

# Utility Billing

Org. 9604

<u>EXPENDITURES</u>	<u>FY 08-09 ACTUAL</u>	<u>FY 09-10 CURRENT BUDGET</u>	<u>FY 10-11 REQUESTED BUDGET</u>	<u>FY 10-11 RECOMMENDED BUDGET</u>
Personnel Services	\$246,628	\$256,402	\$262,164	\$259,397
Operating	153,679	156,130	169,222	169,222
Debt Service	0	0	0	0
Capital Outlay	0	0	0	0
Total:	\$400,307	\$412,532	\$431,386	\$428,619

  

Full-Time Positions	5	5	5	0
Part-Time Positions	0	0	0	0

## **Purpose and Mission**

The Utility Billing Division is responsible for the processing of electric and water meter reads for the purpose of billing. This division performs numerous audit and reporting functions to ensure accurate billing within a specific time schedule. Utility Billing handles customer inquiries regarding utility services including high bill complaints, explanations of billing components, and the processing of requests for new or upgraded electric/water services.

## **Budget Highlights**

- \$750 - Itron seminar training for billing assistant
- \$6000 - Increase for postage cost for 2010-11
- \$4000 - Increase for printing due to growth in customer base
- \$500 - Increase for lease on computers
- \$1600 - Purchase of one desktop computer to replace out-of-warranty unit

# POSITION SUMMARY

Fund: Electric  
Department: Electric

Org. 9604

## PERSONNEL

<u>Class Title</u>	<u>Grade</u>	<u>2009-10 Authorized</u>	<u>2010-11 Requested</u>	<u>2010-11 Recommended</u>
<b>Utility Billing</b>				
Utility Billing Supervisor	14	1	1	1
Senior Utility Billing Assistant	9	1	1	1
Utility Billing Assistant	8	3	3	3
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<b>Full-time</b>		<b>5</b>	<b>5</b>	<b>5</b>
<b>Part-time</b>		<b>0</b>	<b>0</b>	<b>0</b>



City of New Bern Budget  
Fiscal Year 2010-11

<b>Fund:</b>	<b>Electric Fund</b>	<b>Number of Full-Time Equivilant Employees:</b>	<b>5</b>			
<b>Department:</b>	<b>Electric</b>	<b>Number of New Positions Requested</b>	<b>0</b>			
<b>Organization:</b>	<b>Utility Billing</b>	<b>Number of New Positions Recommended</b>	<b>0</b>			
<b>Account Number</b>	<b>Description</b>	<b>Actual Last Year FY2008-09</b>	<b>Current Budget FY2009-10</b>	<b>Estimated Entire Year FY2009-10</b>	<b>Department Request FY2010-11</b>	<b>Manager's Recommended FY2010-11</b>
5311-9604-61101-755	Salaries - Regular	152,467	171,103	170,740	173,654	173,654
5311-9604-61102-755	Salaries - Holiday	5,616	0	0	0	0
5311-9604-61103-755	Salaries - Vacation	8,333	0	0	0	0
5311-9604-61104-755	Salaries - Sick	4,255	0	0	0	0
5311-9604-61121-755	Salaries - Overtime	1,906	3,000	300	3,000	3,000
<b>Salaries Sub-Total</b>		<b>172,577</b>	<b>174,103</b>	<b>171,040</b>	<b>176,654</b>	<b>176,654</b>
5311-9604-62110-755	Social Security Tax	10,387	10,795	10,375	10,953	10,953
5311-9604-62112-755	Medicare Tax	2,429	2,525	2,431	2,562	2,562
5311-9604-62210-755	State Retirement	8,433	8,532	8,381	11,395	11,395
5311-9604-62220-755	401K	10,306	10,447	10,263	10,600	8,833
5311-9604-62810-755	Health/Life Insurance	42,496	50,000	50,000	50,000	49,000
<b>Fringe Benefits Sub-Total</b>		<b>74,051</b>	<b>82,299</b>	<b>81,450</b>	<b>85,510</b>	<b>82,743</b>
<b>Personnel Services</b>		<b>246,628</b>	<b>256,402</b>	<b>252,490</b>	<b>262,164</b>	<b>259,397</b>
5311-9604-72130-755	Employee Travel & Training	35	0	0	750	750
5311-9604-72220-755	Postage	96,671	100,000	100,446	106,000	106,000
5311-9604-72310-755	Utilities	5,744	6,500	5,900	6,500	6,500
5311-9604-72890-755	Miscellaneous Other Services	45,291	44,000	46,000	48,000	48,000
<b>Current Obligations &amp; Services</b>		<b>147,741</b>	<b>150,500</b>	<b>152,346</b>	<b>161,250</b>	<b>161,250</b>
5311-9604-73160-755	Lease Payments-Computers	373	400	588	802	802
<b>Fixed Charges &amp; Other Services</b>		<b>373</b>	<b>400</b>	<b>588</b>	<b>802</b>	<b>802</b>
5311-9604-74120-755	Janitorial Supplies	209	350	491	370	370
5311-9604-74610-755	Office Supplies & Materials	2,406	1,500	1,700	1,500	1,500
5311-9604-74910-755	Other Supplies & Materials	532	980	489	1,000	1,000
5311-9604-74930-755	IT Supplies	2,418	2,400	3,000	4,300	4,300
5311-9604-74970-755	Safety Supplies	0	0	78	0	0
<b>Supplies &amp; Materials</b>		<b>5,565</b>	<b>5,230</b>	<b>5,758</b>	<b>7,170</b>	<b>7,170</b>
<b>Utility Billing TOTALS:</b>		<b>400,307</b>	<b>412,532</b>	<b>411,182</b>	<b>431,386</b>	<b>428,619</b>