

Finance Division
Monthly Activity Report

as of
April 30, 2015

58.33% of Fiscal Year



Prepared by Wendy M. Gholson, Director of Finance

5/21/2015

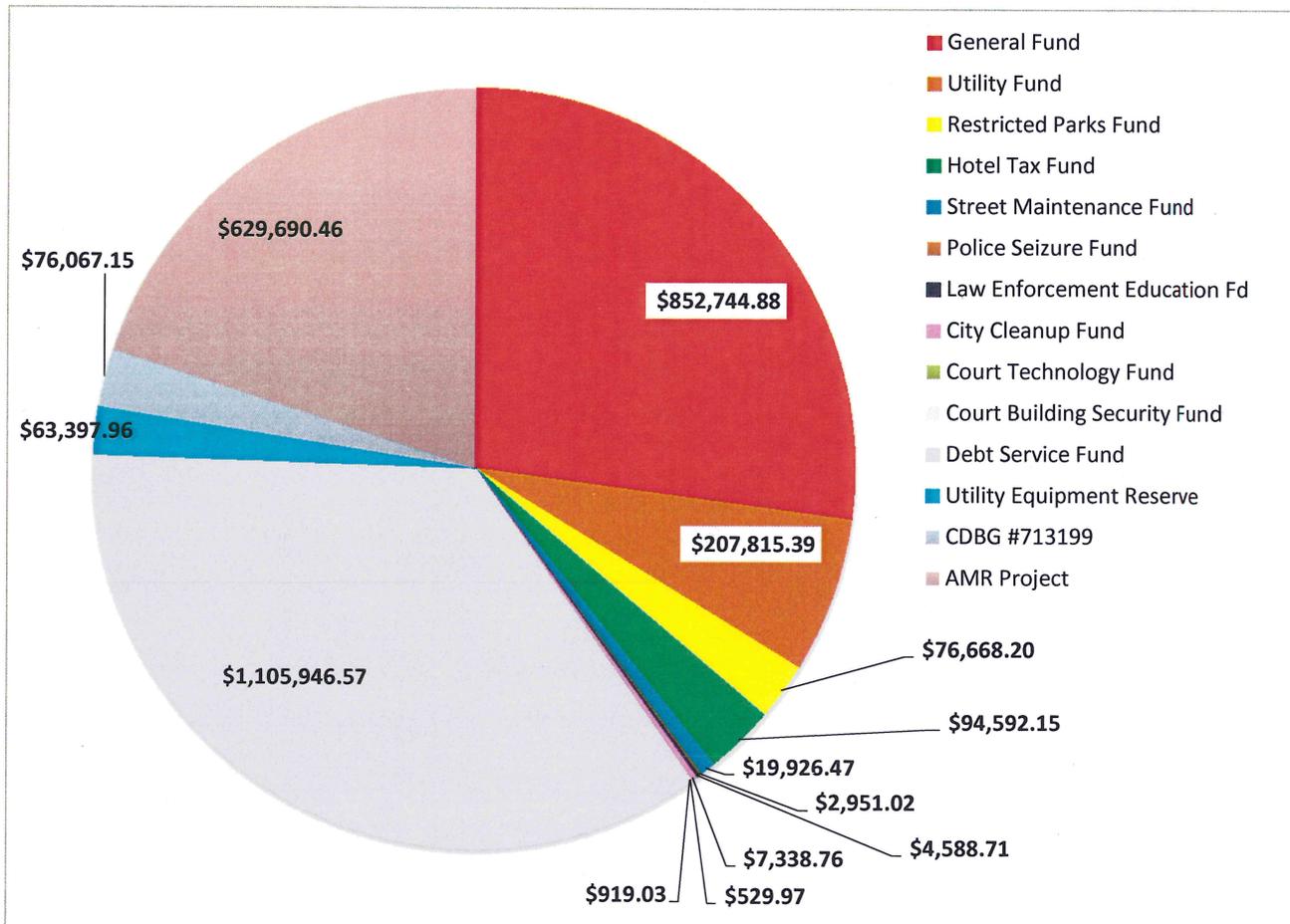
FINANCE Monthly Report

Period Ending 04/30/2015

PERCENT OF YEAR COMPLETED: **58.33%**

FUND BALANCES (Available Capital)	Beginning @ 10/01	YTD Revenues	YTD Expenses	Ending	% of Total
100 General Fund	\$ 161,388.92	\$ 2,673,901.59	\$ (1,982,545.63)	\$ 852,744.88	27.13%
200 Utility Fund	\$ 146,760.90	\$ 940,868.41	\$ (879,813.92)	\$ 207,815.39	6.61%
350 Restricted Parks Fund	\$ 116,574.98	\$ 241,945.15	\$ (281,851.93)	\$ 76,668.20	2.44%
360 Hotel Tax Fund	\$ 84,139.32	\$ 14,901.18	\$ (4,448.35)	\$ 94,592.15	3.01%
370 Street Maintenance Fund	\$ 2,026.25	\$ 17,900.22	\$ -	\$ 19,926.47	0.63%
375 Police Seizure Fund	\$ 2,791.24	\$ 2,322.53	\$ (2,162.75)	\$ 2,951.02	0.09%
376 Law Enforcement Education Fd	\$ 3,424.60	\$ 1,164.11	\$ -	\$ 4,588.71	0.15%
380 City Cleanup Fund	\$ 11,290.02	\$ 15,459.00	\$ (19,410.26)	\$ 7,338.76	0.23%
390 Court Technology Fund	\$ 1,656.57	\$ 1,750.29	\$ (2,876.89)	\$ 529.97	0.02%
391 Court Building Security Fund	\$ 7,821.31	\$ 1,312.72	\$ (8,215.00)	\$ 919.03	0.03%
400 Debt Service Fund	\$ 474,092.48	\$ 882,216.82	\$ (250,362.73)	\$ 1,105,946.57	35.19%
502 Utility Equipment Reserve	\$ 40,000.00	\$ 23,397.96	\$ -	\$ 63,397.96	2.02%
505 CDBG #713199	\$ 12,187.50	\$ 151,801.60	\$ (87,921.95)	\$ 76,067.15	2.42%
506 AMR Project	\$ -	\$ 629,690.46	\$ -	\$ 629,690.46	20.03%
Total	\$ 1,064,154.09	\$ 5,598,632.04	\$ (3,519,609.41)	\$ 3,143,176.72	100.00%

