

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

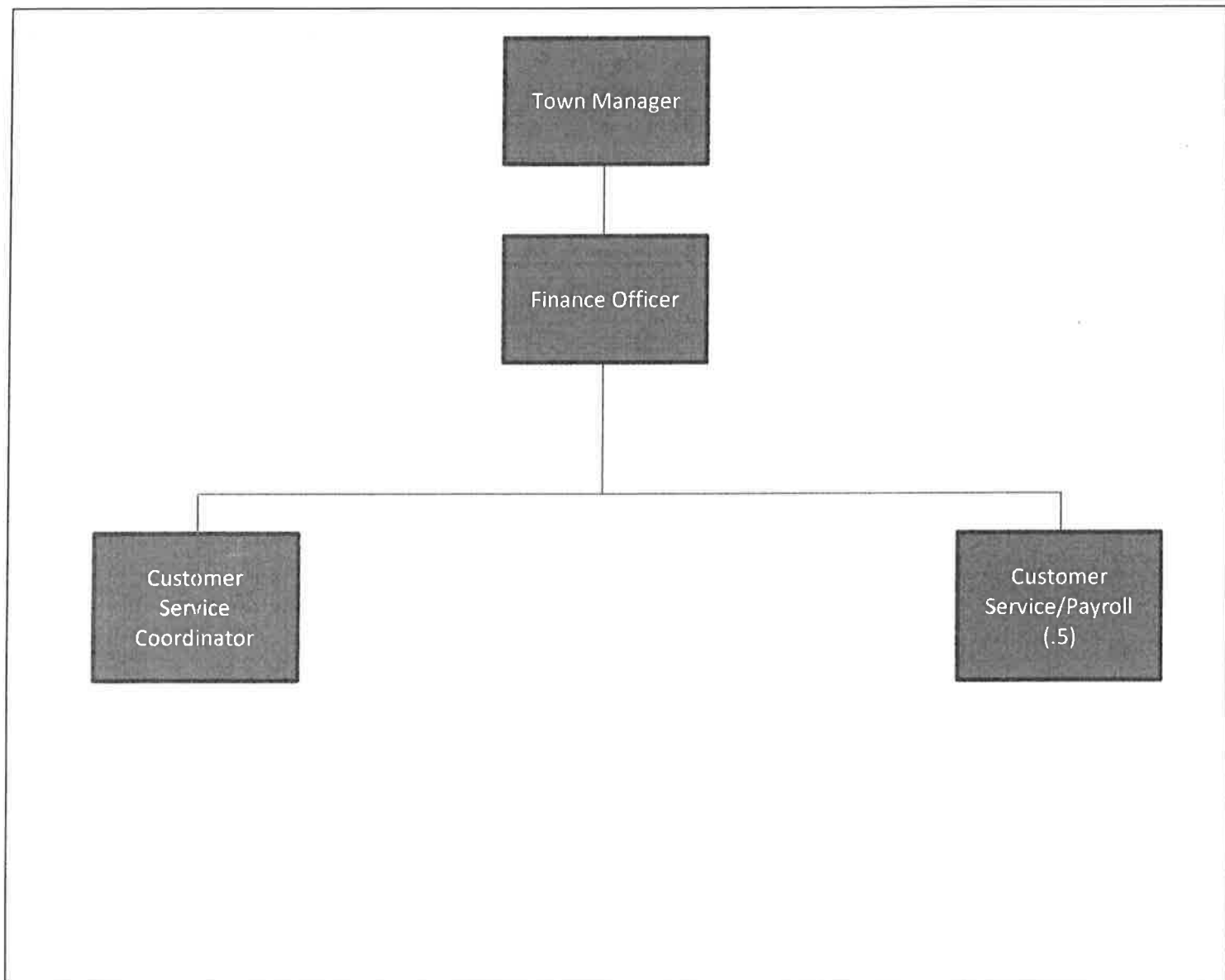
- Provide a high level of customer service through timely and accurate billing of water accounts, courteous collection of water utility revenue, and sharing of information regarding individual accounts and overall policies and procedures. (BOC Goals 2, 5, and 6)

