



Town of Clayton
Town Council Work Session Agenda
Monday, February 6, 2023 @ 3:00 PM
Rotary Room, Town Hall
111 E. Second Street

1. CALL TO ORDER

2. ADJUSTMENT OF THE AGENDA

- a. **POTENTIAL ACTION:** Approve or Adjust the Agenda

3. ITEMS FOR DISCUSSION

- a. Development Services Software (30 Minutes)
Presenter: Jonathan Jacobs, Assistant Engineering Director
- b. Utilities and Billing Overview (30 Minutes)
Presenter: Ann Game, Revenue & Utility Customer Service Director
[Customer Service Presentation](#)
- c. Financial Security Discussion (15 Minutes)
Presenter: Robert McKie, Finance Director & Shaun Mizell, Procurement Manager
[Vendor Security Enhancements](#)
- d. Review of Quarter 2 Accomplishments (15 Minutes)
Presenter: Rich Cappola, Town Manager
- e. Council Discussion (30 Minutes)

4. CLOSED SESSION

- a. Closed Session to Discuss Personnel Matter in accordance with NC GS 143-318.11(a)(6)
POTENTIAL ACTION: Motion to Go Into Closed Session
POTENTIAL ACTION: Motion To Return To Open Session

5. ADJOURNMENT

- a. Adjourn
POTENTIAL ACTION: Motion to Adjourn



Utility Billing & Collections

Overview

Who are we?

What do we do?

Celebrate successes!

What's on the horizon?



Town Hall Front Desk

- Greet all walk-in traffic
- Answer phone calls
Averaging over 3,000 per month
- Receive deliveries
- Safety & security



Cashiers

- Work with all walk-in customers
- Verify documents for establishing service
- Process payments (Utility, Fire, Police, Parks & Rec, Library)
- Answers phone calls
Averaging over 1,300 per month



Payments Received

Year	Credit Card	Cash	Lockbox	Check	Total Received
2018	20,424	9,880	22,597	17,658	70,559
2019	22,499	9,541	20,343	16,374	68,757
2020	30,656	2,456	23,966	22,574	79,652
2021	37,209	2,431	22,204	24,731	86,575
2022	41,816	5,394	20,288	22,882	90,380



Collections Specialist

- Process credit card & all bank files
- Responsible for all daily deposits
- Set up & process bank drafts
- Process bad debt
- Lead on all disconnects for nonpayment



What happens on a cut off day?

- Verify no payment has been made
- Cut off service
 - Electric – Automatic with AMI
 - Water – Manually disconnected
- Reconnect that day with payment or pledge from customer
- Remain in constant contact with Meter Techs to reconnect service
- Determine if account needs to be closed – Final Bill
- Consider extreme weather



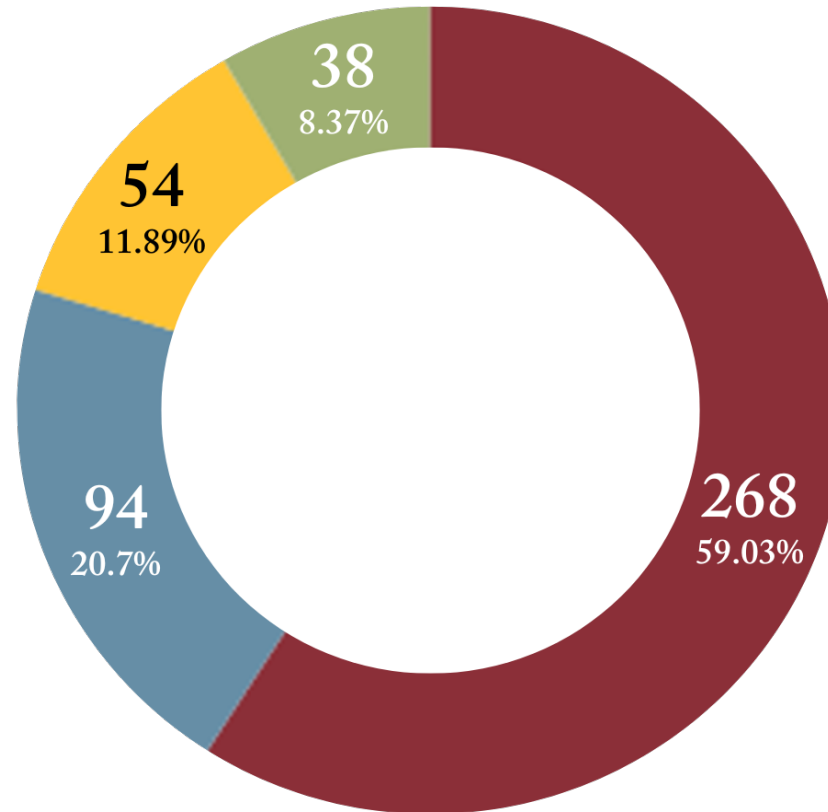
Bad Debt Accounts

Bad Debt Accounts

FY 2022-2023

Last Updated: 1/31/2023

- Own
- COVID
- Rent
- (Blank)