FUND BALANCES

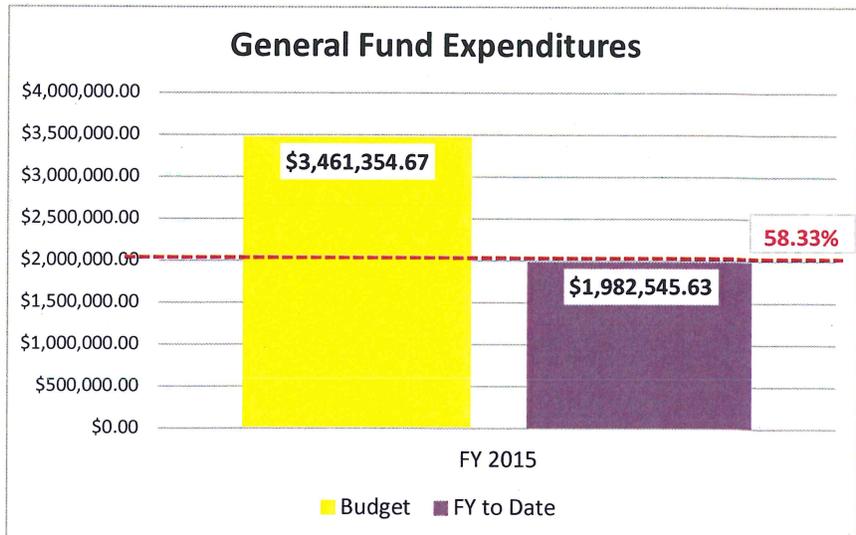
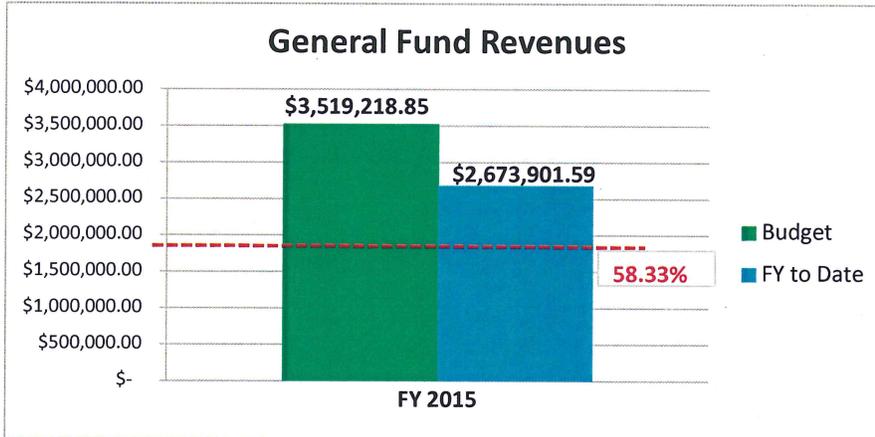


FINANCE
Monthly Report

Period Ending 04/30/2015

PERCENT OF YEAR COMPLETED: 58.33%

GENERAL FUND	FY 2015 Budget		Current Period	FY to Date	% of Budget
	ORIGINAL	PROPOSED			
Revenues	\$ 3,183,241	\$ 3,519,218.85	\$ 193,712.26	\$ 2,673,901.59	75.98%
Expenditures	\$ (3,130,151)	\$ (3,461,354.67)	\$ (274,574.96)	\$ (1,982,545.63)	57.28%
Non-Departmental	\$ (130,759)	\$ (113,699.95)	\$ (11,921.66)	\$ (85,801.40)	75.46%
Animal Control	\$ (73,795)	\$ (72,942.01)	\$ (6,348.86)	\$ (32,330.73)	44.32%
Fire	\$ (366,813)	\$ (460,542.80)	\$ (30,463.68)	\$ (200,814.78)	43.60%
Finance	\$ (223,235)	\$ (232,651.62)	\$ (13,716.78)	\$ (140,502.03)	60.39%
Code Compliance	\$ (125,180)	\$ (128,027.67)	\$ (9,066.40)	\$ (69,211.95)	54.06%
Administration	\$ (366,350)	\$ (362,349.62)	\$ (15,137.39)	\$ (196,632.21)	54.27%
Police	\$ (830,755)	\$ (953,673.97)	\$ (73,047.78)	\$ (619,884.72)	65.00%
Streets	\$ (440,616)	\$ (562,182.56)	\$ (66,073.43)	\$ (292,434.55)	52.02%
Municipal Court	\$ (90,248)	\$ (92,884.47)	\$ (7,655.89)	\$ (58,363.50)	62.83%
Solid Waste	\$ (482,400)	\$ (482,400.00)	\$ (41,143.09)	\$ (286,569.76)	59.41%
Surplus (Deficit) Revenues over Expenditures	\$ 53,090	\$ 57,864.18	\$ (80,862.70)	\$ 691,355.96	



