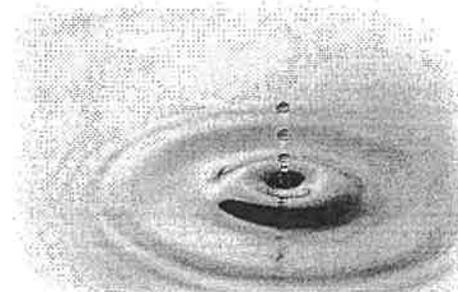


Water Administration Division

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 checks through Official Payments).
- Include informative messages such as reminders and important dates on bottom of water bills.

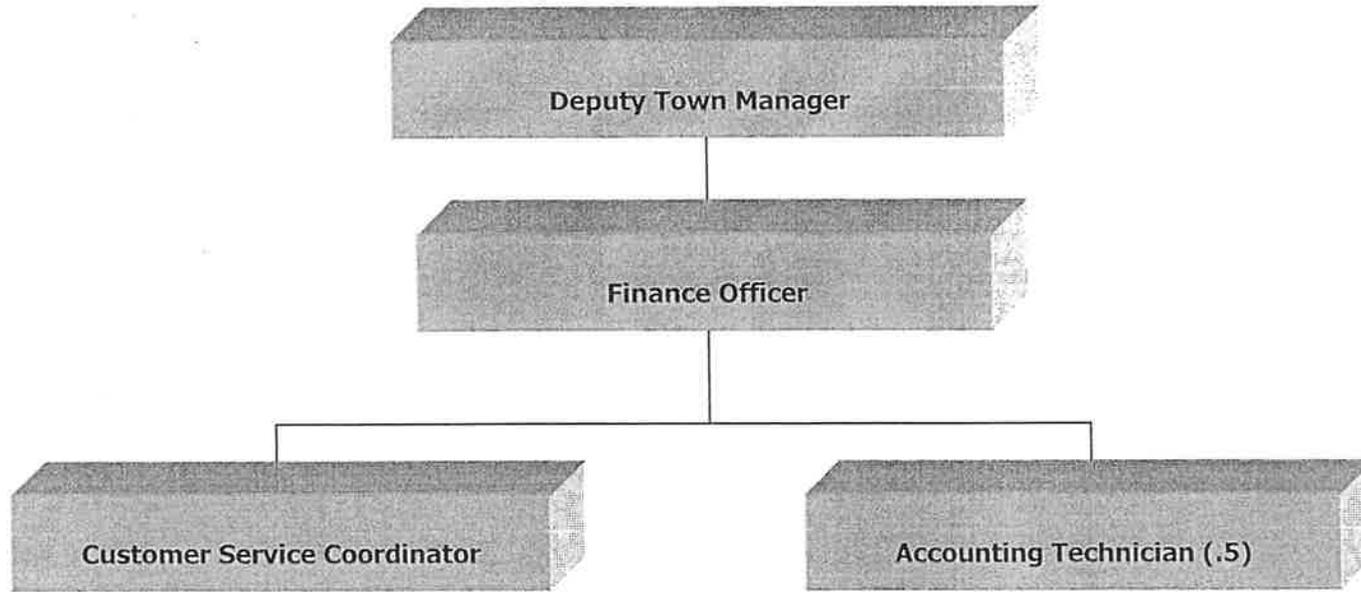
Performance Measures and Workload Indicators

	FY 03-04 <u>Actual</u>	FY 04-05 <u>Actual</u>	FY 05-06 <u>Actual</u>
Water Bills Processed	26,770	27,179	27,633
Second Notices	3,430	2,697	2,688
Water Cut-offs	307	226	193
Work Orders Created*	841	673	607

*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 06-07</u>	<u>Currently Existing Positions</u>	<u>Recommended Positions FY 07-08</u>	<u>Adopted Positions FY 07-08</u>
Customer Service Coordinator	13	1	1	1	1
Accounting Technician	11	.5	.5	0	0
Customer Service/Payroll Specialist	11	0	0	.5	.5
TOTAL:		1.5	1.5	1.5	1.5

