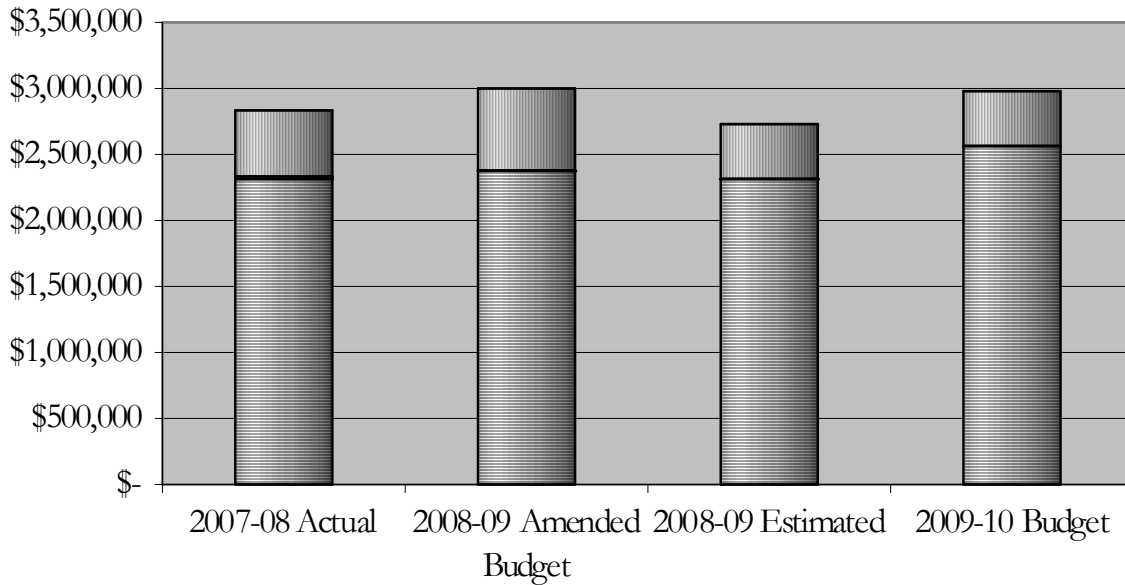


## UTILITY ADMINISTRATION FUND REVENUE SUMMARY

Sources	2007-08 Actual	2008-09 Amended Budget	2008-09 Estimated	2009-10 Budget
Charges for Sales and Services	\$ 2,308,778	\$ 2,368,813	\$ 2,300,142	\$ 2,549,448
Other Revenues	10,989	4,500	1,500	300
Other Financing Sources	501,665	624,165	419,415	419,415
Total	\$ 2,821,432	\$ 2,997,478	\$ 2,721,057	\$ 2,969,163



Charges for Sales and Services
  Other Revenues
  Other Financing Sources

**UTILITY ADMINISTRATION DEPARTMENT  
INTERNAL SERVICE FUND**

**Statement of Department's Purpose:**

The purpose of the Utility Administration Department is to account for administrative overhead costs, which are shared by all utility departments and support functions. This department also includes the Utilities Commission. The Utilities Commission acts as an advisory board by monitoring operational activities of the City's utilities, reporting findings, and making recommendations for approval to the City Council on a monthly basis.

**2009-10 Objectives:**

- To update internal service department cost allocations annually based on services provided to other City departments
- Make recommendations with regard to annual budget, rate changes, as well as utility based contracts and bids so as to reduce the burden placed on the City Council
- Provide forum for customer complaints, appeals on customer utility issues, extensions, etc.

**Budget Summary:**

Expenditure Summary	2007-08 Actual	2008-09 Amended Budget	2008-09 Estimated	2009-10 Budget
Personnel	\$ 266,024	\$ 225,707	\$ 225,707	\$ 243,027
Operations	161,725	171,265	165,477	164,177
Capital Outlay	-	-	-	-
Other Financing Uses	524,745	419,415	419,415	419,415
Total	\$ 952,494	\$ 816,387	\$ 810,599	\$ 826,619

Personnel Positions	2007-08 Authorized	2008-09 Authorized	2009-10 Authorized	2009-10 Funded
Board Members	5	5	5	5

**Capital Outlay:** None.

**CUSTOMER SERVICE DEPARTMENT  
INTERNAL SERVICE FUND**

**Statement of Department's Purpose:**

The purpose of the Customer Service Department is to assist customers with utility service, answer utility questions, facilitate bill payment, and provide for timely billings, while concentrating at all times on quality customer service.

