



# FINANCE DEPARTMENT BILLING & COLLECTIONS

UTILITIES AND BUSINESS LICENSE DIVISION

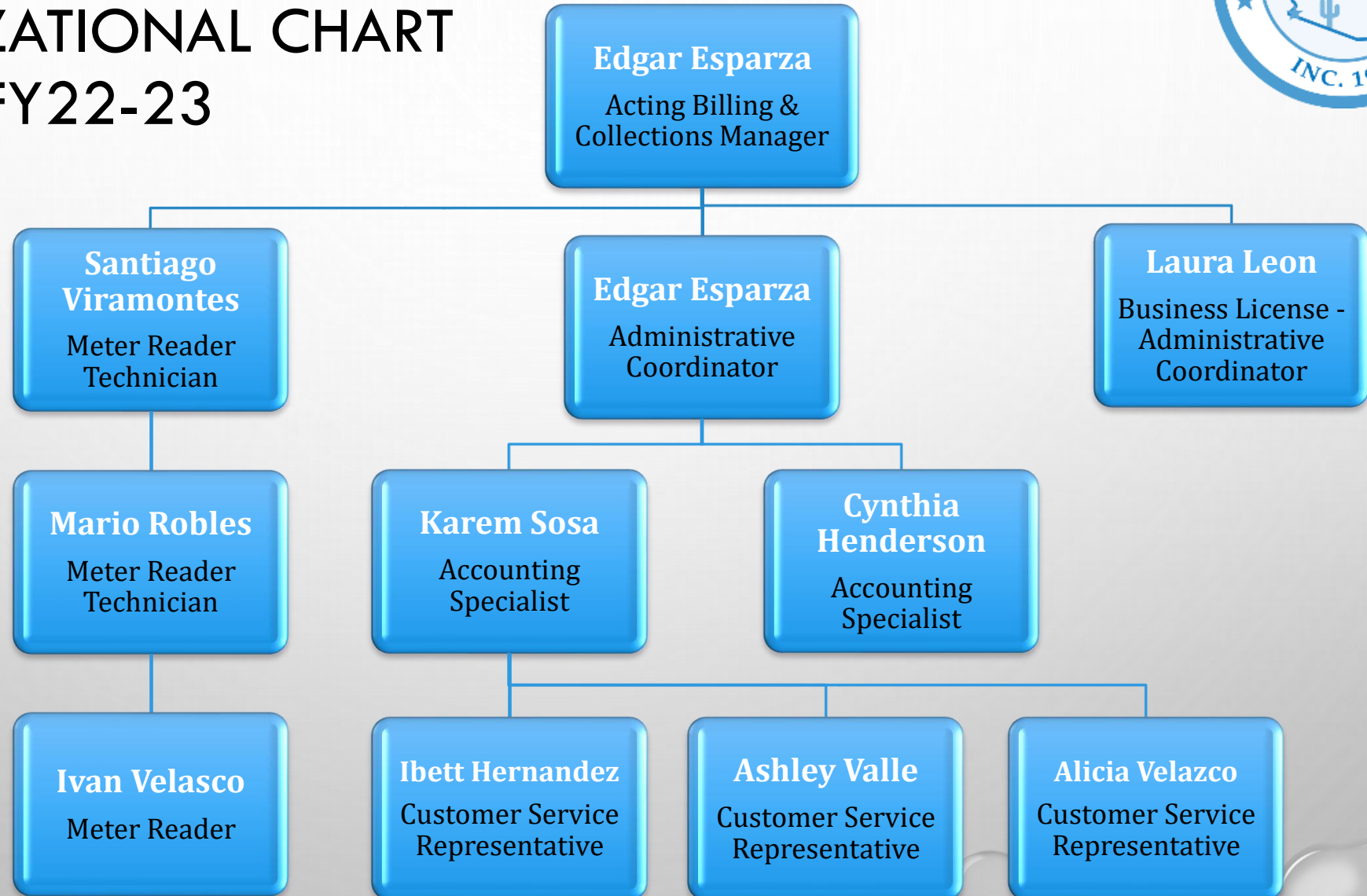
FISCAL YEAR BUDGET 2022 – 2023



# MISSION STATEMENT

- 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
  - TO KNOW THE SOLUTION OR FIND A SOLUTION
  - BE HONEST, LISTEN, AND BE COMMITTED TO REPORT BACK TO OUR CUSTOMERS

