MEMORANDUM

To: Honorable Mayor & City Council

From: Cassie McGuire Utility Clerk, Toni Kunz City Administrator

Date: October 19, 2026

Agenda Item: 6A Staff Reports: FY26|Q4 Utilities

Customer Service and General Duties:

Responsibilities include greeting customers, answering questions regarding utility accounts, billing, payments, service requests, and City policies; processing utility payments and new service applications; assisting customers with payment arrangements and account inquiries; directing calls to the appropriate department; resolving customer concerns whenever possible; directing customers to the appropriate department; maintaining accurate customer records; and ensuring confidential information is handled appropriately. Pick up and distribute city hall mail daily.

Utilities:

Coordination with Public Works Department regarding service orders, meter readings, leaks, line locates, disconnects, reconnects, and field requests. Communicate with other departments and staff to provide accurate customer information and assistance.

Waste Management:

Audits trash bills, coordinates with service representatives to resolve billing and customer issues, performs annual trash bin street audit, assessed FY27 pricing increases and recommended rate changes, evaluate customer accounts to make sure they are getting the most from our services at the best rate.

Municipal Court:

Receives court payments during court, on Mondays when the court clerk is closed, and on the occasions when the court clerk is out of the office.

Major Projects Completed:

- Received bids for collection contract.
- Get a collection company in place.
- Trash Audit.

Ongoing Projects:

- Finish updating Utility Clerk Manual.
- Establish a Utility Assistance Program.

Customer Statistics for 2025-2026

- Active Accounts: 1015
- Water Consumption: 61,693,740
- Sewer Consumption: 56,054,820

Billing Summary

- Billed Amount: $2,026,077.58
- Late Fees: $21,636.71
- Cut Off Fees: $2,030.00
- Adjustments: $9,829.73CR
- Trash Billed: $669,020.14
- Trash Tax: $51,291.47

Accounts Receivable

- In-House Payments Collected: $682,744.63
- Web Payments: $475,891.33
- Bank Drafts: $847,416.67
- Applied Deposits: $10,015.00

Work orders issued and completed:

Activity	Total
Administrative	1
Change Curb Stop	1
Chipping	219
Connect	44
Customer Requested	3
Cut Off	74
Dead animals	32
Flush Out Lines	1
Line Locates	28
Lock Meter	2
Log Data	97
Low Pressure	6
Misc.	143
Meter Swap	39
Meter Test	3
Occupancy Change	141
Reinstate	51
Turn off	49
ReRead	82
Park Pavillion	14
Street Repair	17
Sign Down	13
Streetlight Out	2
Sewer Overflow	10
Toter	46
Water Leak	13
Water Tap	3
GRAND TOTAL	1134