

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; 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.



Goal

The goal of the Water Administration Department is to 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

- A. Timely and accurate billing of water usage with courteous collection to provide funding for the Town's water operations.

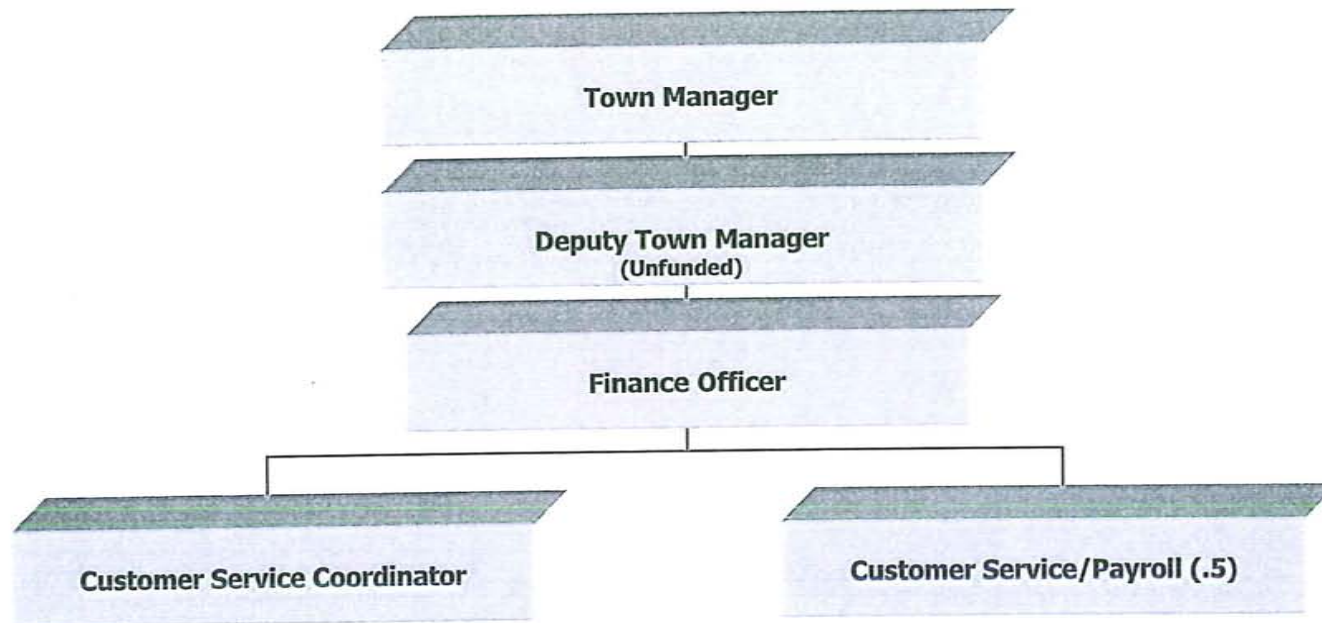
Performance Indicators:

1. Maximize existing computer applications, such as Munis, 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

- B. 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.



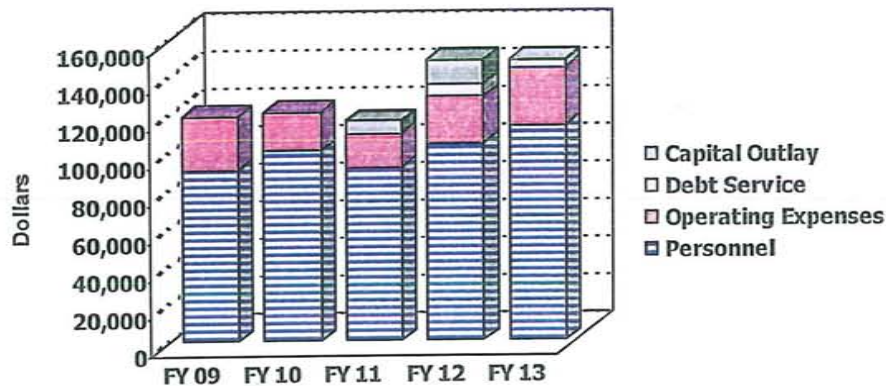
Highlights

- Funds are included for a 2% cost of living increase (\$13,132) and merit (\$5,023).