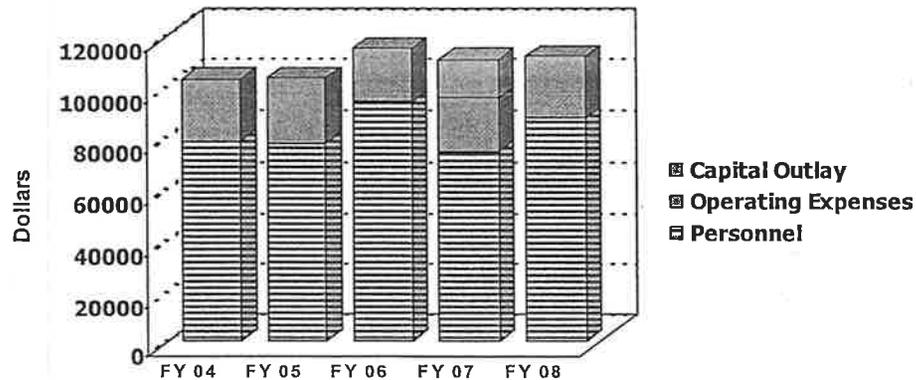
Highlights

- Career development funds in the amount of \$1,000 have been included.
- The insurance line item reflects a 25% increase in property and liability insurance.

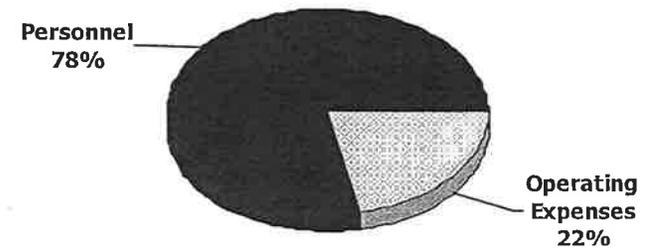
Expenditures by Function

	FY 2006-2007 <u>Adopted</u>	FY 2007-2008 <u>Adopted</u>	Percent <u>Change</u>
Personnel Services	\$ 74,557	\$ 87,437	17.28%
Operating Expenses	\$ 20,931	\$ 24,125	15.26%
Capital Outlay	\$ 15,000	\$ 0	-100%
Total	\$ 110,488	\$ 111,562	.97%

Expenditure History



Adopted FY 2007-2008 Expenditures by Function



TOWN OF NAGS HEAD
ADOPTED BUDGET FY 2007-2008

WATER FUND	FY 06/07 ADOPTED BUDGET	FY 06/07 AMENDED BUDGET	FY 06/07 YTD ACTUAL @6/30/07	FY 07/08 REQUESTED BUDGET	FY 07/08 RECOMMENDED BUDGET	FY 07/08 ADOPTED BUDGET

WATER						
WATER ADMINISTRATION						
SALARIES						
720 510200 SALARIES/WAGES - REGULAR	49,769.00	50,271.00	51,027.76	55,747.00	55,747.00	55,522.00
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	.00	315.00	312.61	344.00	344.00	344.00
720 510400 OVERTIME PAY	.00	.00	9.02	.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	300.00	173.95	1,351.00	1,351.00	1,351.00
TOTAL SALARIES	49,769.00	50,886.00	51,523.34	57,442.00	57,442.00	57,217.00
BENEFITS						
720 520600 FICA TAX	3,809.00	3,848.00	3,570.28	4,394.00	4,394.00	4,377.00
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	14,622.00	16,472.00	17,042.77	21,126.00	20,251.00	20,251.00
720 520701 RETIREE'S GROUP HEALTH INSUR	2,431.00	3,331.00	3,020.33	1,135.00	1,083.00	1,083.00
720 520800 RETIREMENT	2,434.00	2,459.00	2,511.44	2,803.00	2,803.00	2,792.00
720 520800 1 RETIREMENT	.00	.00	.00	.00	.00	.00
720 520800 2 RETIREMENT	.00	.00	.00	.00	.00	.00
720 521000 401 K	1,492.00	1,507.00	1,543.98	1,724.00	1,724.00	1,717.00
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	24,788.00	27,617.00	27,688.80	31,182.00	30,255.00	30,220.00
OPERATIONS						
720 522011 CAREER DEVELOPMENT OTHER COSTS	.00	.00	.00	1,000.00	1,000.00	1,000.00
720 532000 TRAINING	2,000.00	1,485.00	610.00	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	.00	.00	1,000.00	1,000.00	1,000.00

