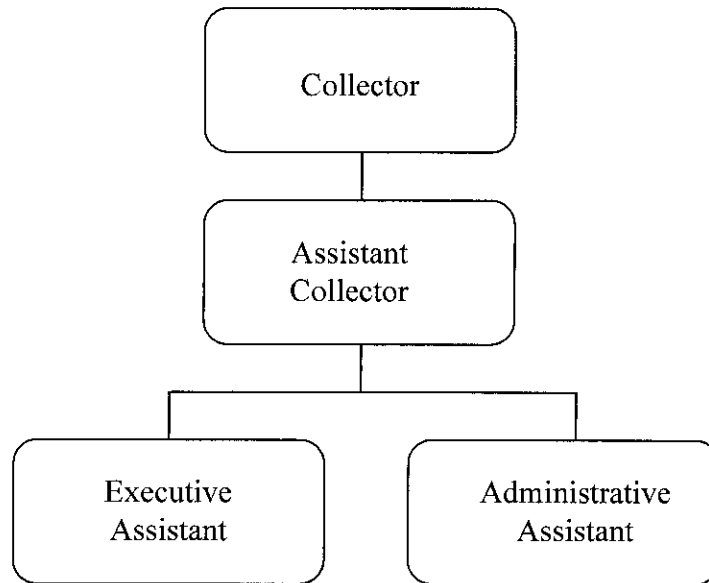


Fiscal Year 2008 Organization

Utility Billing



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Leadership Profile:

Robert Palmer, Finance Director/Treasurer/Collector

2001-Present: Finance Director/Treasurer/Collector

1994-2001: Finance Director

1980-1994: Director of Assessment, City of Newton

Business Administration/Management

Graduate Studies Preparatory Program

Master of Arts Degree, Management

Narrative

Town of Natick Utility Billing

I. Main Purpose of the Department

The primary responsibility of the Department is the quarterly billing of 12,550 water and sewer accounts. These duties include preparation of quarterly invoices, dispute resolution with rate payers, special fee invoicing, etc. This Department is responsible for the certification of delinquent accounts to the Board of Assessors for inclusion as water and sewer liens transferred to real estate bills.

II. Recent Developments

To assist ratepayers in understanding the manner that a bill is calculated a "Web Site" application allows a user to enter their rate code and usage and see a detailed billing breakdown (currently under "rebuild / improvement"). The most recent utility bills for each district are displayed on the Town's website under the Collector's or Department of Public Works Water Division departmental pages. In FY2008 a web application that will facilitate the public viewing of actual bills in a ".pdf" format will be implemented.

III. Current Challenges

The format and content of information included with the water and sewer bill is being evaluated for clarity. The goal is to improve the information provided to ratepayers.

IV. Significant Proposed Changes for the Upcoming Fiscal Year and Budget Impact

A more informative billing format will be implemented in FY2008. This format will at a minimum include usage history, comprehensive explanation of bill calculation, and other informational materials. The budget request for FY2008 continues to include funding for improved notification to delinquent accounts, notification to subsequent/new property owners, and additional research/resolution for returned mail. The estimated costs related to water & sewer billing has been reduced by \$1,000 to \$10,000.

V. On the Horizon

The United States Postal Service is scheduled for a significant increase in postal rates. This increase will have an impact on future budgets for mailing of bills and notices. The development of increased Internet access to information and the development of information kiosks at Town Hall and Library are priorities for the near future.

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FY2008 Budget Presentation

Trends in Major Departmental Activities by Fiscal Year						
Activities	2003	2004	2005	2006	Approved 2007	Proposed 2008
1 Warrants Water & Sewer	\$11.613m	\$11.049m	\$11.031m	\$11.040m	\$11.000m	\$11.500m
2 Revenue User Charges	\$11.023m	\$10.788m	\$11.025m	\$10.764m	\$10.250m	\$11.000m
3 Revenue from All Other Sources	\$0.596m	\$0.678m	\$0.983m	\$0.939m	\$1.763m	\$0.500m

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Department: UTILITY BILLING
EXPLANATION
Fiscal Year 2008

LINE ITEM

Salaries Operational Staff Salaries for two staff positions are funded in this line item. This positions are responsible for preparation of monthly water and sewer charges, special billings (final bills, flat charges, etc.), printing of water / sewer bills, posting payments, customer service inquiries, file maintenance, etc. A full time position has been reduced in the Collector's budget after an employee retirement. This position (Administrative Assistant) will be funded in the amount of 50% via indirect charge to the General Fund. The addition of a part time position is also included in this staffing change.

