

ADMINISTRATIVE OPERATIONS MANAGER REPORT

SEPTEMBER 2022



OPERATIONS SUMMARY

Utility Office was closed on September 5th in celebration of Labor Day.

August billing stats:

Water base rate: 1021

Sewer base rate: 936

Gas base rate: 808

Penalties: 515

of shut off notices printed August: 179

of final billed accounts with final bill date is: 11

of new connect accounts is: 11

AUDITING

Staff focused audit efforts on open deposits this month; making sure that our open deposit report matches with the amount in the deposit GL. There is a lot of room for human error on this, and it is important to make sure that every dollar is accounted for and processed properly.

PAY BY TEXT

Xpressbillpay now offers a "Pay by Text" service. Staff is working with them to make this available to our customers. There is an additional \$.25 charge for each transaction that is completed using this method, but staff feels like the convenience to the customers that choose to take advantage of it is worth the cost.

STAFF PROJECTS

Staff is working diligently on getting on-line fillable applications completed.

Research is being completed on modules that can be utilized to move to a paperless office. This would save a lot of staff time on filing.

The Utility Office will be represented at the UZONA Chamber of Commerce Business Expo on the 16th.

A few staff members will be attending the annual Caselle conference in October for continuing education.

Thank you for the opportunity to serve, respectfully,

Mariah La Corti