



# Finance Department Billing & Collections

Fiscal Year 23-24



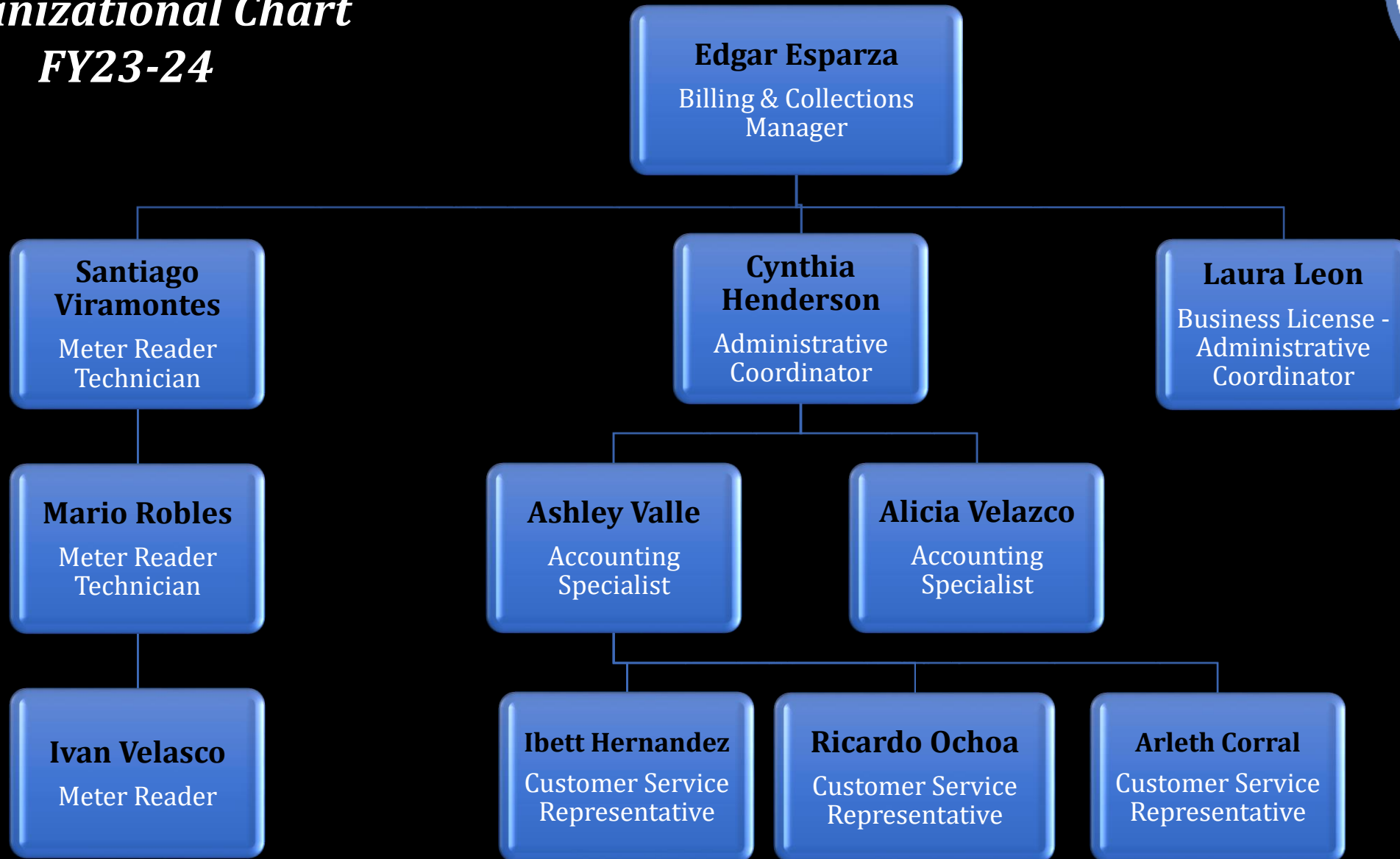


## Purpose Statement

The Billing and Collections Department is dedicated to provide exceptional and professional customer service to all the residents and visitors of the City of San Luis.

We are dedicated to the highest quality of customer service by delivering timely service, providing accurate information, and providing solutions to customers concerns.

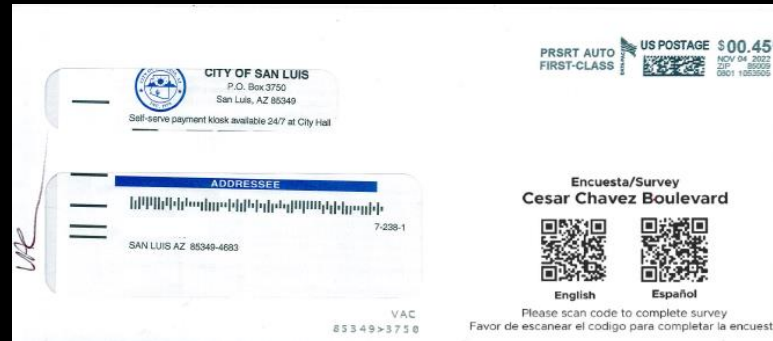
**Finance Department**  
**Billing & Collections**  
**Organizational Chart**  
**FY23-24**