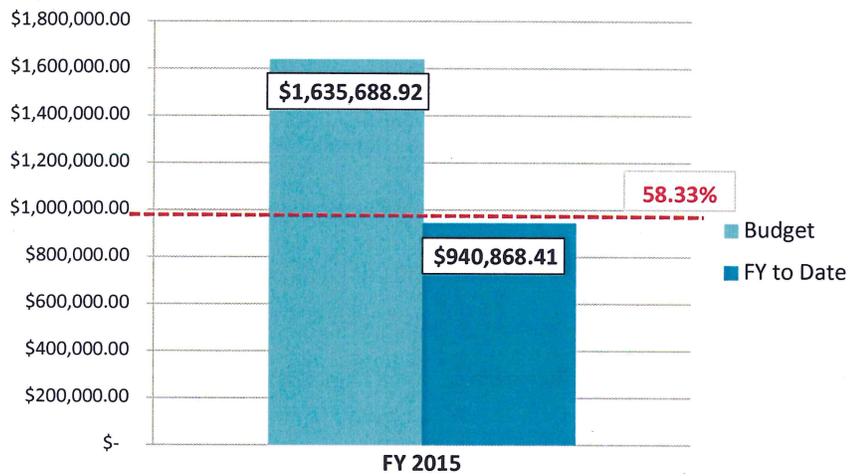
FINANCE Monthly Report

Period Ending 04/30/2015

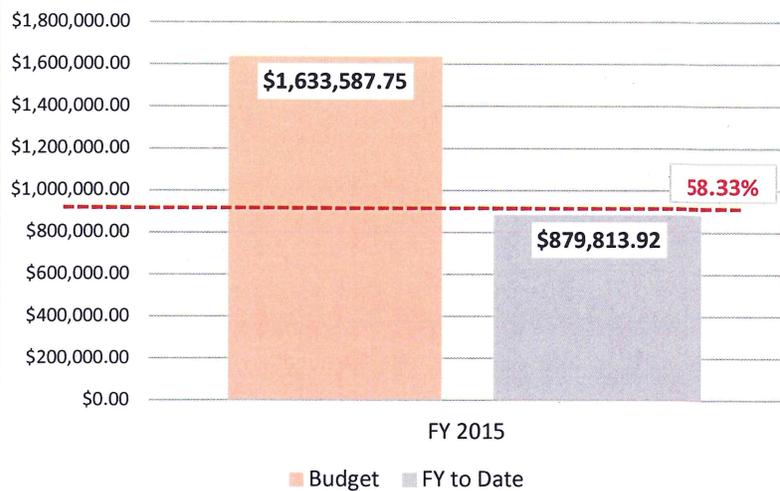
PERCENT OF YEAR COMPLETED: 58.33%

UTILITY FUND	FY 2015 Budget		Current Period	FY to Date	% of Budget
	ORIGINAL	PROPOSED			
Revenues	\$ 1,601,420	\$ 1,635,688.92	\$ 132,194.42	\$ 940,868.41	57.52%
Expenditures	\$ (1,580,795)	\$ (1,633,587.75)	\$ (143,737.43)	\$ (879,813.92)	53.86%
Non-Departmental	\$ (10,000)	\$ (5,000.00)	\$ -	\$ 761.26	-15.23%
Water	\$ (1,488,090)	\$ (1,545,340.19)	\$ (138,643.47)	\$ (835,191.27)	54.05%
Customer Service	\$ (82,705)	\$ (83,247.56)	\$ (5,093.96)	\$ (45,383.91)	54.52%
Surplus (Deficit) Revenues over Expenditures	\$ 20,625	\$ 2,101.17	\$ (11,543.01)	\$ 61,054.49	

Utility Fund Revenues



Utility Fund Expenditures



FINANCE
Monthly Report

Period Ending 04/30/2015

PERCENT OF YEAR COMPLETED: 58.33%

NON-OPERATING FUNDS	FY 2014 Budget Revenues	FY to Date Revenues	FY 2014 Budget Expenditures	FY to Date Expenditures	Surplus (Deficit)
350 Restricted Parks Fund	\$ 281,170.00	\$ 241,945.15	\$ (280,948.00)	\$ (281,851.93)	\$ (39,906.78)
360 Hotel Tax Fund	\$ 30,000.00	\$ 14,901.18	\$ (12,000.00)	\$ (4,448.35)	\$ 10,452.83
370 Street Maintenance Fund	\$ 30,000.00	\$ 17,900.22	\$ (30,000.00)	\$ -	\$ 17,900.22
375 Police Seizure Fund	\$ -	\$ 2,322.53	\$ -	\$ (2,162.75)	\$ 159.78
376 Law Enforcement Education Fd	\$ -	\$ 1,164.11	\$ -	\$ -	\$ 1,164.11
380 City Cleanup Fund	\$ 38,500.00	\$ 15,459.00	\$ (23,000.00)	\$ (19,410.26)	\$ (3,951.26)
390 Court Technology Fund	\$ -	\$ 1,750.29	\$ -	\$ (2,876.89)	\$ (1,126.60)
391 Court Building Security Fund	\$ -	\$ 1,312.72	\$ -	\$ (8,215.00)	\$ (6,902.28)
400 Debt Service Fund	\$ 896,387.00	\$ 882,216.82	\$ (983,696.00)	\$ (250,362.73)	\$ 631,854.09
502 Utility Equipment Reserve	\$ 40,000.00	\$ 23,397.96	\$ -	\$ -	\$ 23,397.96
505 CDBG #713199	\$ 272,312.50	\$ 151,801.60	\$ (278,875.00)	\$ (87,921.95)	\$ 63,879.65
506 AMR Project	\$ 629,690.46	\$ 629,690.46	\$ (629,690.46)	\$ -	\$ 629,690.46
	\$ 2,218,059.96	\$ 1,983,862.04	\$ (2,238,209.46)	\$ (657,249.86)	\$ 1,326,612.18

