



Finance Billing & Collections Utilities & Business Licenses

FY 2019-2020

Our Mission

It is the desire of the City of San Luis Billing & Collections Division staff to provide exceptional and professional quality customer service to all city residents and visitors.

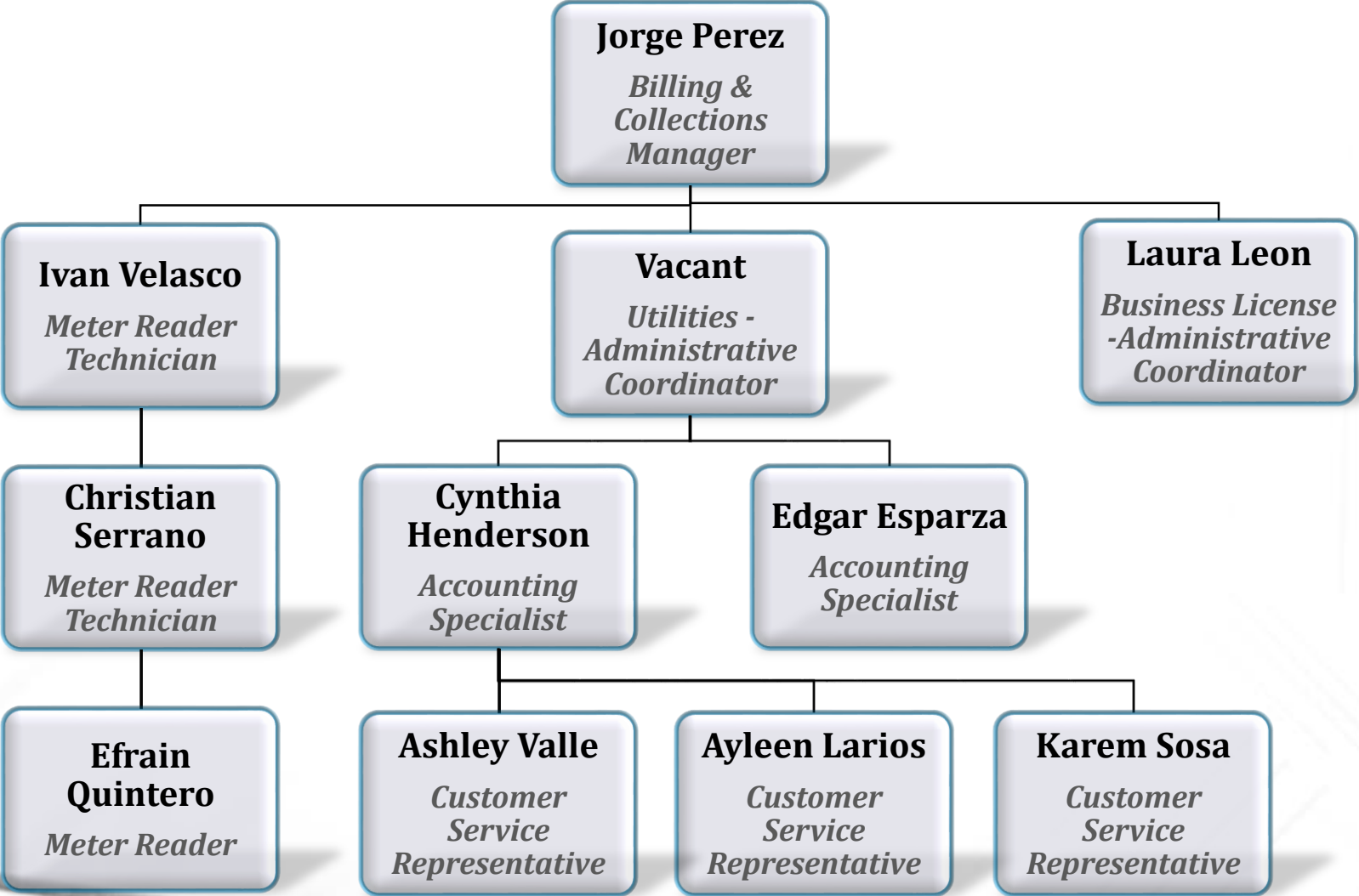
Our Motto

- ☑ *Is to know the issue and provide specific information to educate.*
- ☑ *Know the solution or find a solution.*
- ☑ *Be honest, listen, and be committed to report back to our customers.*