# FINANCE DEPARTMENT BILLING & COLLECTIONS DIVISION ORGANIZATIONAL CHART FY22-23



# FY2021-2022 DEPARTMENT ACCOMPLISHMENTS

- COMPLETED THE SET UP OF PAPERLESS BILLING STATEMENT AS A DEFAULT OPTION FOR NEW ACCOUNTS
- INCREASED THE AMOUNT OF ACCOUNTS ENROLLED TO PAPERLESS BILLING TO 55% REPRESENTING A SAVING IN POSTAGE AND CONTRACTUAL SERVICES FOR A TOTAL AMOUNT OF \$16,300.00
- COMPLETED A WASTE WATER SERVICE AUDIT OF PROPERTIES IN GADSDEN TO VERIFY ALL PROPERTIES CONNECTED TO THE CITY'S SEWER LINE HAVE A UTILITY ACCOUNT
- COMPLETED AN AUDIT OF ALL WATER CONVERSION ACCOUNTS TO IDENTIFY PROPERTY OWNERS THAT ARE ABLE TO CONVERT THEIR WATER RIGHTS TO THE CITY

# FY21-22 DEPARTMENT ACCOMPLISHMENTS CONT'D

- INSTALLED A SELF-SERVE PAYMENT KIOSK AT CITY HALL MAIN ENTRANCE
- RE-DESIGN BILL STUB TO PROMOTE KIOSK

Please Detach and Return with Your Payment to Ensure Proper Credit

<b>PAY PAST DUE NOW — AVOID DISCONNECT</b>	\$	0.00
CURRENT CHARGES DUE BY 04/28/2022	\$	82.25
ACCOUNT NO. [REDACTED]	\$	82.25
TOTAL AMOUNT DUE	\$	82.25

Online Payments: [www.xpressbillpay.com](http://www.xpressbillpay.com)  
Make checks payable to: CITY OF SAN LUIS  
[REDACTED] REMIT TO  
CITY OF SAN LUIS  
P.O. Box 3750  
SAN LUIS AZ 85349-3750

**CITY OF SAN LUIS**  
P.O. Box 3750  
San Luis, AZ 85349

Self-serve payment kiosk available 24/7 at City Hall

Accepted

ADDRESSSEE  
[REDACTED]  
[REDACTED]  
SAN LUIS AZ 85349-0001

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# GOALS & OBJECTIVES FOR FY2022-2023



- CONTINUE PROVIDING THE BEST POSSIBLE CUSTOMER SERVICE TO THE RESIDENTS OF SAN LUIS, ARIZONA
- PARTNER UP WITH WESTERN ARIZONA COUNCIL OF GOVERNMENTS (WACOG) TO IMPLEMENT AN UTILITY ASSISTANCE PROGRAM FOR THE RESIDENTS OF SAN LUIS, ARIZONA
- IMPROVE OUR DEPARTMENT OPERATIONS, B&C AND BUSINESS LICENSES, BY
  - CONVERTING PAPER FILES TO ELECTRONIC FILES
  - ONLINE APPLICATIONS – B&C AND BL
    - REDUCING PAPER FORMS/APPLICATIONS
  - WORK ORDER FLOW MANAGEMENT



# GOALS & OBJECTIVES FOR FY2022-2023

- IMPROVE FINANCIAL REPORTING FROM OUR ERP TO REFLECT PAYMENTS IN REAL TIME
- INCREASE THE NUMBER OF ACCOUNTS ENROLLED ON PAPERLESS BILLING.
  - CURRENTLY 47%
- ANALYZE AND EVALUATE OUR CURRENT COLLECTION AGENCY TO INCREASE COLLECTION RATE
  - CURRENT RATE 19%
- ESTABLISH A UTILITY ACCOUNT FOR THE IDENTIFIED GADSDEN PROPERTIES FROM THE WASTE WATER SERVICE AUDIT
- CROSS-TRAIN OFFICE PERSONNEL AND CREATE A DEPARTMENT MANUAL

# ACCOUNT FUNDING INCREASES

Account	FY2021-2022	FY2022-2023	Increased Amount
Contractual Services	\$85,600.00	\$87,500.00	\$1,900.00
Gas/Oil	\$8,000.00	\$10,700.00	\$2,700.00

- CONTRACTUAL SERVICE ACCOUNT INCREASED AS WE ADDED AN EXTRA SERVICE (ALLKIOSK) TO OUR CONTRACTUAL ACCOUNT
  - HOWEVER, WITHIN OUR CONTRACTUAL SERVICES ACCOUNT, OUR EXPENSES FOR STANDARD PRINTING (BILL PRINTING COMPANY) GOT REDUCED BY \$7,000.00 DUE TO PAPERLESS BILLING
- GAS EXPENSES INCREASED AS GAS PRICES INCREASED