3.08%
% Bad Debt

96.92%
% Collected

454
Bad Debt Accounts

ClaytonNC.org



Customer Service Representatives

- Process requests for new customers & move outs
- Collect utility deposits
- Educate customers on consumption
- Provide information about all Town services



How do customers apply for service?

Year	Email	Fax	Walk-In	Mail	Total New Utility Applications Received
2018	1,183	131	1,423	19	2,756
2019	1,424	128	1,487	22	3,061
2020	2,554	82	356	171	3,163
2021	2,671	51	336	251	3,309
2022	2,139	50	1,065	5	3,259



Billing Specialists

- Rate experts for customers
- Prepare all bills – monthly & move out
- Bill adjustments
- High consumption outbound calls
- Meter installs – ERP system & AMI
- Focus on AMI reporting
(to avoid billing estimates)

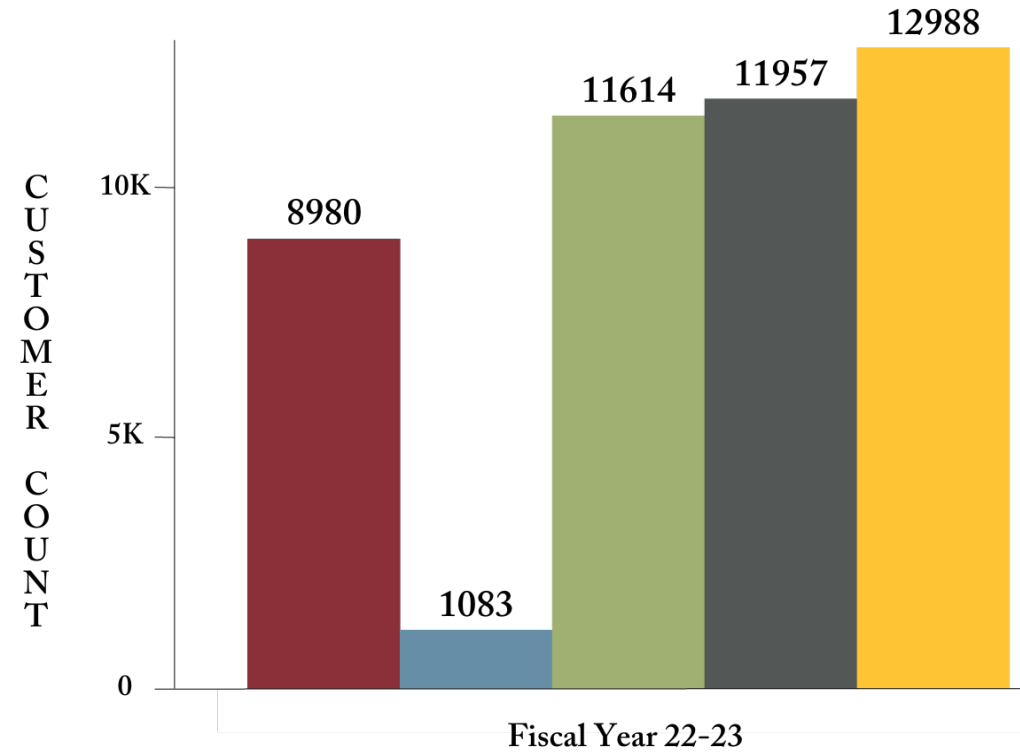


Utility Customer Counts

Customer Count by Fiscal Year and Utility Type

Utility Type

- Electric
- Irrigation
- Sewer
- Water
- Other

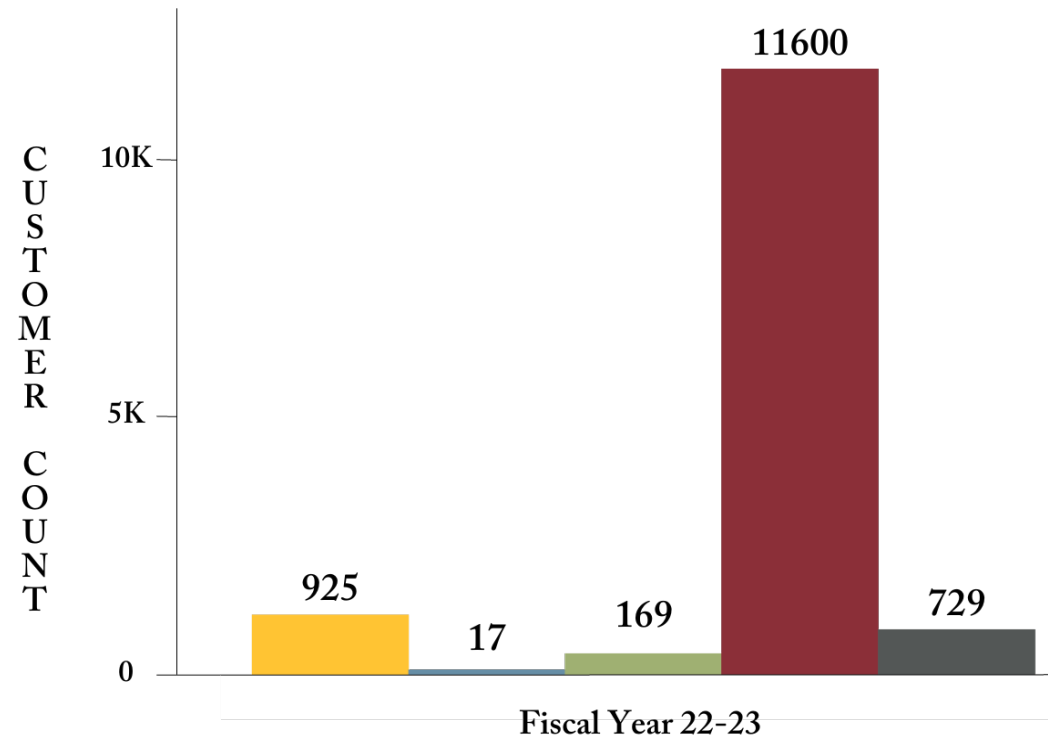


Customer Accounts

Customer County by Fiscal Year and Account Type

Account Type

- Commercial
- Industrial
- Institutional
- Residential
- Residential Apartment



Meter Techs

- Use AMI system to pull reading for work orders
- Meet with customers to understand high usage
- Conduct meter pressure tests
- Investigate AMI missing reads
(to avoid billing estimates)



Successes

AMI – featured in Electricities Annual Report

- Customer Facing Portal
- Ability to monitor usage on inactive accounts
- Electric meter alerts for power failure or tampers



Successes

Goals Met

- Updated SOPs
- Increased portal usage
- Go paperless initiative met for cut off list
- Updated new customer welcome information



Successes

- Roll out of ATCOM phone system
- Celebrated Public Power Week
- Participated in Top Water Customer Event