Our Goals & Objectives for FY20

- I. Continue providing the best possible customer service to the residents of San Luis.*
- II. Develop a paperless process to stop printing documents for our internal use, and use electronic documents instead.*
- III. Continue to promote paperless billing for utility services for all residents. This will reduce our Postage and Contractual Service fees.*
- IV. Establish a collection process/policy for utility services. Will work with a third party collection agency to attempt to collect from inactive accounts with debt.*
- V. Continue to work with our billing software provider to obtain the max benefit possible, which at the same time will signify a best customer service for the citizens of San Luis.*
- VI. Improve collaboration among the different departments of the organization to increase efficiency and productivity.*

Organizational Chart – B&C Division



Major Account Funding Increases

Account	FY19	FY20	Increased Amount
Contractual Services <i>*This account involves expenses for XBP, IOS, Armor Car Services, Money Handling Machines, Pitney Bowes and Synovia.</i>	\$56,000.00	\$66,100.00	\$10,100.00
Bank Services <i>*This account involves expenses for Bank Services from ChasePaymentech, American Express and AMS (Merchant Accounts).</i>	\$34,100.00	\$38,000.00	\$3,900.00

Payment Methods:

- *In person (Cash, Check, MO, CC, eCheck)*
- *By Mail and/or Drop Box (Check or MO ONLY)*
- *By phone (IVR or Live Operator with CC or eCheck)*
- *Online thru XpressBillPay (CC or eCheck)*
- *XpressBillPay App (CC or eCheck)*

Minor Account Funding Increases

Account	FY19	FY20	Increased Amount
Other Supplies	\$1,000.00	\$1,500.00	\$500.00
Uniforms / Other	\$4,000.00	\$4,600.00	\$600.00
Postage	\$36,000.00	\$37,700.00	\$1,700.00
Vehicle Maintenance	\$3,000.00	\$3,500.00	\$500.00
Gas / Oil	\$5,600.00	\$6,200.00	\$600.00
Legal Publications	\$0.00	\$500.00	\$500.00
Non-degree seeking / Certification	\$150.00	\$400.00	\$250.00

Accounts with Same Funding Request or Less

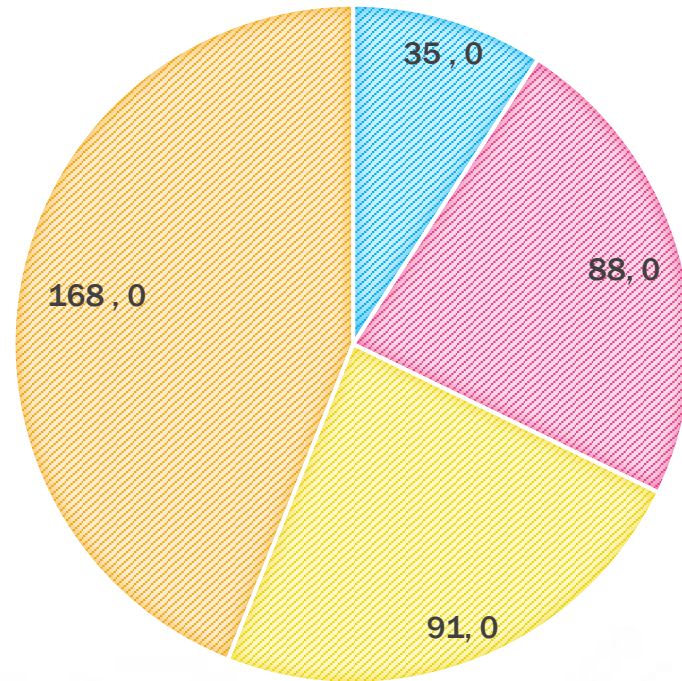
Account	FY19	FY20	Reduced Amount
External Printing	\$3,500.00	\$2,500.00	(\$1,000.00)
Minor Tools / Equipment Supplies	\$9,000.00	\$500.00	(\$8,500.00)
Maintenance / Other	\$1,000.00	\$1,000.00	\$0.00
Equipment Maintenance	\$500.00	\$500.00	\$0.00
Travel and Per Diem	\$7,900.00	\$7,200.00	(\$700.00)
Conferences / Registration Fees	\$3,000.00	\$3,000.00	\$0.00
Office Equipment	\$1,000.00	\$0	(\$1,000.00)

