

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.

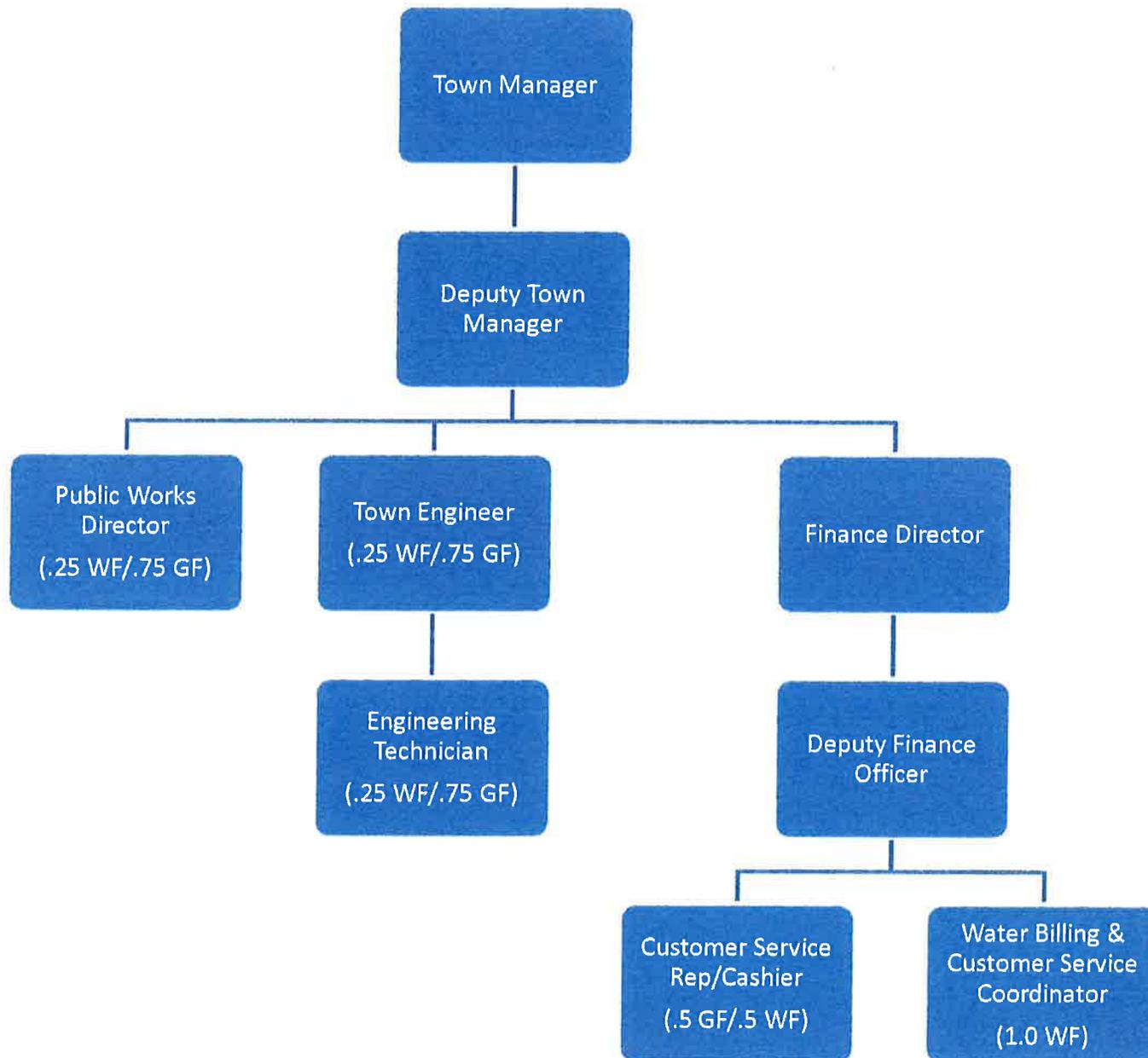
Goals

- 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 to control and monitor receivables.
 2. Increase collection measures while offering easier payment solutions to minimize 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.
 4. Expand use of e-billing water bills and automatic ACH payments for increased efficiency and reduced costs
- **Objective** - Share information with customers to allow them to better manage their water service
Performance Indicators -
 1. Enhance billing and online customer service to be concise, clear, user friendly, and relevant to provide helpful, up-to-date messages and information.
 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