**Departmental Functions:**

Answer incoming lines for all departments and maintain city-wide phone system, processing of all City receivables including bank drafts and online payments, debt setoff program, utility billing, payment arrangements, connection and disconnection of service, answering of bill questions, automated outage reporting, and key account program.

**2009-10 Objectives:**

- Provide 100% on time and accurate billing
- Keep satisfaction level at or above 95% (surveys)
- Maintain collection level of 99.3%
- Increase efficiency through the use of innovative ideas and technology such as online energy audits, online service requests, automated phone payments and offsite kiosk

**Performance Measures Summary:**

Measures	FY 05-06	FY 06-07	FY 07-08
# of dept. employees	15	14	14
# of bills/month	22,100	22,262	22,534
Cost of generating a bill (includes labor)	\$0.73	\$0.76	\$0.76
# of walk-in payments	147,963	143,669	135,805
# of dr/cr card payments	12,907	14,600	12,682
# of web payments	0	2,266	11,178
# of pay arrangements	20,773	18,784	21,020
# of new customers	2,237	2,283	2,388

**CUSTOMER SERVICE DEPARTMENT  
INTERNAL SERVICE FUND**

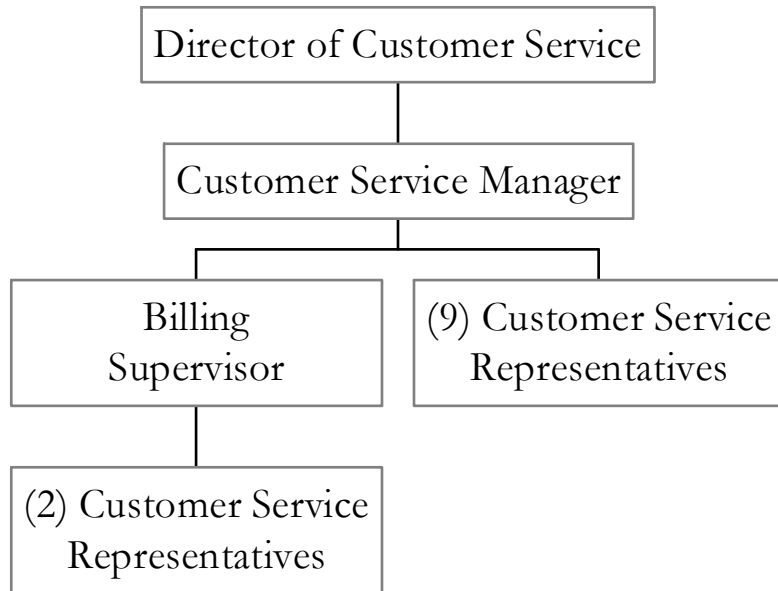
**Budget Summary:**

Expenditure Summary	2007-08 Actual	2008-09 Amended Budget	2008-09 Estimated	2009-10 Budget
Personnel	\$ 635,330	\$ 688,877	\$ 678,045	\$ 686,980
Operations	227,406	250,971	244,483	324,826
Capital Outlay	4,750	4,750	4,750	-
Total	\$ 867,486	\$ 944,598	\$ 927,278	\$ 1,011,806

Personnel Positions	2007-08 Authorized	2008-09 Authorized	2009-10 Authorized	2009-10 Funded
Full Time	14	14	14	14

**Capital Outlay:** None.

# City of Lexington Customer Service



**WAREHOUSING DEPARTMENT  
INTERNAL SERVICE FUND**

**Statement of Department's Purpose:**

The purpose of the Warehousing Department is to act as a central purchasing and warehousing operation for Electric, Natural Gas, and Public Works materials and equipment in support of utilities maintenance and construction projects.

