

Expenditures	FY13-14 Actuals	FY 14-15 Adjusted Budget	FY15-16 Approved Budget
Personnel Services	\$ 2,411,652	\$ 1,788,304	\$ 1,731,291
Operating	842,301	601,767	630,554
Debt Service	-	-	-
Capital Outlay	65,234	0	150,000
Total:	\$ 3,319,187	\$ 2,390,071	\$ 2,511,845
Full-Time Positions	31	30	29
Part-Time Positions	0	0	0

Purpose and Mission:

The Utility Business Office division is responsible for billing, field account servicing, the call center, and collection of payments due for utility and other miscellaneous services provided to approximately 26,700 customer accounts. Product and services marketing, payment assistance, partnerships with local help groups for crisis intervention, and energy conservation awareness are part of our daily interactions with customers. The Utility Business Office is dedicated to provide and continually improve expeditious, courteous and efficient service to our customers.

FY15-16 Budget Highlights:

Personnel Services:

- In support of organizational efficiencies, the Energy Management Position will be transferred to this division from the Public Utilities Department to consolidate functional resources and enhance servicing levels. Expenses remain in the Electric Fund.
- Additional overtime is projected for equipment installation in support of the Advanced Meter Infrastructure (AMI) initiative in conjunction with the Public Utilities Department
- 2 Meter Reader positions will not be funded as (AMI) remote meter reading capabilities increase

Operating:

- \$102,000 -Temporary Help Services for contract work to help during staff vacancies and transition from field meter reading to (AMI) remote meter reading/remote service order business process technology
- \$122,800 – Miscellaneous Other Services for lockbox, online banking payment processing, bill and customer insert printing, and electronic bill payment and presentment services to facilitate expeditious and efficient service. Community involvement and outreach communications programs are also funded from this line item.
- \$ 3,600 - S & M Contracts-Office Equipment for GPS fleet management tracking services to improve field work efficiency

Capital:

- \$50,000 – Replacement/upgrade of vehicles(2) from compact pickups to ½ ton trucks
- \$100,000 - Interior safety renovations and updating of Ft. Totten facility. Project includes updated physical security, lighting, and customer focussed aesthetic improvements based on APPA Organizational Check Up recommendations to model office area similarly to other public utility operations.

**City of New Bern Budget
Fiscal Year 2015-16**

Fund: Electric Fund
 Department: Finance
 Organization: Utility Business Office

Account Number	Description	Actual Last Year FY 2013-14	Adjusted Budget FY 2014-15	Manager's Recommended FY 2015-16	Approved Budget FY 2015-16
Personnel Services:					
Salaries					
5311-9614-61101	Salaries - Regular	1,034,272	1,106,134	1,109,683	1,109,683
5311-9614-61103	Salaries - Accum Vac Payout	16,394	0	0	0
5311-9614-61121	Salaries - Overtime	39,338	56,600	60,000	60,000
5311-9614-61141	Salaries - Call Back	2,493	7,500	8,700	8,700
5311-9614-61142	Salaries & Wages Storm Call Back	2,326	0	0	0
5311-9614-61161	Salaries - Seasonal	22,794	25,000	0	0
5311-9614-61181	Salaries - Taxable Benefits	3,749	4,680	5,460	5,460
	Subtotal Salaries	1,121,366	1,199,914	1,183,843	1,183,843
Fringe Benefits					
5311-9614-62110	Social Security Tax	67,290	74,395	73,399	73,399
5311-9614-62112	Medicare Tax	15,738	17,399	17,166	17,166
5311-9614-62210	State Retirement	73,118	84,834	78,963	78,963
5311-9614-62220	401K	51,710	59,762	58,920	58,920
5311-9614-62810	Health/Life Insurance	341,088	352,000	319,000	319,000
	Subtotal Fringe Benefits	548,944	588,390	547,448	547,448
Total Personnel Services		1,670,310	1,788,304	1,731,291	1,731,291
Current Obligations & Services:					
5311-9614-72130	Employee Travel & Training	7,471	4,630	8,210	8,210
5311-9614-72138	Educational Assistance	0	2,000	4,000	4,000
5311-9614-72220	Postage	114,430	124,000	125,240	125,240
5311-9614-72310	Utilities	27,541	30,000	30,000	30,000
5311-9614-72410	Printing	6,010	3,165	3,165	3,165
5311-9614-72510	R & M - Buildings	8,552	7,500	4,900	4,900
5311-9614-72520	R & M - Equipment	113	3,500	3,500	3,500
5311-9614-72530	R & M - Vehicles	1,282	2,000	2,000	2,000
5311-9614-72532	Central Garage Charges	46,194	55,701	44,206	44,206
5311-9614-72590	R & M - Other	12,760	6,250	2,500	2,500
5311-9614-72820	Temporary Help Services	20,223	3,450	102,000	102,000
5311-9614-72890	Miscellaneous Other Services	117,396	122,800	122,800	122,800
Total Current Obligations & Services		361,972	364,996	452,521	452,521
Fixed Charges & Other Services:					
5311-9614-73130	Copier Rental	6,192	6,191	4,127	4,127
5311-9614-73160	Lease Payments-Computers	214	0	0	0
5311-9614-73190	Miscellaneous Other Rentals	494	300	300	300
5311-9614-73210	Service & Maintenance Contracts	1,085	9,820	9,820	9,820
5311-9614-73220	S & M Contracts-Office Eqmt	8,759	8,748	8,748	8,748
5311-9614-73230	S & M Contracts-Communication Eq	1,645	1,802	2,864	2,864
5311-9614-73810	Dues & Subscriptions	169	1,170	170	170
Total Fixed Charges & Other Services		18,559	28,031	26,029	26,029

