

ADMINISTRATION/ CUSTOMER SERVICES

PUBLIC UTILITY ADMINISTRATION

Mission/Goals

The Executive Manager for Public Utilities, under the Mayor's direction, is responsible for management of the following utilities and agencies: telephone, electric, water, wastewater, solid waste, Port of Anchorage and Merrill Field Airport. The Executive Manager is appointed by the Mayor and confirmed by the Assembly.

In addition to management of the Public Utilities, the Executive Manager provides direction to the Directors of Management Services and Technical Programs.

The program objectives for Management Services will be to ensure long-range service goals and plans for the utilities. In addition, Management Services will: (1) develop and establish internal performance monitoring standards, (2) perform internal analysis of management systems and services, and (3) direct and ensure effective agency-wide public relations to maximize public awareness of the programs and services provided by Public Utilities.

The program objectives for Technical Programs will be to provide a coordinated approach towards the utilization of resources with a focus on energy conservation, environmental protection, and compliance with federal and state regulations. In addition, Technical Programs will: (1) provide liaison services to federal and state governments and other municipal departments, (2) serve as the representative for Public Utilities in municipal long-range planning activities, and (3) represent the utilities in the review and support of environmental and energy related legislation.

Resources

	1983	1984
Direct Costs	\$768,600	\$829,000
Program Revenues	—0—	—0—
Personnel	11	11

UTILITY CUSTOMER SERVICES

Mission/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. The department is composed of the Customer Service Division, Credit and Collection Division and a small Administrative Section. Utility Customer Services Department operates under the general direction of the Executive Manager for Public Utilities.

The initial conversion to the ATU On-line Information System should be accomplished by end of year 1983, with complete implementation scheduled for the second quarter 1984. Development will commence in the latter part of 1983 on the new Utility Accounts Receivable System with implementation anticipated for late 1984/early 1985. System programming will continue through 1985. The new systems are being designed to reduce manual record keeping and to supply updated information on customer accounts.

The state-of-the-art resources utilized by these two systems, in conjunction with Direct Data Entry and improved methods of operation recommended by the current Touche-Ross study of Credit and Collections, should enable the department to service customers more effectively and efficiently.

Resources

	1983	1984
Direct Costs	\$5,517,210	\$6,178,280
Program Revenues	—0—	—0—
Personnel	116	120