



Board of Water Works of Pueblo, Colorado

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



Board of Water Works of Pueblo, Colorado

PERSONNEL SERVICES

ADMINISTRATIVE SERVICES

	2006 <u>ACTUAL</u>	2007 <u>BUDGET</u>	2007 <u>ESTIMATED</u>	2008 <u>BUDGET</u>
SALARIES & WAGES				
Division manager	\$ 90,643	\$ 103,722	\$ 95,808	\$ 107,126
Manager	147,682	173,871	159,694	179,579
Supervision	55,659	66,215	60,303	68,389
Specialist	449,855	526,522	479,531	548,709
Skills and trades	546,538	692,407	581,489	707,175
Part-time	4,106	22,809	9,032	40,340
Overtime	19,808	16,000	7,837	16,000
	<u>1,314,291</u>	<u>1,601,546</u>	<u>1,393,694</u>	<u>1,667,318</u>
Total salaries and wages				
BENEFITS				
Longevity	9,945	12,274	10,488	12,549
Employee assistance	540	560	504	560
Social security	113,674	120,824	109,138	124,421
Pension	41,751	46,882	40,913	48,331
Health insurance	167,913	180,256	148,321	180,552
Dental insurance	20,393	21,449	17,807	18,716
Disability insurance	10,201	11,117	10,030	11,554
Life insurance	18,407	20,572	18,276	21,231
Sick leave	90,428	87,879	82,400	90,511
Vacation leave	92,140	101,149	95,900	104,386
	<u>565,392</u>	<u>602,962</u>	<u>533,777</u>	<u>612,811</u>
Total benefits				
Total personnel services	\$ <u>1,879,683</u>	\$ <u>2,204,508</u>	\$ <u>1,927,471</u>	\$ <u>2,280,129</u>



Board of Water Works of Pueblo, Colorado

OPERATION AND MAINTENANCE

ADMINISTRATIVE SERVICES

	<u>2006</u> <u>ACTUAL</u>	<u>2007</u> <u>BUDGET</u>	<u>2007</u> <u>ESTIMATED</u>	<u>2008</u> <u>BUDGET</u>
OPERATION AND MAINTENANCE				
Outside services	\$ 220,737	\$ 290,250	\$ 254,000	\$ 263,150
Employment costs	15,468	24,200	31,000	30,100
Utilities	82,990	87,350	80,350	89,100
Maintenance - building	100,757	116,200	125,000	159,050
Maintenance - office equipment	58,480	80,350	82,100	88,875
Equipment lease and rental	540	600	600	600
Interest expense - meter deposits	20,849	20,000	27,000	27,500
Collection expense	660	750	2,800	4,000
Cash (over) short	144	100	200	100
Advertising	1,342	1,800	3,500	2,500
Travel and training	32,865	47,100	36,107	62,160
Office supplies	100,009	117,800	87,400	101,850
Janitor supplies	1,615	3,000	2,000	3,000
Safety	1,953	4,050	3,200	3,800
Postage	152,369	170,300	165,000	178,500
Subscriptions and memberships	9,815	9,400	8,450	9,740
 Total operation and maintenance	 \$ 800,593	 \$ 973,250	 \$ 908,707	 \$ 1,024,025



Board of Water Works of Pueblo, Colorado

CAPITAL OUTLAY

ADMINISTRATIVE SERVICES

	<u>2006 ACTUAL</u>	<u>2007 BUDGET</u>	<u>2007 ESTIMATED</u>	<u>2008 BUDGET</u>
CAPITAL OUTLAY				
Furniture and fixtures	\$ -	\$ 4,600	\$ -	\$ -
Improvements and replacements	30,981	72,150	63,000	49,500
Computer and office equipment	16,430	63,300	66,205	178,250
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Total capital outlay	<u>\$ 47,411</u>	<u>\$ 140,050</u>	<u>\$ 129,205</u>	<u>\$ 227,750</u>