

WATER ADMINISTRATION

OVERVIEW

Water Administration is responsible for billing and collecting revenues generated through distribution of water resources. Activities include: scheduled utility billing; customer service changes; leak identification, notification, and resolution; and courteous, timely responses to customer inquiries.

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.
- Reduce the Town's carbon footprint through sustainable procurement and consumption as well as through reducing physical waste, paper usage, and energy consumption.

OBJECTIVES AND PERFORMANCE INDICATORS

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

Performance Indicators -

- Maximize existing computer applications to control and monitor receivables.
- Increase collection measures while offering easier payment solutions to minimize 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.
- 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.

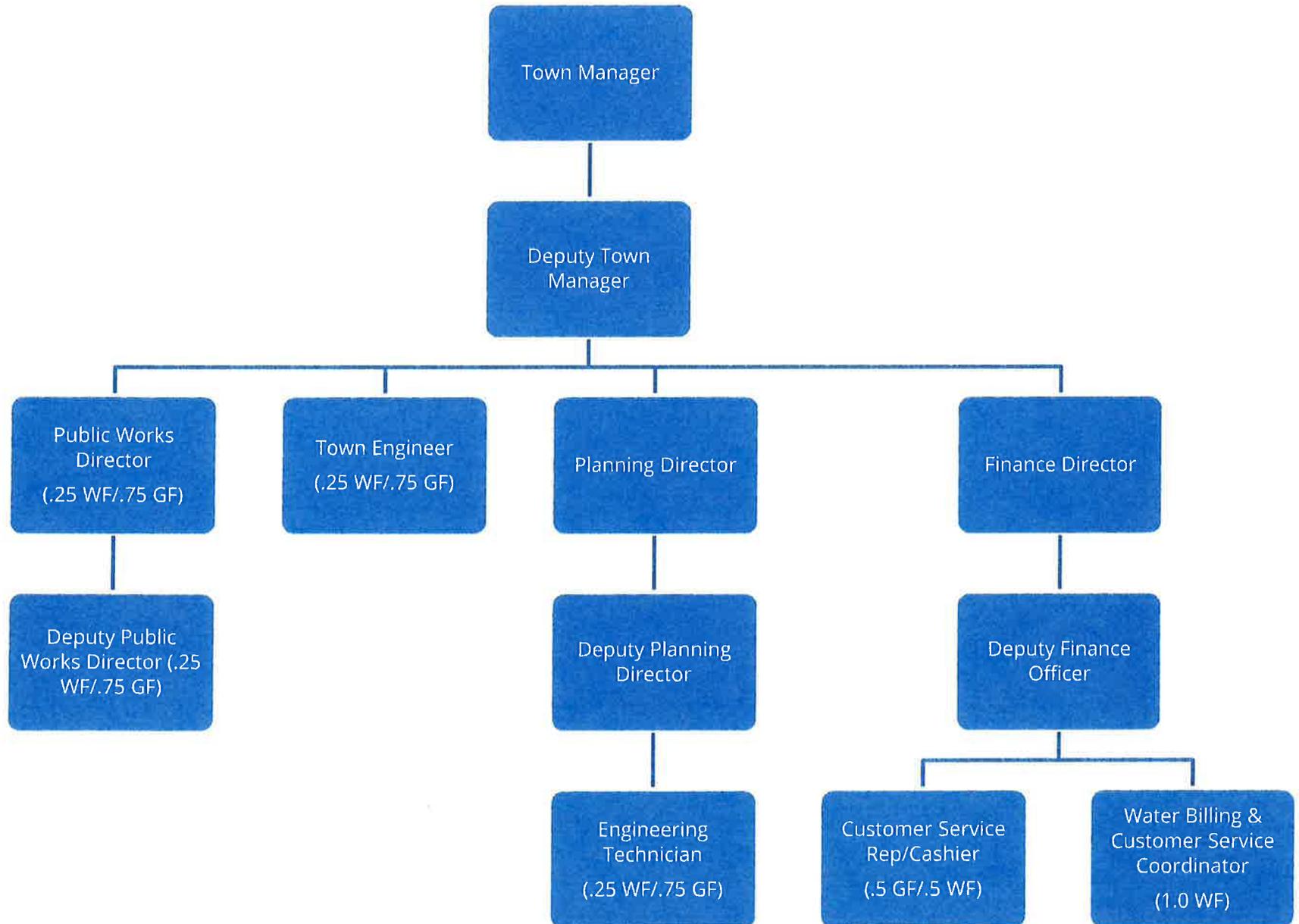
Performance Indicators -

- Enhance billing and online customer service to be concise, clear, user friendly, and relevant to provide helpful, up-to-date messages and information.

