

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

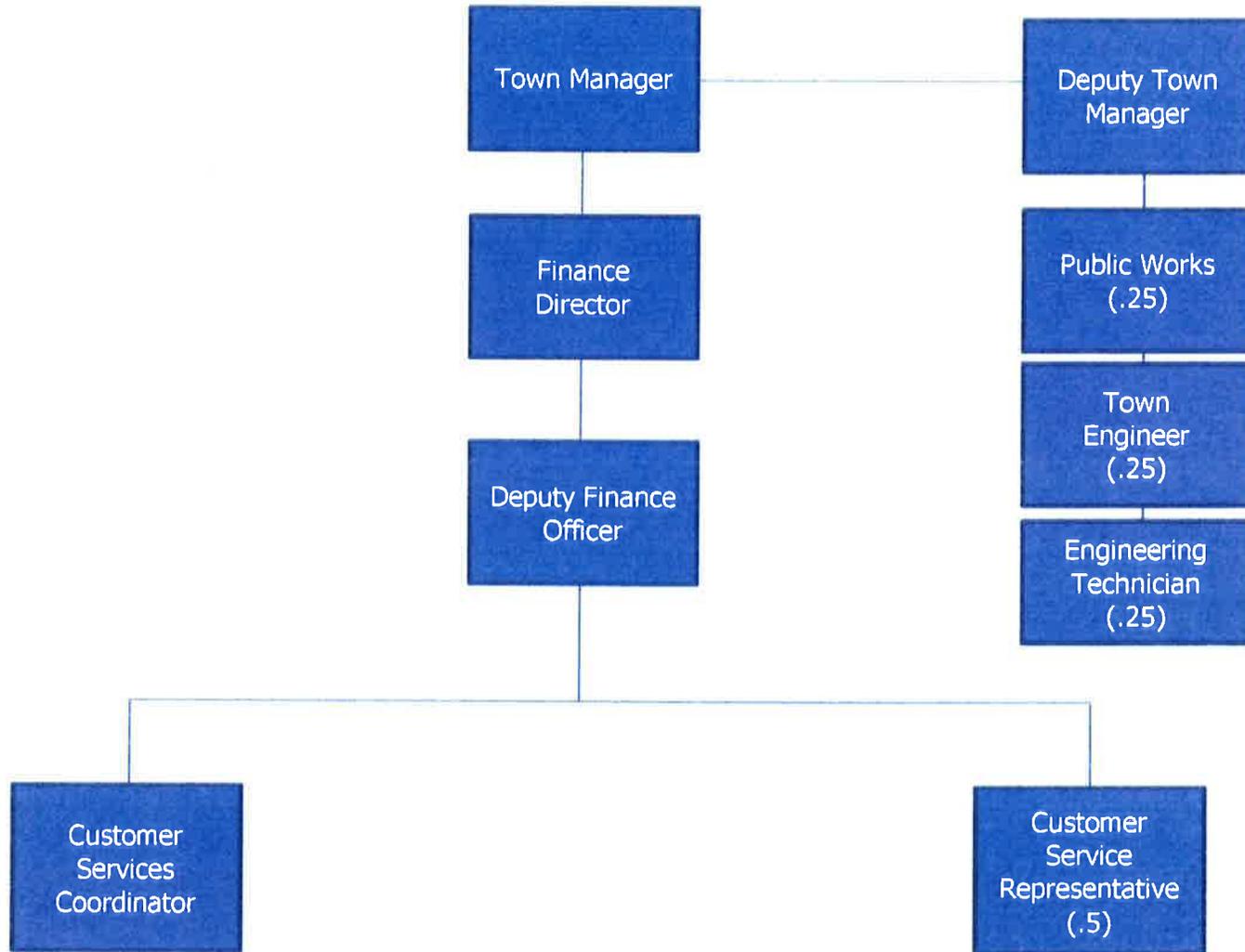
- Provide a high level of customer service through timely and accurate billing of water accounts, courteous collection of water utility revenue, and sharing of information regarding individual accounts and overall policies and procedures. (BOC Values 2, 5, and 6)

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. 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.

Water Administration

Adopted Organization and Staffing



Water Administration – Budget Highlights

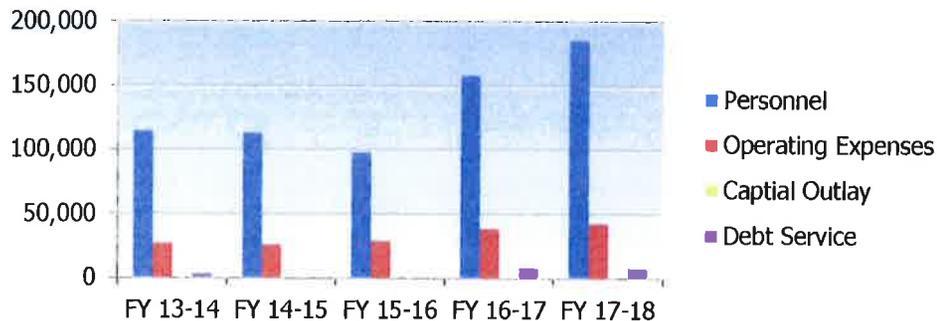
Highlights

- Funds in the amount of \$12,815 are included for a 2.2% cost of living adjustment, based on the Consumer Price Index and budgeted departmentally.
- Funding of \$8,736 is included for 1.5% performance-based merit increases, also budgeted departmentally.
- A health and wellness incentive, budgeted departmentally, is included at \$750.
- Health insurance premiums, budgeted departmentally, increased by 7% for active employees and retirees.
- Funding of \$3,600 is included for the Town to absorb customer credit card transaction fees.
- This budget recommends \$19,875 for 25% of the cost of an engineering technician, which would be a new position. The other 75% of the cost is included in the Town Manager budget.
- Cost allocation to the General Fund reflects a formula that includes the cost of actual services provided.