**City of New Bern Budget
Fiscal Year 2015-16**

Account Number	Description	Actual Last Year FY 2013-14	Adjusted Budget FY 2014-15	Manager's Recommended FY 2015-16	Approved Budget FY 2015-16
Supplies & Materials:					
5311-9614-74110	Uniforms	5,833	8,800	8,900	8,900
5311-9614-74120	Janitorial Supplies	544	2,400	1,400	1,400
5311-9614-74488	Electric Meters & Devices	46,491	93,072	45,148	45,148
5311-9614-74510	Fuel Charges	27,344	40,400	34,323	34,323
5311-9614-74610	Office Supplies & Materials	9,562	10,900	15,000	15,000
5311-9614-74910	Other Supplies & Materials	11,865	11,600	11,600	11,600
5311-9614-74930	IT Supplies	18,208	35,060	9,500	9,500
5311-9614-74931	IT Eq (Restricted - IT Use Only)	0	0	19,625	19,625
5311-9614-74944	Fuel Charges Non-Highway	1,892	3,550	3,550	3,550
5311-9614-74970	Safety Supplies	2,339	2,958	2,958	2,958
Total Supplies & Materials		124,076	208,740	152,004	152,004
Capital Expenses:					
5311-9614-75212	I/P Motor Vehicles	44,168	0	50,000	50,000
5311-9614-75410	Buildings, Structures, Improvements	0	0	100,000	100,000
Total Capital Expenses		44,168	0	150,000	150,000
Customer Service Totals:		2,219,084	2,390,071	2,511,845	2,511,845

POSITION SUMMARY

Fund: Electric
 Department: Finance
 Org: Utility Business Office 9614

PERSONNEL

		<u>FY2014-15</u>		<u>Approved FY2015-16</u>
	<u>Grade</u>	<u>Funded</u>	<u>Positions Filled</u>	<u>Funded</u>
Business Office Manager	22	1	1	1
Energy Management Representative	18	0	0	1
Account Services Supervisor	16	1	1	1
Field Services and Metering Supervisor	16	1	1	1
Billing Services Supervisor*	15	1	0	1
Payment Services Supervisor	13	1	1	1
Senior Billing Services Representative	9	1	1	1
Customer Service Representative	9	6	6	6
Office Assistant III	9	1	1	1
Electric Meter Technician	9	1	1	1
Billing Services Representative	8	2	1	1
Payment Services Representative	8	4	4	4
Utility Service Technician	8	2	2	2
Utility Service Specialist	7	3	3	3
Meter Reader	6	6	4	4
	Full-Time Total	30	27	29

*Previously titled Utility Billing Supervisor

Travel & Training Request 2015-16
GL Account # 72130

Projected Date(s) of Travel	Name of Event/Meeting	Location of Event/Meeting	Employees Involved (Positions)	Projected Cost
Oct 18-21, 2015	APPA Customer Connections Conference	Austin, TX	Business Office Manager	\$1,800
Spring Semester 2016	NC State Energy Mgt. Program, class 1 of 3	Raleigh, NC	Energy Mgt. Representative	\$1,800
Throughout FY 15-16	Misc. APPA, NCLM, NCSOG classes	Raleigh, Greenville, Wilson, etc.	Account Services Supervisor	\$500
Throughout FY 15-16	NC Metering School	Concord, NC	Field Services and Metering Supv.	\$820
Throughout FY 15-16	Meter Tech. Career Develop. Program	Raleigh, NC	Field Services and Metering Supv.	\$345
Throughout FY 15-16	Meter Tech. Career Develop. Program	Raleigh, NC	Field Svc. Specialist/Technician	\$345
Throughout FY 15-16	Management Skills Certification	Online	Billing Supervisor	\$100
Throughout FY 15-16	Misc. APPA, NCLM, NCSOG classes	Online	Payment Services Supervisor	\$500
Throughout FY 15-16	APPA Webinars or Craven Comm. College	Online	Cust. Serv. Reps.(5)/Office Asst. III	\$600
Throughout FY 15-16	APPA Webinars or Craven Comm. College	Online	Field Svc. Specialists/Technicians	\$600
Throughout FY 15-16	APPA Webinars or Craven Comm. College	Online	Payment Services Reps.(4)	\$400
Throughout FY 15-16	APPA Webinars or Craven Comm. College	Online	Meter Readers(4)	\$400
				\$8,210

