

**WATER & WASTEWATER SERVICES
FISCAL OPERATIONS**

**Fiscal Year 2008
1st Quarter**

Goal Statement

The division is responsible for providing financial management to Water and Wastewater Services through safeguarding resources; billing and collection for services rendered; promoting efficiency; providing accurate and timely financial and management reports and insuring the practice of sound fiscal policy.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Payment documents processed	2,638	2,661	13,600	
Purchase documents processed	515	620	1,400	
Payroll checks processed	2,327	2,279	10,060	
Bills issued	164,424	174,934	660,000	
Average cost per customer account per month	6.38	4.82	5.00	
Customer complaints responded to in 24 hours (%)	100	100	95	
Write-offs as a percent of total billed	0.18	0.03	2.00	
Financial management reports completed within 20 days of monthly close	100	100	100	
External audit comments	0	0	0	
Defaults under bond resolution	0	0	0	
Revenue generated from the revenue protection program	178,500	112,800	600,000	
External customer satisfaction rating	N/A	N/A	N/A	1,2

Notes

- 1 The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculation methodology have changed.
- 2 Measure to be reported annually.