

**UTILITIES FUND  
DEPARTMENT OF ENVIRONMENTAL SERVICES**

**UTILITIES SERVICES OFFICE**

**PROGRAM MISSION:** To generate the billings for water/sewer services and solid waste services to our customers.

The office provides timely and accurate customer-oriented billing and utilities account services, as well as Utilities Fund management information. The Utilities Services Office provides water, sewer and solid waste billing for approximately 36,000 accounts. This includes quarterly billing for about 34,000 residential and apartment accounts and monthly billing for about 2,000 water/sewer commercial accounts, including schools, County government facilities and federal agencies. The office also responds to customer billing and water, sewer, and refuse services inquiries.

Utilities Services Office				
	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>	<b>% Change:</b>
	<u>Actual</u>	<u>Adopted</u>	<u>Proposed</u>	<u>'05 to '06</u>
<b>Personnel</b>	\$850,058	\$889,584	\$553,302	-38%
<b>Non-Personnel</b>	161,405	205,407	148,450	-28%
<b>Subtotal Expenditures</b>	1,011,463	1,094,991	701,752	-36%
<b>Intra-County Charges</b>	(516,002)	(265,000)	(265,000)	-
<b>Total Expenditures</b>	\$495,461	\$829,991	\$436,752	-47%
<b>Authorized FTEs</b>	16.5	16.5	9.5	
<b>Funded FTEs</b>	16.5	16.5	9.5	

**SIGNIFICANT BUDGET HIGHLIGHTS:**

- ↓ Decrease in personnel costs and FTEs reflects the transfer of the Meter Readers to DES Water, Sewer and Streets Bureau (6.0 FTE's, \$276,846 personnel costs) and transfer of 1.0 FTE (\$56,000) to DES general fund for Organizational Development Specialist.
- ↓ Decrease in non-personnel costs reflects the transfer of meter readers to Department of Environmental Services Water, Sewer and Streets including vehicle, fuel and uniform expenses (\$56,957).

**PERFORMANCE MEASURES:**

	<b>FY 2002</b>	<b>FY 2003</b>	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>	<b>FY 2006</b>
	<u>Actual</u>	<u>Actual</u>	<u>Actual</u>	<u>Estimate</u>	<u>Estimate</u>	<u>Goal</u>
<i>Mission Outcome Measures</i>						
Estimated bills (per 100,000 sent)	121	347	200	100	100	100
Percentage of bills sent according to schedule	100%	100%	100%	100%	100%	100%
<i>Customer Measures</i>						
Corrected bills due to misreads (per 100,000 sent)	0.3	0.3	0.5	0.3	0.3	.03
Corrected bills due to corrected estimates (per 100,000 bills sent)	0.1	0.6	0.3	0.2	.02	.02

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	<b>FY 2002</b>	<b>FY 2003</b>	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>	<b>FY 2006</b>
	<b><u>Actual</u></b>	<b><u>Actual</u></b>	<b><u>Actual</u></b>	<b><u>Estimate</u></b>	<b><u>Estimate</u></b>	<b><u>Goal</u></b>
<i>Workload Measures</i>						
Total monthly and quarterly bills sent per year	160,436	160,624	160,661	161,000	161,000	161,000

- ❖ Actual readings are done for all bills except in the event of weather or staffing issues, where an estimated reading is used.
- ❖ The number of estimated bills in FY 2003 was the result of unusually inclement weather and turnover of meter reader personnel. Meter readers must go through extensive training, the completion of which may not coincide with the billing cycle.

**FUTURE BUDGET CONSIDERATIONS:**

- ❖ Utility Fund revenue and billing systems may require addition funding for hardware and software upgrades.