

CUSTOMER SERVICE

In Fiscal Year 2008-2009, Customer Service worked on a number of projects and campaigns to help provide even better service to our customers. As per federal mandate, we updated policies and business practices to protect private customer information which resulted in the adoption of the City's new Identity Theft Policy. We are implementing the use of a new third-party debit/credit card processor and a project to reduce payment-processing costs and lag time by 5-7 business days for the growing number of customers who use online banking services. These projects are ongoing and our goal is to complete both prior to July 2009. Additionally, in response to the tough economic times many are facing, campaigns are being held at the office to promote energy conservation in which participants receive energy savings kits and literature to help lower bills. An energy conservation campaign was held in conjunction with Customer Appreciation week last fall and one is occurring now. These projects and campaigns should prove to serve customers even more expeditiously going forward in Fiscal Year 2009/2010 and help reduce bills for those customers who apply efforts to conserve energy.

Revenues: Assessment of late, delinquent, return check, theft-of-service fees, etc., are processes that are handled by this group. Although revenue accounts are not listed specifically under the Customer Service organization but rather the Electric Fund revenues, the majority of expense for operations "pays for itself" through these fees. Our active participation in the Debt Set-off program has resulted in total collections of over \$600,000.

Personnel: There are 16 positions budgeted in this division. One position is currently vacant. No new positions are being requested.

Operations: The requests submitted are an increase in our operating pool of accounts due to additional funds requested in *Temporary Help Services* necessitated by the vacant Credit Representative position. The increase here should be offset by a reduction in salary costs. Otherwise our operating requests reflect a 2.6% reduction. Besides general costs associated with maintaining the Customer Service office, we ask for the following:

- \$27,700 request in *Temporary Help Services* to augment staffing needs through the continued use of a temporary agency. The vacant Credit Representative position accounts for \$22,700 of our request.
- \$11,250 request again in *Other Supplies & Materials* to expand our remote disconnect device program by purchasing 50 more switch meters which will increase the number of units in service to 299. Unit costs are recouped in about a year through reduction of gas and wear/tear on vehicles. Labor saved from visiting the premise is recouped immediately. There is also the benefit of additional risk mitigation for front-line personnel in dealing with problem accounts. *Other Supplies & Materials* also includes other purchases necessary to maintain our delinquent collections.

Capital: \$17,800 request is made in *Motor Vehicles* to replace a small pick-up truck totaled in an accident in April 2008. This purchase was delayed in FY 2009. A loaner vehicle from the Garage is currently being used. Plans are to purchase a full-size truck with an extended cab for storing evidence.

City of New Bern Budget
Fiscal Year 2009 - 2010

Fund: Electric Fund Number of Full-Time Equilant Employees: 16
 Department: Finance Number of New Positions Requested 0
 Division: Customer Service Number of New Positions Recommended 0

