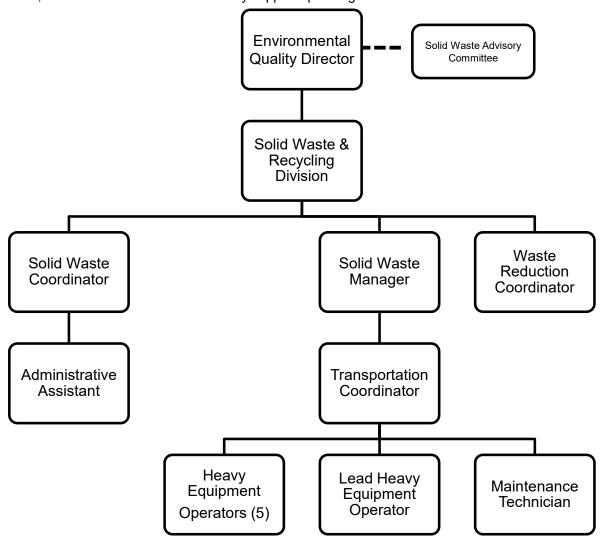
Solid Waste & Recycling

The Solid Waste & Recycling Fund accounts for the activities of Chatham County's waste management, including the collection sites, hauling, and disposal costs. The Solid Waste & Recycling Fund is an enterprise fund, which means that fees should fully support operating costs.

Major responsibilities:

- Provide clean, safe collection centers for county residents to dispose of their household waste and recyclables
- 2. Provide efficient, safe handling and hauling of waste and recyclables
- 3. Reduce the tonnage of waste disposed
- 4. Educate the public and staff about effective waste reduction
- 5. Comply with state regulations and laws concerning disposal and landfills
- 6. Provide effective, safe management of special waste items, such as tires, white goods, hazardous waste and electronics
- 7. Provide an education and enforcement program to reduce illegal dumping, environmental infractions and misuse of collection centers



Solid Waste & Recycling Revenue													
	A 2017 Actual	B 2018 Actual	C 2019 Amended	D 2019 Estimated	E 2020 Total Reg.	F 2020 Total Rec.	G 2020 Appr. Cont.	H 2020 Appr. Exp.	l 2020 Total Appr.	J Variance	K Total % Inc./Dec.		
INTERGOVERNMENTAL: ELECTRONICS DISPOSAL TAX	5,158	5,663	5,493	4 204	5,275	5,275	5,275	0	5,275	(240)	(40/)		
NUISANCE TIRE GRANT	2,630	2,082	2,552	4,391 1,720	2.080	2,080	2,080	0		(218)	(4%)		
OTHER GRANTS	2,030	2,062	3,286	3,286	2,000	2,000	2,060	0		(3,286)	(100%)		
SCRAP TIRE DISPOSAL TAX	96,151	97,885	93,267	99,810	92,895	96,000	96,000	0			3%		
SOLID WASTE DISPOSAL TAX			45,509				*	0	,	2,733	(1%)		
WASTE REDUCTION GRANT	46,916	47,588		45,509	45,270	45,270	45,270	0	10,=10	(239)	100%		
WHITE GOODS DISPOSAL GRANT		29,988	0	0	16,640	16,640	16,640	0	-,	16,640	0%		
	24,987	10.017			-								
WHITE GOODS DISPOSAL TAX	28,239	46,917	27,392	31,000	33,157	30,000	30,000	0		2,608	10%		
Total Intergovernmental:	204,080	230,122	177,499	185,716	195,317	195,265	195,265	0	195,265	17,766	10%		
INTEREST: INTEREST	35,517	49,310	28,655	44,000	53,405	30,000	30,000	0	30,000	1,345	5%		
Total Interest:	35,517	49,310	28,655	44,000	53,405	30,000	30,000	0	30,000	1,345	5%		
CONTRIBUTIONS FROM OTHERS:													
DONATIONS	2,500	0	0	0	0	0	0	0	0	0	0%		
Total Contributions from others:	2,500	0	0	0	0	0	0	0	0	0	0%		
MISCELLANEOUS:													
MISCELLANEOUS - MISCELLANEOUS	268	89	0	96	93	93	93	0	93	93	100%		
MISCELLANEOUS - SALE OF SURPLUS	6,742	12,117	0	964	0	0	0	0	0	0	0%		
SALE OF SURPLUS PROP / ASSET	96,770	0	0	0	0	0	0	0	0	0	0%		
Total Miscellaneous:	103,781	12,207	0	1,060	93	93	93	0	93	1	100%		
CHARGES FOR SERVICES:													
COLLECTION CENTER	2,231,104	2,290,426	2,164,171	2,351,584	3,317,242	3,317,242	3,317,242	0	3,317,242	1,153,071	53%		
COLLECTION CENTER - TOWNS	5,551	4,823	5,385	4,823	4,914	4,914	4,914	0	4,914	(471)	(9%)		
DECALS	8,310	8,660	8,061	8,061	8,400	8,400	8,400	0	8,400	339	4%		
DISPOSAL FEE	625,755	641,365	606,983	641,758	0	0	0	0	0	(606,983)	(100%)		
LANDFILL FEES	34,261	38,662	33,234	61,850	34,324	34,324	34,324	0	34,324	1,090	3%		
MULCH SALES	5,420	5,230	5,258	5,258	5,144	5,144	5,144	0	5,144	(114)	(2%)		
PROMOTIONAL MATERIALS	1,950	2,224	1,892	954	1,658	1,658	1,658	0	1,658	(234)	(12%)		
RECYCLABLES	151,908	92,528	78,844	98,756	90,000	90,000	90,000	0	90,000	11,156	14%		
Total Charges for Services:	3,064,260	3,083,919	2,903,828	3,173,044	3,461,682	3,461,682	3,461,682	0	3,461,682	557,854	19%		
APPROPRIATED FUND BALANCE:													
APPROPRIATED FUND BALANCE	0	0	568,974	0	0	0	0	0	0	(568,974)	(100%)		
Total Appropriated Fund Balance:	0	0	568,974	0	0	0	0	0	0	(568,974)	(100%)		
TOTAL: Solid Waste & Recycling	3,410,138	3,375,558	3,678,956	3,403,820	3,710,497	3,687,040	3,687,040	0	3,687,040	16,168	0%		