# ACCOUNT FUNDING DECREASES

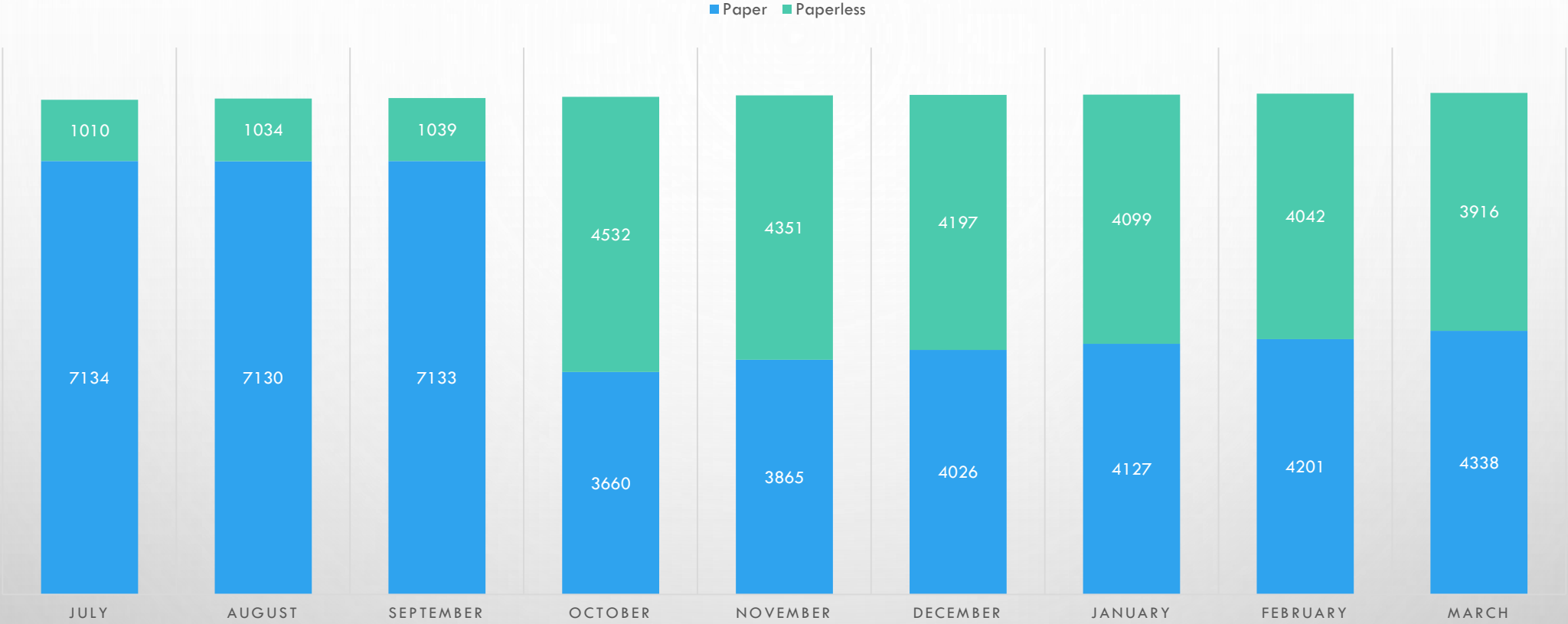
Account	FY2021-2022	FY2022-2023	Decreased Amount
Postage	\$40,300.00	\$31,000.00	\$9,300.00
Bank Services	\$68,900.00	\$59,300.00	\$9,600.00

- POSTAGE ACCOUNT DECREASED SIGNIFICANTLY DUE TO PAPERLESS BILLING
- AS OUR OFFICE OPENED BACK TO THE PUBLIC, CUSTOMERS STARTED COMING IN TO CITY HALL TO PAY THEIR UTILITY BILL WITH CASH/CHECK/MO REDUCING THE AMOUNT OF TRANSACTIONS RECEIVED THROUGH XPRESSBILLPAY (CHASEPAYMENTECH).
- AS RESULT, OUR EXPENSES FOR BANK SERVICES DECREASED AS WELL AS WE DO NOT GET CHARGE FROM THE BANK FOR ANY CASH/CHECK/MO TRANSACTIONS.

The background features a light gray gradient with several realistic water droplets of various sizes scattered in the corners. The droplets have highlights and shadows, giving them a three-dimensional appearance.

