

ENTERPRISE FUND

Currently, the only fund within the Enterprise Fund group is the Water and Sewer Fund. The four functional divisions within this fund are: Utility Billing, Engineering, Water and Sewer Operations and Information Technology.

City policy states that the Water and Sewer Fund maintain a fund balance of at least 25% of estimated expenditures. The Fund is currently below the 25% threshold. The City anticipates that the rate increase described below will result in an increase in the fund balance.

For FY 2012-2013, the volume charge for water remained at \$4.98 per 1,000 gallons. The volume charge for sewer increased from \$6.27 per 1,000 gallons to \$6.70 per 1,000 gallons.

Utility revenue will be used to cover operating expenditures, debt service for revenue bonds previously issued for water and sewer capital improvement projects (see Water and Sewer Capital Projects section) and for the Fund's annual contribution to the Joe Pool Lake Fund (see Special Revenue Funds section).

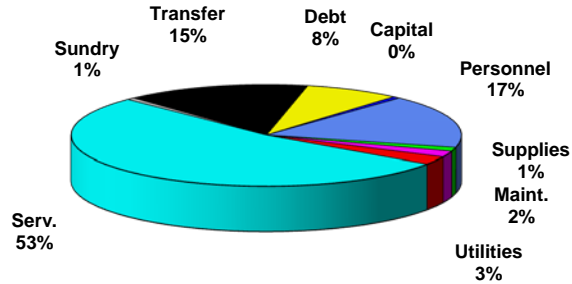
Water Services and personnel costs are the primary expenses in the Enterprise Fund, as reflected on the graph and table on the next two pages.

**WATER AND SEWER FUND
SUMMARY OF FY 2012-2013 BUDGET**

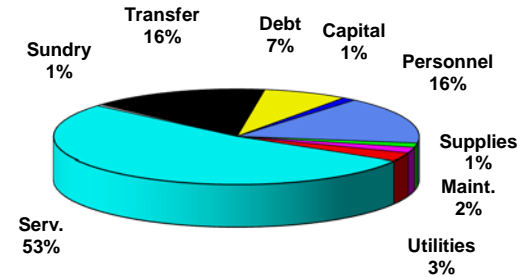
CATEGORY	FY 10-11 ACTUAL	FY 11-12 BUDGET	FY 11-12 ESTIMATED	FY 12-13 BUDGET
Fund Balance-Beginning of Year	\$3,455,203	\$4,511,612	\$4,131,236	\$4,215,806
Revenues:				
Water Sales	\$10,395,866	\$9,770,000	\$9,800,000	\$9,885,000
Sewer Sales	5,752,101	6,969,000	6,300,000	7,000,000
Penalties and Reconnect Fees	467,415	475,000	470,000	470,000
Interest	33,902	30,000	33,000	33,000
Water Taps	11,706	12,500	10,000	10,000
Inspection Fees	10,823	12,000	5,000	5,000
Sewer Taps	750	500	2,700	2,700
Miscellaneous	130,000	100,000	160,000	145,000
Total Revenue	\$16,802,563	\$17,369,000	\$16,780,700	\$17,550,700
Total Available Resources	\$20,257,766	\$21,880,612	\$20,911,936	\$21,766,506
Expenditures:				
Services	\$8,487,831	\$9,340,675	\$8,903,155	\$9,551,300
Personnel	2,602,061	2,835,555	2,803,675	2,837,775
Transfers	2,526,658	2,460,000	2,525,000	2,540,000
Debt Service	1,207,443	1,215,160	1,213,160	1,213,290
Utilities	471,004	420,955	419,745	436,245
Maintenance	311,230	349,230	322,870	333,180
Supplies	239,785	241,610	231,920	264,350
Capital Outlay	193,456	162,100	162,860	-
Sundry	55,562	73,735	65,585	75,185
Leases	31,500	48,160	48,160	48,160
Total Expenditures	\$16,126,530	\$17,147,180	\$16,696,130	\$17,299,485
Revenues over (under) Expenditures *	\$676,033	\$221,820	\$84,570	\$251,215
Fund Balance-End of Year	\$4,131,236	\$4,733,432	\$4,215,806	\$4,467,021

* City policy requires the Water and Sewer Fund Balance to equal or exceed 25% of budgeted expenditures. If resources on hand at the beginning of the fiscal year exceed the 25% requirement, these extra funds are included in the resources available to fund expenditures. Therefore, expenditures can exceed revenue and still meet or exceed the fund balance policy.