Budget Summary:	A 2017 Actual	B 2018 Actual	C 2019 Amended	D 2019 Estimated	E 2020 Total Req.	F 2020 Total Rec.	G 2020 Appr. Cont.	H 2020 Appr. Exp.	I 2020 Total Appr.	J Variance	K Total % Inc./Dec.
Revenues											
Intergovernmental	204,080	230,122	177,499	185,716	195,317	195,265	195,265	0	195,265	17,766	10%
Interest	35,517	49,310	28,655	44,000	53,405	30,000	30,000	0	30,000	1,345	5%
Contributions from others	2,500	0	0	0	0	0	0	0	0	0	0%
Miscellaneous	103,781	12,207	0	1,060	93	93	93	0	93	93	100%
Charges for Services	3,064,260	3,083,919	2,903,828	3,173,044	3,461,682	3,461,682	3,461,682	0	3,461,682	557,854	19%
Appropriated Fund Balance	0	0	568,974	0	0	0	0	0	0	(568,974)	(100%)
Total Revenues:	3,410,138	3,375,558	3,678,956	3,403,820	3,710,497	3,687,040	3,687,040	0	3,687,040	8,084	0%
Expenditures											
Salaries	567,479	551,458	595,631	473,736	574,913	592,161	592,161	0	592,161	(3,470)	(1%)
Other Salaries and Benefits	272,804	277,117	295,691	266,511	302,796	306,969	306,969	0	306,969	11,278	4%
Operating	2,069,808	1,922,692	2,522,834	2,468,475	2,456,508	2,461,417	2,469,932	0	2,469,932	(52,902)	(2%)
Transfers Out	631,262	0	0	0	281,255	281,255	272,740	0	272,740	272,740	100%
Allocations/Programs	2,959	32,485	1,000	500	21,300	21,300	21,300	0	21,300	20,300	2030%
Capital Outlay	179,854	0	263,800	240,764	23,938	23,938	23,938	0	23,938	(239,862)	(91%)
Total Expenditures:	3,724,165	2,783,752	3,678,956	3,449,986	3,660,710	3,687,040	3,687,040	0	3,687,040	8,084	0%
Number of County Employees	13.00	13.00	13.00	13.00	13.00	13.00	13.00	0.00	13.00	0.00	0%

One-time Expenses: The FY 2019 budget includes one-time expenses of \$592,700. The FY 2020 budget includes one-time expenses of \$382,940. If one-time expenses are subtracted, the percent difference between the FY 2019 and 2020 budgets is 7.06%.