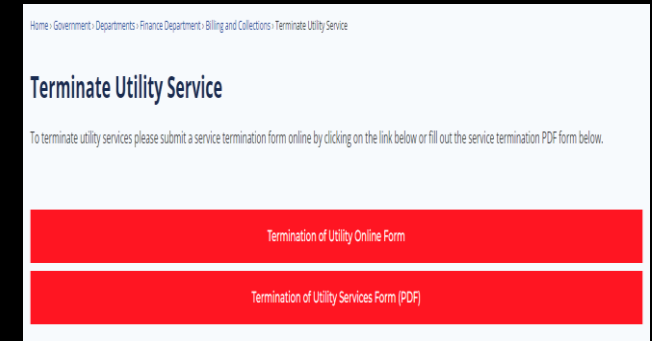
# Department Accomplishments FY22-23



Implemented real-time payments for XBP customers

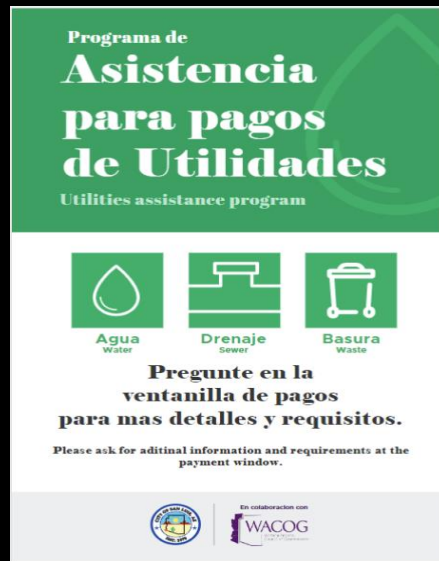


Incorporated a QR code on our monthly utility bills



Yard sale permits and utility termination requests can now be submitted online

# Department Accomplishments FY22-23



IMPLEMENTED A UTILITY ASSISTANCE PROGRAM THROUGH WAGOC

**STATEMENT**

ACCOUNT NO.	SERVICE ADDRESS	BILL DATE	DUE DATE	PAY THIS AMOUNT
		4/3/2023	Upon Receipt	361.27

METER READING DETAIL						
FROM	TO	DAYS USED	PREV READING	PRES READING	UNIT	USAGE
Service Period 2/27/2023 - 3/28/2023 Meter No. 87833466						
3/27/2023	3/28/2023	29	1,933	2,197	Gal	26,400
2/27/2023	3/28/2023	29	914	1,028	Gal	11,400

BILLING SUMMARY	
Previous Balance	\$356.83
Payment - Thank You	(\$356.83)
Adjustments	\$0.00
Penalties	\$0.00
Balance Forward	\$0.00
Water	\$244.62
Sales Tax	\$26.20
Superfund Tax	\$0.24
Sewer	\$89.71
Environmental Fe	\$0.50
<b>TOTAL AMOUNT DUE</b>	<b>361.27</b>

