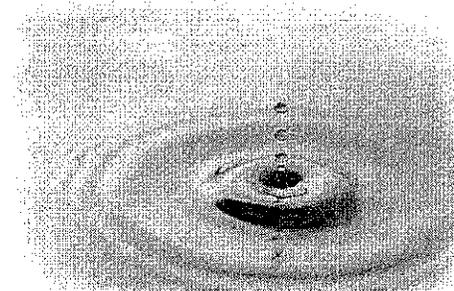


## ***Water Administration Division***

### **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 as well as 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 Internet or telephone payment by credit card and echecks through Official Payments).
- Include informative messages such as reminders and important dates on bottom of water bills.

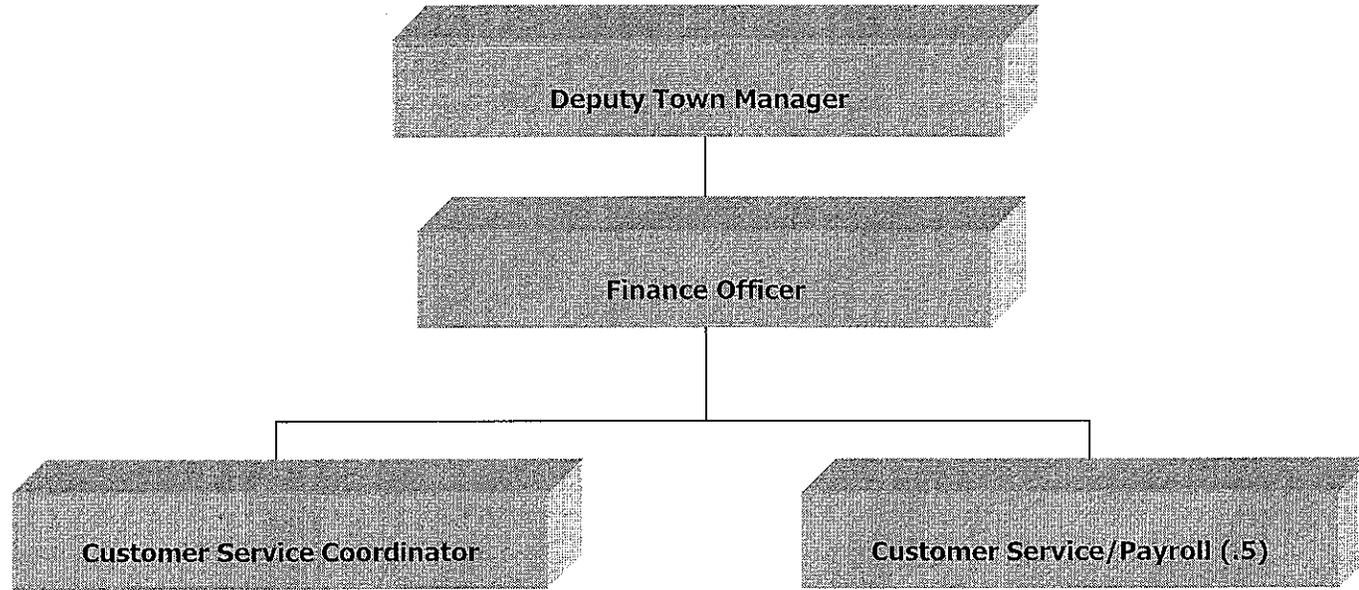
**Performance Measures and Workload Indicators**

	<b>FY 04-05</b> <u>Actual</u>	<b>FY 05-06</b> <u>Actual</u>	<b>FY 06-07</b> <u>Actual</u>
Water Bills Processed	27,179	27,633	28,177
Second Notices	2,697	2,688	2,867
Water Cut-offs	226	193	204
Work Orders Created*	673	607	533

\*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 07-08</u>	<u>Currently Existing Positions</u>	<u>Recommended Positions FY 08-09</u>	<u>Adopted Positions FY 08-09</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>