Accomplishments:

- 1. Conserve natural resources: Completed paving at Bonlee, Cole Park, Pittsboro, Siler City, Goldston, Harpers Crossroads and Bennett Centers. Installed biorention at Bonlee Center.
- 2. Become more resilient: Received grant from NCDA to purchase 40' pesticide container to replace current container and was installed in January 2019.
- 3. Become more resilient: RFP process complete and Disaster Debris Management Collection and Disposal Contract process begun in December 2018 and completed in March 2019.
- 4. Become more resilient: Operations Staff completed Skid Steer/Tractor Safety Training December 12, 2018.

Department Links to Commissioner Goals:

- 1. Conserve natural resources: Approximately 35% of the waste stream at the collection centers is Construction and Demolition; pilot C&D collection at two collection centers.
- Conserve natural resources: Improve collection centers and extend service life by paving and improving drainage at Hadley and Crutchfield Crossroads Collection Centers.
- 3. Conserve natural resources: Conduct a recycling sort to determine composition and contamination. Use results to improve operation and educational programs.
- 4. Become more resilient: Conduct educator workshop using Don't Waste It! guide developed by our department.

- 5. Become more resilient: Hired Environmental Quality Director, October 2018. Hired Solid Waste Manager, February 2019.
- 6. Become more resilient: Began collecting mercury containing lightbulbs at the twelve collection centers and main facility.
- 7. Become more resilient: Improve recycling at Silk Hope and Jordan Matthews schools.
- 8. Become more resilient: Used data to focus on specific items during outreach and education events. Created new brochure in January 2019 and sent out a mailer with the 2019 decals that emphasized what items can and cannot be recycled and how to know the difference.
- 9. Become more resilient: Environmental Education Intern assisted with developing Don't Waste It! educator guide which includes 10 lessons covering recycling, waste reduction, landfills and composting.

- 5. Become more resilient: Collect results from survey about interest in food waste separation. Use results to determine potential pilot food waste collection program.
- 6. Become more resilient: Purchase new data management software for more efficient cross-referencing of decal, collection center, and environmental enforcement records.
- 7. Become more resilient: Install security cameras at twelve collection centers.
- 8. Become more resilient: Investigate using tractor trailers to haul mixed recycling from main facility.

Work Plan

Goal: Protect and conserve the county's natural resources by reducing overall waste disposal and ensure secure long-term disposal.

Objectives:

- Decrease the annual trash disposal rate per customer using the collection centers.
- Increase recycling rate per customer using the collection centers.

Key Measures	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Estimated	FY 2020 Projected
Trash disposal rate per customer in pounds	NA	1,081	1,056	1,101	1,031
Recycling rate per customer in pounds	NA	243	267	262	292

Goal: Provide effective accessible and efficient waste disposal and recycling for Chatham County citizens.

Objectives:

- Minimize the cost per pound to manage waste left at the collection centers.
- Minimize the cost per pound to manage common recyclables (cardboard, glass, magazines, newsprint, plastics, steel and aluminum cans) left at the collection centers.
- Ensure that at least 80% of customers completing the biennial survey (every two years) rate overall customer service at collection centers very good or above average.

Key Measures	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Estimated	FY 2020 Projected
Cost per pound to manage waste	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05
Percent reduction in cost per pound by managing recyclables	\$0.06	\$0.10	20%	20%	20%

Southeast Water District

The Southeast Water District Fund accounts for the activities of the Southeast Water District, which includes water purchases, maintenance, and debt service on water lines approved by voters of the district. Maintenance is provided by the employees of the Water Fund, which is reimbursed by the district.