WATER ADMINISTRATION

- Improve customer online access to communicate a wider range of information: bills, account history, payment status, forms, policy, and other account information.
- 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

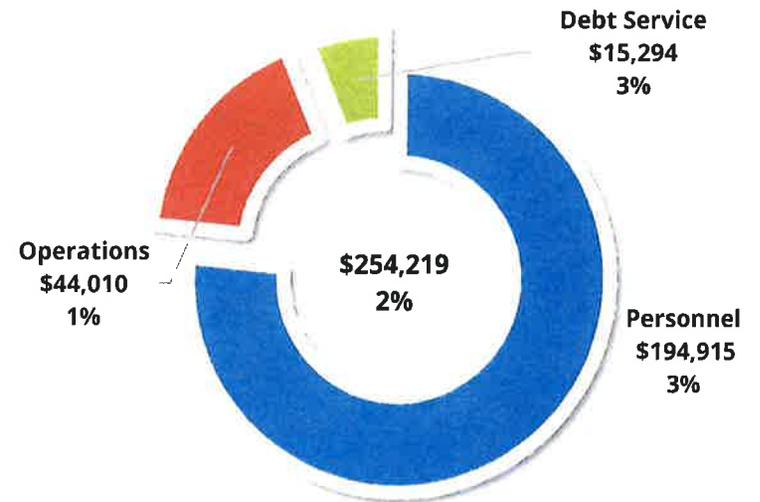


WATER ADMINISTRATION - BUDGET HIGHLIGHTS

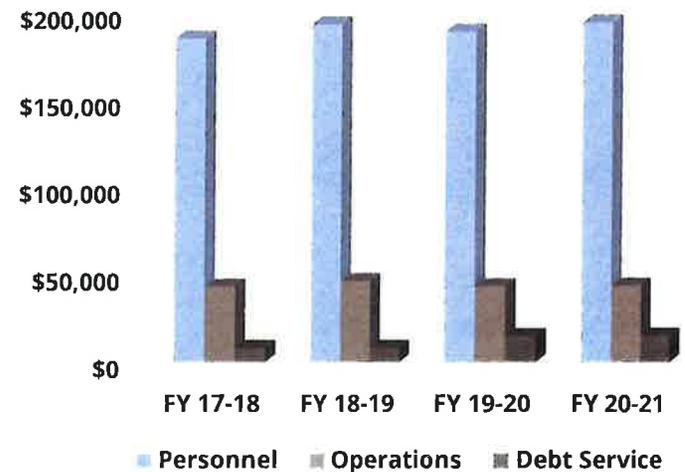
HIGHLIGHTS

- Indirect cost allocation of \$667,283 to the General Fund reflects a formula that includes the cost of actual services provided.
- A transfer of \$10,000 to the Water Capital Reserve Fund is budgeted and reflects the revenue anticipated from system development fees.

**Recommended Expenditures by Function
2020-2021/Percentage Change From FY 2019-2020**



FY 2020-2021 Recommended Expenditures and Expenditure History



**Town of Nags Head
Recommended Budget
For the Fiscal Year 2020-2021**

Department :