**BILLING AND COLLECTIONS  
STATS  
FY 2021-2022**

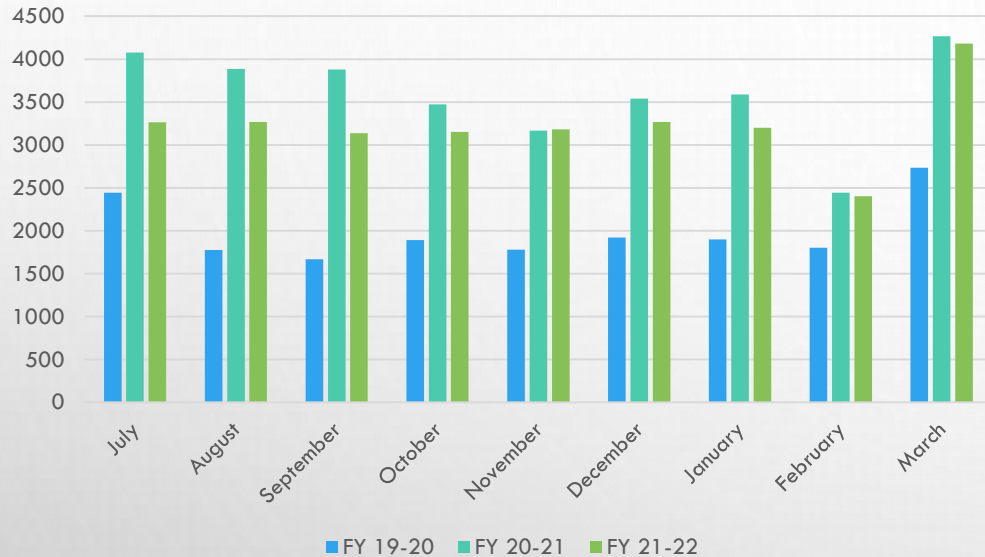
# PAPER VS PAPERLESS BILLING



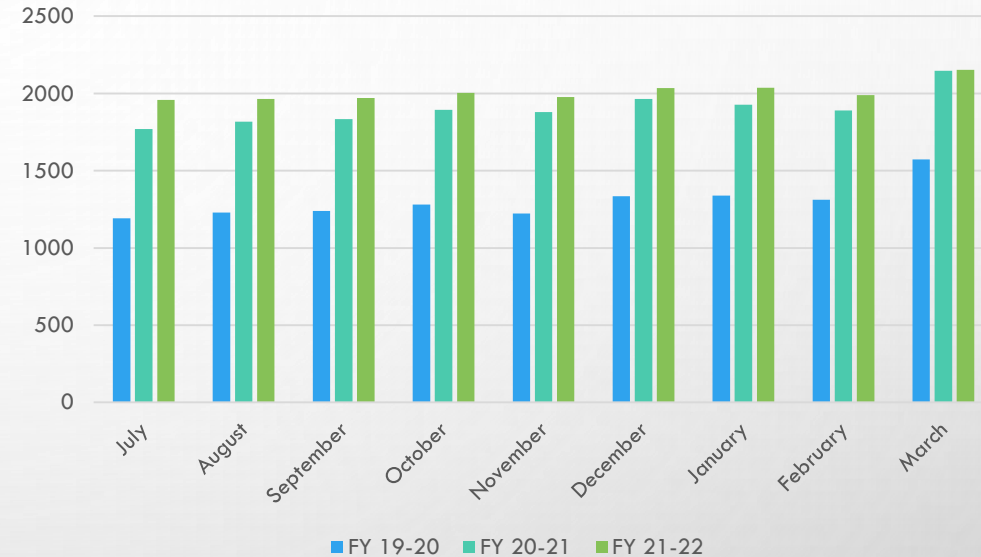
- Currently, 47% of our utility accounts are enrolled on paperless billing.
- However, on a monthly basis, we have about 3% of our customers enrolled on paperless billing reinstating their paper bill.