Budget Summary:	A 2017 Actual	B 2018 Actual	C 2019 Amended	D 2019 Estimated	E 2020 Total Req.	F 2020 Total Rec.	G 2020 Appr. Cont.	H 2020 Appr. Exp.	I 2020 Total Appr.	J Variance	K Total % Inc./Dec.
Revenues											_
Interest	6,345	9,823	1,500	10,000	4,000	4,000	4,000	0	4,000	2,500	167%
Charges for Services	670,485	701,728	633,500	738,346	718,500	718,500	718,500	0	718,500	85,000	13%
Appropriated Fund Balance	0	0	0	0	0	0	0	0	0	0	0%
Total Revenues	676,830	711,551	635,000	748,346	722,500	722,500	722,500	0	722,500	87,500	14%
Expenditures											
Operating	352,195	356,576	381,177	381,177	468,707	468,707	468,707	0	468,707	87,530	23%
Debt	253,843	253,966	253,823	253,823	253,793	253,793	253,793	0	253,793	(30)	0%
Total Expenditures	606,038	610,542	635,000	635,000	722,500	722,500	722,500	0	722,500	87,500	14%

	Southeast Water District Revenue													
Revenue	A 2017 Actual	B 2018 Actual	C 2019 Amended	D 2019 Estimated	E 2020 Total Req.	F 2020 Total Rec.	G 2020 Appr. Cont.	H 2020 Appr. Exp.	l 2020 Total Appr.	J Variance	K Total % Inc./Dec.			
INTEREST:	6,345	9,823	1,500	10,000	4,000	4,000	4,000	0	4,000	2,500	167%			
Total Interest:	6,345	9,823	1,500	10,000	4,000	4,000	4,000	0	4,000	2,500	167%			
CHARGES FOR SERVICES: PENALTIES - LATE FEES	5,120	5,610	6,000	5,175	5,500	5,500	5,500	0	5,500	(500)	(8%)			
RECONNECTIONS	3,535	3,325	2,500	3,532	3,000	3,000	3,000	0	3,000	500	20%			
TAP FEES	0	0	0	0	0	0	0	0	0	0	0%			
WATER SALES	661,830	692,793	625,000	729,639	710,000	710,000	710,000	0	710,000	85,000	14%			
Total Charges for Services:	670,485	701,728	633,500	738,346	718,500	718,500	718,500	0	718,500	85,000	13%			
TOTAL: Southeast Water District	676,830	711,551	635,000	748,346	722,500	722,500	722,500	0	722,500	175,000	14%			

Utility

The Water Fund accounts for the activities of Chatham County's water utility, including the distribution system, water treatment plant, and a small sewer operation in the Bynum area. The Water Fund is an enterprise fund, which means that fees should fully support operating costs.

Budget Summary:	A 2017 Actual	B 2018 Actual	C 2019 Amended	D 2019 Estimated	E 2020 Total Req.	F 2020 Total Rec.	G 2020 Appr. Cont.	H 2020 Appr. Exp.	l 2020 Total Appr.	J Variance	K Total % Inc./Dec.
Revenues											-
Interest	47,583	84,042	58,000	84,785	58,000	58,000	58,000	0	58,000	0	0%
Miscellaneous	27,651	61,016	0	37	0	0	0	0	0	0	0%
Charges for Services	6,559,184	6,875,682	6,458,691	6,650,149	6,543,307	6,543,307	6,543,307	0	6,543,307	84,616	1%
Transfers In	2,868,486	29,516	0	0	80,000	80,000	80,000	0	80,000	80,000	100%
Appropriated Fund Balance	0	0	859,725	0	0	873,918	878,365	0	878,365	18,640	2%
Total Revenues	9,502,905	7,050,256	7,376,416	6,734,971	6,681,307	7,555,225	7,559,672	0	7,559,672	183,256	2%
Expenditures											
Salaries	925,186	984,723	1,062,197	992,226	1,018,506	1,048,260	1,011,150	37,110	1,048,260	(13,937)	(1%)
Other Salaries and Benefits	491,310	518,620	580,635	544,770	656,188	663,697	644,638	19,059	663,697	83,062	14%
Operating	3,002,148	3,386,416	4,307,386	3,285,615	4,316,140	4,316,140	4,312,188	8,399	4,320,587	13,201	0%
Debt	1,431,445	1,414,231	1,399,238	1,409,238	1,377,733	1,377,733	1,377,733	0	1,377,733	(21,505)	(2%)
Allocations/Programs	2,868,486	29,516	0	0	0	0	0	0	0	0	0%
Capital Outlay	159,652	267,998	26,960	26,895	149,395	149,395	108,500	40,895	149,395	122,435	454%
Total Expenditures	8,878,227	6,601,504	7,376,416	6,258,744	7,517,962	7,555,225	7,454,209	105,463	7,559,672	183,256	2%