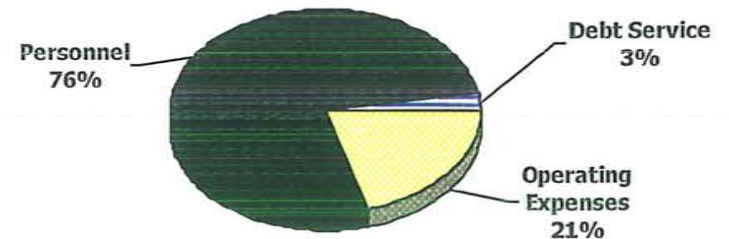
Expenditures by Function

	FY 2011-2012 Adopted	FY 2012-2013 Recommended	Percent Change
Personnel Services	\$ 103,935	\$ 113,516	9.22%
Operating Expenses	\$ 24,715	\$ 30,550	23.61%
Capital Outlay	\$ 12,644	\$ 0	-100.00%
Debt Service	\$ 7,028	\$ 4,264	-39.33%
Total	\$ 148,322	\$ 148,330	0.01%

Adopted Expenditure History



Recommended FY 2012-2013 Expenditures by Function



Description Budget Account Number	CLASS: 3-61-720-6-0000-00	2010		2011		2012		*****			%PY
		Approp Actual	WATER ADMINISTRATION	Approp Actual	WATER ADMINISTRATION	Approp Actual	Requested	Admin. Recmnd	Budgeted		
WATER ADMINISTRATION											
3-61-720-6-0000-00		C									
SALARIES/MAGES - REGULAR											
3-61-720-6-5102-00		S	0.00	0.00	0.00	60,847.00	60,846.00	60,846.00			0.00
			0.00			51,870.63					
SALARIES - LONGEVITY PAY											
3-61-720-6-5102-01		S	0.00	0.00	0.00	1,597.00	2,434.00	2,434.00			0.00
			0.00			837.52					
SALARIES/WAGES - PARTTIME											
3-61-720-6-5103-00		S	0.00	0.00	0.00	6,245.00					0.00
			0.00			5,382.00					
OVERTIME PAY											
3-61-720-6-5104-00		S	0.00	0.00	0.00	0.00					0.00
			0.00			0.00					
HOLIDAY PAY											
3-61-720-6-5105-00		S	0.00	0.00	0.00	0.00					0.00
			0.00			0.00					
FICA TAX											
3-61-720-6-5206-00		S	0.00	0.00	0.00	5,130.00	4,841.00	4,841.00			0.00
			0.00			4,061.76					
GROUP HEALTH INSURANCE											
3-61-720-6-5207-00		S	0.00	0.00	0.00	21,352.00	22,212.00	22,342.00			0.00
			0.00			17,225.80					
RETIREEES GROUP HEALTH INSUR											
3-61-720-6-5207-01		S	0.00	0.00	0.00	0.00					0.00
			0.00			0.00					
EMPLOYEE DENTAL											
3-61-720-6-5207-10		S	0.00	0.00	0.00	0.00					0.00
			0.00			0.00					
EMPLOYEE LIFE											
3-61-720-6-5207-20		S	0.00	0.00	0.00	0.00					0.00
			0.00			0.00					
RETIREMENT											
3-61-720-6-5208-00		S	0.00	0.00	0.00	4,347.00	4,398.00	4,265.00			0.00
			0.00			2,501.22					
401 K											
3-61-720-6-5210-00		S	0.00	0.00	0.00	625.00	633.00	633.00			0.00
			0.00			358.43					

