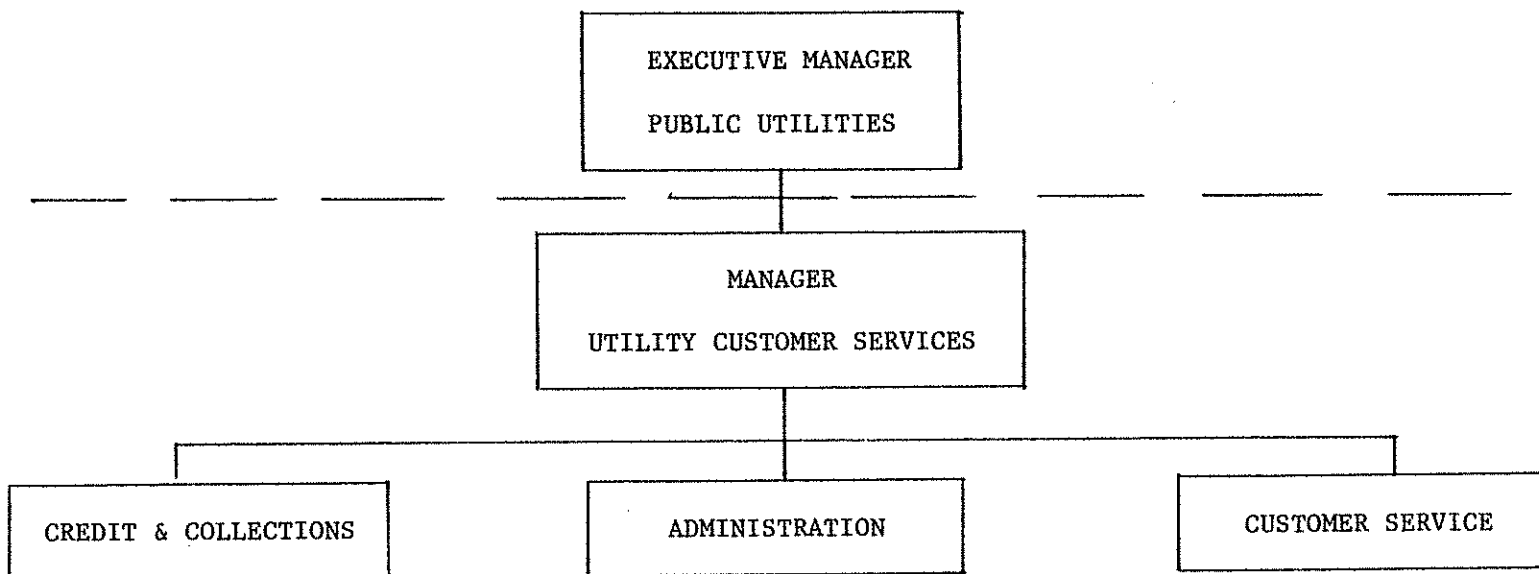


Department	Unit No.	Division	Unit No.	Section	Unit No.
PUBLIC UTILITIES	8000	UTILITY CUSTOMER SERVICES	8200		



Department PUBLIC UTILITIES	Unit No. 8000	Division UTILITY CUSTOMER SERVICES	Unit No. 8200	Section	Unit No.
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MISSIONS AND GOALS

Utility Customer Services Department has the basic responsibility to service the five(5) Municipal Utilities in the preparation and mailing of consolidated utility bills, in establishing new utility services, in answering and adjudicating consumer inquiries, in collecting utility payments and in establishing credit and collection controls. Utility Customer Services Department operates under the general direction of the Executive Manager for Public Utilities.

The Customer Service Division and Credit and Collections Division were united as the Utility Customer Services Department in April 1982. The reorganized department will consist of both these divisions and a small Administrative Section in 1983. Two new programs are scheduled for implementation: the Utility Service Order Information System in September-October 1982, and the new Utility Accounts Receivable System in mid-1983. Initial system programming will continue through 1983. Both these new systems will provide the department with state-of-the-art resources to efficiently serve our utility customers. The new systems are being designed to reduce manual record keeping and to supply updated information on customer accounts.