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

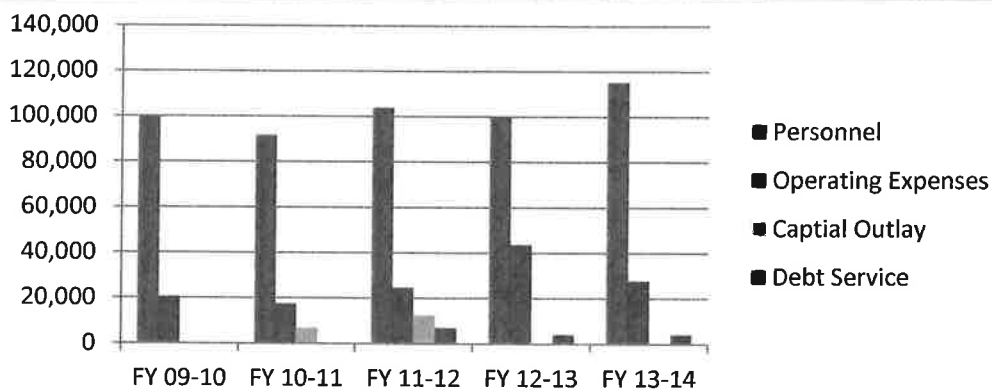
Highlights

- 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.

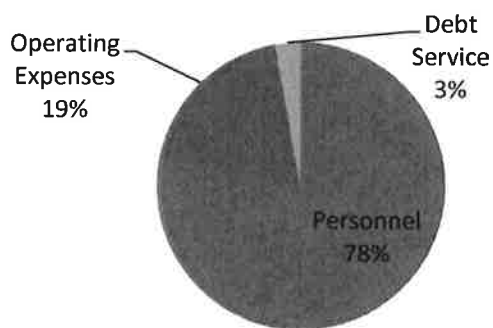
Expenditures by Function

	FY 2012-2013		FY 2013-2014		Percent
	<u>Adopted</u>		<u>Adopted</u>		<u>Change</u>
Personnel Services	\$	100,384	\$	115,261	14.82%
Operating Expenses	\$	43,694	\$	27,850	-36.26%
Debt Service	\$	4,264	\$	4,263	-0.02%
Total	\$	148,342	\$	147,374	-0.65%

Adopted Expenditure History



Adopted Fiscal Year 2013-2014 Expenditures by Function



Description		2011	2012	2013	***** Requested	***** Year 2014 Admin. Recmnd	***** Budgeted	***** %PY
Budget Account Number		Approp Actual	Approp Actual	Approp Actual				
CLASS: 61-720-6-0000-00		WATER ADMINISTRATION						
<hr/>								
WATER ADMINISTRATION								
61-720-6-0000-00	C							
SALARIES/WAGES - REGULAR								
61-720-6-5102-00	S	0.00 0.00	60,847.00 62,745.36	62,112.00 55,058.27	62,061.00	62,061.00	62,061.00	0.08-
SALARIES - LONGEVITY PAY								
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	2,482.00	1.97
SALARIES/WAGES - PARTTIME								
61-720-6-5103-00	S	0.00 0.00	6,245.00 6,867.00	0.00 0.00				0.00
OVERTIME PAY								
61-720-6-5104-00	S	0.00 0.00	0.00 0.00	0.00 0.00				0.00
HOLIDAY PAY								
61-720-6-5105-00	S	0.00 0.00	0.00 0.00	0.00 0.00				0.00
FICA TAX								
61-720-6-5206-00	S	0.00 0.00	5,130.00 4,791.95	4,938.00 3,851.63	5,321.00	5,321.00	5,321.00	7.76
GROUP HEALTH INSURANCE								
61-720-6-5207-00	S	0.00 0.00	21,352.00 20,730.61	22,342.00 19,604.41	23,579.00	23,328.00	23,328.00	4.41
RETIREEES GROUP HEALTH INSUR								
61-720-6-5207-01	S	0.00 0.00	0.00 0.00	0.00 0.00				0.00
EMPLOYEE DENTAL								
61-720-6-5207-10	S	0.00 0.00	0.00 0.00	0.00 0.00				0.00
EMPLOYEE LIFE								
61-720-6-5207-20	S	0.00 0.00	0.00 0.00	0.00 0.00				0.00
RETIREMENT								
61-720-6-5208-00	S	0.00 0.00	4,347.00 2,941.54	4,351.00 3,477.92	4,917.00	4,917.00	4,917.00	13.01
401 K								
61-720-6-5210-00	S	0.00 0.00	625.00 422.27	646.00 516.02	695.00	695.00	1,390.00	115.17