Part Time Operational This funds 240 hours of part time operational staff. This position will provide administrative / clerical support to the Finance Director/ Collector and will be available during peak receipt periods to supplement the full time Utility Billing staff.

Overtime Operational This funds overtime worked by operational staff during peak receipt periods.

Repairs and Maintenance This is for the maintenance and repair of business equipment used in the Collector's office for Utility Billing purposes. The primary equipment is the high speed laser printer used for production of the water / sewer bills and bar code scanning equipment, etc.

In State Travel/Meetings For attendance at Department of Revenue seminars, Treasurer / Collector Association meetings, and administrative / clerical support staff seminars.

Training and Education The costs related to POINT Software training, Neptune meter reading and inventory systems, and PC specialized training seminars, etc.

Communication Telephone This is the proportional costs assigned to the Utility Billing for telephone service.

Communication Postage This is the direct cost associated with the mailings from the Utility Billing Collector's Office. (Water / Sewer bills, water quality survey, water ban, etc.) This item is reduced to reflect the actual amounts expended over the past several years. There has not been a need to mail notices for a mandatory water BAN. Costs will also be reduced as a result of utility billing enhancements which include CASS certified mailing of bills.

Collection Activities These funds are for additional mailings of notices of unpaid / delinquent charges, and demand bills, and other accounts receivable.

Copy/Mail Center Fees This is the proportional cost assigned to the Utility Billing Collector's Office for mail center labor for mail handling and copy charges.

Utility Billing Software This is utilized for minor programming modifications for water / sewer billing. These would include modifications not included in the annual maintenance that Point Software provides for the Water and Sewer receivable / collection system. The annual maintenance contracts for all Point Software applications are included in the Information Technology budget.

Utility Billing Printing The cost of services and supplies for the preparation of water / sewer bills including forms, consumables (toner), CASS certification software (Print Machine). This line item was increased to include a non capital lease for software to facilitate CASS certified mailings (see reduction in Postage).

Office Supplies General office supplies for the Utility Billing Collector's Office for employee benefit and bank reconciliation functions. This request has been increased by \$500 based on the historical spending requirements in this account.

FY 2007 Budget Presentation

Town of Natick Fiscal Year 2003 thru 2007
Departmental Executive Summary of Finances

Departmental Budget and Personnel Requirements Expended by Fiscal Year					
Category	2003	2004	2005	2006	Thru December 2007
Staffing					
Full-Time Employees	2	2	2	2	2
Part-Time Employees					
Seasonal Employees					
Operating Budget					
Personal Services	78,411.34	78,699.14	78,893.40	82,328.59	38,620.57
Purchase of Services	37,070.66	45,735.90	31,969.38	65,889.50	24,146.72
Other Personnel Services	0.00	0.00	0.00	0.00	0.00
Technical & Professional Svs	22,098.97	9,218.85	24,686.62	8,942.57	15,531.96
Supplies	1,006.07	3,681.22	2,918.55	2,587.75	1,837.71
Other Chgs & Expenditures	0.00	0.00	0.00		
Total Operating Budget	138,587.04	137,335.11	138,467.95	159,748.41	80,136.96

Capital Equip/Projects Expended					
Encumbered Operating Expenses	15,000.00	19,776.32	27,300.00	20,784.03	20,000.00

Encumbered Capital Expenses					

Quarterly Expenditure Pattern Fiscal Year 2003 thru 2007 - Operating Budget					
Percent Expended by Fiscal Year	2003	2004	2005	2006	2007
Personal Services					
Quarter 1 ending Sept 30	21.01%	23.53%	21.83%	22.14%	19.73%
Quarter 2 ending Dec 31	26.79%	25.22%	25.21%	24.12%	22.50%
Quarter 3 ending March 31	22.84%	25.19%	24.22%	25.95%	
Quarter 4 ending June 30	27.59%	26.06%	27.10%	27.42%	
Encumbrances for Year	0.00%	0.00%	0.00%	0.00%	
Closed to Fund Balance	1.77%	0.00%	1.64%	0.37%	
- - - - Total Pers Svs	100.00%	100.00%	100.00%	100.00%	42.23%

All Non-Personal Services					
Quarter 1 ending Sept 30	6.68%	11.40%	10.57%	11.04%	14.22%
Quarter 2 ending Dec 31	22.00%	19.23%	14.26%	13.43%	21.20%
Quarter 3 ending March 31	18.19%	19.93%	24.87%	13.12%	
Quarter 4 ending June 30	28.60%	21.37%	10.18%	18.11%	
Encumbrances for Year	0.00%	24.02%	27.44%	14.95%	
Closed to Fund Balance	24.53%	4.05%	12.68%	29.35%	
- - - - Total Non Pers Svs	100.00%	100.00%	100.00%	100.00%	35.42%