Utility Business Office

Org. 9614

Dues & Subscriptions 2015-16
GL Acct # 73810

Name of Organization	Projected Cost
Sun Journal	\$170
	\$170



Project Title: New Pickup Truck
Department: Finance
Division: Utility Business Office

Project Description: Purchase 1/2 ton pick up truck used by meter technicians to facilitate field account maintenance, meter reading and other service area work related to utility services.

Justification: Replacement of vehicle #K-5 a Ford F150 due to age and mileage.

History and Current Status; Impact if Cancelled or Delayed: Purchased 2008. Current Mileage 86,604. 14,000 miles logged per year. Vehicle mileage projected to be in 90,000 mile range by FY 2015-16. At the life cycle stage for this type of service vehicle, more costly repairs and increasing amounts of repair down time impede efficient operations to timely bill and serve

Proposed Start Date: 1/1/2016
Est Completion Date: 4/1/2016

FY 2015-16 Dept Request: \$25,000

Project Expenditures						
Activity:	FY 15-16	FY 16-17	FY 17-18	FY 18-19	FY 19-20	Total
Prelim Design / Plans:	-	-	-	-	-	\$ -
Engineering / Arch. Services:	-	-	-	-	-	\$ -
Land / ROW / Acquisition:	-	-	-	-	-	\$ -
Clear / Grade / Site Prep:	-	-	-	-	-	\$ -
Building / Utility Construction:	-	-	-	-	-	\$ -
Vehicles & Heavy Equipment:	\$ 25,000	-	-	-	-	\$ 25,000
Light Equip. / Furniture:	-	-	-	-	-	\$ -
Hardware / Software:	-	-	-	-	-	\$ -
Total Project Cost:						\$25,000

Funding Source(s)						
	FY 15-16	FY 16-17	FY 17-18	FY 19-20	FY 19-20	Total
Revenue:	-	-	-	-	-	\$ -
Grants:	-	-	-	-	-	\$ -
Capital Reserves:	-	-	-	-	-	\$ -
Debt Service:	\$ 25,000	-	-	-	-	\$ 25,000
Fund Balance:	-	-	-	-	-	\$ -
Other (Please specify):	-	-	-	-	-	\$ -
Total:						\$25,000

New/Additional Impact on Operating Budget						
	FY 15-16	FY 16-17	FY 17-18	FY 19-20	FY 19-20	Total
Salaries/Benefits:	-	-	-	-	-	\$ -
Prof. & Consult. Services:	-	-	-	-	-	\$ -
Materials & Supplies:	-	-	-	-	-	\$ -
Maintenance/Fuel:	-	-	-	-	-	\$ -
Other (Please Specify):	-	-	-	-	-	\$ -

Budget Impact/Other:

It is expected that financing will be for a maximum of 5 years at an estimated 2.75%. The debt service payments will be approximately \$5,360/FY.

Project Phases:

Bid and order January 2016, Truck Delivery (April 2016)



Project Title: New Pickup Truck
Department: Finance
Division: Utility Business Office

Project Description: Purchase 1/2 ton pick up truck used by meter technicians to facilitate field account maintenance, meter reading and other service area work related to utility services.

Justification: Replacement of vehicle #0-6, a Ford Ranger due to age and mileage. Upgrading from compact to 1/2 ton truck. The Ford Ranger – the most economical compact is no longer produced. Larger truck is a better value due to improved gas mileage of newer vehicles, resale value, ingress/egress, and functionality especially during storms when hauling heavy equipment.

History and Current Status; Impact if Cancelled or Delayed: Purchased 2006. Current Mileage 78,843. 9,900 miles logged per year. Vehicle mileage projected to be in 80,000 mile range by FY 2015-16. At the life cycle stage for this type of service vehicle, more costly repairs and increasing amounts of repair down time impede efficient operations to timely bill and serve customers.