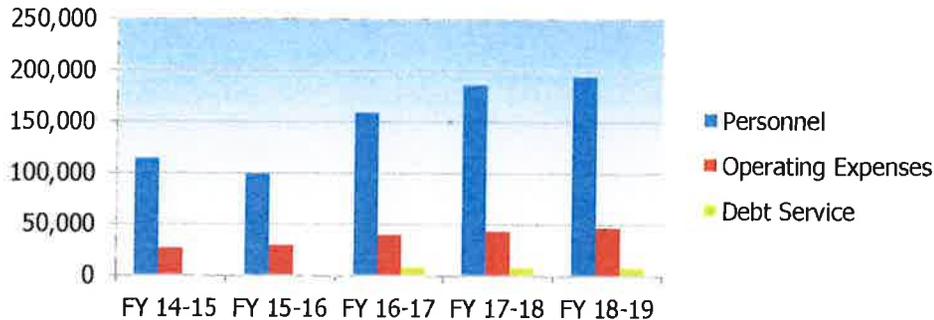
Highlights

- Funding of \$13,087 is included for a 1% performance-based merit increase and a 1% cost of living increase, budgeted departmentally.
- Health and wellness incentives are budgeted departmentally and are included at \$750.
- Health insurance premiums, budgeted departmentally, increased by 7.9% for active employees and retirees.
- Cost allocation to the General Fund reflects a formula that includes the cost of actual services provided.

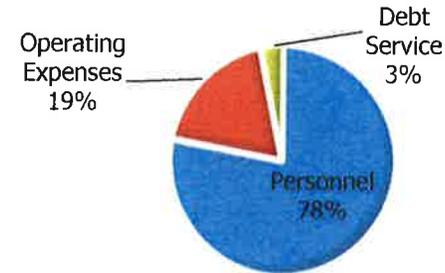
Expenditures by Function

| | | FY 2017-2018 <u>Adopted</u> | FY 2018-2019 <u>Adopted</u> | Percent <u>Change</u> |
|--------------------|----|--------------------------------|--------------------------------|--------------------------|
| Personnel Services | \$ | 185,699 | \$ 193,852 | 4.39% |
| Operating Expenses | \$ | 43,239 | \$ 46,375 | 7.25% |
| Debt Service | \$ | 8,241 | \$ 8,241 | 0.00% |
| Total | \$ | 237,179 | \$ 248,468 | 4.76% |