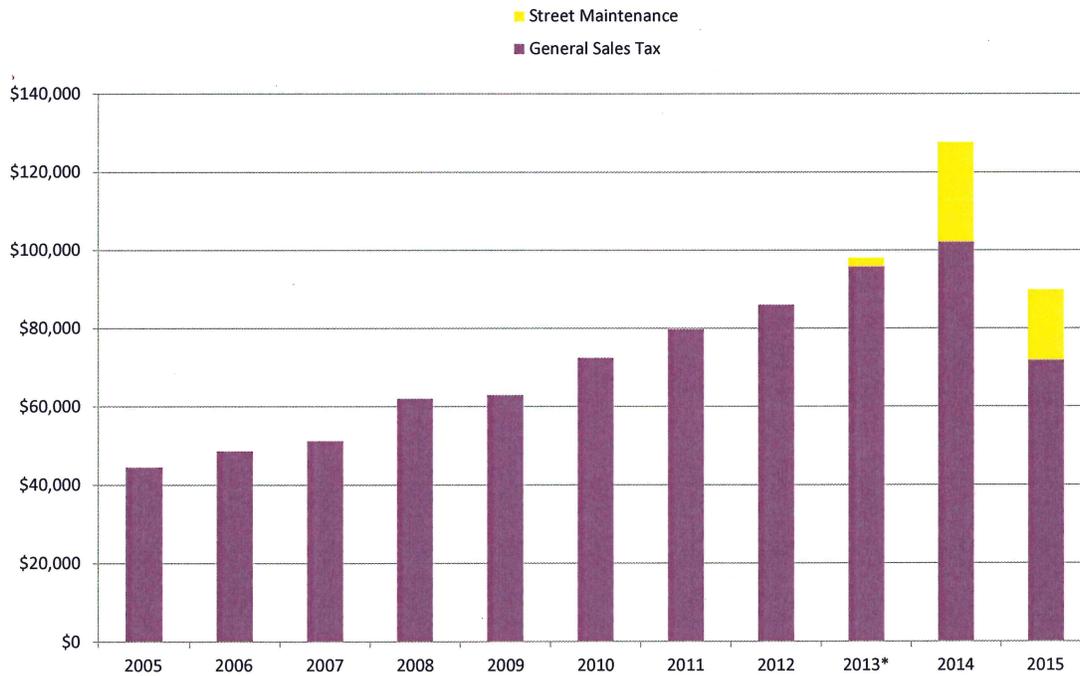
Accomplishments/Project	STATUS
TMRS Retirement Monthly Report - March	Completed
Sales Tax Monthly Report - March	Completed
Prepared & Presented City Quarterly Financial report for FY2015, March	Completed
Quarterly 941 Tax Report	Completed
Quarterly Unemployment Tax Report	Completed
Performed Annual Credit Review with Standard and Poors	Completed
Updated Transparency information and submitted application for Transparency Award	Completed
Received Texas Comptroller Leadership Circle GOLD Member Award	Completed
Obtained financing for Street department trucks	Completed
Prepared & Presented sales tax information for "Meet the Candidates" forum	Completed
Attended GFOAT Annual Spring Conference	Completed
Improve Utility & Court Collection Activities - Analyzing In-House collections	In Process
Research & Implement new Purchasing Card Program	In Process
Update of Base Rates for Master Meter Water Accounts	Pending
Establish Utility Dept Procedures that overlap with Billing	Pending
Establish Entity Controls for Compliance w/TMRS & GASB Compliance (10/01/2014)	Pending
Implement Disaster Recovery Services with Incode	Pending
Improve Merchant Services Contract	Not Started
Develop and Update Unclaimed Property Process	Not Started
Annual Employee Performance Reviews	Not Started

Prepared by: Wendy Gholson, Director of Finance

SALES TAX BY MONTH CURRENT & LAST TEN YEARS

Fiscal Year	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	%Δ
2005	3,945.60	5,492.73	2,969.60	2,595.17	4,250.46	3,264.72	2,687.04	4,635.33	2,792.43	3,416.45	5,165.91	3,288.39	44,503.83	
2006	4,034.49	3,813.85	3,150.19	2,850.88	3,925.31	2,678.32	7,085.29	4,711.15	4,290.98	3,964.50	4,473.42	3,661.15	48,639.53	9%
2007	3,687.42	4,951.37	2,866.95	3,829.71	4,082.86	3,150.74	3,809.77	4,996.53	4,276.00	4,717.84	6,121.50	4,782.88	51,273.57	5%
2008	4,942.96	5,738.35	6,896.64	3,976.93	5,834.61	3,849.41	4,430.89	5,465.18	4,354.44	5,097.38	6,167.69	5,303.93	62,058.41	21%
2009	5,146.86	6,044.53	4,348.30	4,326.98	5,711.99	3,373.79	3,649.16	6,886.26	4,521.64	4,551.88	7,925.28	6,447.40	62,934.07	1%
2010	6,165.56	6,432.33	5,107.83	4,285.04	6,197.98	5,069.03	4,318.69	7,673.13	6,623.30	6,183.44	7,987.42	6,424.99	72,468.74	15%
2011	5,511.52	7,529.55	5,094.62	5,688.78	7,491.41	4,792.54	6,069.36	8,017.11	5,710.31	7,689.41	8,519.92	7,624.52	79,739.05	10%
2012	6,885.31	9,372.82	6,112.84	5,503.86	8,077.42	5,288.97	6,002.50	7,935.22	7,426.92	7,520.53	8,330.42	7,556.82	86,013.63	8%
2013*	6,585.33	8,296.00	6,545.79	6,440.24	7,522.31	6,985.17	6,822.40	9,330.68	7,784.28	8,276.01	11,922.22	11,554.41	98,064.84	14%
2014	10,018.00	15,325.00	8,961.00	8,742.38	12,083.89	7,940.02	8,314.82	11,438.03	10,103.24	10,763.40	13,521.02	10,428.56	127,639.36	30%
2015	11,403.27	20,615.13	11,490.63	11,041.35	14,482.63	10,443.38	10,318.89						89,795.28	-30%

Sales Tax by Fiscal Year



* In FY 2013 the City elected an additional 0.25% sales tax for Street Maintenance. The first receipt of this additional sales tax is recorded in September 2013.