Description Budget Account Number	2010		2011		2012		***** Year 2013 *****		%PY
	Approp Actual	Actual	Approp Actual	Actual	Approp Actual	Actual	Requested	Admin. Recmd	
CLASS: 3-61-720-6-0000-00 WATER ADMINISTRATION									
MERIT INCREASES 3-61-720-6-5212-00	S	0.00	0.00	0.00	0.00	0.00	10,913.00	5,023.00	0.00
IMPLEMENTATION OF PAY PLAN 3-61-720-6-5216-00	S	0.00	0.00	0.00	0.00	0.00			0.00
PERSONNEL COMMITTEE 3-61-720-6-5217-00	S	0.00	0.00	0.00	0.00	0.00			0.00
COST OF LIVING ADJUSTMENT 3-61-720-6-5218-00	S	0.00	0.00	0.00	1,061.00	1,060.50	4,098.00	13,132.00	0.00
STORM DAMAGES/REPAIRS/COSTS 3-61-720-6-5319-99	S	0.00	0.00	0.00	0.00	0.00			0.00
TRAINING 3-61-720-6-5320-00	S	0.00	0.00	0.00	2,245.00	370.80	1,000.00	1,000.00	0.00
COMPUTER TRAINING 3-61-720-6-5320-01	S	0.00	0.00	0.00	0.00	0.00			0.00
SAFETY TRAINING 3-61-720-6-5320-02	S	0.00	0.00	0.00	0.00	0.00			0.00
OSHA COMPLIANCE COSTS 3-61-720-6-5320-03	S	0.00	0.00	0.00	0.00	0.00			0.00
BUILDING/EQUIPMENT RENTAL 3-61-720-6-5321-00	S	0.00	0.00	0.00	0.00	0.00			0.00
TELEPHONE 3-61-720-6-5322-00	S	0.00	0.00	0.00	0.00	0.00			0.00
TRAVEL 3-61-720-6-5324-00	S	0.00	0.00	0.00	500.00	0.00	750.00	750.00	0.00
POSTAGE 3-61-720-6-5325-00	S	0.00	0.00	0.00	9,600.00	7,852.73	11,200.00	11,200.00	0.00

Description Budget Account Number	2010 Approp Actual	2011 Approp Actual	2012 Approp Actual	*****			Year 2013 Admin. Recmnd	Budgeted	%PY
				Requested	Admin. Recmnd	Budgeted			
CLASS: 3-61-720-6-0000-00 WATER ADMINISTRATION									
CAPITAL OUTLAY BUDGETARY									
3-61-720-6-5774-33	S	0.00	0.00	0.00	_____	_____	_____	_____	0.00
L/P PRINCIPAL									
3-61-720-6-5781-00	S	0.00	0.00	0.00	_____	_____	_____	_____	0.00
L/P INTEREST									
3-61-720-6-5782-00	S	0.00	0.00	0.00	_____	_____	_____	_____	0.00
VENDOR FINANCING									
3-61-720-6-5785-00	S	0.00	0.00	5,108.00	4,264.00	4,264.00	_____	_____	0.00
Control Total									
		0.00	0.00	215,075.00	144,189.00	148,330.00	_____	_____	0.00
CLASS Total									
		0.00	0.00	215,075.00	144,189.00	148,330.00	_____	_____	0.00