# TRANSACTIONS

Debit/Credit

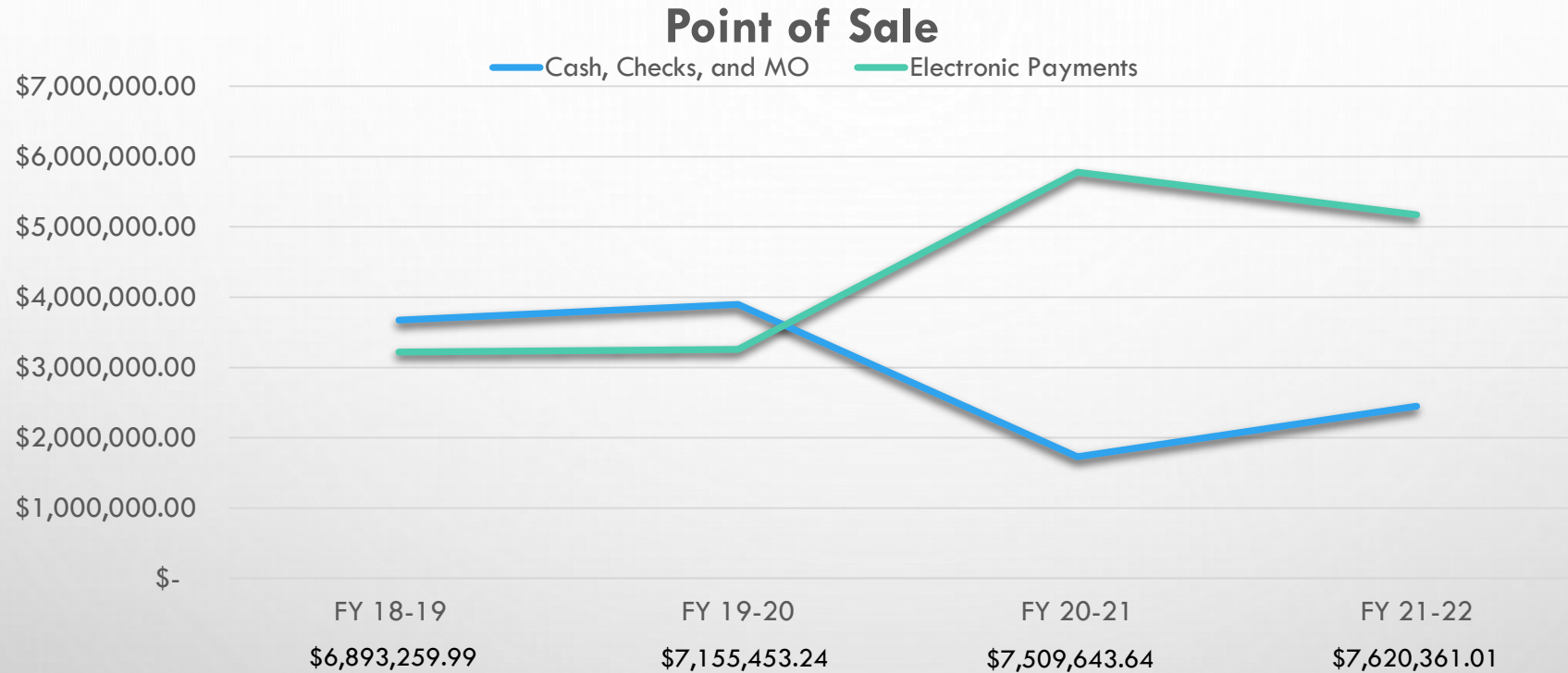


E-Checks



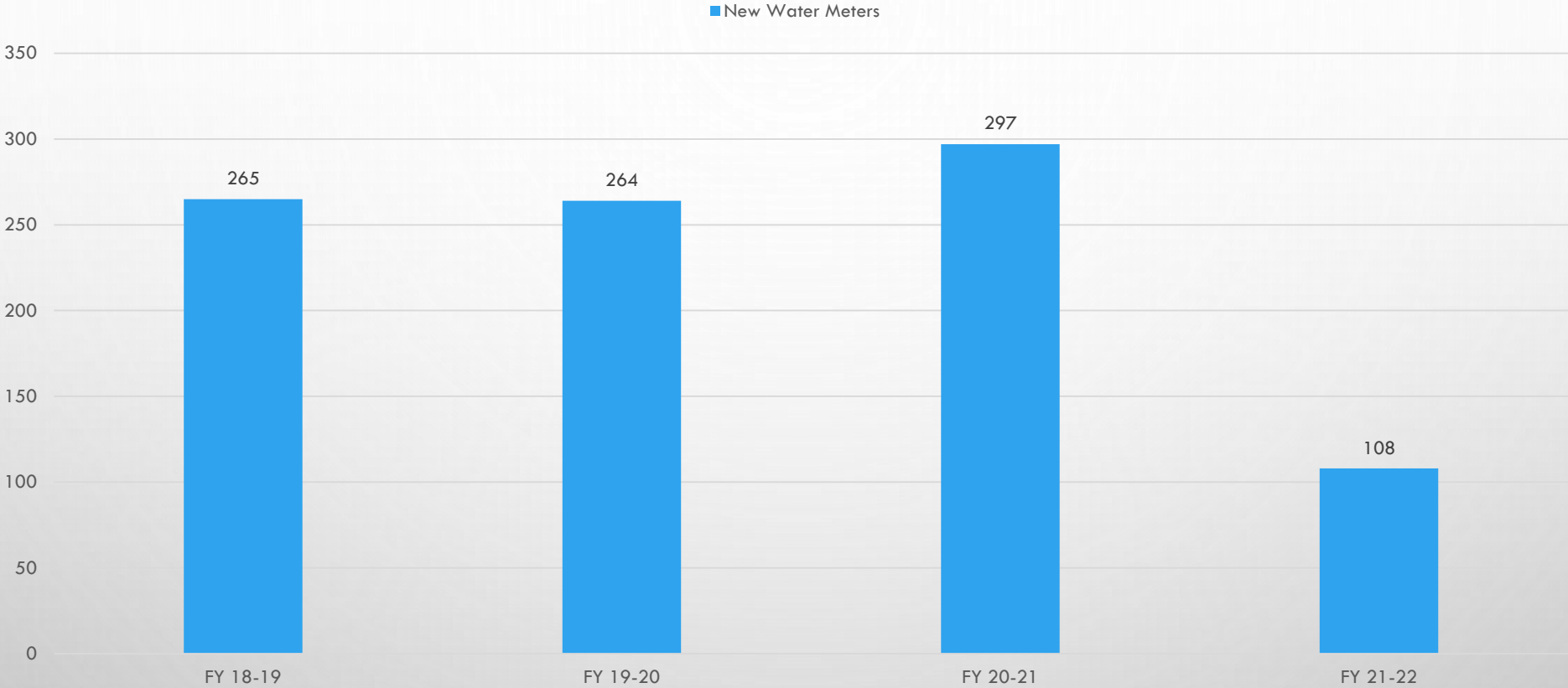
- Our debit/credit transactions decreased in comparison to last fiscal year.
- Main reason for a lessen amount of monthly debit/credit transactions, it is due to our office being open back up to the public. Now, customers are also able to submit their payments via cash/check/mo.
- In the other hand, our EFT transactions have slightly increased.