Description Budget Account Number		2011	2012	2013	***** Year 2014 *****			%PY
		Approp Actual	Approp Actual	Approp Actual	Requested	Admin. Recmnd	Budgeted	
CLASS: 61-720-6-0000-00		WATER ADMINISTRATION						
PAY FOR PERFORMANCE								
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	5,000.00	0.46-
IMPLEMENTATION OF PAY PLAN								
61-720-6-5216-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
PERSONNEL COMMITTEE								
61-720-6-5217-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
COST OF LIVING ADJUSTMENT								
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	10,762.00	826.16
STORM DAMAGES/REPAIRS/COSTS								
61-720-6-5319-99	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
TRAINING								
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	1,000.00	0.00
COMPUTER TRAINING								
61-720-6-5320-01	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
SAFETY TRAINING								
61-720-6-5320-02	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
OSHA COMPLIANCE COSTS								
61-720-6-5320-03	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
BUILDING/EQUIPMENT RENTAL								
61-720-6-5321-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
TELEPHONE								
61-720-6-5322-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
TRAVEL								
61-720-6-5324-00	S	0.00 0.00	500.00 0.00	750.00 0.00	750.00	750.00	750.00	0.00
POSTAGE								
61-720-6-5325-00	S	0.00 0.00	9,600.00 9,598.69	11,200.00 9,191.43	11,300.00	11,300.00	11,300.00	0.89

Description Budget Account Number		2011	2012	2013	***** Year 2014 *****			%PY	
		Approp Actual	Approp Actual	Approp Actual	Requested	Admin. Recmnd	Budgeted		
CLASS: 61-720-6-0000-00		WATER ADMINISTRATION							
ADVERTISING									
61-720-6-5326-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00	
PRINTING									
61-720-6-5327-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00	
FUEL COSTS									
61-720-6-5431-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00	
STREET SUPPLIES									
61-720-6-5432-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00	
DEPARTMENT SUPPLIES									
61-720-6-5433-00	S	0.00 0.00	2,290.00 3,128.73	2,400.00 404.42	3,600.00	3,600.00	3,600.00	50.00	
OTHER SUPPLIES									
61-720-6-5434-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00	
OTHER SUPPLIES - COMPUTER									
61-720-6-5434-05	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00	
MAINT/REPAIR BUILDINGS									
61-720-6-5435-00	S	0.00 0.00	0.00 0.00	2,250.00 0.00	_____	_____	_____	0.00	
MAINT/REPAIR EQUIPMENT									
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	1,500.00	33.33-	
MAINT/REPAIR COMPUTER EQUIP.									
61-720-6-5436-01	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00	
VEHICLE MAINTENANCE									
61-720-6-5437-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00	
UNIFORMS									
61-720-6-5439-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00	
PROFESSIONAL FEES									
61-720-6-5440-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00	