Source: Texas Comptroller of Public Accounts

FINANCE - ACCOUNTANT
Monthly Report

Period Ending 04/30/2015

	Prior Fiscal Year		Current Fiscal Year	
	Month-to-Date	Year-to-Date	Month-to-Date	Year-to-Date

Accounts Payable Processed

Invoices - Number Current	147	1,040	221	1,172
Invoice - Number Received Past Due	40	240	5	99
Checks (#)	87	584	112	649
Checks (\$)	197,746.32	1,373,378	213,512.64	1,686,812
Bank Drafts (#)	11	88	16	85
Bank Drafts (\$)	4,773.90	654,911	60,980.44	573,468

Payroll Processed

Active Employees	-	31	-	33
Payroll Checks (#)	16	127	12	95
Payroll Checks (\$)	15,261.54	123,951	12,477.38	99,966
Direct Deposits (#)	50	360	53	393
Direct Deposits (\$)	69,054.44	517,578	79,203.43	580,331

Bank Reconciliations (15)

Number of Open Accounts	-	15	-	15
Number of Accounts Reconciled	14	101	15	105
Percent of Accounts Reconciled by 15th	-	99%	100%	100%
Value of Accounts Reconciled	1,777,142.14	8,539,599	1,881,056.49	15,898,850

Purchase Orders Processed

Purchase Orders (#)	4	33	3	41
Purchase Orders (\$)	9,444.30	246,683	6,281.87	1,290,340

Hotel Occupancy Tax Activity

Vacation Home Registrations on File		21	(1)	17
Quarterly Reports Received (#)	15	64	13	45
Quarterly Tax Receipts (\$)	2,145.49	24,570	2,028.74	14,891
Vac. Home Registration Fees Rec'd (#)	1.00	19	1	16
Vac. Home Registration Receipts (\$)	150.00	2,850	150.00	2,400

Shorewood Shores Trust Fund Activity

Release of Liens Processed	21	59	12	111
Subordination Agreements Processed	-	14	-	2
Services Billed (\$) - Statement Fees	735	2,350	420	4,090
Receipts Received (Statement Fees)	335	2,805	825	3,600
Receipts Rec'd (Past Due Assessments)	360	2,794	685	3,620

Employee Hours

Accountant	138	1,242	137	1,102
Court Hours by Accountant	n/a	n/a	22	63
Director of Finance	199	2,042	163	1,209
Total	336	3,283	322	2,374

Daily - Weekly Duties:

Post daily Utility Billing Web Payments
 Post daily Utility Billing-Court Payments
 Post and take deposit to bank
 Scan and remote deposit checks
 Process Journal Entries
 Daily backup for Court Clerk
 Daily backup for Receptionist & Utility Billing Coordinator
 Process Sherwood Shores Trust requests
 Post payments for Sherwood Shores Trust Fund
 Post payments for Hotel Occupancy Tax
 Post payments of Vacation Rental Registrations
 Post payments for Deeds without Warranty
 Post Deposits for Sales Tax and Property Tax
 Process payroll Bi-Weekly
 Enter all Invoices daily and process Accounts Payable Bi-weekly
 Process purchase order requests
 Maintain records of Purchase Orders
 Process Water Refunds Bi-Weekly
 Stock office supplies
 Stock cleaning supplies
 order supplies for Streets/Parks & Water Plant & City Hall

Projects and Status:

clean-up of SSTF Statements In Process
 SOP Book - Accountant In Process
 Purchasing Card Program In Process
 Purchasing Co-Op Training In Process
 Travel Policy In Process
 Bank Reconciliations thru Aug 2014 Prior Completion
 Electronic Tracking of Purchase Orders Prior Completion
 Remote Deposit of Checks Prior Completion
 Update Vendor List Prior Completion
 Update and create Code Compliance Forms Prior Completion
 Update HOT list Prior Completion
 Organized Office Supplies Prior Completion
 Purchasing Policy Not Started
 Credit Card Use Policy Not Started

Accomplishments for this month:

FSB Statements Completed 05/11/2015
 TexPool Statements Completed 05/12/2015
 Receiving W9's 2
 Shorewood Shores Trust Clean Up 1877 checked (4085 total accounts) (2900 total checked)

Prepared by: *Susan Nevills*, Accountant
 05/18/2015

MUNICIPAL COURT
Monthly Report

Period Ending 04/30/2015

	Prior Fiscal Year		Current Fiscal Year	
	Month-to-Date	Year-to-Date	Month-to-Date	Year-to-Date
Citation Activity - New Cases Filed				
Traffic	113	579	60	487
State Law	7	67	8	61
City Ordinance	22	78	7	42
Total	142	724	75	590
Citation Activity - Cases Closed				
Traffic	95	373	52	523
State Law	8	102	8	74
City Ordinance	30	97	8	59
Total	133	572	68	656
Citation Activity - Disposition Summary				
Uncontested at Window	82	427	48	542
Dismissed by Prosecutor	9	72	7	62
Bench Trial / Jury Trial	0	1	0	0
Driver Safety Course	13	40	7	72
Deferred / Compliance	29	128	6	24
Total	133	668	68	700
Citation Activity - Pending Completion				
Defensive Driving	19	96	8	75
Deferred Disposition	3	57	3	59
Payment Plan	38	247	66	399
Total	60	400	77	533
Warrant Activity				
Issued	88	648	37	245
Executed - Served	52	231	28	243
Revenue Activity				
Retained by City	\$10,365.65	\$57,566.65	\$7,683.07	\$84,818.17
Remitted to State	\$5,221.63	\$28,340.63	\$3,802.44	\$29,322.82
Court Technology			\$189.30	\$1,726.62
Court Security			\$141.99	\$1,294.96
Total	\$15,587.28	\$85,907.28	\$11,485.51	\$117,162.57
Hours Worked Activity				
Clerk	170.00	1005.00	170.00	1099.75
Judge	13.00	86.75	13.00	69.00
Prosecutor	20.50	109.00	20.50	121.00
Total	203.50	1200.75	203.50	1289.75