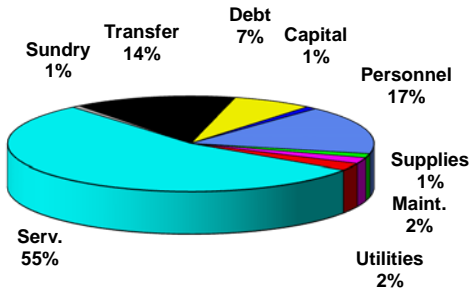
WATER & SEWER EXPENDITURES BY CATEGORY



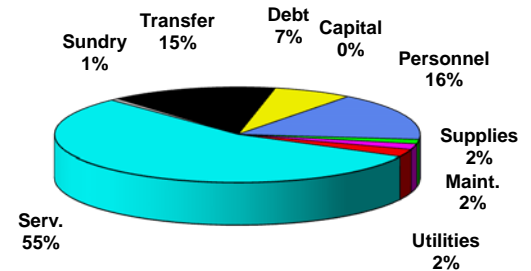
FYE 10 Actual \$15,856,758



FYE 11 Actual \$16,126,530



FYE 12 Budget \$17,147,180



FYE 13 Budget \$17,299,485

UTILITY BILLING

MISSION STATEMENT:

The mission of the City of Cedar Hill's Utility Billing Department is to provide positive customer support for utility billing and collection of water, wastewater, and sanitation services by working together to exceed customer expectations.

CORE FUNCTIONS:

- 1) **Utility Billing and Collections** – Staff resource to address customer expectations regarding utility billing of water, wastewater, and sanitation services.
- 2) **Field Services** – Accurately read and maintain of all City water meters
- 3) **Citizen Contact Center** – First point of contact at the Government Center for citizens making inquires regarding municipal services.

CORE FUNCTION: #1 Utility Billing and Collections

Action:

- Collect and accurately post utility payments
- Prepare customer payments for deposit
- Create customer account service order requests
- Prepare residential and commercial invoices
- Establish new utility accounts
- Suspend delinquent utility accounts
- Respond to customers inquiries
- Contact customers regarding returned checks

Activity Measurement:

- Post utility payments on same business day of receipt
- Prepare deposits for transport to the bank within one business day
- Process and respond to customer complaints and or requests for action within two business days
- Issue billing statements to all 15,500 customers by the scheduled billing dates, 5th and 20th of each month
- Process approximately 350 new, transfer, and final service requests for utility accounts monthly
- Process notification for 100 returned checks monthly
- Provide same-day connection of water service if all necessary information or payments is received by 3:00 pm each business day
- Suspend all commercial and residential water utility accounts that are at least 30 days past the due date
- Suspend water service for all defaulted pay arrangements and return check notifications within three business days of payment default
- Research and reply to 5,000 customer contacts monthly

CORE FUNCTION: #2 Field Services

Action:

- Read residential and commercial meters for water billing purposes
- Perform or request maintenance on water meters and meter boxes
- Activate service for new water utility accounts
- Suspend service for delinquent accounts and move out notifications
- Complete meter rereads for residential and commercial meters
- Complete projects in annual meter testing and replacement plan

Activity Measurement:

- Complete residential and commercial meter reads within seven business days before each billing cycle date, 5th and 20th of each month
- Perform maintenance on approximately 150 water meters and meter boxes annually
- Turn on or off 350 water meters monthly per customer service requests
- Suspend water service to approximately 500 locations monthly for delinquent payment, defaulted pay arrangements, NSF checks, and unauthorized usage
- Complete all requested residential and commercial meter rereads within two business days
- Maintain meter change out program to replace water meters at the end of their expected lifespan, as identified by the manufacturer, with a new meter by replacing at least 10% of existing meters annually and testing residential meters at 10 years of age and all of the top ten water consumers annually.