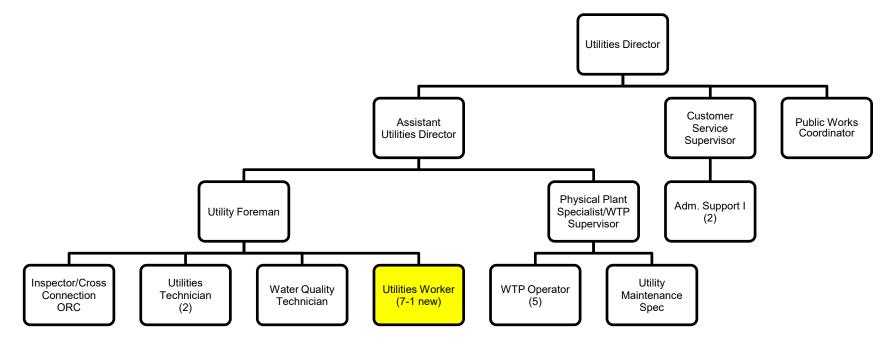
			Utilit	y Fund	d Reve	nue					
	A 2017 Actual	B 2018 Actual	C 2019 Amended	D 2019 Estimated	E 2020 Total Req.	F 2020 Total Rec.	G 2020 Appr. Cont.	H 2020 Appr. Exp.	l 2020 Total Appr.	J Variance	K Total % Inc./Dec.
INTEREST:											
INTEREST	47,583	84,042	58,000	84,785	58,000	58,000	58,000	0	,	0	
Total Interest:	47,583	84,042	58,000	84,785	58,000	58,000	58,000	0	58,000	0	0%
MISCELLANEOUS: MISCELLANEOUS - INSURANCE REIM	0	50,118	0	0	0	0	0	0	0	0	0%
MISCELLANEOUS - MISCELLANEOUS	1	0	0	37	0	0	0	0	0	0	0%
SALE OF SURPLUS PROP / ASSET	27,650	10,898	0	0	0	0	0	0	0	0	
Total Miscellaneous:	27,651	61,016	0	37	0	0	0	0	0	0	0%
CHARGES FOR SERVICES:	•										
INSTALLATION FEES	116,236	119,454	95,000	100,000	97,000	97,000	97,000	0	97,000	2,000	
OTHER FEES	(277)	(800)	9,574	3,010	10,000	10,000	10,000	0	10,000	426	4%
PENALTIES - LATE FEES	36,685	41,195	39,000	41,400	39,000	39,000	39,000	0	39,000	0	0%
PLAN REVIEW	11,390	12,365	0	12,457	1,600	1,600	1,600	0	1,600	1,600	100%
RAW WATER JORDAN LAKE	8,100	0	0	0	0	0	0	0	0	0	0%
RECONNECTIONS	16,300	17,220	15,000	18,570	16,000	16,000	16,000	0	16,000	1,000	7%
SEWER FEES	22,386	24,160	21,340	23,535	23,000	23,000	23,000	0	23,000	1,660	8%
TAP FEES	77,200	95,000	77,600	70,000	68,000	68,000	68,000	0	68,000	(9,600)	-12%
WATER SALES	5,918,164	6,211,868	5,820,000	6,000,000	5,820,000	5,820,000	5,820,000	0	5,820,000	0	0.70
WATER SALES - SE DISTRICT	353,000	355,220	381,177	381,177	468,707	468,707	468,707	0	468,707	87,530	23%
Total Charges for Services:	6,559,184	6,875,682	6,458,691	6,650,149	6,543,307	6,543,307	6,543,307	0	6,543,307	84,616	1%
TRANSFERS IN:											
TRANSFER IN - CAP EQUIP RES	0	0	0	0	80,000	80,000	80,000	0	80,000	80,000	
TRANSFER IN - UT CAP RESERVE	2,868,486	29,516	0	0	0	0	0	0	0	0	
Total Transfers In:	2,868,486	29,516	0	0	80,000	80,000	80,000	0	80,000	1	100%
APPROPRIATED FUND BALANC											
APPROPRIATED FUND BALANCE	0	0	859,725	0	0	873,918	878,365	0	,	18,640	
Total Appropriated Fund Balance:	0	0	859,725	0	0	873,918	878,365	0	878,365	18,640	2%
TOTAL: Utility Fund	9,502,905	7,050,256	7,376,416	6,734,971	6,681,307	7,555,225	7,559,672	0	7,559,672	261,049	2%

Utility – Water Distribution

The mission of the Water Distribution Department is to protect and manage Chatham County's water supplies and provide the highest possible quality of water and services in a reliable cost-efficient manner.