TOWN OF NAGS HEAD
ADOPTED BUDGET FY 2007-2008

WATER FUND	FY 06/07 ADOPTED BUDGET	FY 06/07 AMENDED BUDGET	FY 06/07 YTD ACTUAL @6/30/07	FY 07/08 REQUESTED BUDGET	FY 07/08 RECOMMENDED BUDGET	FY 07/08 ADOPTED BUDGET
720 532500 POSTAGE	8,400.00	8,400.00	7,659.11	8,400.00	8,400.00	8,400.00
720 532600 ADVERTISING	.00	.00	.00	.00	.00	.00
720 543300 DEPARTMENT SUPPLIES	1,240.00	1,240.00	1,093.99	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	.00	.00	.00	1,450.00	1,450.00	1,450.00
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	1,791.00	1,791.00	1,791.00	1,885.00	1,885.00	1,885.00
720 544506 CONTRACTED SERVICES - GIS	.00	25,000.00	15,000.00	.00	.00	.00
720 555100 BAD DEBT EXPENSE	4,000.00	4,000.00	4,000.00	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	60,653.00	60,653.00	.00	.00	.00
720 577433 CAPITAL OUTLAY BUDGETARY	.00	.00	.00	.00	.00	.00
TOTAL OPERATIONS	20,931.00	105,069.00	90,807.10	24,125.00	24,125.00	24,125.00
CAPITAL OUTLAY						
720 577100 CAPITAL OUTLAY LAND	.00	1,617,850.00	1,617,952.68	.00	.00	.00
720 577400 CAPITAL OUTLAY EQUIPMENT	15,000.00	.00	.00	.00	.00	.00
TOTAL CAPITAL OUTLAY	15,000.00	1,617,850.00	1,617,952.68	.00	.00	.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	110,488.00	1,801,422.00	1,787,971.92	112,749.00	111,822.00	111,562.00

TOWN OF NAGS HEAD
PRIOR YEAR ACTUAL EXPENDITURES

	FY 00/01 ACTUAL	FY 01/02 ACTUAL	FY 02/03 ACTUAL	FY 03/04 ACTUAL	FY 04/05 ACTUAL	FY 05/06 ACTUAL
WATER FUND						

WATER						
WATER ADMINISTRATION						
SALARIES						
720 510200 SALARIES/WAGES - REGULAR	34,029.38	37,123.33	35,353.13	37,523.36	42,640.83	46,536.90
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	.00
720 510400 OVERTIME PAY	10.63	.00	.00	.00	.00	.00
720 510400 1 OVERTIME PAY	.00	.00	.00	56.90	.00	.00
720 510400 2 OVERTIME PAY	.00	.00	.00	134.50	.00	.00
720 510500 HOLIDAY PAY	.00	.00	.00	.00	.00	6.07
720 521100 CAREER DEVELOPMENT	.00	.00	.00	.00	.00	.00
TOTAL SALARIES	34,040.01	37,123.33	35,353.13	37,714.76	42,640.83	46,542.97
BENEFITS						
720 520600 FICA TAX	2,469.09	2,579.83	3,086.95	2,641.93	3,010.22	3,250.73
720 520600 1 FICA TAX	.00	.00	.00	4.36	.00	.00
720 520600 2 FICA TAX	.00	.00	.00	10.29	.00	.00
720 520700 GROUP HEALTH INSURANCE	3,065.20	3,904.60	4,747.94	12,264.94	14,377.19	15,306.75
720 520701 RETIREE'S GROUP HEALTH INSUR	.00	.00	556.47	2,383.94	2,623.85	2,494.79
720 520800 RETIREMENT	1,692.03	1,718.46	2,100.84	1,805.38	1,920.87	2,271.73
720 520800 1 RETIREMENT	.00	.00	.00	2.79	.00	.00
720 520800 2 RETIREMENT	.00	.00	.00	6.60	.00	.00
720 521000 401 K	1,031.72	1,047.83	1,283.60	1,103.14	1,173.91	1,393.72
720 521000 1 401 K	.00	.00	.00	1.71	.00	.00
720 521000 2 401 K	.00	.00	.00	4.03	.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	8,258.04	9,250.72	11,775.80	20,229.11	23,106.04	24,717.72
OPERATIONS						
720 522011 CAREER DEVELOPMENT OTHER COSTS	.00	.00	.00	.00	.00	.00
720 532000 TRAINING	40.00	250.00	3,040.46	921.34	.00	.00
720 532003 OSHA COMPLIANCE COSTS	.00	.00	.00	.00	.00	.00
720 532400 TRAVEL	.00	95.63	.00	166.59	.00	.00