CORE FUNCTION: #3 Citizen Call Center

Action:

- Serve as the first point of contact for those visiting the Government Center
- Respond to customer inquiries and concerns
- Effectively communicate to meet our customers' needs

Activity Measurement:

- Respond to 100 citizen calls per day
- Respond to 20 daily customer emails per day
- Create ten daily citizen requests for service within *Gov Outreach*

**SUMMARY
UTILITY BILLING / METER READING**

EXPENDITURES	ACTUAL FY 10-11	BUDGET FY 11-12	ESTIMATED FY 11-12	BUDGET FY 12-13
Personnel	\$ 672,823	\$ 779,495	\$ 804,295	\$ 814,695
Supplies	36,774	42,325	28,300	83,100
Maintenance	25,345	10,045	9,985	9,795
Services	371,696	304,670	347,990	369,300
Utilities	2,583	2,875	2,625	2,625
Sundry	11,599	11,315	8,865	11,565
Capital Outlay	-	29,000	29,760	-
TOTAL Department Budget	\$ 1,120,820	\$ 1,179,725	\$ 1,231,820	\$ 1,291,080

STAFFING	ACTUAL FY 10-11	BUDGET FY 11-12	ESTIMATED FY 11-12	BUDGET FY 12-13
Customer Service Manager	1.00	1.00	1.00	1.00
Customer Service Specialist	1.00	1.00	1.00	1.00
Senior Meter Reader	1.00	1.00	1.00	1.00
Senior Customer Service Representative	1.00	1.00	1.00	1.00
Meter Reader Lead	1.00	1.00	1.00	1.00
Receptionist	1.00	1.00	1.00	1.00
Meter Reader	4.50	4.50	4.50	4.50
Customer Service Representative	5.50	5.50	5.50	5.50
TOTAL Department Staff	16.00	16.00	16.00	16.00

PERFORMANCE INDICATORS	ACTUAL FY 10-11	BUDGET FY 11-12	ESTIMATED FY 11-12	BUDGET FY 12-13
Percentage of bills issued by scheduled billing date	99%	99%	99%	99%
Percentage of payments posted within 24 hours	100%	100%	100%	100%
Percentage of meters read 7 days before billing date	100%	100%	100%	100%

PUBLIC WORKS ADMINISTRATION / ENGINEERING

MISSION STATEMENT:

The mission of the Public Works Department is to provide the highest quality water, sewer, traffic and drainage infrastructure systems in a manner that is consistent with Professional Engineering Principles.

CORE FUNCTIONS:

- 1) **Administer departmental operations** - Provide engineering and technical staff support for Public Works functions including Operations (Fleet Maintenance, Water and Sewer and Streets and Drainage Divisions)
- 2) **Review development plans and plats and perform construction inspection-** Review plans to assure conformance to City design standards, ordinances and accepted engineering practices and provide inspection services to assure compliance with plans and specifications
- 3) **Manage Capital Projects** - Coordinate and manage the design and construction of water, sewer, drainage and streets Capital Improvement Projects (CIP) and provide inspection services to assure compliance with plans and specifications
- 4) **Provide citizen assistance** - Inform citizens and offer advice pertaining to traffic, drainage and various related issues

2012 - 2013 WORK PLAN

CORE FUNCTION: #1 Administer departmental operations

Action:

- Review and approve Right-of-Way Work Permit requests
- Permit and monitor construction activity of franchise utilities within City right-of-way/easements
- Provide construction inspections for all projects under construction within City right-of-way
- Implement the City's water, sewer, storm water and transportation master plans and update as needed
- Assure compliance with federal, state and local requirements pertaining to the operation of water, sewer and storm water systems (Clean Water Act, National Pollutant Discharge Elimination Systems (NPDES), etc.)
- Coordinate with federal, state and county agencies regarding regional transportation initiatives
- Seek outside funding sources for new projects

