



# **Customer Service Budget FY 2025-26**

---

**Public Utilities Board  
July 28, 2025**



Fiscal Year 2025-26

# Customer Service 5-Year Preliminary Forecast

|                                | 2023-24<br>ACTUALS  | 2024-25 MOD<br>BUDGET | 2024-25 EOY<br>ESTIMATE | 2025-2026<br>PROPOSED | FY 2026-27<br>Projected | FY 2027-28<br>Projected | FY 2028-29<br>Projected | FY 2029-30<br>Projected |
|--------------------------------|---------------------|-----------------------|-------------------------|-----------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| <b>Beginning Fund Balance</b>  | \$ 391,787          | \$ 1,301,103          | \$ 439,317              | \$ 439,317            | \$ 439,317              | \$ 439,317              | \$ 439,317              | \$ 439,317              |
| Convenience Fees               | \$ -                | \$ -                  | \$ -                    | \$ 1,335,102          | \$ 1,375,155            | \$ 1,416,410            | \$ 1,458,902            | \$ 1,502,669            |
| Other Revenue                  | 517,037             | 318,607               | 492,036                 | 445,425               | 458,788                 | 472,551                 | 486,727                 | 501,329                 |
| Cost of Service - General Fund | 157,319             | 853,328               | 765,710                 | 659,087               | 691,210                 | 724,582                 | 759,981                 | 796,808                 |
| Cost of Service - Electric     | 4,341,068           | 5,117,252             | 4,569,453               | 4,882,015             | 5,022,436               | 5,164,637               | 5,313,776               | 5,465,149               |
| Cost of Service - Water        | 1,165,823           | 1,703,145             | 1,520,824               | 1,577,545             | 1,622,920               | 1,668,869               | 1,717,062               | 1,765,975               |
| Cost of Service - Wastewater   | 1,375,609           | 1,660,835             | 1,697,468               | 1,527,082             | 1,571,005               | 1,615,485               | 1,662,136               | 1,709,485               |
| Cost of Service - Solid Waste  | 1,516,290           | 2,139,418             | 1,910,393               | 1,336,321             | 1,374,758               | 1,413,681               | 1,454,504               | 1,495,938               |
| Cost of Service - Streets      | -                   | -                     | 69,704                  | 81,755                | 84,107                  | 86,488                  | 88,986                  | 91,521                  |
| Cost of Service - Airport      | 8,249               | 10,252                | 9,154                   | 11,104                | 11,424                  | 11,747                  | 12,087                  | 12,431                  |
| Cost of Service - Fleet Svcs   | 8,326               | 6,739                 | 6,018                   | 7,062                 | 7,265                   | 7,471                   | 7,686                   | 7,905                   |
| Cost of Service - Tech Svcs    | -                   | -                     | -                       | 1,006                 | 1,035                   | 1,064                   | 1,095                   | 1,126                   |
| Cost of Service - Engineering  | 7,216               | 6,341                 | 5,662                   | 10,094                | 10,385                  | 10,679                  | 10,987                  | 11,300                  |
| <b>Total Revenue</b>           | <b>\$ 9,096,937</b> | <b>\$ 11,815,917</b>  | <b>\$ 11,046,422</b>    | <b>\$ 11,873,598</b>  | <b>\$ 12,230,486</b>    | <b>\$ 12,593,664</b>    | <b>\$ 12,973,929</b>    | <b>\$ 13,361,635</b>    |
| Personnel Services             | \$ 4,425,549        | \$ 6,565,684          | \$ 5,220,285            | \$ 6,275,996          | \$ 6,464,276            | \$ 6,658,204            | \$ 6,857,950            | \$ 7,063,689            |
| Materials & Supplies           | 388,864             | 474,130               | 393,418                 | 408,995               | 421,185                 | 433,739                 | 446,668                 | 459,983                 |
| Maintenance & Repair           | 140                 | 1,500                 | -                       | -                     | -                       | -                       | -                       | -                       |
| Insurance                      | 109,142             | 113,609               | 113,609                 | 108,340               | 111,590                 | 114,938                 | 118,386                 | 121,938                 |
| Miscellaneous                  | 1,475               | 2,350                 | 1,500                   | 2,310                 | 2,379                   | 2,451                   | 2,524                   | 2,600                   |
| Operations                     | 2,763,110           | 2,850,074             | 3,356,303               | 3,180,964             | 3,276,393               | 3,375,938               | 3,479,712               | 3,587,830               |
| Transfers                      | 1,361,126           | 1,958,570             | 1,961,307               | 1,896,993             | 1,954,663               | 2,008,395               | 2,068,689               | 2,125,596               |
| <b>Total Expenditures</b>      | <b>\$ 9,049,407</b> | <b>\$ 11,965,917</b>  | <b>\$ 11,046,422</b>    | <b>\$ 11,873,598</b>  | <b>\$ 12,230,486</b>    | <b>\$ 12,593,664</b>    | <b>\$ 12,973,929</b>    | <b>\$ 13,361,636</b>    |
| <b>Ending Fund Balance</b>     | <b>\$ 439,317</b>   | <b>\$ 1,151,103</b>   | <b>\$ 439,317</b>       | <b>\$ 439,317</b>     | <b>\$ 439,317</b>       | <b>\$ 439,317</b>       | <b>\$ 439,317</b>       | <b>\$ 439,317</b>       |

Change in Fund Balance      \$ 47,530    \$ (150,000)    \$ -    \$ -    \$ -    \$ -    \$ -    \$ -



Fiscal Year 2025-26

# Customer Service Convenience Fee Update

---

## Current Expense:

- The City currently pays \$1,341,276 in Credit Card and eCheck processing fees annually related to utility bills.
- The City does not currently recover this cost through a dedicated fee.

## Cost Recovery Options Based on Presentation Feedback:

- Flat Rate Convenience Fee
- Percentage-Based Fee
- Tiered System for Convenience Fees
- Fee Based on Customer Type (Commercial/Residential)

**Staff is currently researching these options.**

# Questions?

---