



**STAFF REPORT**  
**City of Dripping Springs**  
**PO Box 384**  
**511 Mercer Street**  
**Dripping Springs, TX 78620**

**Submitted By:** Shawn Cox, Deputy City Administrator

**Council Meeting Date:** Tuesday, February 18, 2025

**Agenda Item Wording:** **Discuss and consider approval of hiring for a second Utility Billing Clerk.**

**Agenda Item Requestor:** Shawn Cox, Deputy City Administrator

**Summary/Background:**

The City currently has an agreement with the Dripping Springs Water Supply Corp. (DSWSC) to issue the City's wastewater utility bills. Beginning in March, the City will be taking this responsibility. We expect to bring over 2,500+ customers who the DSWSC is currently billing.

In talking with the DSWSC, they have around 5 positions (at all levels) that can and do assist with billing. This includes help with billing, collections, and customer service. We currently have around 150 water customers we bill each month. Based on the fact that the wastewater bills will be calculated using winter averaging (unchanging for 12 months) an additional billing clerk should provide the necessary coverage needed. The primary driver for the request is the anticipated increase in calls and services questions as we grow from 150 to 2,500 customers.

If approved, we would look to start the new position at \$50,000.00 (\$64,123 including benefits) per year. We currently have an unfilled Lead Utility Operator position budgeted at \$66,560.00. These early salary savings (approximately \$25,000.00 so far) can provide coverage for this position without the need for a budget amendment at this time. Additionally, once we take over billing responsibilities, we will save approximately \$11,500.00 each month (\$69,000.00 through the end of the fiscal year). This is what the City currently pays the DSWSC for billing services. A future budget amendment will be needed before the end of the fiscal year to correctly allocate these expenditures, but this can be done at the end of the year or whenever we have the next budget amendment and is not necessary before we hire the Lead Operator or proposed Utility Billing Clerk. Additionally, if approved, these costs will be taken into account when the City undertakes its next rate assessment, but based on the estimated savings by billing in house, this should reduce the amount the rates will need to cover by \$73,877.00 (annual cost of billing services \$138,000.00 minus salary and benefits for new position). We are currently in the process of negotiating a contract for rate assessment.

**Commission Recommendations:** N/A

**Recommended Council Actions:** The Deputy City Administrator recommends approval of this item.

**Attachments:** - Utility Billing Clerk Job Description

**Next Steps/Schedule:**