Activity Measurement:

- Review and approve Right-of-Way Work Permit requests within five working days
- Review Citizens' Information/Request Center (CIRC) printout - to ensure timely responses to customer requests monthly
- Submit application for available state, county, and federal grants for City and school-related safety projects within deadlines
- Attend transportation and water and waste water related committee meetings monthly (i.e. North Central Texas Council of Government committees, Trinity River Authority committees, etc.)
- Continue to explore funding sources for new projects as these funding sources become available

Meets City Council's Premier Statements:

Cedar Hill has Excellent, Safe and Efficient Infrastructure.

Cedar Hill is Safe.

Cedar Hill is Clean.

CORE FUNCTION: #2 Review development plans and plats and perform construction inspection

Action:

- Advise developers and contractors regarding infrastructure improvements required for development
- Review site plans and engineering plans, plats and contractor specifications for compliance with the City's Comprehensive Plan, City ordinances, and the various infrastructure system master plans
- Perform daily inspections of construction for development related projects within City's right of way and/or public easements
- Obtain required fees and documentation from developers and contractors

Activity Measurement:

- Review each submitted set of plans and specifications to assure compliance with comprehensive plan and construction standards within ten working days
- Review all plans within ten working days
- Perform daily inspections of construction projects taking place within the City's right-of-way
- Receive required fees and documentation from developers and contractors within five business days from the date of the preconstruction meeting

Meets City Council's Premier Statements:

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CORE FUNCTION: #3 Manage capital projects

Action:

- Develop design criteria
- Review engineering plans and specifications
- Develop project construction schedules
- Acquire the required Right-of-Way (ROW), Right-of-Entry (ROE) and easements
- Coordinate contractor's activities and project schedules
- Manage Capital Improvement Program budget
- Verify that quantities which are invoiced for capital projects on a monthly basis are for work completed to date
- Develop scope of services and administer professional services agreements
- Provide project management and contract administration for all capital improvement projects
- Inform the public of Capital Improvement Projects (CIP)

Activity Measurement:

- Assure compliance with the comprehensive plan and with the various infrastructure system master plans on every capital project
- Review all engineering plans and specifications to assure compliance with City design criteria and construction standards within three weeks
- Coordinate with residents, business owners, franchise utilities, other agencies and contractor to complete construction of all capital projects within project schedule
- Provide construction inspection services for all capital projects
- Review and process all contractor pay estimates submitted for payment monthly
- Monitor the progress of construction weekly to ensure the approved budget is not exceeded
- Seek input from and inform the public on all Capital Improvements Projects (CIP) prior to, during, and after project implementation via the website, public information meetings and mailings

Meets City Council's Premier Statements:

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CORE FUNCTION: #4 Provide citizen assistance

Action:

- Respond to citizen requests and offer assistance as required to resolve water, sewer, drainage, traffic and other public improvement related issues
- Meet with citizens regarding environmental issues
- Provide information and assistance to citizens regarding on-going construction projects within the City's right-of-way and easements
- Promote environmental protection
- Implement citizen education campaigns

Activity Measurement:

- Respond to citizens within two working days of request
- Provide public information regarding various environmental policies and issues via City newsletter and website quarterly
- Update the website monthly (or as needed) with status of ongoing construction projects
- Distribute public education materials by July 1st for the Water Quality Report
- Post changes to current water conservation stages to the website and to the hotline within 48 hours
- Participate in annual City-wide programs to distribute educational materials (Neighborhood Block Party/Country Day)

Meets City Council's Premier Statements:

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**SUMMARY
PUBLIC WORKS ENGINEERING**