Billing & Collections Stats for FY19

- *The B&C division has Installed **168** new water meters up to February of this year.*

NEW WATER METERS INSTALLED

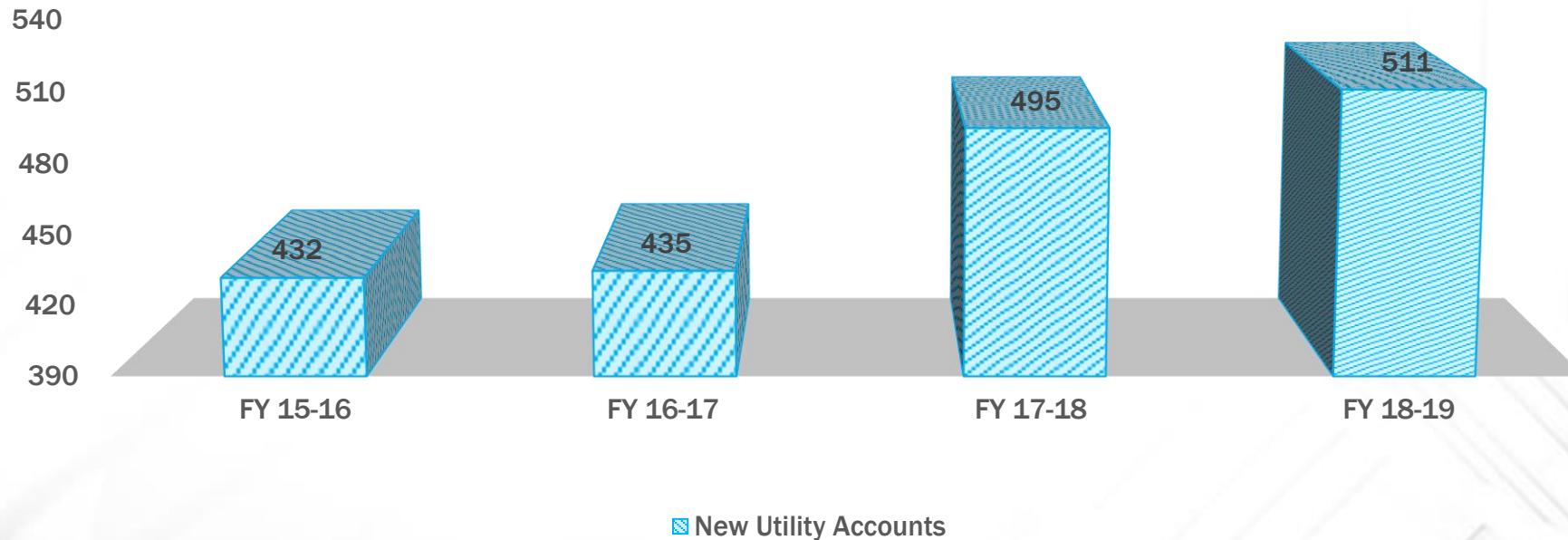
■ FY 15-16 ■ FY 16-17 ■ FY 17-18 ■ FY 18-19



Billing & Collections Stats for FY19 – Cont.

- *Along with the increase in meter install, we are showing the increase in overall utility accounts. This graph is showing data up to February of each year.*