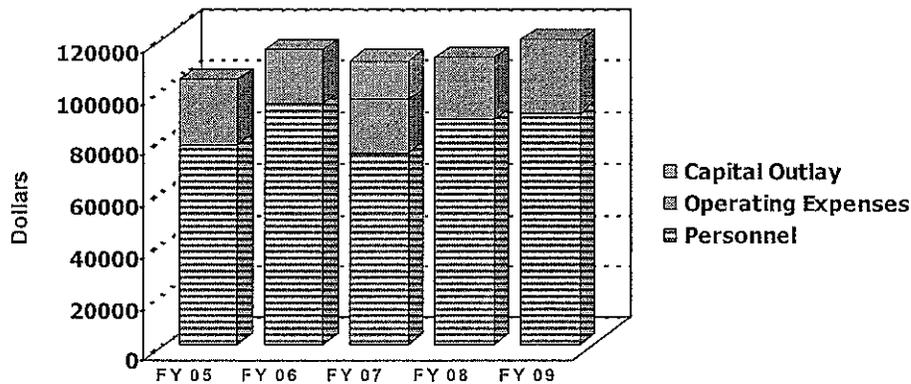
### Highlights

- The group health insurance line item reflects a decrease in hospitalization expenses.

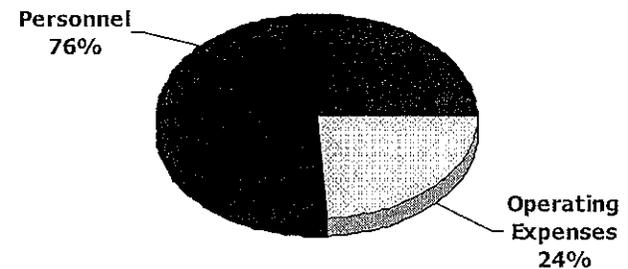
### Expenditures by Function

	FY 2007-2008 <u>Adopted</u>	FY 2008-2009 <u>Adopted</u>	<u>Percent Change</u>
Personnel Services	\$ 87,437	\$ 90,371	3.36%
Operating Expenses	\$ 24,125	\$ 28,366	17.58%
<b>Total</b>	<b>\$ 111,562</b>	<b>\$ 118,737</b>	<b>6.43%</b>

### Adopted Expenditure History



### Adopted FY 2008-2009 Expenditures by Function



TOWN OF NAGS HEAD  
RECOMMENDED BUDGET FY 2008-2009

WATER FUND	FY 07/08 ADOPTED BUDGET	FY 07/08 AMENDED BUDGET	UNAUDITED YTD ACTUAL @6/30/08	FY 08/09 REQUESTED BUDGET	FY 08/09 RECOMMENDED BUDGET	FY 08/09 ADOPTED BUDGET
-----						
WATER						
WATER ADMINISTRATION						
SALARIES						
720 510200 SALARIES/WAGES - REGULAR	55,522.00	55,522.00	56,457.19	59,663.00	59,663.00	60,993.00
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	344.00	344.00	1,088.26	1,157.00	1,157.00	1,157.00
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	1,351.00	1,073.00	1,093.44	1,445.00	1,445.00	.00
TOTAL SALARIES	57,217.00	56,939.00	58,638.89	62,265.00	62,265.00	62,150.00
BENEFITS						
720 520600 FICA TAX	4,377.00	4,356.00	4,023.10	4,766.00	4,766.00	4,757.00
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	20,251.00	20,251.00	19,429.65	21,448.00	18,571.00	18,571.00
720 520701 RETIREE'S GROUP HEALTH INSUR	1,083.00	1,083.00	641.64	.00	.00	.00
720 520800 RETIREMENT	2,792.00	2,792.00	2,807.65	3,033.00	3,033.00	3,030.00
720 520800 1 RETIREMENT	.00	.00	.00	.00	.00	.00
720 520800 2 RETIREMENT	.00	.00	.00	.00	.00	.00
720 521000 401 K	1,717.00	1,717.00	1,729.49	1,869.00	1,869.00	1,863.00
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	30,220.00	30,199.00	28,631.53	31,116.00	28,239.00	28,221.00
OPERATIONS						
720 522011 CAREER DEVELOPMENT OTHER COSTS	1,000.00	2,000.00	474.69	4,000.00	4,000.00	3,501.00
720 532000 TRAINING	1,600.00	1,600.00	1,110.00	1,600.00	1,600.00	1,600.00
720 532003 OSHA COMPLIANCE COSTS	.00	.00	.00	.00	.00	.00
720 532400 TRAVEL	1,000.00	1,000.00	469.81	1,000.00	1,000.00	1,000.00