**USAGE HISTORY**

**Water Consumption in Gallons**

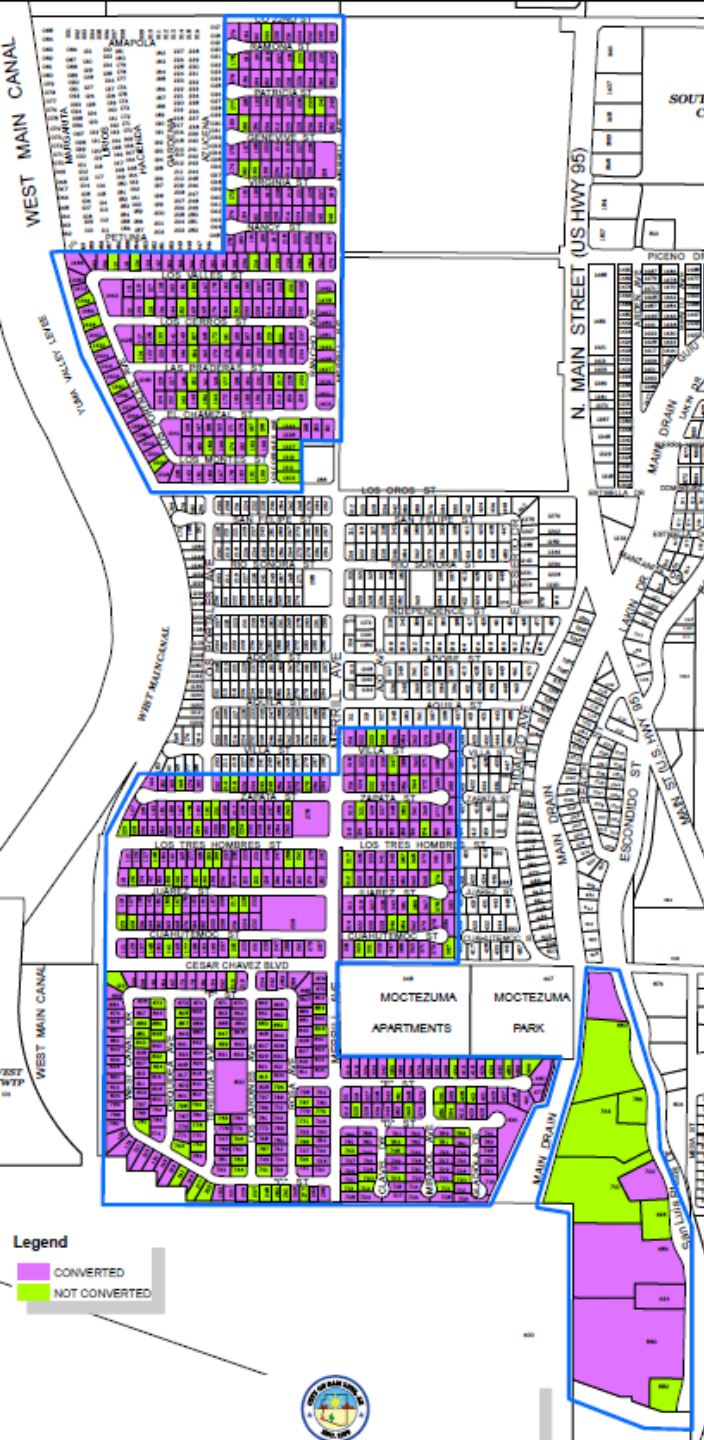
- MESSAGE AREA -

IMPROVED OUR INTERNAL PROCESS FOR ESTABLISHING COMMERCIAL ACCOUNTS.



IMPROVED OUR RENEWAL PROCESS FOR INDIVIDUAL OPERATORS PERMIT (IOP).

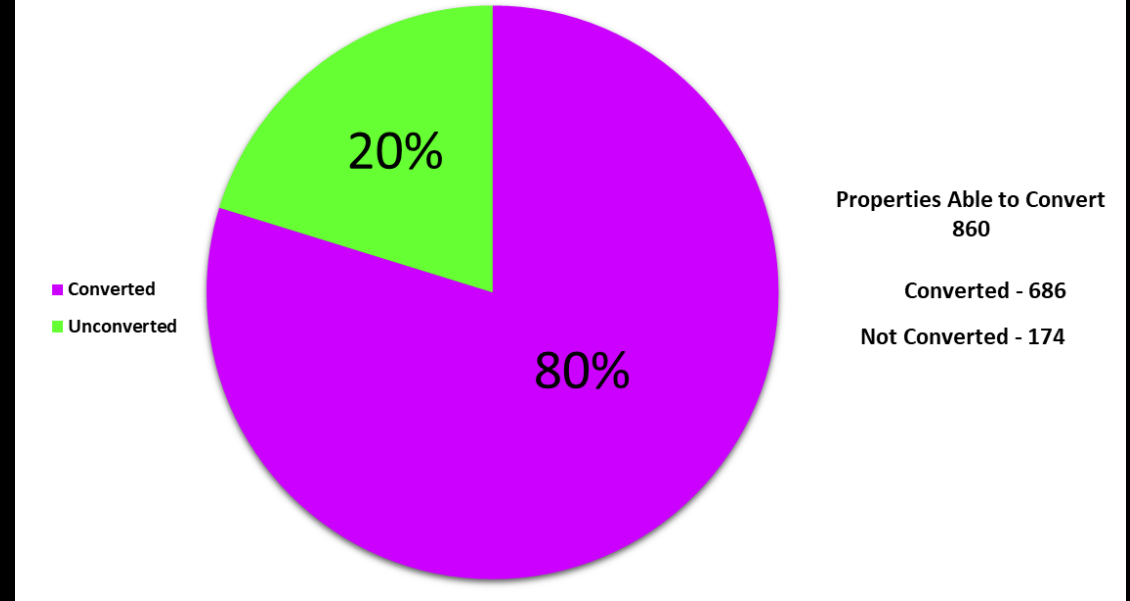
# Water Conversion



## Subdivisions able to convert

- Rio Sereno
- Rancho Los Oros
- Los Portales PH 2 & 3
- Rancho San Luis Mob Home Unit 1, 2, & 3
- Los Jardines 1 – 4
- San Luis Plaza

Conversion Percentage



	Year	Cumulative
	2022	Total
Total Number of Applications Approved	14	686
Total Acre Feet Converted	144.76	1,717.54
Total Acre Feet Available for Delivery	144.76	1,717.54
One Acre Feet = 325,851 gallons		
Total Gallons Available for Delivery Per Year	559,662,127 gallons	



# Gadsden Wastewater Accounts

- Finished a Gadsden audit and all occupied properties have a utility account with COSL.
- Active Accounts
  - Residential – 177
  - Commercial – 13
  - School – 1
- Inactive
  - Residential – 10
  - Commercial – 3
- Perform audits on inactive accounts every 2-3 months

# Goals & Objectives For FY 23-24

---

## Customer Service

- Continue providing the highest quality customer service to our residents.