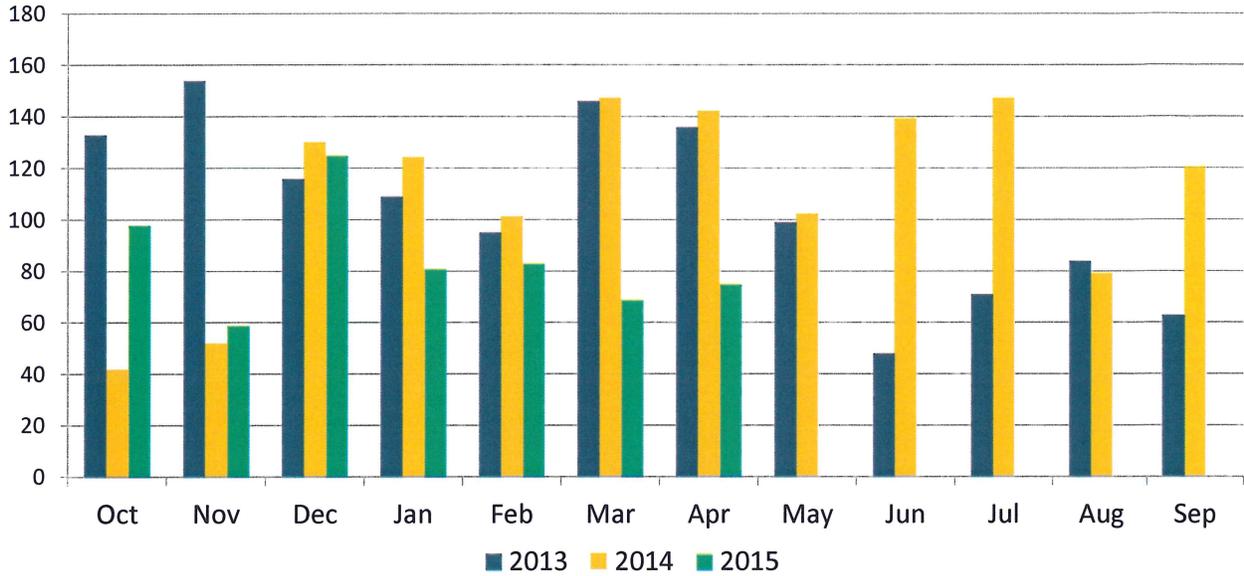
Accomplishments

- * Throughout the month, I entered drop box and mail payments for UB, as well as provide phone coverage.
- * Continued to add to SOP

Prepared by: Debbie Landrum, Court Administrator

CITATIONS FILED BY MONTH

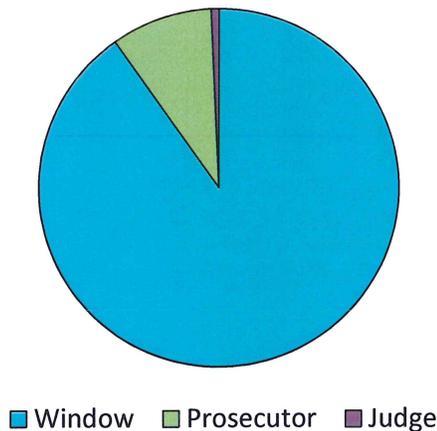
Fiscal Year	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
2013	133	154	116	109	95	146	136	99	48	71	84	63	1254
2014	42	52	130	124	101	147	142	102	139	147	79	120	1325
2015	98	59	125	81	83	69	75						590



MONTHLY CITATION DISPOSITION SUMMARY

Fiscal Year	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
2015													
Window	146	77	75	79	72	133	61						643
Prosecutor	5	8	10	15	9	11	7						65
Judge	2	1	2	0	0	0	0						5

2015



ADMINISTRATIVE ASSISTANT
Monthly Report

Period Ending 04/30/15

	Prior Fiscal Year		Current Fiscal Year	
	Month-to-Date	Year-to-Date	Month-to-Date	Year-to-Date
Solid Waste - Residential				
Accounts Billed (#)	0	0	2661	18499
Accounts Billed (\$)	\$ -	\$ -	\$ 43,475.86	\$ 303,411.82
Customer Issues Processed	0	0	44	237
Customer Recycling Issues Processed	0	0	5	21
Customer Bulk Issues Processed	0	0	2	13
Solid Waste - Commercial				
Accounts Billed (#)	0	0	62	413
Accounts Billed (\$)	\$ -	\$ -	\$ 6,124.00	\$ 42,850.46
Customer Issues Processed	0	0	1	8
Miscellaneous Activity				
Garage Sale Permits Issued	0	0	8	43
Animal Registrations Processed	0	0	2	17

Service Order Activity

Outstanding from Previous Periods	0		138	
New Service Orders This Period	0	0	255	
Completed Service Orders This Period	0	0	236	
VOID Service Orders	0	0	1	
Outstanding at Period End	0		156	