EXPENDITURES	ACTUAL FY 10-11	BUDGET FY 11-12	ESTIMATED FY 11-12	BUDGET FY 12-13
Personnel	\$ 951,199	\$ 1,019,345	\$ 992,900	\$ 1,007,605
Supplies	12,958	19,535	15,720	16,350
Maintenance	8,657	6,440	6,140	4,140
Services	16,306	41,625	37,905	35,675
Utilities	5,657	6,620	6,820	6,820
Sundry	28,645	38,725	32,825	38,225
Capital Outlay	20,215	-	-	-
TOTAL Department Budget	\$ 1,043,637	\$ 1,132,290	\$ 1,092,310	\$ 1,108,815

STAFFING	ACTUAL FY 10-11	BUDGET FY 11-12	ESTIMATED FY 11-12	BUDGET FY 12-13
Public Works Director	1.00	1.00	1.00	1.00
Civil Engineer	2.00	2.00	2.00	2.00
Project Engineer	0.00	1.00	1.00	1.00
Civil Engineer in Training (EIT)	1.00	0.00	0.00	0.00
Environmental Project Coordinator	1.00	1.00	1.00	1.00
GIS Coordinator	1.00	1.00	1.00	1.00
Construction Inspector	2.00	2.00	2.00	2.00
GIS Technician	1.00	1.00	1.00	1.00
Executive Secretary	1.00	1.00	1.00	1.00
Administrative Secretary	1.00	1.00	1.00	1.00
Data Entry Clerk	1.00	1.00	1.00	1.00
TOTAL Department Staff	12.00	12.00	12.00	12.00

PERFORMANCE INDICATORS	ACTUAL FY 10-11	BUDGET FY 11-12	ESTIMATED FY 11-12	BUDGET FY 12-13
Percentage of right-of-way requests reviewed within five working days	95%	95%	95%	95%
Percentage of plans reviewed within 10 working days	95%	95%	95%	95%
Compliance of capital projects with Master Plan	100%	100%	100%	100%

WATER and SEWER OPERATIONS

MISSION STATEMENT:

The mission of the Water and Sewer Department is to provide superior service through a well-maintained water distribution and wastewater collection infrastructure for Cedar Hill citizens and businesses.

CORE FUNCTIONS:

- 1) **Maintain water distribution system** - Ensure that water mains, valves and fire hydrants function properly and that adequate water pressure is consistently maintained
- 2) **Maintain wastewater collection system** - Minimize service interruptions - due to blockages
- 3) **Maintain water pump stations** - Ensure that pump stations function properly
- 4) **Respond to customer requests** - Resolve all water and sewer complaints

2012 - 2013 WORK PLAN

CORE FUNCTION: #1 Maintain water distribution system

Action:

- Operate and maintain 318 miles of water mains, valves and fire hydrants
- Comply with Texas Commission on Environmental Quality Rules and Regulations

Activity Measurement:

- Monitor system pressures daily
- Flush dead end mains monthly
- Repair major water leaks within one day
- Perform leak detection monthly
- Monitor water quality by collecting bacteriological samples monthly
- Complete reporting requirements monthly/annually

Meets City Council's Premier Statements:

Cedar Hill is Safe.
Cedar Hill is Clean.

CORE FUNCTION: #2 Maintain wastewater collection system

Action:

- Operate and maintain 245 miles of wastewater mains and manholes
- Operate and maintain 20 lift stations

Activity Measurement:

- Perform cleaning of problematic areas weekly
- Administer Inflow and Infiltration Program annually
- Clean lift stations monthly
- Complete routine repairs to lift stations within three business days

Meets City Council Premier Statements:

Cedar Hill is Safe.
Cedar Hill is Clean.

CORE FUNCTION: #3 Maintain water pump stations

Action:

- Operate and maintain pumps, motors and storage tanks at all pump stations

Activity Measurement:

- Pump 3 billion gallons of water through City water pump stations annually
- Complete emergency repairs on pump stations and ground storage tanks within 24 hours
- Complete routine repairs on pump stations and ground storage tanks within five business days
- Perform preventative maintenance on pump stations monthly

Meets City Council Premier Statements:

Cedar Hill is Safe.
Cedar Hill is Clean.