## Text Notifications

- Implement text notifications for our customers and incorporate a 48-hr water disconnection notification.

## Online Application

- Implement an online application for setting up utility accounts.

## Duplicate Addresses

- For better internal control, eliminate duplicate addresses.

## Business Licenses

- Improve internal process for the renewal of business licenses

## Paperless

- Initiate a process to go paperless for our daily deposit detail form

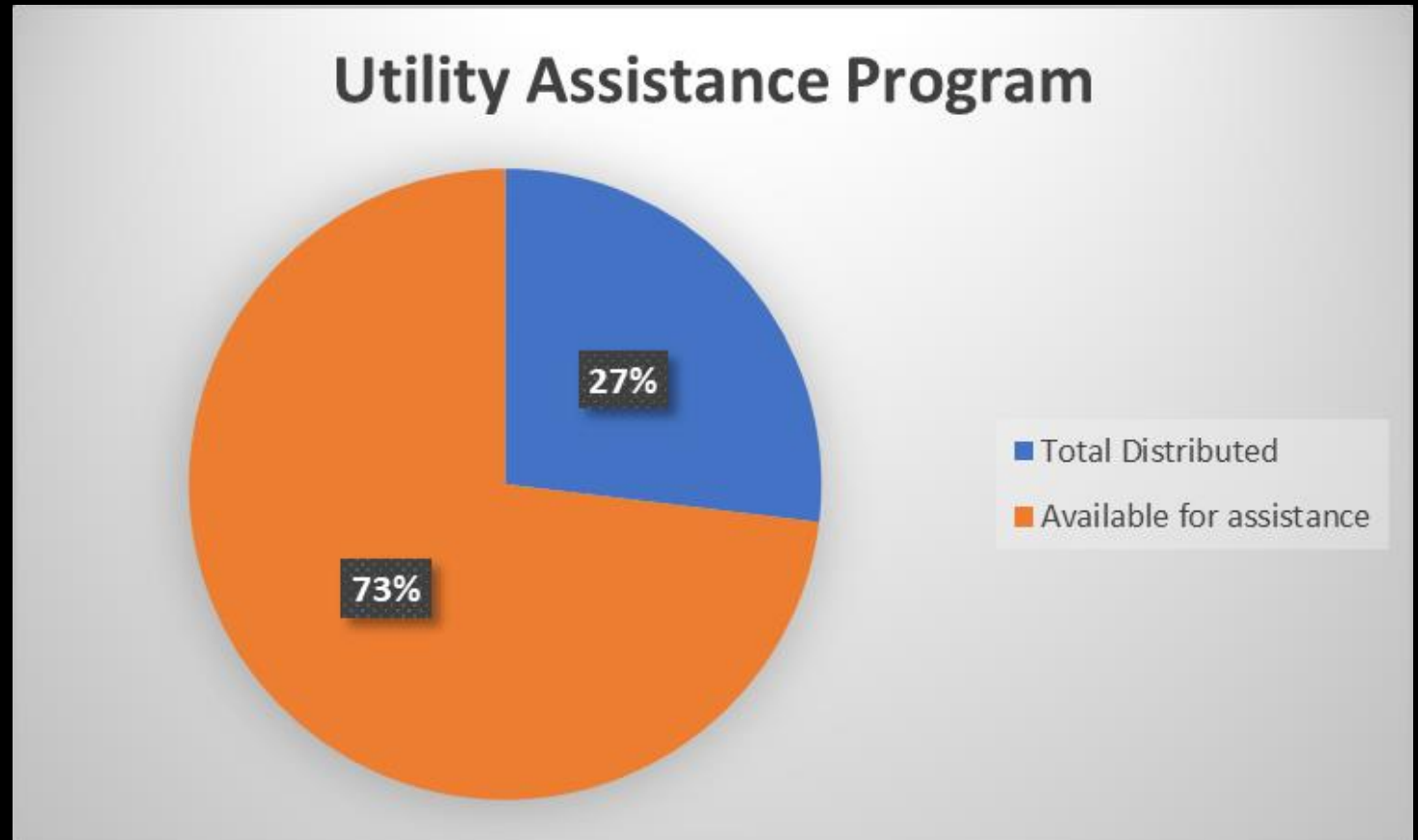


# Yearly Statistics

# Utility Assistance Program

---

- Applications given out – 52
- Applications approved – 43
  
- Total funds for assistance \$22,500.00
  
- Total Distributed - \$6,057.09
- Available - \$16,442.91