Fiscal Year 2018-2019 Adopted Expenditures and Expenditure History



Fiscal Year 2018-2019 Adopted Expenditures by Function



**Town of Nags Head
Adopted Budget
For the Fiscal Year 2018-2019**

Department : *Water Administration*

| Account Description | Manager's Recommended 2018-2019 | Adopted Budget 2018-2019 | Financial Plan 2018-2019 | Adopted Budget 2017-2018 | Adjusted Budget 2017-2018 | Estimated Actual Expenditures 2017-2018 | Actual Expenditures 2016-2017 | Actual Expenditures 2015-2016 |
|------------------------------------|---------------------------------------|--------------------------------|--------------------------------|--------------------------------|---------------------------------|--|-------------------------------------|-------------------------------------|
| PERSONNEL SERVICES | | | | | | | | |
| SALARIES/WAGES - REGULAR | \$ 129,415 | \$ 129,415 | \$ 126,135 | \$ 123,672 | \$ 127,344 | \$ 113,641 | \$ 110,676 | \$ 60,725 |
| SALARIES - LONGEVITY PAY | 4,617 | 4,617 | 4,637 | 3,672 | - | - | - | - |
| FICA TAX | 10,253 | 10,253 | 10,004 | 9,742 | 9,742 | 7,946 | 7,750 | 4,228 |
| GROUP HEALTH INSURANCE | 36,545 | 36,545 | 38,193 | 36,485 | 36,485 | 31,675 | 29,980 | 19,281 |
| RETIREMENT | 10,351 | 10,351 | 9,929 | 9,591 | 9,591 | 8,561 | 8,133 | 4,094 |
| 401 K | 2,671 | 2,671 | 2,606 | 2,537 | 2,537 | 1,401 | 1,329 | 341 |
| Subtotal Personnel Services | \$ 193,852 | \$ 193,852 | \$ 191,504 | \$ 185,699 | \$ 185,699 | \$ 163,224 | \$ 157,868 | \$ 88,669 |
| OPERATIONS | | | | | | | | |
| TRAINING | \$ 1,350 | \$ 1,350 | \$ 2,350 | \$ 1,350 | \$ 1,350 | \$ 450 | \$ 269 | \$ 416 |
| TELEPHONE - CELL PHONE STIPEND | 495 | 495 | 495 | 495 | 495 | 390 | 390 | - |
| POSTAGE | 16,550 | 16,550 | 16,550 | 11,860 | 11,860 | 11,000 | 10,417 | 10,399 |
| DEPARTMENT SUPPLIES | 3,950 | 3,950 | 3,950 | 3,450 | 3,450 | 3,450 | 2,114 | 5,265 |
| MAINT/REPAIR EQUIPMENT | 2,000 | 2,000 | 2,000 | 2,000 | 2,000 | 1,500 | 1,312 | 797 |
| PROFESSIONAL FEES | 10,620 | 10,620 | 11,025 | 10,865 | 10,865 | 10,865 | 12,419 | - |
| CONTRACTED SERVICES | 10,010 | 6,410 | 5,391 | 8,219 | 8,219 | 7,769 | 4,618 | 4,619 |
| DEPRECIATION EXPENSE | - | - | - | - | - | - | - | 312,758 |
| BAD DEBT EXPENSE | 5,000 | 5,000 | 5,000 | 5,000 | 5,000 | - | - | - |
| Subtotal Operations | \$ 49,975 | \$ 46,375 | \$ 46,761 | \$ 43,239 | \$ 43,239 | \$ 35,424 | \$ 31,539 | \$ 334,254 |
| CAPITAL OUTLAY | | | | | | | | |
| CAPITAL OUTLAY EQUIPMENT | \$ - | \$ - | \$ - | \$ - | \$ 29,975 | \$ 29,975 | \$ 9,950 | \$ - |
| COST REIMBURSEMENT | | | | | | | | |
| COST REIMBURSEMENT | \$ - | \$ - | \$ - | \$ - | \$ 61,971 | \$ 61,791 | \$ 46,493 | \$ 26,130 |
| DEBT SERVICE | | | | | | | | |
| L/P PRINCIPAL | \$ 7,734 | \$ 7,734 | \$ 7,858 | \$ 7,734 | \$ 7,734 | \$ 7,734 | \$ 8,241 | \$ - |
| L/P INTEREST | 507 | 507 | 383 | 507 | 507 | 507 | - | - |
| Subtotal Debt Service | \$ 8,241 | \$ 8,241 | \$ 8,241 | \$ 8,241 | \$ 8,241 | \$ 8,241 | \$ 8,241 | \$ - |
| Total | \$ 252,068 | \$ 248,468 | \$ 246,506 | \$ 237,179 | \$ 329,125 | \$ 298,655 | \$ 254,091 | \$ 449,053 |

**Town of Nags Head
 Adopted Budget
 For the Fiscal Year 2018-2019**

Department:

| Account Description | Manager's Recommended 2018-2019 | Adopted Budget 2018-2019 | Financial Plan 2018-2019 | Adopted Budget 2018-2019 | Adjusted Budget 2016-2017 | Estimated Actual Expenditures 2017-2018 | Actual Expenditures 2016-2017 | Actual Expenditures 2015-2016 |
|---|--|---|---|---|--|--|--|--|
| CONTRIB. TO GENERAL FUND CONTINGENCY | \$ 645,422 50,000 | \$ 645,422 50,000 | \$ 655,357 50,000 | \$ 655,357 50,000 | \$ - 25,750 | \$ - - | \$ - - | \$ - - |
| TOTAL | \$ 695,422 | \$ 695,422 | \$ 705,357 | \$ 705,357 | \$ 25,750 | \$ - | \$ - | \$ - |