**Departmental Functions:**

- Purchase all material for Natural Gas, Electric, and Public Works
- Maintain inventory levels for all three utilities
- Send quotations out for best pricing for all three utilities
- Review inventory levels and identify minimum reorder quantities
- Keep clean and safe warehouses
- Monitor Young Drive storage yard for inventory levels
- Dispose of PCB transformers with Solomon Corporation and maintain records

**2009-10 Objectives:**

- Reorganize and efficiently utilize the outside storage area at the central warehouse
- Continue training new employees in regard to receiving, storing, issuing, and accountability
- Continue safe, accident-free and injury-free daily operations

**Performance Measures Summary:**

Measures	FY 05-06	FY 06-07	FY 07-08
# of dept. employees	3	3	3
\$ value of inventory	\$1.72 Million	\$1.77 Million	\$1.75 Million
# of inventory items	1,619	1,604	1,639
# of departments served	3	3	3
# of pick tickets or work orders/year	1,400	1,000	1,250
# of pick tickets or work orders/employee	467	333	416

**WAREHOUSING DEPARTMENT  
INTERNAL SERVICE FUND**

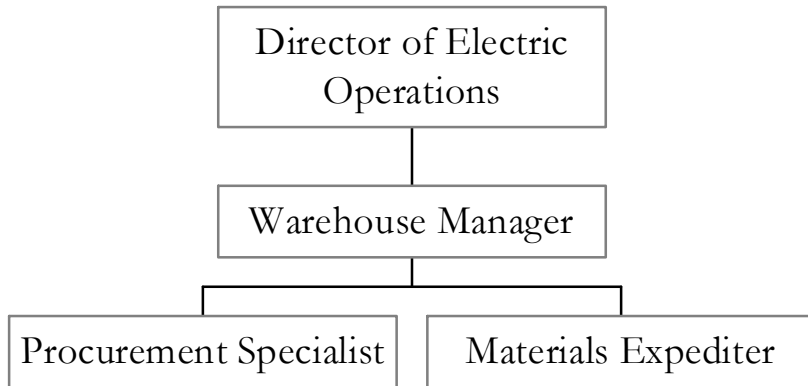
**Budget Summary:**

Expenditure Summary	2007-08 Actual	2008-09 Amended Budget	2008-09 Estimated	2009-10 Budget
Personnel	\$ 136,279	\$ 165,880	\$ 161,152	\$ 169,751
Operations	19,812	19,459	17,832	18,506
Capital Outlay	24,900	2,184	2,184	-
Total	\$ 180,991	\$ 187,523	\$ 181,168	\$ 188,257

Personnel Positions	2007-08 Authorized	2008-09 Authorized	2009-10 Authorized	2009-10 Funded
Full Time	3	3	3	3

**Capital Outlay:** None.

# City of Lexington Warehousing



**METER READING DEPARTMENT  
INTERNAL SERVICE FUND**

**Statement of Department’s Purpose:**

The purpose of the Meter Reading Department is to inspect and read all utility meters as scheduled, handle move-in and move-out service orders while providing excellent in-field customer service.

**Departmental Functions:**

Meter reading, non-pay disconnections, connect and disconnect services, notification of water leaks, medical alert, neighborhood watch.

**2009-10 Objectives:**

- Provide accuracy levels of at least 99.5% on readings
- Continue to notify customers of consumption increases or irregularities
- Provide educated responses to customer questions in the field
- Increase value added services through quicker response times with Automated Meter Reading (AMR) implementation
- Cross train throughout City to broaden knowledge with “valued employee” concept in mind

**Performance Measures Summary:**

Measures	FY 05-06	FY 06-07	FY 07-08
# of employees reading meters	7	7	6
# of employees dedicated to disconnects, cut-offs, cut-ons	2	2	2
# of AMR meters	1,367	6,420	14,144
# of non-AMR meters	37,861	36,357	30,515
Non-AMR meters read per employee	5,409	5,194	5,086
# of disconnects per year for non-payment	5,007	4,900	4,146
# of miles driven	112,462	112,000	122,693

