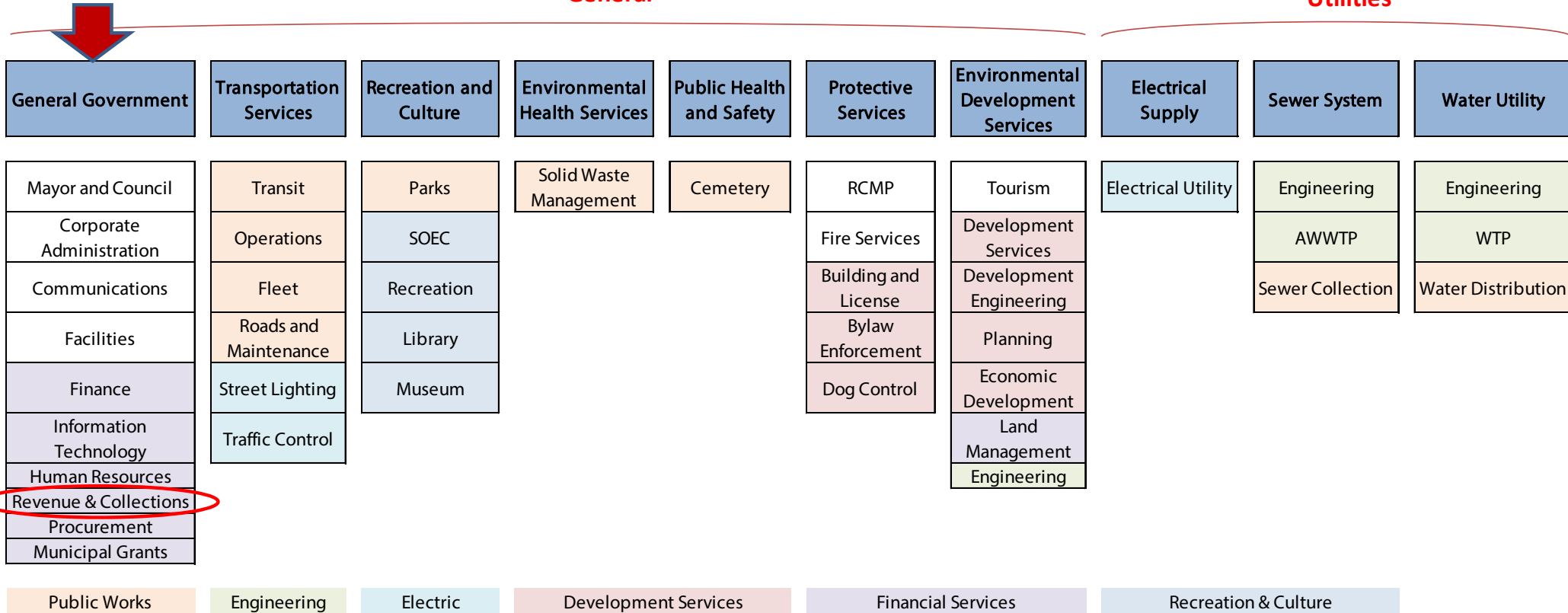


# City of Penticton: Financial Plan Reporting Structure

## General

## Utilities



# General Government: Revenue & Collections



# Overview

## *General Government Revenue & Collections*

- ❖ City Hall Reception and Cashiering Services
  - Dog tags, Parking permits, Municipal tickets, Transit passes
- ❖ Electric, Water & Sewer Utility Billing and Collections
- ❖ Property Tax Billing and Collections

- 31.44% of Utility accounts are e-billed, up 1.77%
- 18,360 Utility accounts billed per month, up 1.00%
- 1,093 rental properties participate in the Landlord Notification of Arrears program
- There are an average of 607 Utility customers moving in and out of properties each month
- Utilities staff field an average of 2,277 phone calls each month
- Reception staff field an average of 2,730 phone calls each month

- 34.00% of the 9,907 Home Owner Grants in 2017 were claimed electronically, up 2.00%
- 4 properties went to Tax Sale in 2017
- Cashiers field an average of 5,199 walk-in customers each month
- More than 16,500 payments are received via online methods each month
  - 6,500+ online banking
  - 7,000+ Utilities pre-authorized payments
  - 3,000+ Taxes pre-authorized payments



# 2017 Accomplishments

## *General Government Revenue & Collections*

- Successful implementation of changes to sewer billing as part of the Utilities Bill and cart garbage & recycling billing on the annual Tax Notice.
- MyCity and electronic Home Owner Grant promotion through various mail-outs such as the annual Tax Guide and pamphlets completed, resulting in further uptake of eServices.
- Service levels reviewed and actions required to improve have been documented. Long-term plan being actively implemented.
- Options for Equalized Utility Billing have been compiled and are under review.
- Successful integration of provincial reporting changes for School Tax remittances and Home Owner Grants claimed.



# 2018 Initiatives

## *General Government Revenue & Collections*

- Continuing to improve financial transparency through:
  - Enhancement of Utility Bills for information and readability
- Continuing to improve fiscal sustainability through:
  - Aiming to provide an equitable tax burden across properties
  - Review of the Permissive Tax Exemption Policy
- Continuing to improve customer access to information through:
  - Enhancement of public website information and customer ability to self-service



# Staffing

## *General Government Revenue & Collections*

<u>2017</u>	<u>2018</u>
9	9



# Highlights

## General - Other Revenue & Collections

	2018 Budget	% change	Trend
Total Revenue	-142,800		→
Operational Expense	942,800		↑
Total Internal Allocation In	9,337		→
Total Internal Allocation Out	<u>0</u>		→
Net Operating Expense	809,337	2.99%	↑
Total Capital	0		→
Cost per Capita	23.97		→
% of Property Tax	2.52%		↓



# 2018 Budget

## General - Other Revenue & Collections

Expenses	2017 Budget	2017 Forecast	2018 Budget	2019 Budget	2020 Budget	2021 Budget	2022 Budget
Goods and Services	244,660	243,810	245,500	250,061	254,712	259,455	264,291
Salaries and Benefits	679,283	679,283	697,300	697,300	697,300	697,300	697,300
Internal Allocation In	9,021	9,021	9,337	9,407	9,478	9,551	9,625
Recoveries	<u>-150,000</u>	<u>-146,300</u>	<u>-142,800</u>	<u>-135,660</u>	<u>-128,877</u>	<u>-122,434</u>	<u>-116,312</u>
Net Operating Expense	782,964	785,814	809,337	821,107	832,612	843,872	854,904





# Summary

- Continued focus on customer service
- Delivery of timely and accurate billing
- 2018 will focus on improvements to:
  - City public website pages for Utilities and Property Taxes
  - Appearance and readability of bills
  - Increasing e-Services for citizens
  - Permissive Tax Exemption process



# Questions