TOWN OF NAGS HEAD  
RECOMMENDED BUDGET FY 2008-2009

WATER FUND	FY 07/08 ADOPTED BUDGET	FY 07/08 AMENDED BUDGET	UNAUDITED YTD ACTUAL @6/30/08	FY 08/09 REQUESTED BUDGET	FY 08/09 RECOMMENDED BUDGET	FY 08/09 ADOPTED BUDGET
720 532500 POSTAGE	8,400.00	8,400.00	8,267.82	9,000.00	9,000.00	9,000.00
720 532600 ADVERTISING	.00	.00	.00	.00	.00	.00
720 543300 DEPARTMENT SUPPLIES	2,290.00	2,290.00	2,066.37	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	1,450.00	1,450.00	1,079.90	.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	1,885.00	1,885.00	1,880.55	4,475.00	4,475.00	4,475.00
720 544506 CONTRACTED SERVICES - GIS	.00	.00	.00	.00	.00	.00
720 555100 BAD DEBT EXPENSE	4,000.00	4,000.00	.00	4,000.00	4,000.00	4,000.00
720 555300 DUES AND SUBSCRIPTIONS	.00	.00	.00	.00	.00	.00
720 569900 COST REIMBURSEMENT	.00	54,444.00	54,444.00	.00	.00	.00
720 577433 CAPITAL OUTLAY BUDGETARY	.00	.00	.00	.00	.00	.00
<b>TOTAL OPERATIONS</b>	<b>24,125.00</b>	<b>79,569.00</b>	<b>69,793.14</b>	<b>28,865.00</b>	<b>28,865.00</b>	<b>28,366.00</b>
<b>CAPITAL OUTLAY</b>						
720 577100 CAPITAL OUTLAY LAND	.00	5,222.00	5,221.31	.00	.00	.00
720 577400 CAPITAL OUTLAY EQUIPMENT	.00	.00	.00	.00	.00	.00
<b>TOTAL CAPITAL OUTLAY</b>	<b>.00</b>	<b>5,222.00</b>	<b>5,221.31</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>
<b>DEBT SERVICE</b>						
720 578100 L/P PRINCIPAL	.00	.00	.00	.00	.00	.00
720 578200 LEASE PURCHASE INTEREST	.00	.00	.00	.00	.00	.00
<b>TOTAL DEBT SERVICE</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>
<b>TOTAL WATER ADMINISTRATION</b>	<b>111,562.00</b>	<b>171,929.00</b>	<b>162,284.87</b>	<b>122,246.00</b>	<b>119,369.00</b>	<b>118,737.00</b>

TOWN OF NAGS HEAD  
PRIOR YEAR ACTUAL EXPENDITURES

	FY 01/02 ACTUAL	FY 02/03 ACTUAL	FY 03/04 ACTUAL	FY 04/05 ACTUAL	FY 05/06 ACTUAL	FY 06/07 ACTUAL
WATER FUND						
-----						
WATER						
WATER ADMINISTRATION						
SALARIES						
720 510200 SALARIES/WAGES - REGULAR	37,123.33	35,353.13	37,523.36	42,640.83	46,536.90	51,027.76
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	.00	.00	.00	.00	.00	312.61
720 510400 OVERTIME PAY	.00	.00	.00	.00	.00	9.02
720 510400 1 OVERTIME PAY	.00	.00	56.90	.00	.00	.00
720 510400 2 OVERTIME PAY	.00	.00	134.50	.00	.00	.00
720 510500 HOLIDAY PAY	.00	.00	.00	.00	6.07	.00
720 521100 CAREER DEVELOPMENT	.00	.00	.00	.00	.00	173.95
TOTAL SALARIES	37,123.33	35,353.13	37,714.76	42,640.83	46,542.97	51,523.34
BENEFITS						
720 520600 FICA TAX	2,579.83	3,086.95	2,641.93	3,010.22	3,250.73	3,570.28
720 520600 1 FICA TAX	.00	.00	4.36	.00	.00	.00
720 520600 2 FICA TAX	.00	.00	10.29	.00	.00	.00
720 520700 GROUP HEALTH INSURANCE	3,904.60	4,747.94	12,264.94	14,377.19	15,306.75	17,042.77
720 520701 RETIREE'S GROUP HEALTH INSUR	.00	556.47	2,383.94	2,623.85	2,494.79	3,020.33
720 520800 RETIREMENT	1,718.46	2,100.84	1,805.38	1,920.87	2,271.73	2,511.44
720 520800 1 RETIREMENT	.00	.00	2.79	.00	.00	.00
720 520800 2 RETIREMENT	.00	.00	6.60	.00	.00	.00
720 521000 401 K	1,047.83	1,283.60	1,103.14	1,173.91	1,393.72	1,543.98
720 521000 1 401 K	.00	.00	1.71	.00	.00	.00
720 521000 2 401 K	.00	.00	4.03	.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	9,250.72	11,775.80	20,229.11	23,106.04	24,717.72	27,688.80
OPERATIONS						
720 522011 CAREER DEVELOPMENT OTHER COSTS	.00	.00	.00	.00	.00	.00
720 532000 TRAINING	250.00	3,040.46	921.34	.00	.00	610.00
720 532003 OSHA COMPLIANCE COSTS	.00	.00	.00	.00	.00	.00
720 532400 TRAVEL	95.63	.00	166.59	.00	.00	.00