# Cash, Checks, & MO vs. Electronic Payments

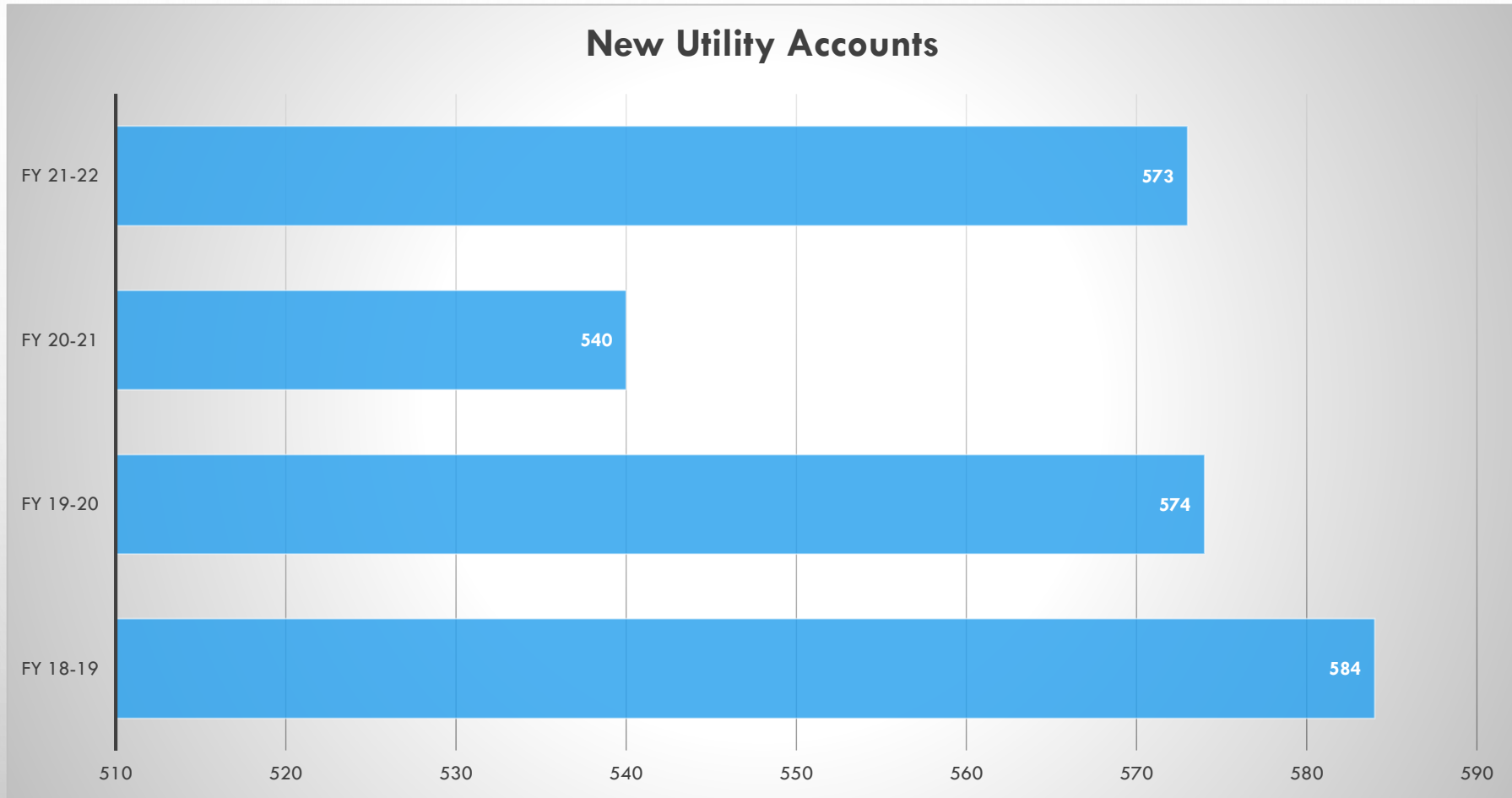


As it is represented above, our electronic payments increased dramatically for FY 20-21. This was due to our office being closed to the public due to COVID-19. However, now that our office has been open back to the public, our transactions for cash/checks/mo have started to increase again.

