8-5900-81	CONTRIB. TO GENERAL FUND	\$ 556,830	\$ 556,830	\$ 542,618	\$ -	\$ -	\$ -	\$ -
61-900-9-5999-00	CONTINGENCY 3	50,000	50,000	50,000	50,000	-	-	-
	<b>TOTAL</b>	<b>\$ 606,830</b>	<b>\$ 606,830</b>	<b>\$ 592,618</b>	<b>\$ 50,000</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>