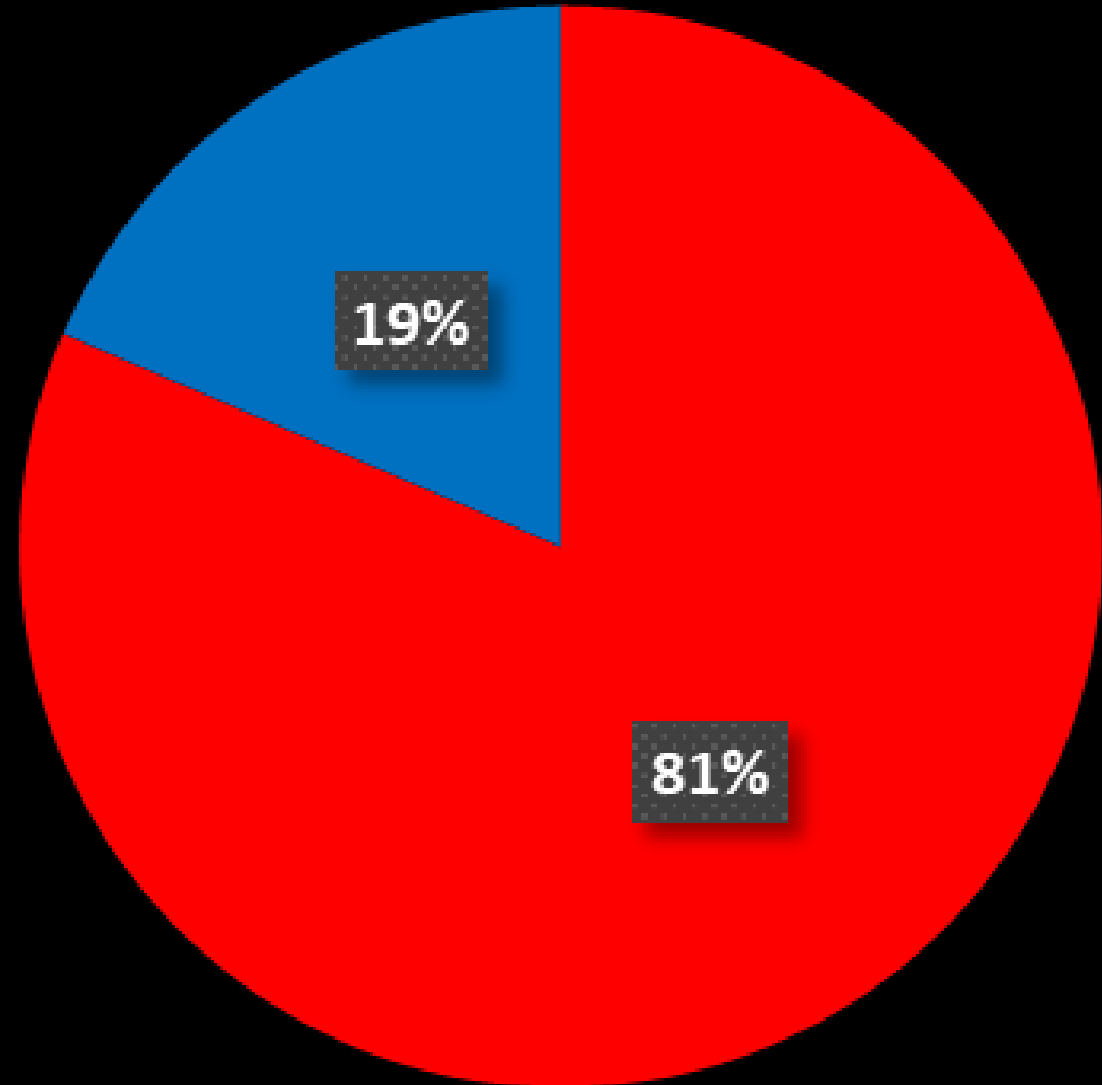


# Percentage Collected

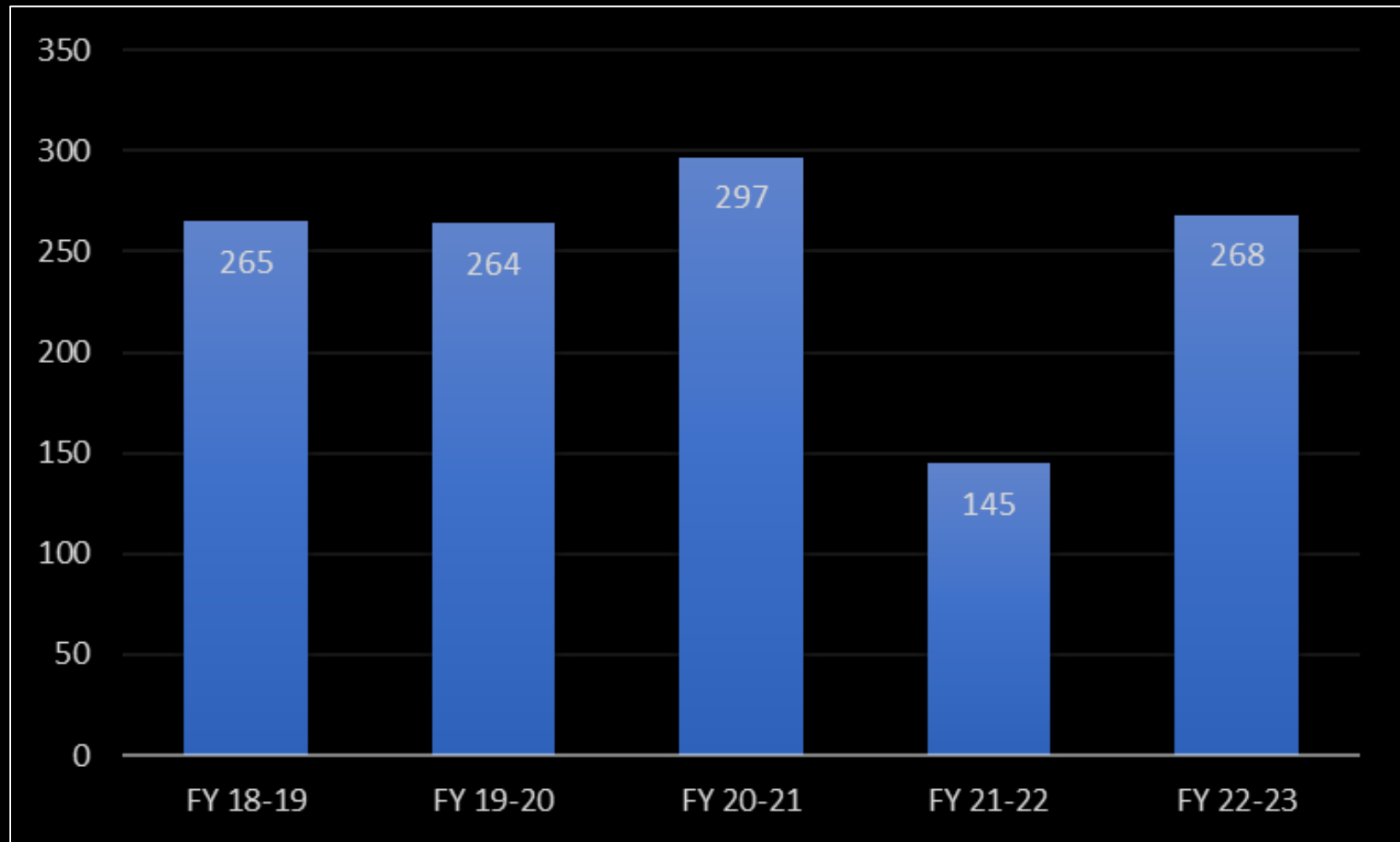
## Collections

---

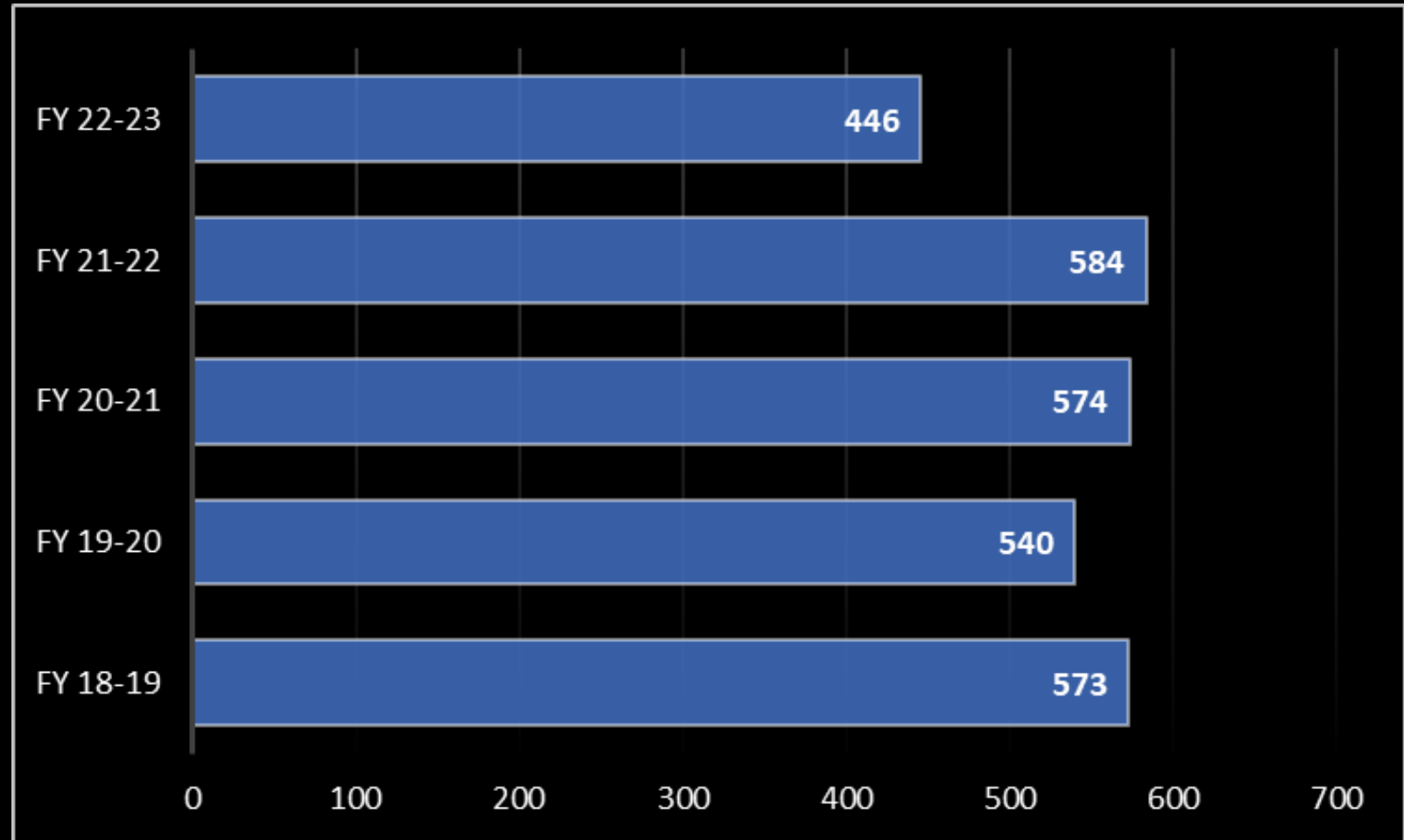
- We currently have 205 accounts in collections
- Total amount in collections \$26,065.46
- A total of 451 accounts have cleared their bad debt status.
- Amount collected \$5,940.11



