

Water Utility - Administrative Support Processes

All staff receiving calls from water customers should be able to answer the following questions:

- What is my account balance?
- When was my last payment?
- How do I sign up for automatic payment?
- How do I close/transfer my account?

In accordance with adopted Red Flags policies, no specific account information should be given out unless the caller can comply with the guidelines for telephone inquiries listed on the Water Utility customer checklist.

Finance staff will in addition, be responsible for the following items:

- Processing water service billing statements
- Applying payments from customers to their account
- Maintenance and documentation of new accounts and customer billing changes
- Documentation and data entry of automatic payment information
- Answering customer questions on the preceding items
- Providing financial service support to the water utility

In the process of preparing water service billing, finance staff will review the current meter reading data provided by the City Water staff for the following items:

- No readings
- High / Low consumption

Based on this review, finance staff will coordinate with City Water staff to determine if additional field efforts will be needed prior to processing billing statements.

Finance staff will prepare and enter water usage estimates for any remaining meter no-reads based on the prior usage at the service address over the previous year(s).

In addition, finance will notify public works of any meter non-reads or unusually high / low readings that may merit additional follow-up with the customers or City Water staff as a separate issue from the statement processing cycle.

As information regarding possible occupancy changes for water utility customers is received, finance staff will process on a biweekly basis, notices to the location requesting that the new occupant completes and returns the appropriate change of billing information form within 10 days.

On a biweekly basis finance staff will review these pending items and if no response has been received, the public works staff will be notified so that additional follow-up can be done by staff in the field.

Public Works staff will in addition, be responsible for the following items:

Work in conjunction with the City Water staff to set-up and establish all new locations / service addresses, meter connections, and other services. Before the meter connection has been made, any fees due will be forwarded to the finance department for payment processing.

When a meter connection has been made, public works staff will forward the completed application for new service, required supplemental attachments, and the meter installation sheet to the finance department for data entry and filing.

Work with City Water staff to ensure that the meter inventory records/ meter information entered into Cassell is accurate and complete. Periodically run inventory list and compare to actual inventory.

Follow-up with customer or City Water staff on notices received from finance of any meter no-reads, unusually high or low consumption readings, or missing application for services. Create work orders to document efforts of City Water staff if appropriate as follows:

No-reads may require meter replacement due to limits on the number of estimated readings allowed by PSC. Review estimate history and take appropriate action.

Low reads may indicate possible meter malfunction and require meter replacement. Investigate status / occupancy of property and take appropriate action.

High reads may indicate possible water leaks. Review account history and investigate the status of the property (new lawns) and send notices to customers as appropriate.

Missing applications for service (existing customers) should be follow-up by hand delivering a 2nd notice requesting that a new application be submitted, determine if property is occupied or vacant, and what if any steps should be taken towards possible service disconnection.

City Water staff will in addition, be responsible for the following items:

Work with customers to address any concerns about water quality and quality control issues

Work with customers who wish to establish a new service location with respect to:

Determining accessibility to water main connection

Calculation of appropriate fees associated with establishing a new service location (CIAC)

Determining appropriate meter sizing, and scheduling meter connections.

Work with public works staff to ensure that all work orders are addressed in a timely manner and their dispositions are properly documented.

Work with finance staff to ensure that all meter reading issues and other water consumption inquiries are addressed in a timely manner in order to facilitate the processing of customer billing statements within the scheduled time allotted.

Based on their experience and expertise, City Water staff will continue to provide feedback to all staff to assist them in meeting these objectives, and to offer guidance on new issues as they arise.