

## CUSTOMER ACCOUNTING DIVISION

Additional information about the Customer Accounting Division of the Finance Department may be obtained by calling Cindy Nicolaisen, Utility Accounts Manager, at (919) 469-4054, through e-mail at [cindy.nicolaisen@townofcary.org](mailto:cindy.nicolaisen@townofcary.org), or by visiting the Town's website at [www.townofcary.org](http://www.townofcary.org).

### TOWN OF CARY GOALS AND INITIATIVES

Town Focus Areas	Focus Area I: Community Planning					Focus Area II: Infrastructure				Focus Area III: Financial Condition		Focus Area IV: Municipal Services				
<b>Town Goals</b>	Achieve a well-planned community using innovative and proactive planning approaches and techniques.					Ensure that roads, water and wastewater facilities, parks, and other infrastructure exists for the existing citizens and for the future needs identified in the comprehensive plan.				Achieve a stable and strong financial position by accurately estimating, prudently allocating, and managing financial resources.		Achieve a high level of service to the citizens in a prompt, reliable, responsive, and cost-effective manner.				
<b>Town Initiatives</b> (pages 2 and 3 of this document contain full descriptions of each Town Initiative)	Growth Management	Long Range Water Resources	Housing Program	Comprehensive Planning	Land Use Plan	Environmental Concerns	Infrastructure and Level of Service Standards	Fiscal Plan	Water, Wastewater, Transportation Infrastructure	Broad Band Technology Services	Long Term Financial Plan	Performance Measurement	Short Term Financial Planning	Review Operations	Cost Consciousness and Sustained Service Provision	Public Involvement
<b>Departmental Goals and Initiatives</b>													4	4	1,2,3,4,5,6,7,8,9,10,11,12	

### DIVISION GOALS AND INITIATIVES

#### Customer Service and Utility Billing

1. Process customer requests and respond to inquiries regarding new accounts, utility billing, online services, payments and change in services for approximately 50,400 customers.
2. Maintain accurate and complete customer records to support accurate, timely collection and data analysis for Public Works/Utilities.
3. Bill approximately 50,400 customer accounts per month for water, sewer, solid waste and other miscellaneous Town services.
4. Compile billing data and maintain monthly consumption analysis.

#### Meter Reading and Field Services

5. Read approximately 58,000 water meters per month for all residential, commercial and industrial locations that receive water, irrigation and sewer services from the Town.
6. Complete service orders to initiate or terminate water service.
7. Perform check for leaks and other usage analysis miscellaneous requests.
8. Complete service disconnections and reconnections for delinquent accounts.

### Payment Collections

9. Receive and post payments for utility bills via mail, in person and on-line, property taxes and other miscellaneous revenues.
10. Prepare daily bank deposits.
11. Encourage and initiate customer bank draft authorizations.
12. Manage delinquencies and related service disconnections/reconnections.

### **FY 2008 ACCOMPLISHMENTS**

- Implemented new FY 2008 utility rates accurately and on schedule.
- Maintained monthly billing and reading schedules on consistent 28-30 day reading cycles.
- Planned for acquisition and implementation of advanced meter infrastructure.
- Enhanced monthly consumption reporting and analysis.
- Jointly implemented billing for cross connection inspections with Public Works/Utilities Department.
- Formalized inventory of submetered customers.
- Participated in implementation of enhanced phone system to monitor customer service and collect performance data.
- Worked with Inspections and Permits and Engineering to establish metering guidelines for new construction.
- Reorganized job duties in Customer Service and Collections for enhanced efficiency and improved customer service.
- Improved security of sensitive information.
- Researched feasibility and operational issues associated with electronic bill presentment.
- Supported Public Works/Utilities Department large meter replacement program in Morrisville.

### **KEY PERFORMANCE OBJECTIVES**

- Ensure that 100% of all meters are read on a 28-30 day cycle.
- Ensure that 100% of all customers are billed within one day of the scheduled bill date.
- Process payments on day received.
- Maintain weekly disconnection of delinquent accounts to maximize collections.

### **KEY PERFORMANCE MEASURES**

<u>Performance Measure</u>	<u>Actual FY 2007</u>	<u>Estimated FY 2008</u>	<u>Projected FY 2009</u>
% meter reading completed no later than two days before scheduled bill date	100%	100%	100%
% billing schedules met	99%	99%	99%
% payments processed on day received	98%	99%	99%

### **KEY WORKLOAD INDICATORS**

<u>Workload Indicators</u>	<u>Actual FY 2007</u>	<u>Estimated FY 2008</u>	<u>Projected FY 2009</u>
Average no. of meters read per month	52,360	56,000	59,400
Average no. of customers billed per month	44,600	48,000	50,400
No. service orders processed per year	33,245	33,450	46,000
Average no. of payments processed per month	39,400	40,580	44,500
No. of Wake County Property Tax payments processed per month	1,390	1,450	1,300

**ACTIVITY HISTORY**

Fund Number: 030-4440					
<u>Activity</u>	<u>Actual FY 2005</u>	<u>Actual FY 2006</u>	<u>Actual FY 2007</u>	<u>Estimated FY 2008</u>	<u>Budget FY 2009</u>
Personnel Services	\$959,128	\$1,052,670	\$1,252,528	\$1,341,181	\$1,502,458
Operations and Maintenance	\$259,928	\$332,732	\$436,871	\$546,458	\$600,708
Capital Outlay	0	\$33,562	\$0	\$24,000	\$47,600
<b>Total</b>	<b>\$1,219,056</b>	<b>\$1,418,964</b>	<b>\$1,689,399</b>	<b>\$1,911,639</b>	<b>\$2,150,766</b>
Authorized FTEs	21.125	27.125	28.125	28	29.125

**SIGNIFICANT BUDGET AND SERVICE LEVEL CHANGES BEYOND CURRENT LEVELS**

The addition of a Financial Analyst position in the FY09 Budget will allow the Department to leverage technology more quickly by providing additional staff resources to advance a number of special projects. For example, a planned transition to utilize bank lock box services for payment processing, the implementation of credit evaluation software and support for implementation of advanced meter infrastructure will require additional staff resources to provide quality project management to ensure transparent and accurate improvements to customer accounting processes. This position will also provide assistance and research for other initiatives such as business continuity planning and e-bill presentment.