**METER READING DEPARTMENT  
INTERNAL SERVICE FUND**

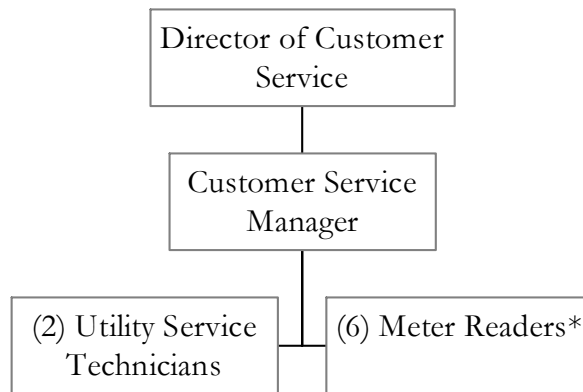
**Budget Summary:**

Expenditure Summary	2007-08 Actual	2008-09 Amended Budget	2008-09 Estimated	2009-10 Budget
Personnel	\$ 342,974	\$ 336,837	\$ 326,099	\$ 330,789
Operations	67,614	98,397	92,713	66,015
Capital Outlay	10,151	-	-	-
Total	\$ 420,739	\$ 435,234	\$ 418,812	\$ 396,804

Personnel Positions	2007-08 Authorized	2008-09 Authorized	2009-10 Authorized	2009-10 Funded
Full Time	9	8	8	6

**Capital Outlay:** None.

# City of Lexington Meter Reading



\*2 Meter Reader positions not funded.

**MARKETING DEPARTMENT  
INTERNAL SERVICE FUND**

**Statement of Department’s Purpose:**

The purpose of the Marketing Department is to promote the City’s Electric and Natural Gas utilities to existing and potential customers.

**Departmental Functions:**

- Awareness through festivals, events, and one on one contact
- Energy audits
- Energy conservation
- Heat pump and water heater rebates
- Natural Gas incentives and rebates
- Utility advertisements – TV/Radio/Newspapers

**2009-10 Objectives:**

- Promote growth of the City’s utility customer base
- Market natural gas services to potential customers in the new expansion areas
- Provide all-electric and all-natural gas incentives to customers

**Performance Measures Summary:**

Measures	FY 05-06	FY 06-07	FY 07-08
# of staff hours dedicated to marketing/week	99	99	99
Electric advertising budget	\$40,000	\$36,938	\$38,558
Natural Gas advertising budget	\$92,000	\$86,190	\$88,303
Electric marketing budget	\$75,995	\$237,543	\$235,043
Natural Gas marketing budget	\$89,212	\$190,740	\$219,422

**MARKETING DEPARTMENT  
INTERNAL SERVICE FUND**

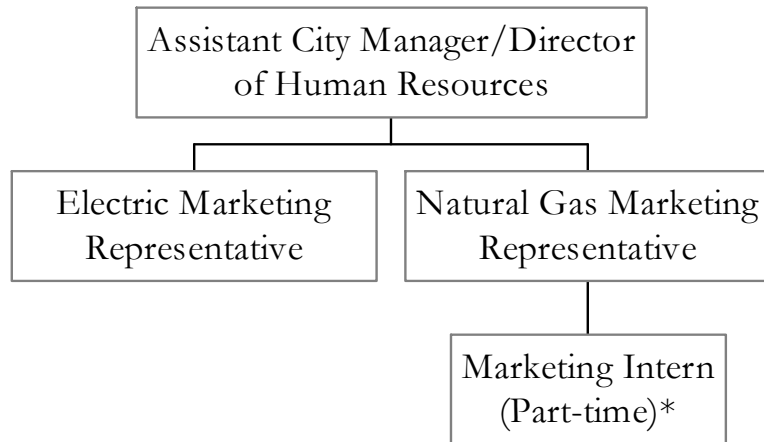
**Budget Summary:**

Expenditure Summary	2007-08 Actual	2008-09 Amended Budget	2008-09 Estimated	2009-10 Budget
Personnel	\$ 136,540	\$ 146,200	\$ 146,707	\$ 135,437
Operations	388,863	467,536	374,411	410,240
Capital Outlay	23,575	-	-	-
<b>Total</b>	<b>\$ 548,978</b>	<b>\$ 613,736</b>	<b>\$ 521,118</b>	<b>\$ 545,677</b>

Personnel Positions	2007-08 Authorized	2008-09 Authorized	2009-10 Authorized	2009-10 Funded
Full Time	2	2	2	2

**Capital Outlay:** None.

# City of Lexington Marketing



\*Position not funded.