What's on the Horizon?

- DataVoice Implementation
- Communication plan for potential rate increases
- Strategic approach to volume of phone calls
- New payment options for utility customers
- Series of videos for new customers
- Updating customer service policies
- Professional development



Questions?





Town of Clayton Vendor Security Update

Vendor Security Enhancements

- ✓ SOP for Vendor Payment Information Changes – Finalized and Approved
- ✓ Vendor Package Enhancements:
 - Remove Package from Town Website – Done
 - Sole Distribution by Procurement Team After Department Request – New Process Implemented
 - Update ACH Payment Form to Require Existing Banking Information and Tax ID – Done
 - Verify New Vendor Banking Information and/or Remittance Address
 - Digital Signature Approval (Adobe) - Implemented
 - Change ACH Form Periodically – Annually (Incorporate Version Date as Header or Footer) – FY 2024 Implementation
- ✓ Checklist to Confirm Performance of each Step in the Process – Implemented
- ✓ Procurement Analyst, Procurement Manager, Assistant Finance Director, Finance Director Approval Required for Vendor Banking Changes – Implemented
- ✓ Cybersecurity Training for Executive Team & Finance Staff (NEOGOV) – Assigned
 - Prevent Phishing – Complete by March 4, 2023
 - Cybersecurity: Data Privacy and Safe Computing – Complete by March 4, 2023
- Shift Risk Via ePayables – Tyler AP Automation Proposal Under Review
- Utilize GIACT to Verify Vendor/Customer Information & NACHA Compliance – Schedule Demo

What are NACHA requirements?

- Ensure Secure Transmission and Storage of Sensitive Data.
- Safely Store Paper Documents.
- Validate Routing Numbers.
- Verify Customer Identity.
- Be Vigilant About Possible Fraud.
- Outline a Clear Security Policy.



Vendor Security Enhancements Q&A

Questions?