NEW UTILITY ACCOUNTS



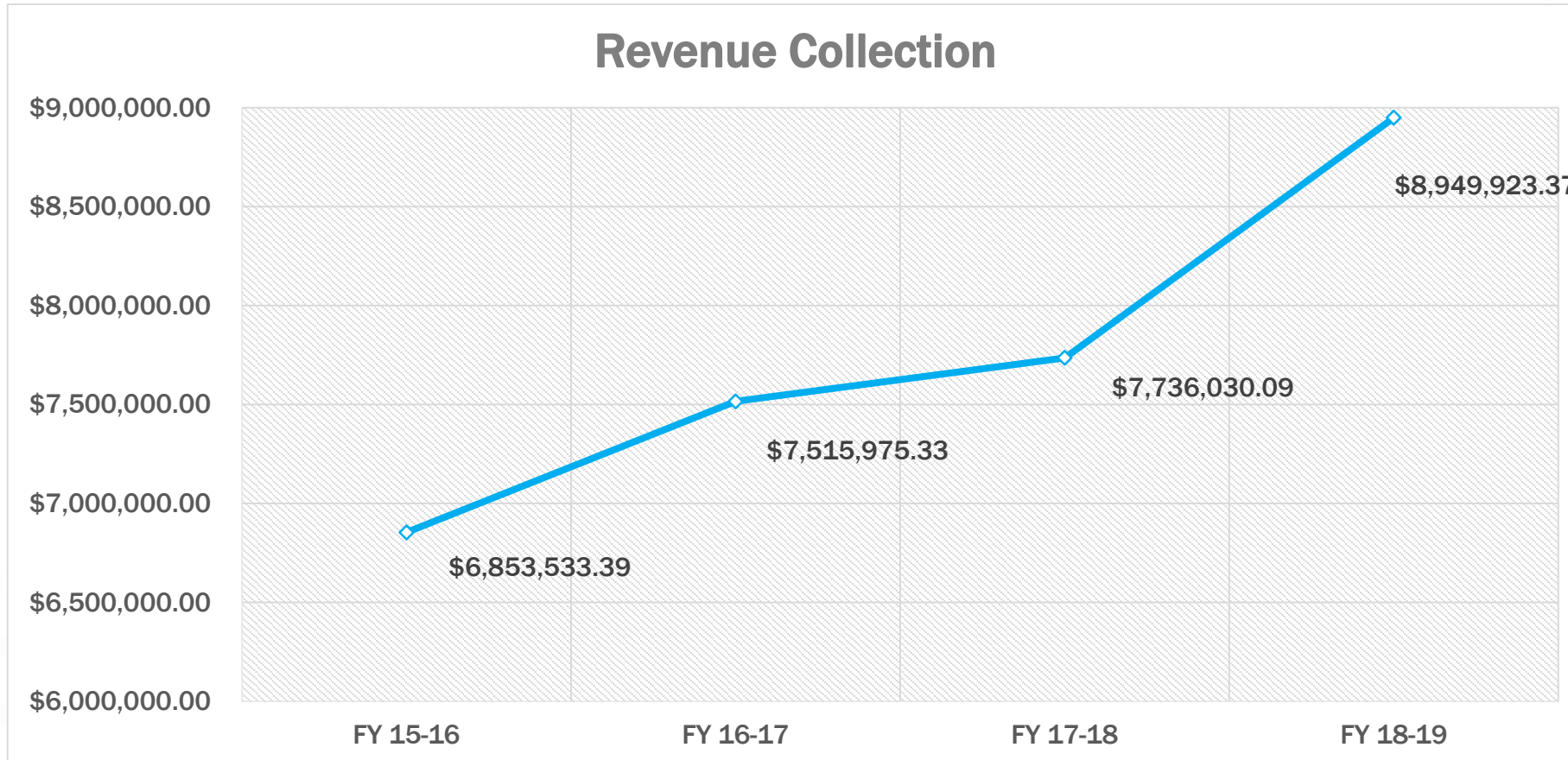
Billing & Collections Stats for FY19 – Cont.

- In terms of work orders processed, the increase in utility accounts is also reflecting an increase in work orders being generated and completed. We have issued 4567 work orders up to February.*

Work Orders Processed



Billing & Collections Stats for FY19 – Cont.

