



Board of Water Works of Pueblo, Colorado

OVERVIEW

ADMINISTRATION

Administration is responsible for the overall planning, management and coordination of all functions of the Water Board's operations. Included in the Administration budget are funds for personnel services of the Directors and support staff. Along with responsibility for the overall administration and planning for the Water Works, the division focuses on both internal and external communication, along with major contract negotiation and coordination of outside legal and professional services contracts.

In 1999, the Board directed staff to establish the Water Development Fund (WDF), which receives 15 percent of the revenue from the 15-year water lease with the City of Aurora. In 2005, the Board decided to also dedicate to this fund all income from the agreement with Public Service Company of Colorado (PSCo) to serve its planned unit 3 at the Comanche generation station. In 2005 and 2006 \$9.86 million was received from PSCo in accordance with the agreement. Beginning in 2010, all PSCo revenues will be earmarked for the WDF. Starting in January of 2006, the Board dedicated a two percent rate increase directly to the WDF. This combined additional funding will allow the Board to consider financing future water expansion projects and water rights acquisitions. The WDF is projected to have a 2008 beginning balance of approximately \$12.2 million. In 2008 we anticipate our first major expenditures from the Fund to kick off our Long Range Water Resources Plan. In 2008 the Board plans to spend \$8.6 million investing in our future for additional water supplies.

In 2008, we will continue enhancing and expanding our external and internal relations communication and education outreach programs via the following programs:

- ◆ **Promote "Only Tap Water Delivers" program developed by AWWA**
- ◆ **13th Annual Mountain Tour (funding identified in Water Resource budget)**
- ◆ **Informational meetings and printed updates for our Mountain Tour alumni**
- ◆ **Conduct community outreach via Home and Garden Show**
- ◆ **Radio talk shows and presentations to civic groups**
- ◆ **Foster positive relationships with media representatives through organized informational sharing**
- ◆ **Continue support of pre-K through 12 public education, the Children's Water Festival and the Kids' Guide to the Arkansas River**
- ◆ **Update water conservation plan in accordance with HB04-1365**
- ◆ **Develop support materials for human resource recruitment (job fairs, etc.)**
- ◆ **Sponsor "Fitness on the Riverwalk" in conjunction with the HARP Authority and the YMCA**
- ◆ **Keep the Water Board's visibility high by attending and sponsoring events and meetings of both Chambers of Commerce, Pueblo Downtown Association, CSU-Pueblo, PCC, PEDCO, and others**
- ◆ **Selectively provide bottles of Pueblo's *Vital Blue* to events and organizations**
- ◆ **Promote improved internal communication through the *Pipeline* newsletter, round table forums, employee events, Corporate Cup, employee awards banquet, WET Committee and other employee involvement programs**
- ◆ **Enhance content of pueblowater.org website**

Community outreach programs will focus on educating the public on the **VALUE OF ALL PUEBLO'S WATER RESOURCES, ESPECIALLY HEALTHY DRINKING WATER**. We will continue to encourage wise use.

Included in the 2008 Administration budget is funding to continue implementation of the Workforce Development Program begun in 2006. Funds have been incorporated throughout the budget for education and professional development. In the Administration budget, we have included \$15,000 to initiate a college tuition reimbursement program. Workforce development program implementation is very important to the Water Works' future and our ability to deliver quality service to our customers.

The balance of the 2008 Administration budget is essentially unchanged from prior years.

