

Utility Billing

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.

Revenue: There are no revenue items budgeted for this division.

Personnel: There are five positions budgeted for Utility Billing and no requests for additional positions.

Operations: There are no unusual items budgeted. Numerous reductions are planned for the individual accounts in this year's budget. Advertising, Temporary Help, Printing, Office Supplies and Materials, and many other line items have been reduced or not funded in this budget.

Capital: There are no capital items requested for Billing.

City of New Bern Budget
Fiscal Year 2009 - 2010

| | | | |
|-------------|-----------------|---|---|
| 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 Regu | 162,432 | 121,298 | 168,910 | 154,000 | 171,103 | 171,103 |
| 5311-9604-61102-755 | Salaries & Wages Holid | 0 | 5,121 | 0 | 7,600 | 0 | 0 |
| 5311-9604-61103-755 | Salaries & Wages Vaca | 0 | 5,967 | 0 | 7,500 | 0 | 0 |
| 5311-9604-61104-755 | Salaries & Wages Sick | 0 | 3,222 | 0 | 3,400 | 0 | 0 |
| 5311-9604-61121-755 | Salaries & Wages Over | 619 | 1,870 | 1,500 | 3,000 | 3,000 | 3,000 |
| 5311-9604-61141-755 | Salaries & Wages Call | 0 | 0 | 250 | 0 | 0 | 0 |
| 5311-9604-61161-755 | Salaries & Wages Seasc | 615 | 0 | 0 | 0 | 0 | 0 |
| 5311-9604-61181-755 | Salaries & Wages Taxa | 0 | 0 | 0 | 0 | 0 | 0 |
| Salaries Sub-Total | | 163,666 | 137,478 | 170,660 | 175,500 | 174,103 | 174,103 |
| 5311-9604-62110-755 | Social Security Tax | 9,775 | 8,311 | 10,581 | 10,881 | 10,795 | 10,795 |
| 5311-9604-62112-755 | Medicare Tax | 2,286 | 1,944 | 2,475 | 2,545 | 2,525 | 2,525 |
| 5311-9604-62210-755 | State Retirement | 7,554 | 6,750 | 8,380 | 8,600 | 8,532 | 8,532 |
| 5311-9604-62220-755 | 401K Supplemental Ret | 9,231 | 8,249 | 10,240 | 10,530 | 10,447 | 10,447 |
| 5311-9604-62810-755 | Health/Life Insurance | 38,069 | 35,383 | 42,500 | 38,070 | 50,000 | 50,000 |
| Fringe Benefits Sub-Total | | 66,915 | 60,637 | 74,176 | 70,626 | 82,299 | 82,299 |
| Personnel Services | | 230,581 | 198,115 | 244,836 | 246,126 | 256,402 | 256,402 |
| 5311-9604-71160-755 | Electrical Eng Professic | 0 | 0 | 0 | 0 | 0 | 0 |
| Professional Services | | 0 | 0 | 0 | 0 | 0 | 0 |
| 5311-9604-72130-755 | Employee Travel & Tra | 1,415 | 35 | 1,500 | 0 | 0 | 0 |
| 5311-9604-72210-755 | Telephone Service | 0 | 0 | 500 | 0 | 0 | 0 |
| 5311-9604-72220-755 | Postage | 91,377 | 82,435 | 97,000 | 97,000 | 100,000 | 100,000 |
| 5311-9604-72310-755 | Utilities | 4,770 | 4,803 | 5,500 | 5,800 | 6,500 | 6,500 |
| 5311-9604-72410-755 | Printing | 0 | 0 | 0 | 0 | 0 | 0 |
| 5311-9604-72790-755 | Advertising | 0 | 0 | 200 | 0 | 0 | 0 |
| 5311-9604-72820-755 | Temporary Help Servic | 0 | 0 | 500 | 0 | 0 | 0 |
| 5311-9604-72890-755 | Miscellaneous Other Se | 42,663 | 36,977 | 40,000 | 43,000 | 44,000 | 44,000 |
| Current Oblig. & Ser. | | 140,225 | 124,250 | 145,200 | 145,800 | 150,500 | 150,500 |
| 5311-9604-73160-755 | Lease Payments - Com | 0 | 279 | 1,200 | 320 | 400 | 400 |
| 5311-9604-73180-755 | Miscellaneous Equipme | 0 | 0 | 0 | 0 | 0 | 0 |
| Fixed Chgs & Oth.Ser. | | 0 | 279 | 1,200 | 320 | 400 | 400 |
| 5311-9604-74120-755 | Janitorial Supplies | 610 | 209 | 350 | 350 | 350 | 350 |
| 5311-9604-74610-755 | Office Supplies & Mate | 3,438 | 2,295 | 3,500 | 1,200 | 1,500 | 1,500 |

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Fiscal Year 2009 - 2010

| Account Number | Description | Lyr Act. | Act To Dte | Current | Estimate | Request | Recomm |
|----------------------------------|------------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| 5311-9604-74910-755 | Other Supplies & Mate | 1,190 | 267 | 1,000 | 1,000 | 980 | 980 |
| 5311-9604-74930-755 | IT Supplies | 6,701 | 2,338 | 2,500 | 2,500 | 2,400 | 2,400 |
| Fixed Chgs & Oth.Ser. | | 11,939 | 5,109 | 7,350 | 5,050 | 5,230 | 5,230 |
| 5311-9604-75120-750 | IT Equipment | 0 | 0 | 0 | 0 | 0 | 0 |
| 5311-9604-75130-750 | Communication Equipr | 0 | 0 | 0 | 0 | 0 | 0 |
| Capital Expenses | | 0 | 0 | 0 | 0 | 0 | 0 |
| 5311-9604--755 | 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: | | 382,745 | 327,753 | 398,586 | 397,296 | 412,532 | 412,532 |