Account Number	Description	Lyr Act.	Act To Dte	Current	Estimate	Request	Recomm
5311-9614-61101-755	Salaries & Wages Regular	521,317	378,142	550,828	484,190	539,206	539,206
5311-9614-61102-755	Salaries & Wages Holiday	0	15,142	0	17,740	0	0
5311-9614-61103-755	Salaries & Wages Vacation	0	16,958	0	13,970	0	0
5311-9614-61104-755	Salaries & Wages Sick	0	13,958	0	11,800	0	0
5311-9614-61121-755	Salaries & Wages Overtime	28,712	28,445	27,000	38,000	33,000	33,000
5311-9614-61141-755	Salaries & Wages Call Back	562	443	0	650	650	650
5311-9614-61161-755	Salaries & Wages Seasonal	0	0	0	0	0	0
5311-9614-61181-755	Salaries & Wages Taxable I	0	303	0	940	3,302	3,302
Salaries Sub-Total		550,591	453,391	577,828	567,290	576,158	576,158
5311-9614-62110-755	Social Security Tax	33,795	28,049	35,826	35,172	35,722	35,722
5311-9614-62112-755	Medicare Tax	7,904	6,560	8,379	8,226	8,355	8,355
5311-9614-62210-755	State Retirement	26,932	21,431	28,372	27,798	28,232	28,232
5311-9614-62220-755	401K Supplemental Retiren	32,911	26,188	34,670	34,038	34,570	34,570
5311-9614-62810-755	Health/Life Insurance	129,599	113,306	136,000	129,930	160,000	160,000
Fringe Benefits Sub-Total		231,141	195,534	243,247	235,164	266,879	266,879
Personnel Services		781,732	648,925	821,075	802,454	843,037	843,037
5311-9614-71190-755	Other Professional Services	1,264	200	1,500	500	500	500
Professional Services		1,264	200	1,500	500	500	500
5311-9614-72130-755	Employee Travel & Trainin	4,715	316	5,000	500	5,000	5,000
5311-9614-72210-755	Telephone Service	2,554	1,889	2,180	2,180	580	580
5311-9614-72310-755	Utilities	24,275	22,433	26,200	26,600	27,200	27,200
5311-9614-72410-755	Printing	1,620	325	2,800	2,100	2,100	2,100
5311-9614-72520-755	R & M - Equipment	0	0	200	0	200	200
5311-9614-72532-755	Central Garage Charges	7,039	3,536	6,847	6,847	6,847	6,199
5311-9614-72820-755	Temporary Help Services	9,909	13,013	5,000	18,750	27,700	5,000
5311-9614-72890-755	Miscellaneous Other Service	43,908	39,090	45,000	47,100	45,500	45,500
Current Oblig. & Ser.		94,020	80,602	93,227	104,077	115,127	91,779
5311-9614-73130-755	Rent of Reproduction Equip	4,787	3,338	4,700	4,460	4,460	4,460
5311-9614-73160-755	Lease Payments - Computer	2,583	3,354	3,540	3,356	4,170	4,170
5311-9614-73180-755	Miscellaneous Equipment R	0	0	0	0	0	0
5311-9614-73190-755	Miscellaneous Other Rental	240	240	240	240	240	240
5311-9614-73210-755	Service & Maintenance Con	800	600	800	600	800	800
5311-9614-73810-755	Dues & Subscriptions	131	131	140	131	140	140
5311-9614-73830-755	Interest Paid on Deposits	0	0	0	0	0	0
5311-9614-73840-755	Merchants' Credit Card Fe	0	0	0	0	0	0
5311-9614-73910-755	Refunds of Overpayments	160	0	500	500	500	500
Fixed Chgs & Oth.Ser.		8,701	7,663	9,920	9,287	10,310	10,310
5311-9614-74110-755	Uniforms	976	200	2,110	200	2,110	2,110

City of New Bern Budget
Fiscal Year 2009 - 2010

Account Number	Description	Lyr Act.	Act To Dte	Current	Estimate	Request	Recomm
5311-9614-74120-755	Janitorial Supplies	1,179	284	1,500	450	1,000	1,000
5311-9614-74510-755	Central Fuel Charges	5,239	4,094	6,350	5,400	6,350	6,350
5311-9614-74610-755	Office Supplies & Materials	5,820	2,767	6,500	4,500	4,500	4,500
5311-9614-74910-755	Other Supplies & Materials	21,447	10,905	19,550	11,030	20,660	20,660
5311-9614-74930-755	IT Supplies	9,915	462	7,230	1,200	5,100	5,100
5311-9614-74944-755	Fuel Charges Non-Highway	1,007	1,035	1,000	1,220	1,220	1,220
Supplies & Materials		45,583	19,747	44,240	24,000	40,940	40,940
5311-9614-75210-750	Motor Vehicles	0	0	0	0	17,800	17,800
5311-9614-75212-750	I/P Motor Vehicles	17,100	0	20,530	0	0	0
5311-9614-75192-750	I/P Other Equipment	0	0	39,914	0	0	0
Capital Expenses		17,100	0	60,444	0	17,800	17,800
5311-9614--755	Unassigned	0	0	0	0	0	0
Contracts, Grants, Alloc.		0	0	0	0	0	0
5311-9614-77101-790	I/P Principal Payments	3,628	5,912	5,913	5,913	4,201	4,201
5311-9614-77201-795	I/P Interest Payments	218	672	673	673	461	461
Installment Payments		3,846	6,584	6,586	6,586	4,662	4,662
Customer Service TOTALS:		952,246	763,721	1,036,992	946,904	1,032,376	1,009,028