# New Water Meters Installed



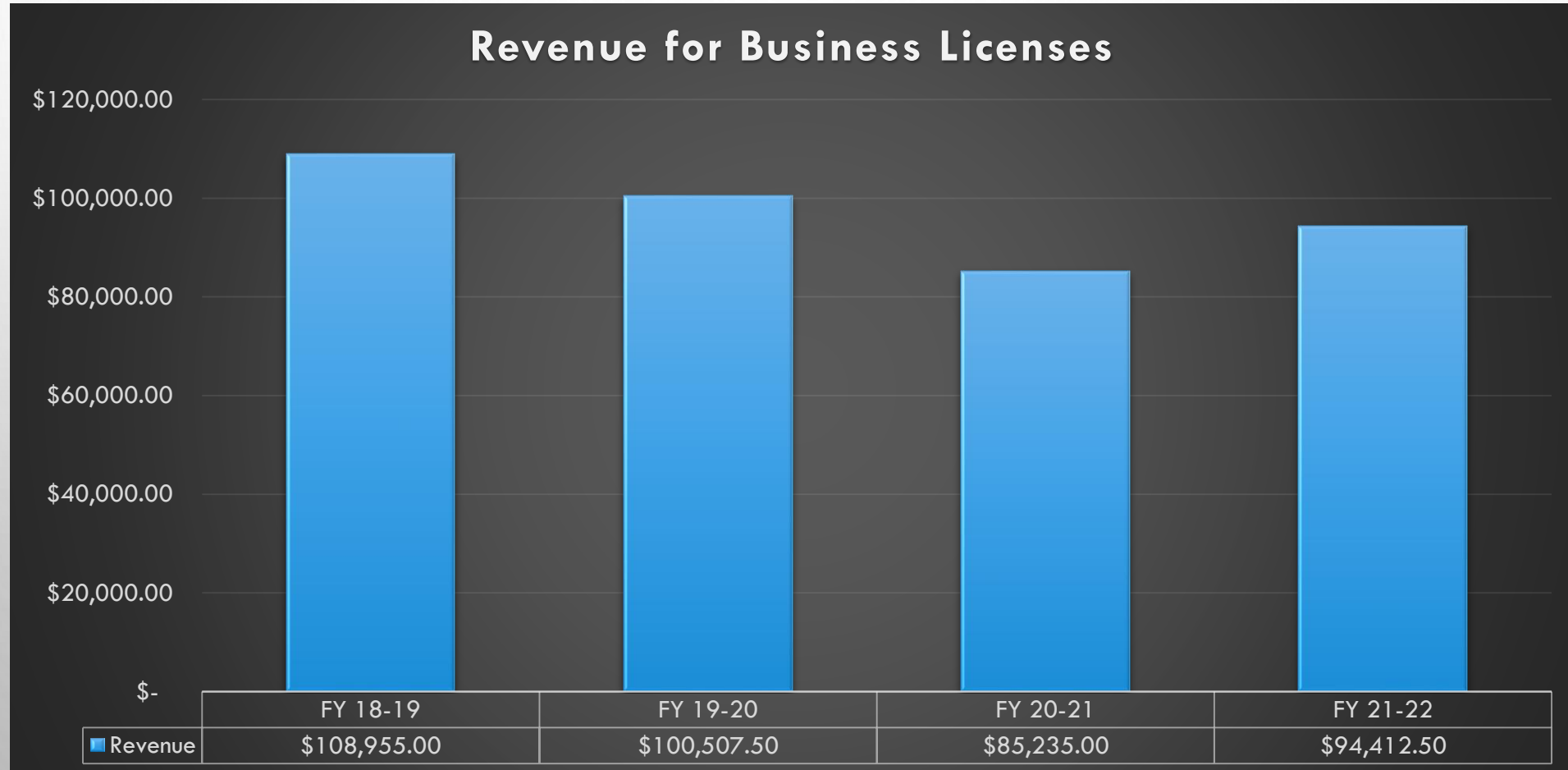
As shown above, new construction (Residential & Commercial) was not impacted during COVID-19. However, this current fiscal year, new meter installs has decreased 64%. Despite new subdivisions coming in, developers have slowed down their request for new meters.