# New Meter Installs

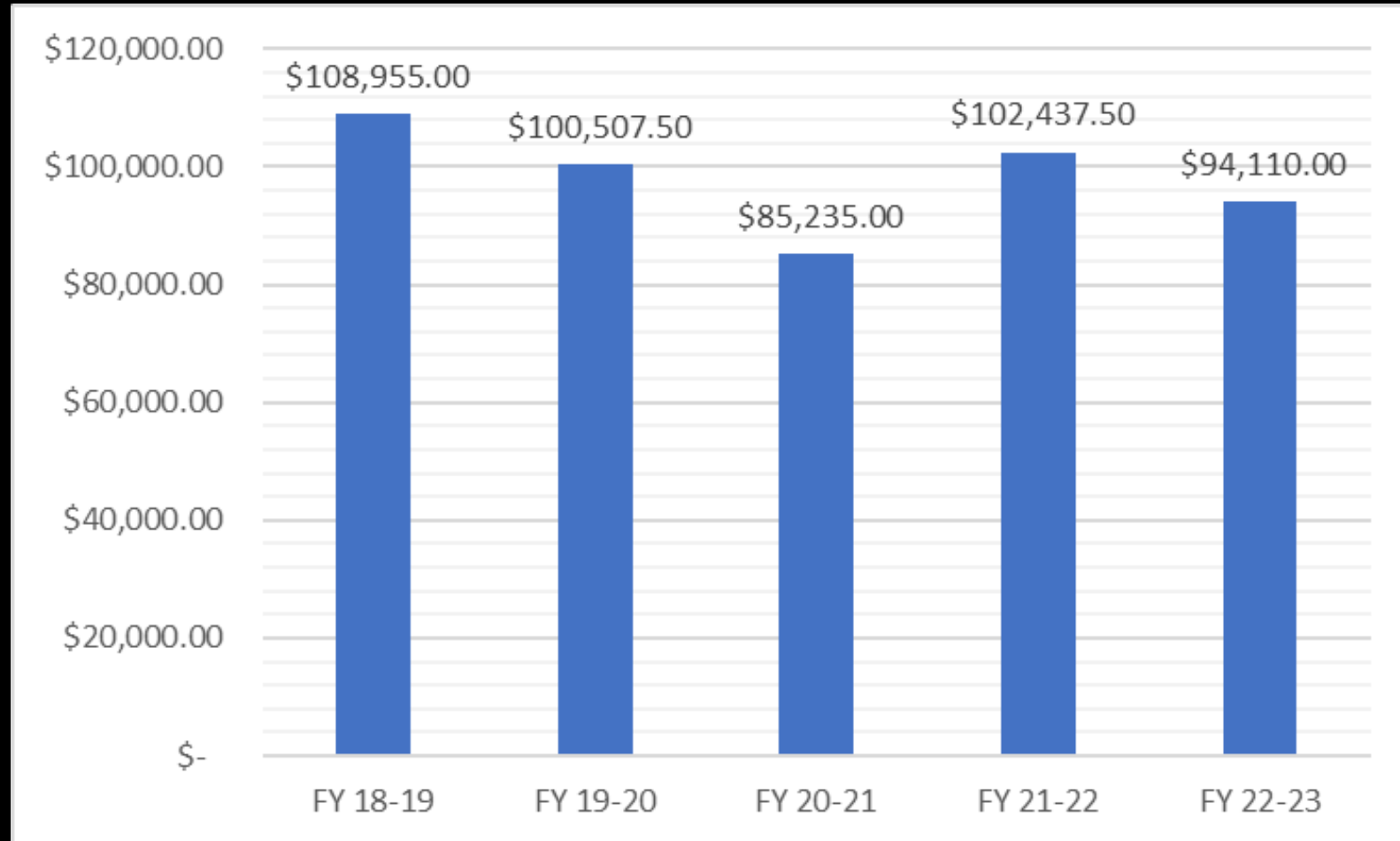


# New Utility Accounts



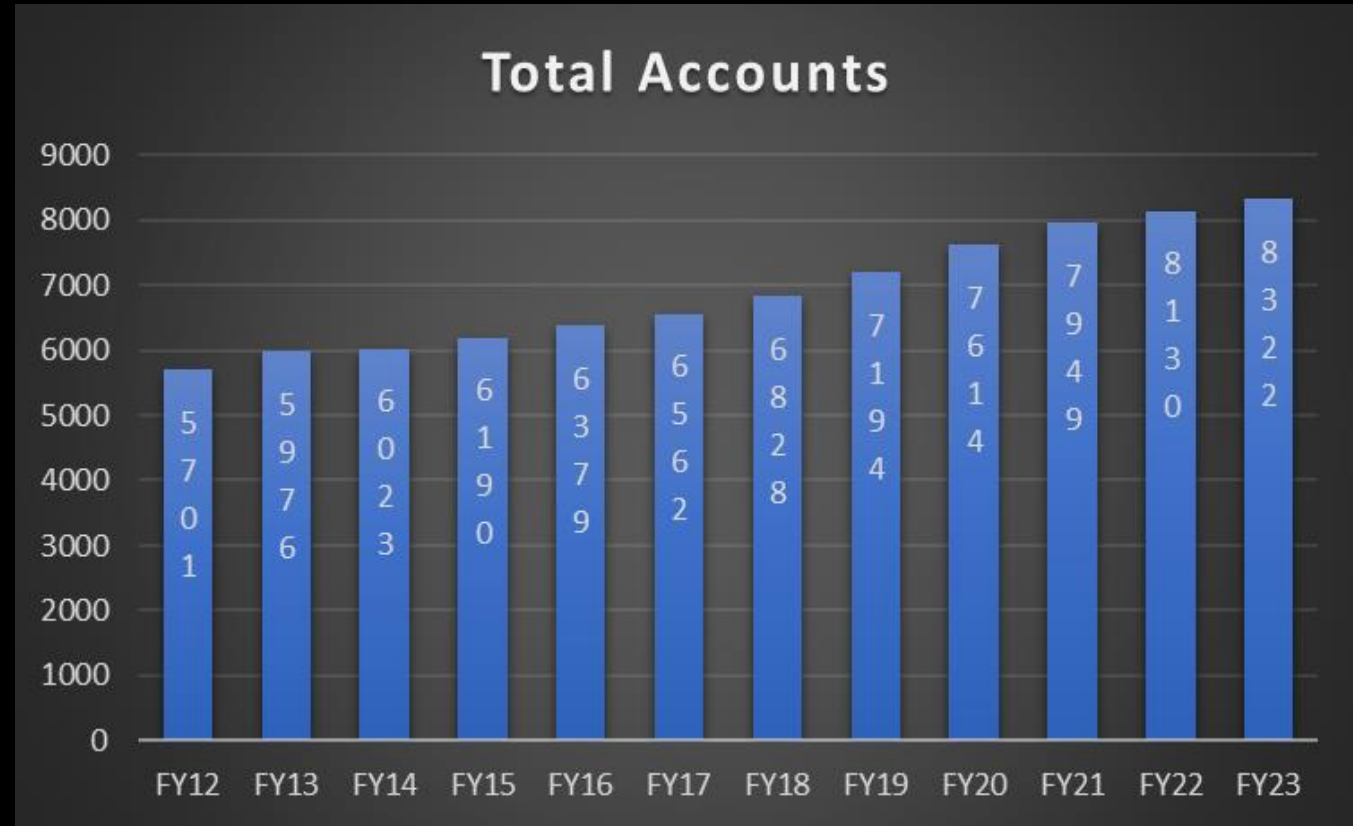
# Business License Revenue

- Renewed Licenses – 742
- Yard Sale Permits – 277
- New Business Licenses – 138



# Personnel Request – Meter Reader Technician

- 2 meter reader technicians for more than 10-years
- Yearly average increase of 240 utility accounts.
- Complete on average 350 work orders per month
- In addition to the work orders, MRT deliver delinquent notices, conduct service disconnections, meter reading, audits, and billing.



Total Yearly Work Orders		
2012	VS	2022
2,627		4,076
Increase of 1,449 work orders per year		

Total Accounts		
2012	VS	2023
5,701		8,322
Increase of 2,621 accounts over the last 10 years		

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 dark and out of focus.

**QUESTIONS?**