	Completed	Outstanding	Completed	Outstanding	Completed	Outstanding	Completed	Outstanding
Billing Complaint	0	0	0		2	0	77	4
Connect/Reconnect	0	0	0		17	0	1250	0
CSI	0	0	0		7	0	102	0
Cutoff/Disconnect	0	0	0		9	0	940	0
Disconnects for Nonpay	0	0	0		35	0	2794	0
Idle Consumption/Reread	0	0	0		1	0	55	0
Leak at Meter	0	0	0		3	2	103	4
Leak Relief	0	0	0		1	0	55	1
Line Mark	0	0	0		1	0	31	1
Line Repair	0	0	0		0	0	9	1
Meter Info	0	0	0		0	0	26	2
Meter Swap	0	0	0		1	0	409	1
Miscellaneous	0	0	0		0	5	292	74
Occupant Change	0	0	0		9	1	629	1
Reinstate	0	0	0		30	0	1364	0
Remove Hold/Turn On	0	0	0		0	0	31	0
Re-Read (Billing)	0	0	0		48	1	1193	8
Routine Meter Repair	0	0	0		3	3	186	19
3-Day Temp ON	0	0	0		1	0	39	0
3-Day Temp OFF	0	0	0		1	0	40	0
Solid Waste	0	0	0		52	6	343	32
Investigate Connection	0	0	0		6	0	33	2
No Occupant w/consumption	0	0	0		0	0	2	0

New Water Tap Install	0	0	0	3	0	15	0
Meter Installation	0	0	0	0	0	31	0
Pull Meter	0	0	0	1	0	6	0
Trouble Call	0	0	0	5	0	239	6
Total	0	0	0	236	18	10294	156

Employee Hours

Administrative Assistant	0.00	0.00	176.25	674.75
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Accomplishments

Started spreadsheet for Park Ammenities - Pending•Waiting on Assis. City Manager
 Application/INFO for the Community Center - Pending•Waiting on Assis. City Manager

Prepared by: Cassandra Guevara, Administrative Assistant

UTILITY SERVICES - BILLING
Monthly Report

Period Ending 04/30/2015

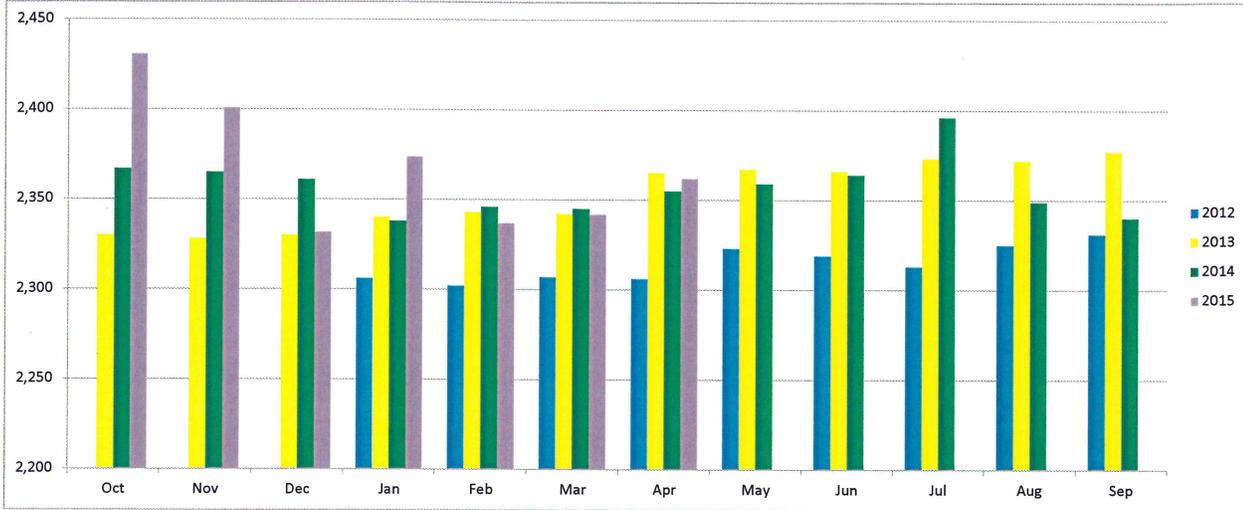
	Prior Fiscal Year		Current Fiscal Year	
	Month-to-Date	Year-to-Date	Month-to-Date	Year-to-Date
Water Services - Residential				
Number of Active Accounts	0	0	2,292	16,074
New Accounts Processed	0	0	37	173
Disconnects Processed	0	0	16	175
Bills Processed (\$)	\$ -	\$ -	\$ 105,676.27	795,263
Bills Processed (#)	0	0	2,271	15,853
Consumption Billed (Gallons)	0	0	7,666,300	54,478,949
Water Services - Commercial				
Number of Active Accounts	0	0	70	505
New Accounts Processed	0	0	-	2
Disconnects Processed	0	0	-	3
Bills Processed (\$)	\$ -	\$ -	\$ 9,124.78	69,242
Bills Processed (#)	0	0	70	504
Consumption Billed (Gallons)	0	0	846,600	5,938,500
Delinquency Activity				
Number of Late Notices	0	0	286	2,144
Number of Cutoffs for Non-pay	0	0	35	256
Payment Activity (#)				
Window Payments	0	0	842	5,968
Drop Box Payments	0	0	310	2,251
Mail Payments	0	0	629	4,247
Telephone Payments	0	0	91	636
Web Payments	0	0	332	2,548
Credit Card Automatic Draft Payments	0	0	107	508
Bank Draft Payments	0	0	77	394
Total	0	0	2,388	16,552
Payment Activity (\$)				
Window Payments	\$ -	\$ -	\$ 61,849.80	\$ 455,117.39
Drop Box Payments	\$ -	\$ -	\$ 21,990.06	\$ 173,930.60
Mail Payments	\$ -	\$ -	\$ 51,898.75	\$ 342,858.07
Telephone Payments	\$ -	\$ -	\$ 7,118.58	\$ 56,047.24
Web Payments	\$ -	\$ -	\$ 26,155.43	\$ 200,549.89
Credit Card Automatic Draft Payments	\$ -	\$ -	\$ 6,987.23	\$ 33,616.49
Bank Draft Payments	\$ -	\$ -	\$ 5,004.05	\$ 26,289.84
Total	\$ -	\$ -	\$ 181,003.90	\$ 1,288,409.52
VOLUNTARY EMERGENCY SERVICE DONATIONS				
Donations received (#)			784	5193
Donations received (\$)			\$ 2,352.00	\$ 15,849.00
Employee Hours				
Billing Coordinator	0.00	0.00	165.25	1,183.75