Despite a decrease in new meter installs, we are having an overall increase in our utility accounts. This information shown above is up to March of each year.

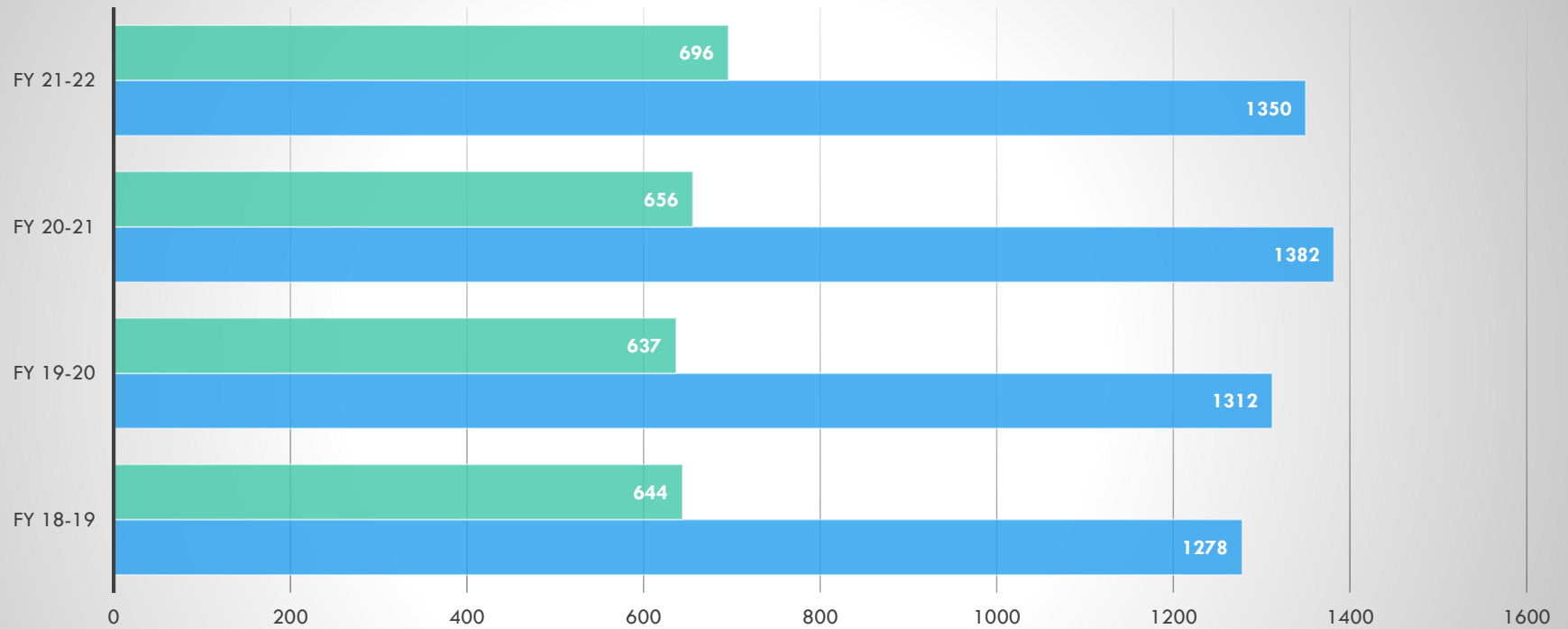
# Business Licenses

- This year we renewed 926 business licenses
- As of march, we have issued 286 yard sales permits
- Also, as of march, we have issued a total of 234 new business licenses



# ACTIVE BUSINESS LICENSES

## All Licenses vs Local Licenses



	FY 18-19	FY 19-20	FY 20-21	FY 21-22
Active Licenses - Local	644	637	656	696
Active Licenses - All	1278	1312	1382	1350

■ Active Licenses - Local ■ Active Licenses - All

**THANK YOU!**

A person wearing a blue shirt is holding a white rectangular sign with both hands. The sign has the word "QUESTIONS?" written on it in a bold, dark blue, sans-serif font. The background is a light gray gradient with several water droplets of various sizes scattered around.

**QUESTIONS?**