

CUSTOMER SERVICE BUDGET FY 2022

G/L DESCRIPTION	GL ACCOUNT NUMBER	FY 2019 ACTUAL	FY 2020 ACTUAL	FY 2021 ACTUAL YEAR TO DATE 6/30/21	FY 2021 PROJECTIONS AT 9/30/21	FY 2021 ADOPTED BUDGET	DEPT HD FY 2022	CITY MGR APPROVAL FY 2022	COMMENTS
TRANSFER FROM OTHER UTILITIES-DEFICIT RECOVERY	405-3849995	40,000	40,000	30,000	40,000	40,000	-	-	
TRANSFER FROM OTHER UTILITIES	405-3849993	413,497	413,498	322,993	430,658	430,658	454,252	454,252	
TOTAL REVENUE		453,497	453,498	352,993	470,658	470,658	454,252	454,252	
EXPENDITURES									
PERSONAL SERVICES									
CUSTOMER SERVICE - SALARIES	405-3038-5001200	232,351	248,454	177,741	245,290	245,290	261,279	261,279	
CUSTOMER SERVICE - SALARIES-PART TIME	405-3038-5001300	14,306	11,673	7,443	15,496	15,496	15,881	15,881	
CUSTOMER SERVICE - OVERTIME	405-3038-5001400	3,422	2,110	2,139	5,500	5,500	5,500	5,500	
CUSTOMER SERVICE - STANDBY	405-3038-5001510	2,175	2,166	1,528	2,500	2,500	2,500	2,500	
CUSTOMER SERVICE - FICA	405-3038-5002100	18,419	18,238	13,658	20,259	20,259	21,818	21,818	
CUSTOMER SERVICE - RETIREMENT	405-3038-5002200	20,009	22,804	18,419	25,993	25,993	30,200	30,200	
CUSTOMER SERVICE - LIFE/HEALTH INSURANCE	405-3038-5002300	36,713	49,127	28,232	42,854	42,854	45,282	45,282	
CUSTOMER SERVICE - WORKERS' COMPENSATION	405-3038-5002400	6,383	6,430	3,611	4,815	4,815	5,345	5,345	
CUSTOMER SERVICE - WELLNESS PROGRAM PREMIUM CREDIT	405-3038-5005402	-	-	-	630	630	-	-	
TOTAL PERSONAL SERVICES		333,779	361,002	252,771	363,337	363,337	387,805	387,805	
OPERATING EXPENSES									
CUSTOMER SERVICE - PROFESSIONAL SERVICES	405-3038-5003100	-	-	1,798	2,348	2,348	2,348	2,348	Health Insurance Commission Allocation
CUSTOMER SERVICE - MAINT SUPPORT/SOFTWARE	405-3038-5003101	1,092	-	-	1,908	1,908	2,097	2,097	Office 365 Licenses, Adobe Pro Reader, AppRiver
CUSTOMER SERVICE - AUDITING	405-3038-5003200	2,000	2,000	2,000	2,000	2,000	2,000	2,000	Annual Audit
CUSTOMER SERVICE - CONT SERV-UTIL BILLS	405-3038-5003421	24,043	29,044	20,973	32,000	32,000	32,000	32,000	Enco Utility Bills
CUSTOMER SERVICE - COMMUNICATION & FREIGHT	405-3038-5004100	1,391	579	412	700	700	700	700	1 Smart Phone & Wireless Connection for Laptop
CUSTOMER SERVICE - POSTAGE	405-3038-5004110	5,850	4,722	1,633	5,000	8,000	5,000	5,000	
CUSTOMER SERVICE - INSURANCE	405-3038-5004500	984	1,123	825	1,100	1,100	1,100	1,100	
CUSTOMER SERVICE - EQUIPMENT MAINT	405-3038-5004610	4,697	5,779	8,140	9,000	5,800	9,000	9,000	Annual Handheld Maintenance (Sunstate Meter)
CUSTOMER SERVICE - VEHICLE	405-3038-5004620	1,180	1,670	1,021	1,200	1,200	1,200	1,200	Truck Tags & Maintenance
CUSTOMER SERVICE - OFFICE SUPPLIES	405-3038-5005100	1,831	1,531	1,366	1,700	1,700	1,700	1,700	
CUSTOMER SERVICE - OPERATING SUPPLIES	405-3038-5005200	7,861	5,066	4,087	5,000	5,000	5,000	5,000	Upgrade 3 PC's
CUSTOMER SERVICE - VEHICLE FUEL	405-3038-5005230	3,009	2,299	2,022	3,000	3,000	3,000	3,000	
CUSTOMER SERVICE - UNIFORMS	405-3038-5005220	310	336	520	1,000	1,000	1,000	1,000	
CUSTOMER SERVICE - WELLNESS MEMBERSHIP	405-3038-5005401	330	40	70	100	-	120	120	Health Club Membership
CUSTOMER SERVICE - EAP PROGRAM	405-3038-5005403	182	182	137	182	182	182	182	
CUSTOMER SERVICE - DEPRECIATION	405-3038-5005900	9,631	5,549	-	-	1,383	-	-	
TOTAL OPERATING EXPENSES		64,392	59,919	45,004	66,238	67,321	66,447	66,447	

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CAPITAL OUTLAY									
CUSTOMER SERVICE - EQUIPMENT	405-3038-5006400	6,512	32,698	-	-	-	-	-	
TOTAL CAPITAL OUTLAY		6,512	32,698	0	0	0	0	0	
TRANSFERS									
LOAN REPAYMENT UTILITY FUNDS-DEFICIT RECOVERY	405-3038-5009995	40,000	40,000	30,000	40,000	40,000	-	-	Per Audited Financial Statements at 9/30/16, the Customer Service Fund had a deficit balance of \$160,786 owed from the Major Utility Funds. The City needs to have a plan in place to repay the deficit balance.
TOTAL TRANSFERS		40,000	40,000	30,000	40,000	40,000	-	-	
CAPITAL EXPENDITURES		6,512	32,698	0	0	0	0	0	
TOTAL EXPENDITURES WITHOUT CAPITAL		438,171	460,921	327,775	469,575	470,658	454,252	454,252	
TOTAL EXPENDITURES		444,683	493,620	327,775	469,575	470,658	454,252	454,252	
TOTAL DEPARTMENT EXPENSES		444,683	493,620	327,775	469,575	470,658	454,252	454,252	
PROFIT/(LOSS)		8,814	(40,122)	25,218	1,083	0	0	0	