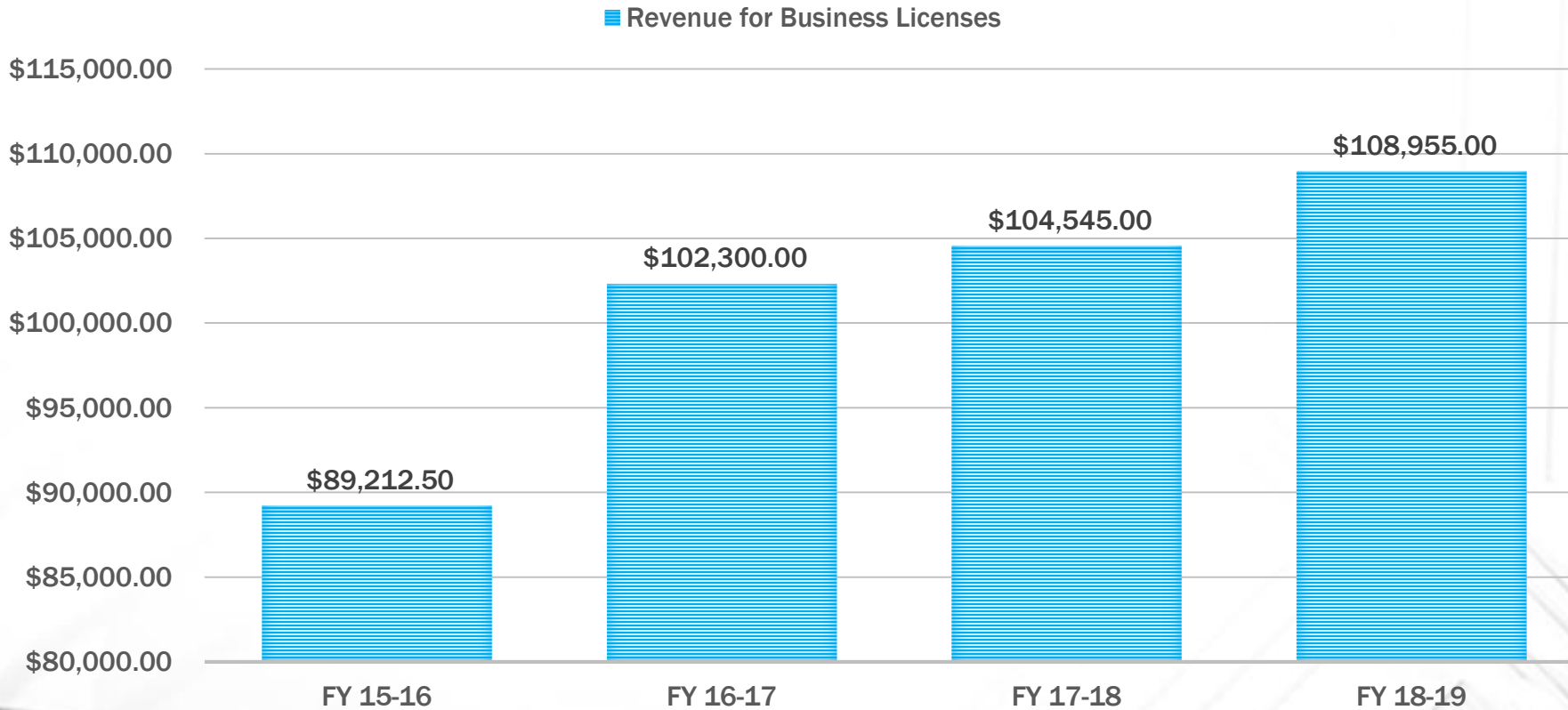


- **Total revenue collected up to February of this year is \$8,949,923.37.**

Business Licenses Stats for FY19

- *At the end of March of this year, this division has collected **\$108,955.00** in revenue for business licenses.*

Revenue for Business Licenses



Capital Improvement Projects

Project #1

- *The Billing & Collections Division is requesting funding and permission to add ballistic windows or Plexiglas to the customer service window openings located on the west wing of City hall.*
- *After completing a research among different cities from Arizona, we have obtained mostly positive comments regarding this matter. Here is a list of other cities that have either ballistic glass, Plexiglas or just regular glass windows:*
 - *City of El Mirage*
 - *City of Prescott - Ballistic*
 - *City of Peoria*
 - *City of Mesa*
 - *City of Glendale*
 - *City of South Tucson - Ballistic*
 - *City of Goodyear*
 - *City of Marana (in the same process as us)*
- *The estimated cost of this project will be \$34,000.00 (Ballistic Glass).*

City of El Mirage, Az.



UTILITY BILLING/
LICENSES

UTILITY BILLING/
LICENSES

A \$25.00 fee will be assessed on all items
returned by the bank.

City of Prescott, Az.