TOWN OF NAGS HEAD  
PRIOR YEAR ACTUAL EXPENDITURES

	FY 01/02 ACTUAL	FY 02/03 ACTUAL	FY 03/04 ACTUAL	FY 04/05 ACTUAL	FY 05/06 ACTUAL	FY 06/07 ACTUAL
WATER FUND						
720 532500 POSTAGE	5,507.29	7,023.36	6,815.31	7,217.71	7,406.69	7,659.11
720 532600 ADVERTISING	.00	283.68	.00	.00	.00	.00
720 543300 DEPARTMENT SUPPLIES	940.39	2,134.08	1,246.25	997.39	2,114.99	1,093.99
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	1,785.00	.00	.00	.00	.00
720 543600 MAINT/REPAIR EQUIPMENT	.00	.00	1,830.00	1,830.00	.00	.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	1,652.40	3,294.60	1,530.00	3,407.21	1,700.50	1,791.00
720 544506 CONTRACTED SERVICES - GIS	.00	.00	9,950.00	2,775.00	2,175.00	15,000.00
720 555100 BAD DEBT EXPENSE	5,000.00	.00	.00	.00	.00	4,000.00
720 555300 DUES AND SUBSCRIPTIONS	.00	.00	.00	.00	.00	.00
720 569900 COST REIMBURSEMENT	22,890.00	22,890.00	89,083.00	66,839.00	61,880.00	60,653.00
720 577433 CAPITAL OUTLAY BUDGETARY	.00	.00	.00	.00	.00	.00
TOTAL OPERATIONS	36,335.71	40,451.18	111,542.49	83,066.31	75,277.18	90,807.10
CAPITAL OUTLAY						
720 577100 CAPITAL OUTLAY LAND	.00	.00	.00	.00	.00	1,617,952.68
720 577400 CAPITAL OUTLAY EQUIPMENT	1,074.88	.00	.00	.00	.00	.00
TOTAL CAPITAL OUTLAY	1,074.88	.00	.00	.00	.00	1,617,952.68
DEBT SERVICE						
720 578100 L/P PRINCIPAL	6,050.37	8,217.61	1,855.85	1,888.15	.00	.00
720 578200 LEASE PURCHASE INTEREST	502.52	256.28	65.15	32.85	.00	.00
TOTAL DEBT SERVICE	6,552.89	8,473.89	1,921.00	1,921.00	.00	.00
TOTAL WATER ADMINISTRATION	90,337.53	96,054.00	171,407.36	150,734.18	146,537.87	1,787,971.92

