



## **MEMO**

To: Mayor and City Council  
From: John Wagner, Water Superintendent  
Date: February 7, 2012  
Re: Reorganizing of Utility Billing Group

---

The Utility Billing Group is one of the three sub-divisions within the Water Division.  
Responsibilities Include:

- Customer inquiry concerning utility bills with Water, Water Reclamation and Solid Waste
- Printing and mailing of the utility bills
- Account set up and closing
- Meter reading to include automatic meter reading with hand held and radio technology
- Field support for customers including water shut-off and activations, special meter reads, assistance with leaks in the home and after hours service
- Support for the Water Reclamation and Solid Waste Divisions concerning billing issues
- Management of the CIS Infinity Utility Billing Software

For the last several years, this group, with the aid of a temporary employee, has been updating the meter reading system with automatic meter reading (AMR) radio read technology. The group is scheduled to install 3,000 “radio boxes” this year with an expected completion date of 2013. Radio meter reading enables the City to use one meter reader with a drive-by unit to collect the meter reading without leaving the vehicle. In prior years we have employed as many as four employees as meter readers in order to obtain all of the meter readings manually. Automation of meter reading has increased efficiency, minimized human error on readings and reduced worker compensation claims for slips, trips and falls. Automation has also enabled us to reduce the number of meter readers needed to accomplish this task.

This group currently has one vacancy open. Instead of filling this position I would like to create a new position called Utility Field Crew Chief. This position will manage the day to day activities of the field crew, meter reader and meter repair person.

Currently, Connie Namanny is the supervisor for the Utility Billing Group. Connie’s duties have shifted since 2007 when the City converted over to new utility billing software namely CIS Infinity. This shift has taken away the time needed to manage the day to day operations of the field crew, meter readers and the meter repair person. The proposed Utility Field Chief will perform these tasks and report to Connie Namanny.

The hope is to fill this position with existing staff which could lead to a potential cost savings in staff wages alone in the neighborhood of \$20,000 annually.

Attached with this memo are two flow charts showing the current staff alignment and the proposed alignment. If you have any questions, please feel free to call me and we can discuss further.

Thank you.