Water Administration

Account Description	Departmental Requested 2020-2021	Manager's Recommended 2020-2021	Financial Plan 2020-2021	Adopted Budget 2019-2020	Adjusted Budget 2019-2020	Estimated Actual Expenditures 2019-2020	Actual Expenditures 2018-2019	Actual Expenditures 2017-2018
PERSONNEL SERVICES								
SALARIES/WAGES - REGULAR	\$ 127,922	\$ 127,922	\$ 131,013	\$ 126,907	\$ 128,905	\$ 123,629	\$ 131,908	\$ 119,391
SALARIES - LONGEVITY PAY	2,520	2,520	2,026	1,998	-	-	-	-
FICA TAX	9,979	9,979	10,178	9,861	9,861	8,392	9,183	8,363
GROUP HEALTH INSURANCE	38,578	38,578	38,504	36,763	36,763	43,118	35,786	32,185
RETIREMENT	13,309	13,309	13,551	11,586	11,586	11,072	10,301	9,010
401 K	2,607	2,607	2,655	2,572	2,572	2,278	1,944	1,483
Subtotal Personnel Services	\$ 194,915	\$ 194,915	\$ 197,927	\$ 189,687	\$ 189,687	\$ 188,488	\$ 189,122	\$ 170,432
OPERATIONS								
TRAINING	\$ 2,350	\$ 2,350	\$ 2,350	\$ 2,350	\$ 2,350	\$ 643	\$ 725	\$ 62
TELEPHONE - CELL PHONE STIPEND	495	495	495	495	495	124	475	409
POSTAGE	16,550	16,550	16,550	16,550	16,550	10,195	10,071	10,098
DEPARTMENT SUPPLIES	3,950	3,950	3,950	3,950	3,950	3,213	3,673	3,501
MAINT/REPAIR EQUIPMENT	2,040	2,040	2,040	2,040	2,040	2,340	2,040	-
PROFESSIONAL FEES	11,420	11,420	11,570	11,020	11,020	11,020	10,620	9,499
CONTRACTED SERVICES	2,205	2,205	2,205	2,100	2,100	2,073	6,593	6,480
BAD DEBT EXPENSE	5,000	5,000	5,000	5,000	5,000	-	-	-
Subtotal Operations	\$ 44,010	\$ 44,010	\$ 44,160	\$ 43,505	\$ 43,505	\$ 29,608	\$ 34,197	\$ 30,049
CAPITAL OUTLAY								
CAPITAL OUTLAY EQUIPMENT	\$ -	\$ -	\$ -	\$ -	\$ 2,397	\$ 2,397	\$ 27,578	\$ -
CAPITAL OUTLAY IMPROVEMENTS	-	-	-	-	37,745	37,745	-	-
Subtotal Operations	\$ -	\$ -	\$ -	\$ -	\$ 40,142	\$ 40,142	\$ 27,578	\$ -
COST REIMBURSEMENT								
COST REIMBURSEMENT	\$ -	\$ -	\$ -	\$ -	\$ 66,733	\$ 66,733	\$ 61,031	\$ 61,971
DEBT SERVICE								
L/P PRINCIPAL	\$ 14,402	\$ 14,402	\$ 14,778	\$ 14,650	\$ 14,650	\$ 14,274	\$ 7,857	\$ 7,734
L/P INTEREST	892	892	1,796	258	258	278	383	507
Subtotal Debt Service	\$ 15,294	\$ 15,294	\$ 16,574	\$ 14,908	\$ 14,908	\$ 14,552	\$ 8,240	\$ 8,241
Total	\$ 254,219	\$ 254,219	\$ 258,661	\$ 248,100	\$ 354,975	\$ 339,523	\$ 320,168	\$ 270,693

**Town of Nags Head
Recommended Budget
For the Fiscal Year 2020-2021**

Department:

Interfund-Water Fund

Account Description	Departmental Requested 2020-2021	Manager's Recommended 2020-2021	Financial Plan 2020-2021	Adopted Budget 2019-2020	Adjusted Budget 2019-2020	Estimated Actual Expenditures	Actual Expenditures 2018-2019	Actual Expenditures 2017-2018
CONTRIB. TO GENERAL FUND	\$ 667,283	\$ 667,283	\$ 705,718	\$ 705,718	\$ -	\$ -	\$ -	\$ -
CONTRIB. TO WATER CAP RESERVE FUND	10,000	10,000	50,000	50,000	50,000	10,000	20,461	-
CONTINGENCY	50,000	50,000	50,000	50,000	50,000	-	-	-
TOTAL	\$ 727,283	\$ 727,283	\$ 805,718	\$ 805,718	\$ 100,000	\$ 10,000	\$ 20,461	\$ -