TOWN OF NAGS HEAD
PRIOR YEAR ACTUAL EXPENDITURES

WATER FUND	FY 00/01 ACTUAL	FY 01/02 ACTUAL	FY 02/03 ACTUAL	FY 03/04 ACTUAL	FY 04/05 ACTUAL	FY 05/06 ACTUAL
720 532500 POSTAGE	5,267.81	5,507.29	7,023.36	6,815.31	7,217.71	7,406.69
720 532600 ADVERTISING	.00	.00	283.68	.00	.00	.00
720 543300 DEPARTMENT SUPPLIES	867.08	940.39	2,134.08	1,246.25	997.39	2,114.99
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	.00	1,785.00	.00	.00	.00
720 543600 MAINT/REPAIR EQUIPMENT	35.00	.00	.00	1,830.00	1,830.00	.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	2,070.00	1,652.40	3,294.60	1,530.00	3,407.21	1,700.50
720 544506 CONTRACTED SERVICES - GIS	.00	.00	.00	9,950.00	2,775.00	2,175.00
720 555100 BAD DEBT EXPENSE	5,000.00	5,000.00	.00	.00	.00	.00
720 555300 DUES AND SUBSCRIPTIONS	.00	.00	.00	.00	.00	.00
720 569900 COST REIMBURSEMENT	.00	22,890.00	22,890.00	89,083.00	66,839.00	61,880.00
720 577433 CAPITAL OUTLAY BUDGETARY	.00	.00	.00	.00	.00	.00
TOTAL OPERATIONS	13,279.89	36,335.71	40,451.18	111,542.49	83,066.31	75,277.18
CAPITAL OUTLAY						
720 577100 CAPITAL OUTLAY LAND	.00	.00	.00	.00	.00	.00
720 577400 CAPITAL OUTLAY EQUIPMENT	.00	1,074.88	.00	.00	.00	.00
TOTAL CAPITAL OUTLAY	.00	1,074.88	.00	.00	.00	.00
DEBT SERVICE						
720 578100 L/P PRINCIPAL	11,044.44	6,050.37	8,217.61	1,855.85	1,888.15	.00
720 578200 LEASE PURCHASE INTEREST	946.80	502.52	256.28	65.15	32.85	.00
TOTAL DEBT SERVICE	11,991.24	6,552.89	8,473.89	1,921.00	1,921.00	.00
TOTAL WATER ADMINISTRATION	67,569.18	90,337.53	96,054.00	171,407.36	150,734.18	146,537.87