CORE FUNCTION: #4 Respond to customer requests

Action:

- Acknowledge and respond to water and sewer concerns (approximately 100 requests received per week)
- Minimize complaints by reducing service interruptions
- Provide advance notification for scheduled repairs

Activity Measurement:

- Respond to routine customer requests within 24 hours and provide a timeline for repairs
- Resolve routine water and sewer complaints within two business days
- Respond to emergencies within 45 minutes
- Provide 24 hour advance notification on scheduled repairs
- Provide immediate notification for emergency repairs

Meets City Council Premier Statements:

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**SUMMARY
WATER and SEWER OPERATIONS**

EXPENDITURES	ACTUAL FY 10-11	BUDGET FY 11-12	ESTIMATED FY 11-12	BUDGET FY 12-13
Personnel	\$ 977,042	\$ 1,036,715	\$ 1,006,480	\$ 1,015,475
Supplies	174,275	151,350	172,250	137,250
Maintenance	203,070	228,700	217,700	230,200
Services	8,047,988	8,912,305	8,449,480	9,066,250
Utilities	462,765	411,460	410,300	426,800
Leases / Rentals	2,896	9,000	9,000	9,000
Sundry	10,174	16,800	17,000	18,500
Capital Outlay	167,611	73,000	73,000	-
TOTAL Department Budget	\$ 10,045,821	\$ 10,839,330	\$ 10,355,210	\$ 10,903,475

STAFFING	ACTUAL FY 10-11	BUDGET FY 11-12	ESTIMATED FY 11-12	BUDGET FY 12-13
Operations Manager	1.00	1.00	1.00	1.00
Utilities Supervisor	1.00	1.00	1.00	1.00
Utilities Maintenance Crew Chief	4.00	4.00	4.00	4.00
Utilities Technician	2.00	2.00	2.00	2.00
Mechanic	1.00	1.00	1.00	1.00
Utilities Maintenance Worker	7.00	7.00	7.00	7.00
Part-Time Utilities Laborer	0.65	0.65	0.65	0.65
TOTAL Department Staff	16.65	16.65	16.65	16.65

PERFORMANCE INDICATORS	ACTUAL FY 10-11	BUDGET FY 11-12	ESTIMATED FY 11-12	BUDGET FY 12-13
Percentage of routine repairs completed within five business days	95%	95%	95%	95%
Percentage of customer requests responded within 24 hours	100%	100%	100%	100%

SUMMARY
WATER and SEWER - INFORMATION TECHNOLOGY

EXPENDITURES	ACTUAL	BUDGET	ESTIMATED	BUDGET
	FY 10-11	FY 11-12	FY 11-12	FY 12-13
Supplies	\$ 15,779	\$ 30,200	\$ 27,650	\$ 27,650
Maintenance	74,162	87,050	89,045	89,045
Services	40,045	51,550	58,075	58,075
Lease / Rentals	28,605	41,660	39,160	39,160
Sundry	5,145	7,895	6,895	6,895
Capital Outlay	5,630	-	60,100	-
TOTAL Department Budget	\$ 169,366	\$ 218,355	\$ 280,925	\$ 220,825

STAFFING	ACTUAL	BUDGET	ESTIMATED	BUDGET
	FY 10-11	FY 11-12	FY 11-12	FY 12-13

(Budgeted in the General Fund)

SUMMARY
WATER and SEWER - NON-DEPARTMENT

EXPENDITURES	ACTUAL	BUDGET	ESTIMATED	BUDGET
	FY 10-11	FY 11-12	FY 11-12	FY 12-13
Supplies	\$ -	\$ -	\$ -	\$ -
Services	11,790	24,000	9,705	22,000
Sundry	-	-	-	-
Debt Service/Transfers	3,734,101	3,675,160	3,738,160	3,753,290
TOTAL Department Budget	\$ 3,745,891	\$ 3,699,160	\$ 3,747,865	\$ 3,775,290

STAFFING	ACTUAL	BUDGET	ESTIMATED	BUDGET
	FY 10-11	FY 11-12	FY 11-12	FY 12-13

None

