

**WATER & WASTEWATER SERVICES  
FISCAL OPERATIONS**

**Fiscal Year 2008  
2nd Quarter**

**Goal Statement**

The division is responsible for providing financial management to Water and Wastewater Services through safeguarding resources; billing and collection for services rendered; promoting efficiency; providing accurate and timely financial and management reports and insuring the practice of sound fiscal policy.

<b>Performance Measures</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2008 Year-to-Date</b>	<b>FY 2008 Projected</b>	
Payment documents processed	6,410	5,863	13,600	
Purchase documents processed	845	1,093	1,400	
Payroll checks processed	5,036	4,925	10,060	
Bills issued	328,909	345,042	660,000	
Average cost per customer account per month	6.00	5.17	5.00	
Customer complaints responded to in 24 hours (%)	100	100	95	
Write-offs as a percent of total billed	0.00	0.07	2.00	
Financial management reports completed within 20 days of monthly close	100	100	100	
External audit comments	0	0	0	
Defaults under bond resolution	0	0	0	
Revenue generated from the revenue protection program	338,700	293,800	600,000	
External customer satisfaction rating	N/A	N/A	N/A	1,2

**Notes**

- 1 The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculation methodology have changed.
- 2 Measure reported annually.