Description Budget Account Number		2011	2012	2013	***** Year 2014 *****			%PY
		Approp Actual	Approp Actual	Approp Actual	Requested	Admin. Recmnd	Budgeted	
CLASS: 61-720-6-0000-00		WATER ADMINISTRATION						
CONTRACTED SERVICES								
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	4,700.00	0.00
CONTRACTED SERVICES - GIS								
61-720-6-5445-06	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
DRAINAGE								
61-720-6-5446-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
PURCHASES FOR RESALE								
61-720-6-5448-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
DEPRECIATION EXPENSE								
61-720-6-5550-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
BAD DEBT EXPENSE								
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	5,000.00	16.67-
DUES AND SUBSCRIPTIONS								
61-720-6-5553-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
INSURANCE								
61-720-6-5554-00	S	0.00 0.00	0.00 0.00	30.00 0.00	_____	_____	_____	0.00
COST REIMBURSEMENT								
61-720-6-5699-00	S	0.00 0.00	71,404.00 71,404.00	71,404.00 71,404.00	_____	_____	_____	0.00
CAPITAL OUTLAY LAND								
61-720-6-5771-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
CAPITAL OUTLAY BUILDINGS								
61-720-6-5772-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
CAPITAL OUTLAY OTHER								
61-720-6-5773-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
CAPITAL OUTLAY EQUIPMENT								
61-720-6-5774-00	S	0.00 0.00	12,644.00 11,627.34	0.00 0.00	_____	_____	_____	0.00

Description Budget Account Number		2011	2012	2013	***** Year 2014 *****			%PY
		Approp Actual	Approp Actual	Approp Actual	Requested	Admin. Recmnd	Budgeted	
CLASS: 61-720-6-0000-00		WATER ADMINISTRATION						
CAPITAL OUTLAY BUDGETARY								
61-720-6-5774-33	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
L/P PRINCIPAL								
61-720-6-5781-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
L/P INTEREST								
61-720-6-5782-00	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
VENDOR FINANCING								
61-720-6-5785-00	S	0.00 0.00	5,108.00 5,107.50	4,264.00 4,263.25	4,263.00	4,263.00	4,263.00	0.02-
Control Total		0.00 0.00	215,075.00 208,469.81	209,256.00 176,056.75	146,930.00	146,679.00	147,374.00	29.57-

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	ADOPTED 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	\$0
Septic Health	\$1,244	\$787	\$437	\$698	\$272	\$0	\$0	\$0	\$0	\$0	\$0
Water Operations	\$3,220	\$2,648	\$985	\$3,084	\$2,017	\$1,883	\$0	\$0	\$0	\$0	\$0
Fresh Pond	\$0	\$703	\$230	\$197	\$129	\$141	\$0	\$0	\$0	\$0	\$0
Water Distribution	\$2,792	\$2,145	\$679	\$2,797	\$1,717	\$1,514	\$0	\$0	\$0	\$0	\$0
TOTAL ALLOCATED	\$7,266	\$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 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.

Description Budget Account Number	2011 Approp Actual	2012 Approp Actual	2013 Approp Actual	***** Year 2014 *****			
				Requested	Admin. Recmnd	Budgeted	%PY
CLASS: 61-900-9-0000-00	CONTINGENCY						
CONTINGENCY 61-900-9-0000-00	C						
CONTINGENCY 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	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	50,000.00 0.00
Budgeted Total		0.00 0.00	2,817,733.00 2,764,127.09	2,925,403.00 2,388,435.19	2,435,774.00	2,811,886.00	2,816,586.00 3.72-
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 2,764,127.09	2,925,403.00 2,388,435.19	2,435,774.00	2,811,886.00	2,816,586.00 3.72-

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	ADOPTED 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		2011	2012	2013	***** Year 2014 *****			%PY
		Approp Actual	Approp Actual	Approp Actual	Requested	Admin. Recmnd	Budgeted	
CLASS: 61-900-8-0000-00		INTERFUND						
INTERFUND								
61-900-8-0000-00	C							
CONTRIB. TO GENERAL FUND								
61-900-8-5900-81	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	515,000.00	515,000.00	0.00
CONTRIB. TO CAP RESERVE FUND								
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								
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								
61-900-8-5900-84	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
CONTRIB TO WATER FUND								
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								
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								
61-900-8-5900-87	S	0.00 0.00	0.00 0.00	0.00 0.00	_____	_____	_____	0.00
REPAY INTERFUND DEBT PRINCIPAL								
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								
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	0.00 0.00	0.00	515,000.00	515,000.00	0.00