MUNICIPALITY OF ANCHORAGE

RESOURCE SUMMARY

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Department	Unit No.	Division	Unit No.	Section	Unit No.
PUBLIC UTILITIES	8000	UTILITY CUSTOMER SERVICE	8200		
FINANCIAL RESOURCES		1981 ACTUAL	1982 PRO-FORMA	1983	
				PROPOSED	ADOPTED
1000 Personnel Services		2,927,790	3,502,910	4,155,300	4,155,300
2000 Supplies		275,960	385,340	389,440	389,440
3000 Other Services and Charges		786,230	768,620	656,860	656,860
4000 Debt Service		-0-	-0-	-0-	-0-
5000 Capital Outlay		-0-	-0-	-0-	-0-
DIRECT ORGANIZATIONAL COST		3,989,980	4,656,870	5,201,600	5,201,600
6000 Intragovernmental Charges		1,996,900	2,424,110	2,625,310	2,532,620
BUDGET UNIT COST		5,986,880	7,080,980	7,826,910	7,734,220
7000 Intragovernmental Revenue		5,986,880	7,080,980	7,826,910	7,734,220
Function Cost		-0-	-0-	-0-	-0-
PERSONNEL RESOURCES		RANGE & STEP	1982 BUDGET	1983	
				PROPOSED	ADOPTED
Utility Customer Service Manager		22 E	0	1	1
Utility Customer Service Manager		21 E	1	0	0
Principal Administrative Officer		16 N	1	1	1
Collection Supervisor		15 N	3	3	3
Principal Customer Service Representative		13 N	6	6	6
Senior Collector		13 N	6	6	6
Junior Administrative Officer		12 N	0	1	1
Junior Administrative Officer		AMEA	1	1	1
Customer Service Representative III		AMEA	0	5	5
Collection Representative III		AMEA	5	5	5
Customer Service Representative I/II		AMEA	35	34	34
Collection Representative I/II		AMEA	32	30	30
Office Associate		9 N	1	1	1
Office Associate		AMEA	1	2	2
SUB TOTAL			92	96	96

MUNICIPALITY OF ANCHORAGE

RESOURCE SUMMARY

PAGE 698

Department	Unit No.	Division	Unit No.	Section	Unit No.
PUBLIC UTILITIES	8000	UTILITY CUSTOMER SERVICE	8200		
PERSONNEL RESOURCES	RANGE & STEP	1982 BUDGET	1983		
			PROPOSED	ADOPTED	
(continued)					
Sr. Office Assistant/Office Associate	AMEA	3	3	3	
Senior Office Assistant	AMEA	7	11	11	
Office Assistant	AMEA	8	4	4	
Driver/Courier	AMEA	1	1	1	
Office Aide	AMEA	1	1	1	
SUB TOTAL		20	20	20	
TOTAL		112	116	116	

MUNICIPALITY OF ANCHORAGE

Resource Summary

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Department	Unit No.	Division	Unit No.	Section	Unit No.
PUBLIC UTILITIES	8000	UTILITY CUSTOMER SERVICE	8200	UCS ADMINISTRATION	8210
FINANCIAL RESOURCES		ACTUAL	1982 PRO-FORMA	1983	
				PROPOSED	ADOPTED
1000 Personnel Services			Included in	149,250	149,250
2000 Supplies			Credit and	-0-	-0-
3000 Other Service Charges			Collections	3,450	3,450
4000 Debt Service			Budget Unit	-0-	-0-
5000 Capital Outlay			8230	-0-	-0-
DIRECT ORGANIZATIONAL COST				152,700	152,700
6000 Intragovernmental Charges				3,870	3,970
BUDGET UNIT COST				156,570	156,670
7000 Intragovernmental Revenue				156,570	156,670
FUNCTION COST				-0-	-0-
PERSONNEL RESOURCES		1982 RANGE & STEP	1983 BUDGET	1983	1983
				PROPOSED	ADOPTED
Utility Customer Services Manager		22 E	-0-	1	1
Utility Customer Services Manager		21 E	*	-0-	-0-
Office Associate		9N E	*	1	1
Jr. Administrative Officer		12N C	-0-	1	1
TOTAL			0	3	3
*Included in Credit and Collections Budget Unit 8230					