Accomplishments

Prepared by: Emily Flores, Billing Coordinator

ACTIVE WATER ACCOUNTS BY MONTH

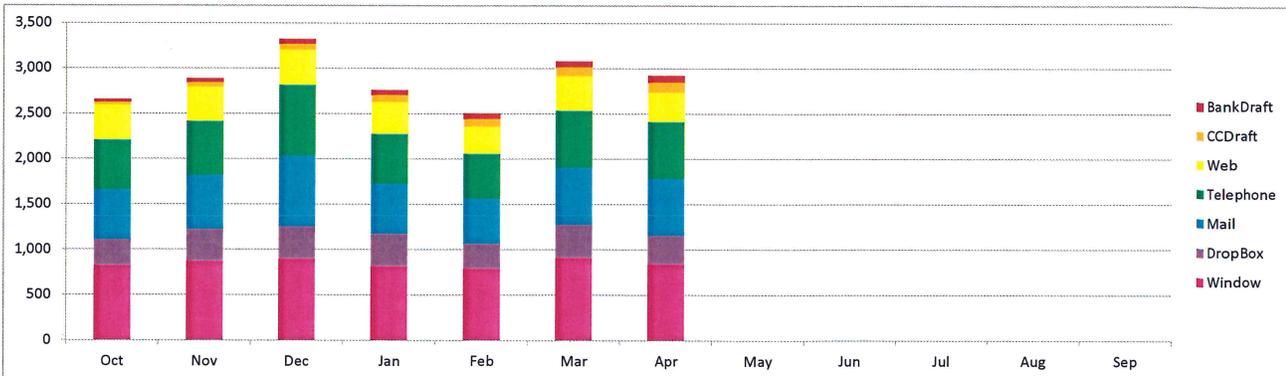
Fiscal Year	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	%Δ
2012				2,306	2,302	2,307	2,306	2,323	2,319	2,313	2,325	2,331	20,832	
2013	2,330	2,328	2,330	2,340	2,343	2,342	2,365	2,367	2,366	2,373	2,372	2,377	28,233	36%
2014	2,367	2,365	2,361	2,338	2,346	2,345	2,355	2,359	2,364	2,396	2,349	2,340	28,285	0%
2015	2,431	2,401	2,332	2,374	2,337	2,342	2,362						16,579	



UTILITY ACCOUNT PAYMENT ACTIVITY BY MONTH

Fiscal Year	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
2014													
Window										0	811	833	1,644
Drop Box										0	353	326	679
Mail										0	525	630	1,155
Telephone										0	83	72	155
Web	410	336	465	438	432	410	435	437	418	0	472	462	4,715
CC Draft										0	7	21	28
Bank Draft										0	4	24	28

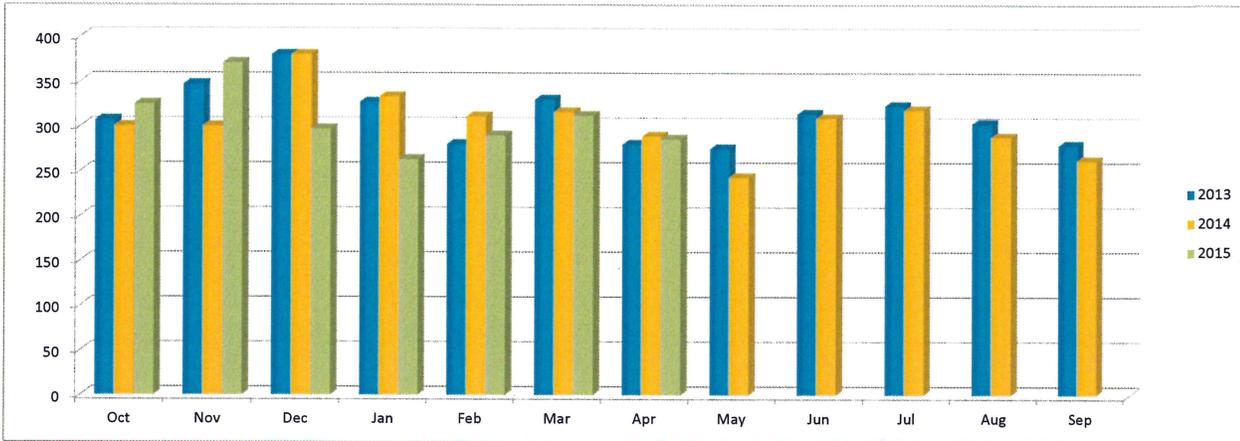
Fiscal Year	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
2015													
Window	826	876	900	819	793	912	842						5,968
Drop Box	278	342	346	350	267	358	310						2,251
Mail	552	598	785	553	498	632	629						4,247
Telephone	97	94	87	83	83	101	91						636
Web	389	382	392	359	308	386	332						2,548
CC Draft	32	49	64	74	84	98	107						508
Bank Draft	33	46	54	57	60	67	77						394



UTILITY ACCOUNT DELINQUENCY ACTIVITY BY MONTH

LATE NOTICES

Fiscal Year	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	%Δ
2013	307	347	380	327	280	330	280	275	314	323	303	279	3,745	
2014	300	300	380	333	311	316	289	243	309	318	288	262	3,649	-3%
2015	325	371	297	263	290	312	286						2,144	



CUT-OFF FOR NON-PAY

Fiscal Year	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	%Δ
2013	0	0	0	49	50	45	38	30	19	30	34	19	314	
2014	28	40	44	32	29	12	44	54	58	37	24	21	423	35%
2015	34	50	35	45	31	26	35						256	-39%