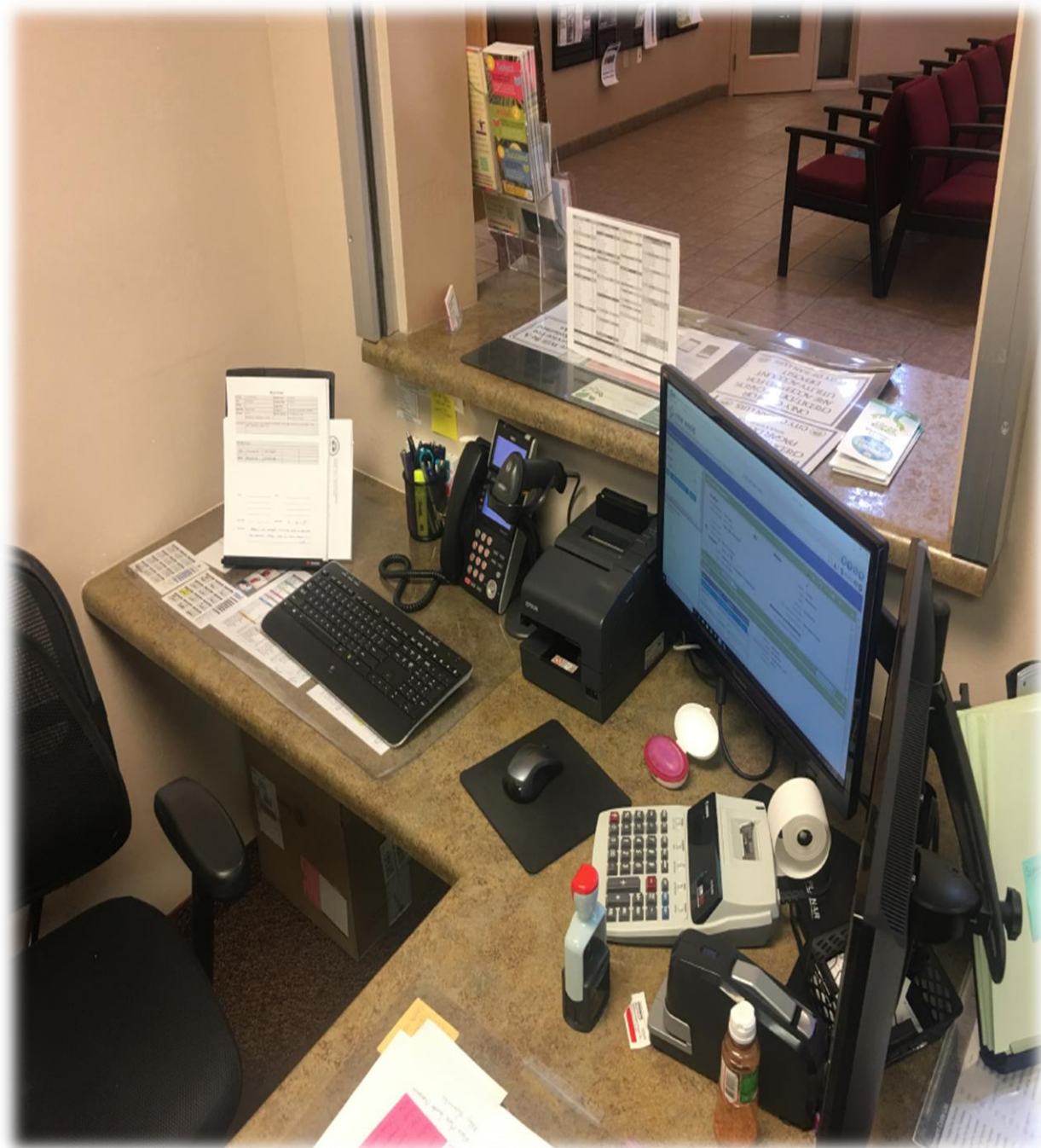
Proposed Project for the City of San Luis, Az.

Capital Improvement Projects

Project #2

- *The Billing & Collections Division is requesting funding and permission to remodel the customer service counter/stations located on the west wing of the City hall.*
- *The design of this space does not help in terms of security, customer service (eye to eye interaction) and the employees wellbeing (ergonomics). The estimated/requested budget for this project is \$8,500.00.*





Capital Improvement Projects

Project #3

- *The Billing & Collections Division is requesting funding to purchase a new vehicle to supply the traveling needs of the department.*
- *This new vehicle will replace our current Dodge Caravan (Minivan). This vehicle is 19 years old and is no longer reliable for traveling outside of San Luis.*
- *Despite the Billing & Collections division being one of the largest one within City Hall, we are requesting a sedan that will accommodate five passengers. This vehicle should be less expensive than a SUV, and with great gas mileage.*
- *We are requesting \$22,000.00 to be able fund a 2019 Chevy Malibu.*

A person wearing a blue suit is holding a white rectangular sign with the word "QUESTIONS?" written in bold, dark blue, sans-serif capital letters. The person's hands are visible at the bottom of the sign. The background is a bright, slightly blurred office interior with a window on the right side.

QUESTIONS?

Thank you!