## WATER ADMINISTRATION - Allocation of Merit Funds

	ACTUAL 1999-00	ACTUAL 2000-01	ACTUAL 2001-02	ACTUAL 2002-03	ACTUAL 2003-04	ACTUAL 2004-05	ACTUAL 2005-06	ACTUAL 2006-07	ACTUAL 2007-08	ADOPTED 2008-09
Total Budgeted in Water Administration	\$3,000	\$4,300	\$6,859	\$8,734	\$8,734	\$6,948	\$9,500	\$0	\$0	\$0
Allocated To:										
Water Administration	\$347	\$402	\$1,102	\$0	\$0	\$665	\$866	\$1,410	\$293	\$804
Septic Health	\$0	\$304	\$699	\$828	\$1,244	\$787	\$437	\$698	\$272	\$653
Water Operations	\$578	\$684	\$2,776	\$1,816	\$3,220	\$2,648	\$985	\$3,084	\$2,017	\$3,230
Fresh Pond	\$0	\$0	\$0	\$0	\$0	\$703	\$230	\$197	\$129	\$243
Water Distribution	\$809	\$395	\$2,252	\$1,948	\$2,792	\$2,145	\$679	\$2,797	\$1,717	\$2,794
<b>TOTAL ALLOCATED</b>	<b>\$1,734</b>	<b>\$1,786</b>	<b>\$6,829</b>	<b>\$4,592</b>	<b>\$4,464</b>	<b>\$6,948</b>	<b>\$3,197</b>	<b>\$8,186</b>	<b>\$4,428</b>	<b>\$7,724</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	RECOMMENDED 2008-09	ADOPTED 2008-09
Water Administration	\$0	\$0	\$0	\$0	\$201	\$2,116	\$7,862	\$7,230
Septic Health	\$0	\$1,409	\$4,129	\$5,018	\$6,285	\$5,680	\$7,752	\$7,787
Water Operations	\$0	\$0	\$0	\$0	\$0	\$0	\$800	\$800
Water Distribution	\$5,612	\$5,628	\$1,500	\$0	\$0	\$3,681	\$11,393	\$10,077
Storm Water Fund	\$0	\$0	\$0	\$0	\$0	\$0	\$158	\$158
<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>\$27,965</b>	<b>\$26,052</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  
RECOMMENDED BUDGET FY 2008-2009

WATER FUND	FY 07/08 ADOPTED BUDGET	FY 07/08 AMENDED BUDGET	UNAUDITED YTD ACTUAL @6/30/08	FY 08/09 REQUESTED BUDGET	FY 08/09 RECOMMENDED BUDGET	FY 08/09 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

TOWN OF NAGS HEAD  
PRIOR YEAR ACTUAL EXPENDITURES

WATER FUND	FY 01/02 ACTUAL	FY 02/03 ACTUAL	FY 03/04 ACTUAL	FY 04/05 ACTUAL	FY 05/06 ACTUAL	FY 06/07 ACTUAL
CONTINGENCY						
CONTINGENCY						
CONTINGENCY						
630799 599900 CONTINGENCY	.00	.00	.00	.00	.00	.00
TOTAL CONTINGENCY	.00	.00	.00	.00	.00	.00
TOTAL CONTINGENCY	.00	.00	.00	.00	.00	.00

# WF CONTINGENCY

	ADOPTED 1999-00	ADOPTED 2000-01	ADOPTED 2001-02	ADOPTED 2002-03	ADOPTED 2003-04	ADOPTED 2004-05	ADOPTED 2005-06	ADOPTED 2006-07	ADOPTED 2007-08	ADOPTED 2008-09
99 NON-OPERATING CONTINGENCY	\$35,000	\$35,000	\$35,000	\$35,000	\$35,000	\$28,000	\$25,000	\$25,000	\$50,000	\$50,000
<b>TOTAL</b>	<b>\$35,000</b>	<b>\$35,000</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>

Summary of year to date transfers: (through 6/30/08)

\$0

\$50,000 Remaining at 6/30/08

TOWN OF NAGS HEAD  
RECOMMENDED BUDGET FY 2008-2009

WATER FUND	FY 07/08 ADOPTED BUDGET	FY 07/08 AMENDED BUDGET	UNAUDITED YTD ACTUAL @6/30/08	FY 08/09 REQUESTED BUDGET	FY 08/09 RECOMMENDED BUDGET	FY 08/09 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

TOWN OF NAGS HEAD  
PRIOR YEAR ACTUAL EXPENDITURES

	FY 01/02 ACTUAL	FY 02/03 ACTUAL	FY 03/04 ACTUAL	FY 04/05 ACTUAL	FY 05/06 ACTUAL	FY 06/07 ACTUAL
-----						
WATER FUND						
INTERFUND TRANSACTIONS						
INTERFUND						
INTERFUND TRANSFERS						
630795 590081 CONTRIB. TO GENERAL FUND	.00	.00	.00	.00	.00	.00
630795 590086 CONTRIB TO NAGS HEAD LEASING	650,000.00	.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	650,000.00	.00	.00	.00	.00	.00
TOTAL INTERFUND	650,000.00	.00	.00	.00	.00	.00