Major responsibilities:

- 1. Manufacture and deliver safe drinking water to customers
- 2. Maintain and operate the water system
- 3. Repair major system breaks immediately
- 4. Assist with building/engineering projects for the county
- 5. Deliver accurate monthly reports to Division of Water Quality



Budget Summary:	A 2017 Actual	B 2018 Actual	C 2019 Amended	D 2019 Estimated	E 2020 Total Req.	F 2020 Total Rec.	G 2020 Appr. Cont.	H 2020 Appr. Exp.	l 2020 Total Appr.	J Variance	K Total % Inc./Dec.
Revenues											
Interest	47,583	84,042	58,000	84,785	58,000	58,000	58,000	0	58,000	0	0%
Miscellaneous	27,651	61,016	0	37	0	0	0	0	0	0	0%
Charges for Services	6,559,184	6,875,682	6,458,691	6,650,149	6,543,307	6,543,307	6,543,307	0	6,543,307	84,616	1%
Transfers In	2,868,486	29,516	0	0	80,000	80,000	80,000	0	80,000	80,000	100%
Appropriated Fund Balance	0	0	859,725	0	0	873,918	878,365	0	878,365	18,640	2%
Total Revenues:	9,502,905	7,050,256	7,376,416	6,734,971	6,681,307	7,555,225	7,559,672	0	7,559,672	183,256	2%
Expenditures											
Salaries	671,953	703,724	775,967	703,234	726,194	747,178	713,690	33,488	747,178	(28,789)	(4%)
Other Salaries and Benefits	324,376	346,978	398,115	364,841	465,851	471,101	452,840	18,261	471,101	72,986	18%
Operating	1,902,040	2,400,321	2,216,465	2,015,056	2,381,129	2,381,129	2,377,177	8,399	2,385,576	169,111	8%
Debt	1,431,445	1,414,231	1,399,238	1,409,238	1,377,733	1,377,733	1,377,733	0	1,377,733	(21,505)	(2%)
Allocations/Programs	2,868,486	29,516	0	0	0	0	0	0	0	0	0%
Capital Outlay	125,155	267,998	26,960	26,895	149,395	149,395	108,500	40,895	149,395	122,435	454%
Total Expenditures:	7,323,455	5,162,769	4,816,745	4,519,264	5,100,302	5,126,536	5,029,940	101,043	5,130,983	314,238	7%
Number of County Employees	16.00	16.00	17.00	17.00	18.00	18.00	17.00	1.00	18.00	1.00	6%

One-time Expenses: The FY 2019 budget includes one-time expenses of \$32,080. The FY 2020 budget includes one-time expenses of \$111,325. If one-time expenses are subtracted, the percent difference between the FY 2019 and 2020 budgets is 4.91%.

Cuts or Expansion Approved:

Utility Service Worker: The number of water customers served has almost doubled since 2008 and 60 miles of waterlines have been added to the distribution system while the staffing level has only increased by one employee. The Utilities Department is proposing to hire an additional Utility Service Worker. Utilities comparable in size, at a minimum, have a staff capable of fielding (2) 3-4 man crews to handle the same workload as Chatham County. Recent stats continue to show increases in work orders (2,165 in FY 2008 to 4,856 in FY 2018), split taps (18 in FY 2010 to 68 in FY 2018) and new services taps (17 in FY 2008 to 43 in FY 2018). Complaints from residents/businesses/contractors have increased because they are frustrated with how long it takes for repairs, water quality issues and new service tap installations. The Water Distribution staff cannot provide the level of customer service that the County's residents/contractors/developers expect and deserve at the current level of staffing. Net Cost: \$78,743

Reclassification: Net Cost: \$8,292

GPR System - Ground Penetrating Radar System - To provide staff a better and more accurate solution to locating our utilities and other underground utilities. The County's Environmental Health, Facilities and Inspections department could also use it when needed to find underground utilities, piping and septic systems. The department is in need of a Ground Penetrating Radar System to help with locating existing utilities including our own. There are too many utilities in the

ground, in addition to poor past record keeping to effectively locate existing utilities. Employee safety is at risk when they are excavating around such things as gas and power plus it helps our locating staff mark our water lines more accurately so contractors do not damage infrastructure and cause avoidable excessive water loss. Net Cost: \$14,000

Accomplishments:

- 1. Nature Trail Line Replacement Project complete
- 2. Water and Wastewater Countywide Comprehensive Master Plan completed.
- 3. Transitioning utility billing system to Munis.

