

# BROWNSBURG UTILITY DEPARTMENT

61 NORTH GREET STREET  
Brownsburg IN 46112

## 1st Report

Respectfully Submitted May 2012 by:  
Debbie Bernhardt, Superintendent

### Summary

Phase II of price increase went into effect on the January 2012 bills. It was to take effect the first full billing cycle after the closing of the sale of the water bond. Customers were aware of this increase due to notices and our web site. There were very few calls received concerning this increase. Average consumer seen an increase of less than 8 cents per day.

### Current Projects

- Annual Fire Protection Service and Private Hydrant Fees were mailed out in January. Acting Fire Marshall helped with any updates that were added to the list this year. There were some questions from businesses about this fee. The Town manager and I addressed those concerns and I believe he has discussed them with you.
- All new Customers from the recent annexations have been added to our billing system, and are receiving monthly bills for storm water.

Below is a chart for the 1<sup>st</sup> quarter showing some of the activities in the department.

	Bills printed	Bills e-mailed	Work orders	Shut offs for non payments
January	8,405	312	353	34
February	8,404	317	355	36
March	8,414	328	413	43

\*All utility bills are printed, sorted, torn apart and mailed from the utility office monthly.

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- 3.7% of our customers are using the e-mail option we offer, that is having the bill e-mailed to them from our office instead of using the mail.
- 12 % of our customers are using ACH, which is having the payment automatically taken out of their account each month.

We try to encourage these options to save time and money.

As of 3-31-12 -below shows uncollected balances.

<u>Balance</u>	<u>Current</u>	<u>31-60 days</u>	<u>61-90 days</u>	<u>91 or more days</u>	<u>lien /or collections</u>
52,909.29	32,469.96	5,516.57	3,140.45	6,342.81	5,439.50
	61.7%	10.4%	5.9%	12%	10%

We try to collect all payment in office, opting not to use the collection agency. We will work with the customers with setting up payment arrangements.

The follow page is revenues for the 1<sup>st</sup> quarter of 2012 and all of 2011 for comparison.

### 2012 Utility Revenues

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Fire Protection	38,243.13	38,441.04	38,094.76										
Non-Sufficient Funds	348.96	231.42	321.26										
Reconnection Fees	1,028.02	1,288.14	1,502.64										
Storm	85,110.42	86,665.33	94,942.13										
Sewer	284,409.79	278,893.04	268,029.45										
Water	212,224.14	212,333.41	201,165.16										
Other	-2,604.96		-887.67										
<b>Total</b>	<b>618,759.50</b>	<b>617,852.38</b>	<b>603,167.73</b>	<b>0.00</b>	<b>1,839,779.61</b>								

### 2011 Utility Revenues

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Fire Protection	35,047.01	33,954.64	34,722.85	31,522.02	35,195.26	35,128.34	33,869.19	34,818.74	35,014.16	34,775.42	34,416.37	34,769.11	413,233.11
Non-Sufficient Funds	643.32	331.93	289.44	173.64	251.86	341.58	378.99	481.39	261.91	278.53	186.64	255.72	3,874.95
Reconnection Fees	1,921.94	292.37	2,451.06	1,360.23	1,417.95	1,008.68	1,382.24	1,114.93	1,043.12	1,799.05	1,248.85	2,054.63	17,095.05
Storm	95,084.64	83,027.27	85,663.69	79,197.63	84,157.64	86,247.19	83,213.61	83,101.66	85,197.21	81,643.48	83,690.27	91,172.18	1,021,396.47
Sewer	298,670.04	277,763.54	289,116.31	244,613.29	296,868.02	279,522.65	301,036.20	334,793.74	363,059.85	368,490.75	297,612.56	285,675.04	3,637,221.99
Water	207,965.81	192,669.65	201,987.50	175,316.37	204,392.53	192,830.57	218,501.45	251,833.12	289,370.12	290,499.66	220,756.75	200,034.84	2,646,158.37
Other	-1,794.74	-1,659.53	-1,070.40	-899.21	-1,480.35	-852.95	-2,334.72	-2,487.86	-1,600.52	-1,587.73	-1,261.46	-718.87	-17,748.34
<b>Total</b>	<b>637,538.02</b>	<b>586,379.87</b>	<b>613,160.45</b>	<b>531,283.97</b>	<b>620,802.91</b>	<b>594,226.06</b>	<b>636,046.96</b>	<b>703,655.72</b>	<b>772,345.85</b>	<b>775,899.16</b>	<b>636,649.98</b>	<b>613,242.65</b>	<b>7,721,231.60</b>