TOWN OF NAGS HEAD
HISTORICAL EXPENDITURES

	FY 05/06 ACTUAL	FY 06/07 ACTUAL	FY 07/08 ACTUAL	FY 08/09 ACTUAL	FY 09/10 ACTUAL	FY 10/11 ACTUAL
WATER FUND						
WATER						
WATER ADMINISTRATION						
SALARIES						
720 510200 SALARIES/WAGES - REGULAR	46,536.90	51,027.76	56,457.19	57,373.42	60,644.21	61,564.11
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	312.61	1,088.26	1,170.56	821.11	1,193.05
720 510400 OVERTIME PAY	.00	9.02	.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	6.07	.00	.00	.00	.00	.00
720 521100 CAREER DEVELOPMENT	.00	173.95	1,093.44	2,387.94	.00	.00
TOTAL SALARIES	46,542.97	51,523.34	58,638.89	60,931.92	61,465.32	62,757.16
BENEFITS						
720 520600 FICA TAX	3,250.73	3,570.28	4,023.10	4,305.37	4,242.40	4,229.81
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	15,306.75	17,042.77	19,429.65	18,261.92	19,383.32	19,744.19
720 520701 RETIREE'S GROUP HEALTH INSUR	2,494.79	3,020.33	641.64	.00	.00	.00
720 520710 EMPLOYEE DENTAL	.00	.00	.00	.00	.00	.00
720 520720 EMPLOYEE LIFE	.00	.00	.00	.00	.00	.00
720 520800 RETIREMENT	2,271.73	2,511.44	2,807.65	2,980.81	3,022.07	4,027.16
720 520800 1 RETIREMENT	.00	.00	.00	.00	.00	.00
720 520800 2 RETIREMENT	.00	.00	.00	.00	.00	.00
720 521000 401 K	1,393.72	1,543.98	1,729.49	1,832.53	1,840.27	635.70
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	24,717.72	27,688.80	28,631.53	27,380.63	28,488.06	28,636.86
OPERATIONS						
720 522011 CAREER DEVELOPMENT OTHER COSTS	.00	.00	474.69	1,666.15	.00	.00
720 532000 TRAINING	.00	610.00	1,110.00	.00	.00	.00

TOWN OF NAGS HEAD
HISTORICAL EXPENDITURES

	FY 05/06 ACTUAL	FY 06/07 ACTUAL	FY 07/08 ACTUAL	FY 08/09 ACTUAL	FY 09/10 ACTUAL	FY 10/11 ACTUAL
WATER FUND						
720 532003 OSHA COMPLIANCE COSTS	.00	.00	.00	.00	.00	.00
720 532400 TRAVEL	.00	.00	469.81	163.00	.00	.00
720 532500 POSTAGE	7,406.69	7,659.11	8,267.82	8,532.12	8,716.35	8,567.63
720 532600 ADVERTISING	.00	.00	.00	.00	.00	.00
720 543300 DEPARTMENT SUPPLIES	2,114.99	1,093.99	2,066.37	1,059.98	1,024.62	1,317.35
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	1,079.90	.00	.00	.00
720 543600 MAINT/REPAIR EQUIPMENT	.00	.00	.00	2,203.92	.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	1,700.50	1,791.00	1,880.55	4,475.00	2,073.00	3,376.65
720 544506 CONTRACTED SERVICES - GIS	2,175.00	15,000.00	.00	.00	.00	.00
720 555100 BAD DEBT EXPENSE	.00	4,000.00	.00	.00	.00	2,564.00
720 555300 DUES AND SUBSCRIPTIONS	.00	.00	.00	.00	.00	.00
720 569900 COST REIMBURSEMENT	61,880.00	60,653.00	54,444.00	63,525.00	71,404.00	71,404.00
720 577433 CAPITAL OUTLAY BUDGETARY	.00	.00	.00	.00	.00	.00
TOTAL OPERATIONS	75,277.18	90,807.10	69,793.14	81,625.17	83,217.97	87,229.63
CAPITAL OUTLAY						
720 577100 CAPITAL OUTLAY LAND	.00	1,617,952.68	5,221.31	.00	.00	.00
720 577400 CAPITAL OUTLAY EQUIPMENT	.00	.00	.00	.00	.00	17,053.00
TOTAL CAPITAL OUTLAY	.00	1,617,952.68	5,221.31	.00	.00	17,053.00
DEBT SERVICE						
720 578100 L/P PRINCIPAL	.00	.00	.00	.00	.00	.00
720 578200 LEASE PURCHASE INTEREST	.00	.00	.00	.00	.00	.00
720 578500 VENDOR FINANCING PAYMENT	.00	.00	.00	.00	.00	3,419.00
TOTAL DEBT SERVICE	.00	.00	.00	.00	.00	3,419.00
TOTAL WATER ADMINISTRATION	146,537.87	1,787,971.92	162,284.87	169,937.72	173,171.35	199,095.65