Department Links to Commissioner Goals:

 Ensure effective, efficient government: Replace the current undersized four-inch Haywood water main with a six-inch main, as required by NCDEQ to ensure adequate fire protection.

Work Plan

Goal: Pro

Provide water that meets state safe drinking water guidelines in order to supply Chatham County residents with clean, potable drinking water.

Objectives:

- Reduce the number of NOVs to 2
- 100% of locates complete within required 3 days

Key Measures	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Estimated	FY 2020 Projected
Number of Notices of Violation	0	0	2	1	1
Percent of locates	90%	100%			

Goal:

Offer services and information to Chatham County water customers in a prompt and courteous manner in order to provide them with excellent customer service.

Objectives:

• Increase the percentage of customers who are satisfied with our services.

Key Measures	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Estimated	FY 2020 Projected
Percent of customers satisfied or very satisfied with our service through survey.	80%	85%	92%	90	90%
Reduce response time for addressing water main/service repairs	N/A	N/A	N/A	1	1
Reduce response time to install new water services.	N/A	N/A	N/A	4	2 - 4 weeks
Percent of calls going to billing voice mail instead of being answered.	N/A	N/A	N/A	5	5

Utility - Wastewater Treatment

Budget Summary:	A 2017 Actual	B 2018 Actual	C 2019 Amended	D 2019 Estimated	E 2020 Total Req.	F 2020 Total Rec.	G 2020 Appr. Cont.	H 2020 Appr. Exp.	I 2020 Total Appr.	J Variance	K Total % Inc./Dec.
Expenditures											
Operating	139,701	141,354	929,517	172,699	906,117	906,117	906,117	0	906,117	(23,400)	(3%)
Capital Outlay	0	0	0	0	0	0	0	0	0	0	0%
Total Expenditures:	139,701	141,354	929,517	172,699	906,117	906,117	906,117	0	906,117	(23,400)	(3%)
Number of County Employees	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0%

One-time Expenses: The FY 2019 budget includes one-time expenses of \$775,000. If one-time expenses are subtracted, the percent difference between the FY 2019 and 2020 budgets is 486.42%.

Utility - Water Treatment

Budget Summary:	A 2017 Actual	B 2018 Actual	C 2019 Amended	D 2019 Estimated	E 2020 Total Req.	F 2020 Total Rec.	G 2020 Appr. Cont.	H 2020 Appr. Exp.	I 2020 Total Appr.	J Variance	K Total % Inc./Dec.
Expenditures											
Salaries	253,233	280,999	286,230	288,992	292,312	301,082	297,460	3,622	301,082	14,852	5%
Other Salaries and Benefits	166,934	171,642	182,520	179,929	190,337	192,596	191,798	798	192,596	10,076	6%
Operating	960,407	844,740	1,161,404	1,097,860	1,028,894	1,028,894	1,028,894	0	1,028,894	(132,510)	(11%)
Capital Outlay	34,497	0	0	0	0	0	0	0	0	0	0%
Total Expenditures:	1,415,071	1,297,381	1,630,154	1,566,781	1,511,543	1,522,572	1,518,152	4,420	1,522,572	(107,582)	(7%)
Number of County Employees	7.00	7.00	7.00	7.00	7.00	7.00	7.00	0.00	7.00	0.00	0%

One-time Expenses: The FY 2019 budget includes one-time expenses of \$295,800. The FY 2020 budget includes one-time expenses of \$153,430. If one-time expenses are subtracted, the percent difference between the FY 2019 and 2020 budgets is 2.61%.

Cuts or Expansion Approved:

Reclassification Net Cost: \$4,414

Accomplishments:

- 1. Lagoon pumps and piping project completed.
- 2. Jack Bennett Pump Station upgrades completed.

Department Links to Commissioner Goals:

1. Explore partnerships: Work with regional partners to support longrange water supply planning and expand/update information on potential raw water sources.