MUNICIPALITY OF ANCHORAGE

RESOURCE SUMMARY

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MUNICIPALITY OF ANCHORAGE

Department	Unit No.	Division	Unit No.	Section	Unit No.
PUBLIC UTILITIES	8000	UTILITY CUSTOMER SERVICE	8200	CUSTOMER SERVICE	8220

FINANCIAL RESOURCES	1981 ACTUAL	1982 PRO-FORMA	1983	
			PROPOSED	ADOPTED
1000 Personnel Services	1,209,370	1,496,250	1,869,890	1,869,890
2000 Supplies	16,400	31,630	18,310	18,310
3000 Other Services and Charges	188,520	291,190	304,530	304,530
4000 Debt Service	-0-	-0-	-0-	-0-
5000 Capital Outlay	-0-	-0-	-0-	-0-
DIRECT ORGANIZATION COST	1,414,290	1,819,070	2,192,730	2,192,730
6000 Intragovernmental Charges	395,330	586,320	372,810	362,200
BUDGET UNIT COST	1,809,620	2,405,390	2,565,540	2,554,930
7000 Intragovernmental Revenue	1,809,620	2,405,390	2,565,540	2,554,930
FUNCTION COST	-0-	-0-	-0-	-0-

PERSONNEL RESOURCES	RANGE & STEP	1982 BUDGET	1983	
			PROPOSED	ADOPTED
Principal Administrative Officer	16 N	1	1	1
Principal Customer Service Rep.	13 N	6	6	6
Customer Service Rep III	AMEA	0	5	5
Customer Service Rep I/II	AMEA	35	34	34
Office Associate	AMEA	1	1	1
Senior Office Assistant	AMEA	3	3	3
Office Assistant	AMEA	4	4	4
Office Aide	AMEA	1	1	1
TOTAL		51	55	55

MUNICIPALITY OF ANCHORAGE

RESOURCE SUMMARY

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Department	Unit No.	Division	Unit No.	Section	Unit No.
PUBLIC UTILITIES	8000	UTILITY CUSTOMER SERVICES	8200	CREDIT AND COLLECTIONS	8230
FINANCIAL RESOURCES		1981 ACTUAL	1982 PRO-FORMA	1983	
				PROPOSED	ADOPTED
1000 Personnel Services		1,718,420	2,006,660	2,136,160	2,136,160
2000 Supplies		259,560	353,710	371,130	371,130
3000 Other Services and Charges		597,710	477,430	348,880	348,880
4000 Debt Service		-0-	-0-	-0-	-0-
5000 Capital Outlay		-0-	-0-	-0-	-0-
DIRECT ORGANIZATIONAL COST		2,575,690	2,837,800	2,856,170	2,856,170
6000 Intragovernmental Charges		1,601,570	1,837,790	2,405,200	2,323,110
BUDGET UNIT COST		4,177,260	4,675,590	5,261,370	5,179,280
7000 Intragovernmental Revenues		4,177,260	4,675,590	5,261,370	5,179,280
Function Cost		-0-	-0-	-0-	-0-
PERSONNEL RESOURCES		RANGE & STEP	1982 BUDGET	1983	
				PROPOSED	ADOPTED
Utility Customer Service Manager		21 E	1	0	0
Collections Supervisor		15 N	3	3	3
Senior Collector		13 N	6	6	6
Junior Administrative Officer		AMEA	1	1	1
Collection Representative III		AMEA	5	5	5
Collection Representative I/II		AMEA	32	30	30
Office Associate		9 N	1	0	0
Office Associate/Mailroom		AMEA	0	1	1
Sr. Office Asst/Office Associate		AMEA	3	3	3
Senior Office Assistant		AMEA	4	8	8
Office Assistant		AMEA	4	0	0
Courier/Driver		AMEA	1	1	1
TOTAL			61	58	58