Proposed Start Date: 1/1/2016
Est Completion Date: 4/1/2016

FY 2015-16 Dept Request: \$25,000

Project Expenditures						
Activity:	FY 15-16	FY 16-17	FY 17-18	FY 18-19	FY 19-20	Total
Prelim Design / Plans:	-	-	-	-	-	\$ -
Engineering / Arch. Services:	-	-	-	-	-	\$ -
Land / ROW / Acquisition:	-	-	-	-	-	\$ -
Clear / Grade / Site Prep:	-	-	-	-	-	\$ -
Building / Utility Construction:	-	-	-	-	-	\$ -
Vehicles & Heavy Equipment:	\$ 25,000	-	-	-	-	\$ 25,000
Light Equip. / Furniture:	-	-	-	-	-	\$ -
Hardware / Software:	-	-	-	-	-	\$ -
Total Project Cost:						\$25,000

Funding Source(s)						
	FY 15-16	FY 16-17	FY 17-18	FY 19-20	FY 19-20	Total
Revenue:	-	-	-	-	-	\$ -
Grants:	-	-	-	-	-	\$ -
Capital Reserves:	-	-	-	-	-	\$ -
Debt Service:	\$ 25,000	-	-	-	-	\$ 25,000
Fund Balance:	-	-	-	-	-	\$ -
Other (Please specify):	-	-	-	-	-	\$ -
Total:						\$25,000

New/Additional Impact on Operating Budget						
	FY 15-16	FY 16-17	FY 17-18	FY 19-20	FY 19-20	Total
Salaries/Benefits:	-	-	-	-	-	\$ -
Prof. & Consult. Services:	-	-	-	-	-	\$ -
Materials & Supplies:	-	-	-	-	-	\$ -
Maintenance/Fuel:	-	-	-	-	-	\$ -
Other (Please Specify):	-	-	-	-	-	\$ -

Budget Impact/Other:

It is expected that financing will be for a maximum of 5 years at an estimated 2.75%. The debt service payments will be approximately \$5,360/FY.

Project Phases:

Bid and order January 2016), Truck Delivery (April 2016)



Project Title: Interior Safety Renovations and Up
Department: Finance
Division: Utility Business Office

Project Description: Whole 1st floor interior office renovations and customer waiting area exterior annex. Improvements include limiting customer access to staff servicing areas through wall construction, installation of bullet resistant glass, and other security solutions / aesthetic improvements.

Justification: Enhanced servicing levels, improved customer service satisfaction and improved safety for both staff and customers. APPA Organizational consultant check up recommendation City to focus on continual safety and security measures and confident limited customer access model to office areas similar to other utility operations nationally.

History and Current Status; Impact if Cancelled or Delayed: Past history of customer issues and requirement to have law enforcement stationed at facility. Safety issues and asset protection risks will persist. Investment of improvements will far outweigh potential issues by not employing improvements

Proposed Start Date: 7/1/2015
Est Completion Date: 12/31/2015

FY 2015-16 Dept Request: \$100,000

Project Expenditures						
Activity:	FY 15-16	FY 16-17	FY 17-18	FY 18-19	FY 19-20	Total
Prelim Design / Plans:	-	-	-	-	-	\$ -
Engineering / Arch. Services:	-	-	-	-	-	\$ -
Land / ROW / Acquisition:	-	-	-	-	-	\$ -
Clear / Grade / Site Prep:	-	-	-	-	-	\$ -
Building / Utility Construction:	\$ 100,000	-	-	-	-	\$ 100,000
Vehicles & Heavy Equipment:	-	-	-	-	-	\$ -
Light Equip. / Furniture:	-	-	-	-	-	\$ -
Hardware / Software:	-	-	-	-	-	\$ -
Total Project Cost:						\$100,000

Funding Source(s)						
	FY 15-16	FY 16-17	FY 17-18	FY 18-19	FY 19-20	Total
Revenue:	-	-	-	-	-	\$ -
Grants:	-	-	-	-	-	\$ -
Capital Reserves:	-	-	-	-	-	\$ -
Debt Service:	-	-	-	-	-	\$ -
Fund Balance:	\$ 100,000	-	-	-	-	\$ 100,000
Other (Please specify):	-	-	-	-	-	\$ -
Total:						\$100,000

New/Additional Impact on Operating Budget						
	FY 15-16	FY 16-17	FY 17-18	FY 18-19	FY 19-20	Total
Salaries/Benefits:	-	-	-	-	-	\$ -
Prof. & Consult. Services:	-	-	-	-	-	\$ -
Materials & Supplies:	-	-	-	-	-	\$ -
Maintenance/Fuel:	-	-	-	-	-	\$ -
Other (Please Specify):	-	-	-	-	-	\$ -

Budget Impact/Other:

Project Phases:

In house design and planning (July 2015). Contactor bids (August 2015). Construction (September - December 2015).