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	ADOPTED 2007-08
Total Budgeted in Water Administration	\$3,000	\$4,300	\$6,859	\$8,734	\$8,734	\$6,948	\$9,500	\$0	\$0
Allocated To:									
Water Administration	\$347	\$402	\$1,102	\$0	\$0	\$665	\$866	\$1,410	\$804
Septic Health	\$0	\$304	\$699	\$828	\$1,244	\$787	\$437	\$698	\$653
Water Operations	\$578	\$684	\$2,776	\$1,816	\$3,220	\$2,648	\$985	\$3,084	\$3,230
Fresh Pond	\$0	\$0	\$0	\$0	\$0	\$703	\$230	\$197	\$243
Water Distribution	\$809	\$395	\$2,252	\$1,948	\$2,792	\$2,145	\$679	\$2,797	\$2,794
TOTAL ALLOCATED	\$1,734	\$1,785	\$6,829	\$4,592	\$4,464	\$6,948	\$3,197	\$8,186	\$7,724

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 - Allocation of Career Development 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	ADOPTED 2007-08
Total Budgeted in Water Administration	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$2,500	\$5,000	\$0	\$0
Allocated To:									
Water Administration	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$174	\$2,351
Septic Health	\$0	\$0	\$0	\$0	\$893	\$2,340	\$1,902	\$2,102	\$6,320
Water Operations	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Water Distribution	\$3,615	\$1,270	\$1,879	\$1,602	\$0	\$160	\$0	\$0	\$1,000
TOTAL ALLOCATED	\$3,615	\$1,270	\$1,879	\$1,602	\$893	\$2,500	\$1,902	\$2,276	\$9,671

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
ADOPTED BUDGET FY 2007-2008

WATER FUND	FY 06/07 ADOPTED BUDGET	FY 06/07 AMENDED BUDGET	FY 06/07 YTD ACTUAL @6/30/07	FY 07/08 REQUESTED BUDGET	FY 07/08 RECOMMENDED BUDGET	FY 07/08 ADOPTED BUDGET
CONTINGENCY						
CONTINGENCY						
CONTINGENCY						
630799 599900 CONTINGENCY	25,000.00	6,000.00	.00	25,000.00	50,000.00	50,000.00
TOTAL CONTINGENCY	25,000.00	6,000.00	.00	25,000.00	50,000.00	50,000.00
TOTAL CONTINGENCY	25,000.00	6,000.00	.00	25,000.00	50,000.00	50,000.00

TOWN OF NAGS HEAD
PRIOR YEAR ACTUAL EXPENDITURES

	FY 00/01 ACTUAL	FY 01/02 ACTUAL	FY 02/03 ACTUAL	FY 03/04 ACTUAL	FY 04/05 ACTUAL	FY 05/06 ACTUAL
WATER FUND						
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
99 NON-OPERATING CONTINGENCY	\$35,000	\$35,000	\$35,000	\$35,000	\$35,000	\$28,000	\$25,000	\$25,000	\$50,000
TOTAL	\$35,000	\$35,000	\$35,000	\$35,000	\$35,000	\$28,000	\$25,000	\$25,000	\$50,000

Summary of year to date transfers: (through 6/30/07)

\$19,000 SOC plan engineering costs for Fresh Pond

\$6,000 Remaining at 6/30/07

TOWN OF NAGS HEAD
ADOPTED BUDGET FY 2007-2008

WATER FUND	FY 06/07 ADOPTED BUDGET	FY 06/07 AMENDED BUDGET	FY 06/07 YTD ACTUAL @6/30/07	FY 07/08 REQUESTED BUDGET	FY 07/08 RECOMMENDED BUDGET	FY 07/08 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 00/01 ACTUAL	FY 01/02 ACTUAL	FY 02/03 ACTUAL	FY 03/04 ACTUAL	FY 04/05 ACTUAL	FY 05/06 ACTUAL
WATER FUND						

INTERFUND TRANSACTIONS						
INTERFUND						
INTERFUND TRANSFERS						
630795 590081 CONTRIB. TO GENERAL FUND	400,000.00	.00	.00	.00	.00	.00
630795 590086 CONTRIB TO NAGS HEAD LEASING	.00	650,000.00	.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	400,000.00	650,000.00	.00	.00	.00	.00
TOTAL INTERFUND	400,000.00	650,000.00	.00	.00	.00	.00