

Utility Billing

Overview: The Billing Division loads and unloads handheld meter reading units, processes various meter reading reports, addresses customer inquiries about billing or services, and calculates and verifies the accuracy of the monthly utility service billings. All work is managed within a specific schedule.

The Billing Office has made major accomplishments this year outsourcing bills. In the past it took about 50 hours for an assistant to prepare monthly bills for mailing. Because the billing assistant who managed the mailing process was not able to complete routine work and other projects as needed, a part-time person was considered. Thanks to outsourcing, which has reduced the stress from this area, no additional staff was needed. The time is now allocated back in the office where the daily workload can be maintained.

The procedure for mailing is much easier. Bills are printed to a file, and then the file is sent to Arista's website via the internet. Arista responds by email when the file is received and notifies this office the same way when the utility bills have been completed.

The upgrade to Advantage CIS was completed this year, which has improved the ability to review accounts that are in error status. Unbilled tables provide a better explanation as to where to locate a problem, while the upgrade has helped users maneuver through accounts.

With the meter reading practice improved because of Itron software and handhelds, all of Billing has been working to learn this process. Each of the staff will have the opportunity to work with these new methods in the next year. Employees will be attending more workshops that Electricities provides such as Meter Multipliers and Billing Systems classes.

Personnel: There are 5 positions budgeted in this division. There is no request for an additional position

Operations: With a vacancy for a full-time assistant who will join the staff and be trained this year, partitioned offices are requested for each assistant. Many times there are customers at two desks, someone

speaking on the phone with a customer, and a meter reader working at another desk. It would promote a more professional atmosphere to be able to handle these different matters privately.

Capital: **There are no capital requests this year.**

Fund:	Electric Fund	Number of Full-Time Equivilant Employees:	5
Department:	Electric	Number of New Positions Requested	0
Division:	Utility Billing	Number of New Positions Recommended	0

Account Number	Description	Lyr Act.	Act To Dte	Current	Estimate	Request	Recomm
5311-9604-61101-755	Salaries & Wages Regular	154,846	117,089	151,990	148,000	160,897	151,388
5311-9604-61121-755	Salaries & Wages Overtin	11,120	3,335	1,500	2,500	1,500	1,500
5311-9604-61141-755	Salaries & Wages Call Ba	0	0	250	0	250	250
5311-9604-61161-755	Salaries & Wages Seasona	0	654	0	0	0	0
Salaries Sub-Total		165,966	121,078	153,740	150,500	162,647	153,138
5311-9604-62110-755	Social Security Tax	9,851	7,295	9,530	9,500	10,085	9,495
5311-9604-62112-755	Medicare Tax	2,304	1,706	2,230	2,230	2,359	2,221
5311-9604-62210-755	State Retirement	8,047	5,913	7,550	7,550	7,986	7,520
5311-9604-62220-755	401K Supplemental Retirt	9,833	7,226	9,220	9,220	9,759	9,189
5311-9604-62810-755	Health/Life Insurance	40,747	36,346	43,600	43,600	40,500	38,070
Fringe Benefits Sub-Total		70,781	58,486	72,130	72,100	70,689	66,495
Personnel Services		236,748	179,564	225,870	222,600	233,336	219,633
5311-9604-71160-755	Electrical Eng Professiona	0	0	0	0	0	0
Professional Services		0	0	0	0	0	0
5311-9604-72130-755	Employee Travel & Train	0	70	1,500	800	1,500	1,500
5311-9604-72210-755	Telephone Service	52	0	500	250	500	500
5311-9604-72220-755	Postage	54,352	65,367	86,750	88,000	93,000	88,000
5311-9604-72310-755	Utilities	4,556	4,142	4,950	5,100	5,500	5,500
5311-9604-72410-755	Printing	0	0	0	0	0	0
5311-9604-72790-755	Advertising	0	0	200	0	200	200
5311-9604-72820-755	Temporary Help Services	0	0	500	0	500	500
5311-9604-72890-755	Miscellaneous Other Servi	7,332	31,574	43,250	42,000	45,000	40,000
Current Oblig. & Ser.		66,292	101,153	137,650	136,150	146,200	136,200
5311-9604-73180-755	Miscellaneous Equipment	0	0	0	0	0	0
Fixed Chgs & Oth.Ser.		0	0	0	0	0	0
5311-9604-74120-755	Janitorial Supplies	262	332	250	250	250	250
5311-9604-74610-755	Office Supplies & Materia	1,621	2,802	3,000	3,100	6,000	4,000
5311-9604-74910-755	Other Supplies & Materia	427	762	1,000	980	1,000	1,000
5311-9604-74930-755	IT Supplies	7,188	2,249	2,500	2,450	2,500	2,500
Fixed Chgs & Oth.Ser.		9,498	6,145	6,750	6,780	9,750	7,750

5311-9604-75120-750	IT Equipment	0	0	0	0	0	0
5311-9604-75130-750	Communication Equipme	0	0	0	0	0	0
Capital Expenses		0	0	0	0	0	0
5311-9604--	Unassigned	0	0	0	0	0	0
Contracts, Grants, Alloc.		0	0	0	0	0	0
5311-9604-77101-790	I/P Principal Payments	0	0	0	0	0	0
5311-9604-77201-795	I/P Interest Payments	0	0	0	0	0	0
Installment Payments		0	0	0	0	0	0
Utility Billing TOTALS:		312,538	286,862	370,270	365,530	389,286	363,583

CRANFORD DISTRICT