Alan C. Hamel



Board of Water Works of Pueblo, Colorado

PERSONNEL SERVICES

ADMINISTRATION

	<u>2006 ACTUAL</u>	<u>2007 BUDGET</u>	<u>2007 ESTIMATED</u>	<u>2008 BUDGET</u>
SALARIES & WAGES				
Director	\$ 326,617	\$ 378,912	\$ 347,365	\$ 391,349
Specialist	151,079	173,818	159,645	179,525
Part-time	<u>7,656</u>	<u>11,519</u>	<u>7,577</u>	<u>11,897</u>
Total salaries and wages	<u>485,352</u>	<u>564,249</u>	<u>514,587</u>	<u>582,771</u>
BENEFITS				
Longevity	3,384	3,610	3,288	4,102
Employee assistance	130	135	120	135
Social security	37,892	38,290	38,500	46,201
Pension	15,127	16,582	15,101	17,126
Health insurance	45,912	45,661	42,645	48,880
Dental insurance	4,512	4,491	4,135	4,159
Disability insurance	3,690	3,996	3,681	4,179
Life insurance	6,597	7,228	6,580	7,462
Sick leave	41,825	35,507	35,000	36,450
Vacation leave	<u>40,465</u>	<u>40,449</u>	<u>40,000</u>	<u>43,001</u>
Total benefits	<u>199,534</u>	<u>195,949</u>	<u>189,050</u>	<u>211,695</u>
Total personnel services	<u>\$ 684,886</u>	<u>\$ 760,198</u>	<u>\$ 703,637</u>	<u>\$ 794,466</u>



Board of Water Works of Pueblo, Colorado

OPERATION AND MAINTENANCE

ADMINISTRATION

	2006 <u>ACTUAL</u>	2007 <u>BUDGET</u>	2007 <u>ESTIMATED</u>	2008 <u>BUDGET</u>
OPERATION AND MAINTENANCE				
Outside services	\$ 78,472	\$ 100,600	\$ 85,000	\$ 104,500
Consulting services	5,450	5,000	1,500	5,000
Utilities - other	4,057	4,500	4,500	4,200
Maintenance	3,253	3,050	2,500	3,200
Advertising	10,769	11,100	12,000	22,600
Travel and training	45,549	70,400	60,000	67,000
Office supplies	4,595	6,400	8,000	16,600
Subscriptions and memberships	<u>35,617</u>	<u>38,250</u>	<u>39,000</u>	<u>40,150</u>
Total operation and maintenance	<u>\$ 187,762</u>	<u>\$ 239,300</u>	<u>\$ 212,500</u>	<u>\$ 263,250</u>



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OVERVIEW

ADMINISTRATIVE SERVICES

The Administrative Services Division encompasses the departments of Accounting, Billing, Customer Service, Human Resources, Information Technology and Purchasing.

These departments provide a variety of business services to internal and external customers with a staffing level of twenty-nine positions.

In addition to settling into the process changes brought about by the migration to HTE business service software a few years ago, service enhancements have been ongoing and will continue in 2008. Value-added services recently implemented include acceptance of credit card transactions at no cost to the customer. The cost to the Water Works for credit card transactions in 2008 is budgeted at \$25,500. Customers continue to request electronic check capability and it is anticipated that this payment option will roll out in 2008. In addition to product enhancements, in collaboration with CSU-Pueblo, a Customer Care Training Program will be designed and provided to the customer service staff in 2008 to elevate service delivery.

The Information Technology Department expects to acquire and implement additional software and hardware components in 2008, such as an upgrade to the ISeries Server that will provide additional disk space and processing power for High Availability Software that will sync systems on a real time basis to an offsite location. For the Human Resource Department's use, IT will acquire and implement a package for web-based applicant tracking that will integrate with existing HR software. In addition to other system enhancements that are planned for 2008, IT will coordinate and facilitate wireless point-to-point communication for the Treating, Pumping and Laboratory Division, to provide high speed connectivity. The department will continue its lead role with the Technology Committee, whose mission it is to encourage and support technology-related communication among divisions and departments in identifying, recommending and prioritizing technology initiatives for the company's future.

Human Resources will continue its focus of utilizing features of the HTE software applications for Payroll, Applicant Tracking and the enhanced HR Module to gain further efficiencies and process streamlining. In-service training for department personnel on a rotational basis will continue, to enhance professional growth and meet certification requirements. Workforce development will provide ongoing opportunities for the department in the areas of hiring, training, certification and education. Company efforts relating to records retention and purging are expected to begin with the HR Department in 2008.

Jerry J. Cantrell