Capital Equip/Projects Expended					
Quarter 1 ending Sept 30					
Quarter 2 ending Dec 31					
Quarter 3 ending March 31					
Quarter 4 ending June 30					
Encumbrances for Year					
Closed to Fund Balance					
- - - - Total Capital	0.00%	0.00%	0.00%	0.00%	0.00%

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Utility Billing

	No of Staff	Tn Adm Recommended	Dept Requests	Expended thru Dec 31, 2006	2007 Appropriated	2006 Actual	2005 Actual	2004 Actual	2003 Actual
Salaries Operational Staff	2.0	84,274.81	84,274.81	38,620.57	83,129.48	81,002.92	77,207.97	75,693.20	75,263.00
Part-Time Operational Staff	0.1	4,807.68	4,807.68	0.00	4,807.68	0.00	0.00	0.00	0.00
Operational Staff Overtime		3,500.00	3,500.00	0.00	3,500.00	1,325.67	1,685.43	3,005.94	3,148.34
PERSONAL SERVICES	2.1	92,582.49	92,582.49	38,620.57	91,437.16	82,328.59	78,893.40	78,699.14	78,411.34
Repair & Maint Equipment		4,000.00	4,000.00	0.00	4,000.00	8,000.00	2,679.68	259.65	3,295.00
In State Travel/Meetings		500.00	500.00	0.00	500.00	0.00	0.00	0.00	28.25
Training & Education		2,500.00	2,500.00	0.00	2,500.00	0.00	300.00	0.00	1,716.00
Communication Telephone		1,500.00	1,500.00	0.00	1,500.00	1,307.19	430.66	936.00	1,621.50
Communication Postage		20,000.00	20,000.00	10,359.43	20,000.00	16,769.07	16,559.04	13,778.00	20,198.67
Collection Activities		10,000.00	10,000.00	0.00	11,000.00	7,434.30	0.00	0.00	0.00
Copy/Mail Center Fees		33,000.00	33,000.00	13,787.29	33,000.00	32,378.94	12,000.00	30,062.25	10,211.24
PURCHASE OF SERVICES		71,500.00	71,500.00	24,146.72	72,500.00	65,889.50	31,969.38	45,035.90	37,070.66
Audit Water/Sewer		0.00	0.00			37,000.00	0.00	0.00	0.00
Utility Billing Software		5,000.00	5,000.00	190.00	5,000.00	0.00	0.00	0.00	0.00
Utility Billing Printing		36,200.00	36,200.00	15,341.96	36,200.00	8,942.57	24,686.62	9,218.85	22,098.97
TECHNICAL & PROFESSIONAL SVS		41,200.00	41,200.00	15,531.96	41,200.00	45,942.57	24,686.62	9,218.85	22,098.97
Office Supplies		3,500.00	3,500.00	1,053.68	3,500.00	2,587.75	2,918.55	1,781.22	1,006.07
SUPPLIES		3,500.00	3,500.00	1,053.68	3,500.00	2,587.75	2,918.55	1,781.22	1,006.07
BUDGET TOTAL		208,782.49	208,782.49	79,352.93	208,637.16	196,748.41	138,467.95	134,735.11	138,587.04

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TOWN OF NATICK
EMPLOYEE JOB/PAY Fiscal Year 2008

Emp #	Employee Name	Actual FY06 Overtime	Actual FY06 Regular Earning	Budgetary FY07 Scheduled Earning	Pay Type	Level- Step	Wks	Rate	Hours	Amount	Funding (52.2 Wks) FY2008	Total Appropriation	Additional Compensation Longevity	Additional Compensation Education	Additional Compensation Other	Total Add'l Comp
<u>Utility Billing:</u>																
<u>Operational</u>																
41220	ELIZABETH KELLEY	\$544.39	\$41,790.28	\$43,478.42	BASE	6-Max	52.2	22.2112	37.5	\$832.92	43,478.42					
41451	WURTH CAROL	\$789.18	\$39,549.81	\$40,796.39	BASE	5-Max	52.2	20.8411	37.5	\$781.54	40,796.39					
												<u>\$84,274.81</u>				
2176	MARGARET SPENCER		\$0.00	\$4,807.68	HRLY	N/A		20.0320	Annual 240.0		4,807.68	\$4,807.68				
	Department Totals	\$1,333.57	\$81,340.09	\$84,274.81								<u>\$89,082.49</u>	<u>\$0.00</u>	<u>\$0.00</u>	<u>\$0.00</u>	<u>\$0.00</u>

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