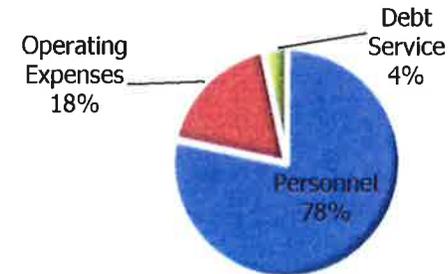
Expenditures by Function

		FY 2016-2017 <u>Adopted</u>		FY 2017-2018 <u>Adopted</u>	Percent Change
Personnel Services	\$	158,494	\$	185,699	17.16%
Operating Expenses	\$	39,489	\$	43,239	9.50%
Debt Service	\$	8,464	\$	8,241	-2.63%
Total	\$	206,447	\$	237,179	14.89%

Fiscal Year 2017-2018 Adopted Expenditures and Expenditure History



Fiscal Year 2017-2018 Adopted Expenditures by Function



**Town of Nags Head
Adopted Budget
For the Fiscal Year 2017-2018**

Department : *Water Administration*

Account Description	Manager's Recommended 2017-2018	Adopted Budget 2017-2018	Financial Plan 2018-2019	Adopted Budget 2016-2017	Adjusted Budget 2016-2017	Estimated Actual Expenditures 2016-2017	Actual Expenditures 2015-2016	Actual Expenditures 2014-2015
PERSONNEL SERVICES								
SALARIES/WAGES - REGULAR	\$ 123,922	\$ 123,672	\$ 126,135	\$ 106,026	\$ 109,405	\$ 104,487	\$ 60,725	\$ 56,826
SALARIES - LONGEVITY PAY	3,672	3,672	4,637	3,379	-	-	-	1,603
SALARIES/WAGES - PARTTIME	-	-	-	-	-	-	-	1,794
FICA TAX	9,761	9,742	10,004	8,351	8,351	7,300	4,228	4,018
GROUP HEALTH INSURANCE	36,485	36,485	38,193	30,660	30,660	30,001	19,281	16,950
RETIREMENT	9,591	9,591	9,929	7,899	7,899	7,632	4,094	3,977
401 K	2,537	2,537	2,606	2,179	2,179	1,274	341	140
Subtotal Personnel Services	\$ 185,968	\$ 185,699	\$ 191,504	\$ 158,494	\$ 158,494	\$ 150,694	\$ 88,669	\$ 85,308
OPERATIONS								
TRAINING	\$ 1,350	\$ 1,350	\$ 2,350	\$ 1,350	\$ 1,350	\$ 404	\$ 416	\$ 335
TELEPHONE - CELL PHONE STIPEND	495	495	495	390	390	390	-	-
POSTAGE	11,860	11,860	16,550	11,860	11,860	10,516	10,399	10,047
DEPARTMENT SUPPLIES	3,450	3,450	3,950	2,450	2,450	2,239	5,265	4,849
MAINT/REPAIR EQUIPMENT	2,000	2,000	2,000	2,000	2,000	1,969	797	797
PROFESSIONAL FEES	10,865	10,865	11,025	11,820	11,820	11,119	-	-
CONTRACTED SERVICES	8,219	8,219	5,391	4,619	4,619	6,928	4,619	4,619
DEPRECIATION EXPENSE	-	-	-	-	-	-	312,758	287,647
BAD DEBT EXPENSE	5,000	5,000	5,000	5,000	5,000	-	-	-
Subtotal Operations	\$ 43,239	\$ 43,239	\$ 46,761	\$ 39,489	\$ 39,489	\$ 33,564	\$ 334,254	\$ 308,293
CAPITAL OUTLAY								
CAPITAL OUTLAY EQUIPMENT	\$ -	\$ -	\$ -	\$ -	\$ 39,925	\$ 39,925	\$ -	\$ -
COST REIMBURSEMENT								
COST REIMBURSEMENT	\$ -	\$ -	\$ -	\$ -	\$ 46,493	\$ 46,493	\$ 26,130	\$ 29,280
DEBT SERVICE								
L/P PRINCIPAL	\$ 7,734	\$ 7,734	\$ 7,858	\$ 8,464	\$ 8,464	\$ 8,241	\$ -	\$ -
L/P INTEREST	507	507	383	-	-	-	-	-
Subtotal Debt Service	\$ 8,241	\$ 8,241	\$ 8,241	\$ 8,464	\$ 8,464	\$ 8,241	\$ -	\$ -
Total	\$ 237,448	\$ 237,179	\$ 246,506	\$ 206,447	\$ 292,865	\$ 278,917	\$ 449,053	\$ 422,881

**Town of Nags Head
 Adopted Budget
 For the Fiscal Year 2017-2018**

Department: *Interfund-Water Fund*

Account Description	Manager's Recommended 2017-2018	Adopted Budget 2017-2018	Financial Plan 2018-2019	Adopted Budget 2016-2017	Adjusted Budget 2016-2017	Estimated Actual Expenditures 2016-2017	Actual Expenditures 2015-2016	Actual Expenditures 2014-2015
CONTRIB. TO GENERAL FUND CONTINGENCY	\$ 655,357 50,000	\$ 655,357 50,000	\$ 655,357 50,000	\$ 556,830 50,000	\$ - 50,000	\$ - 3,530	\$ -	\$ -
TOTAL	\$ 705,357	\$ 705,357	\$ 705,357	\$ 606,830	\$ 50,000	\$ 3,530	\$ -	\$ -