



# Public Works & Utilities Business Office



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## 2006 Annual Report

The Lincoln Department of Public Works & Utilities purpose is to serve the community growth, well-being, and economic success. Working together to provide quality services to our customers, the Public Works & Utilities Business Office is responsible for administrative support for our Department, customer billings and collections; permits for new and replacement water and sanitary sewer services; commercial building and fire suppression plan utility review and approval; financial projections for water, wastewater, parking, solid waste funds; cost accounting; inventory, budget and project accounting; financial GAAP reporting for Water, Wastewater, and JAVA; determination and collection of impact fees; and management of public parking facilities.

### **Statistics for Fiscal Year 2005-06:**

- Number of Water Customers: 75,919 resulting in 453,533 billings.
- Number of Wastewater Customers: 75,573 resulting in 452,663 billings.
- Of those total customers, 2,488 are signed up for e-billing and 9,505 customers signed up for auto bank payment.
- The Water/Wastewater Customer Service area had 68,455 incoming customer calls handled by 8 Customer Service employees.
- Number of Active Solid Waste charge account customers was 450. Approximately 325 statements were processed each month.
- Bonded indebtedness of Lincoln Water System at August 31, 2006, was \$77,550,000.
- Bonded indebtedness of Lincoln Wastewater System at August 31, 2006, was \$67,685,000.
- Total number of impact fee applications processed was 1,758.
- Six employees did project accounting for 1,406 Capital Improvement Projects during Fiscal Year 2005-06.