

Department of Finance

*City of Petersburg*  
VIRGINIA

**Presented by:**  
**Office of Billing and Collections**



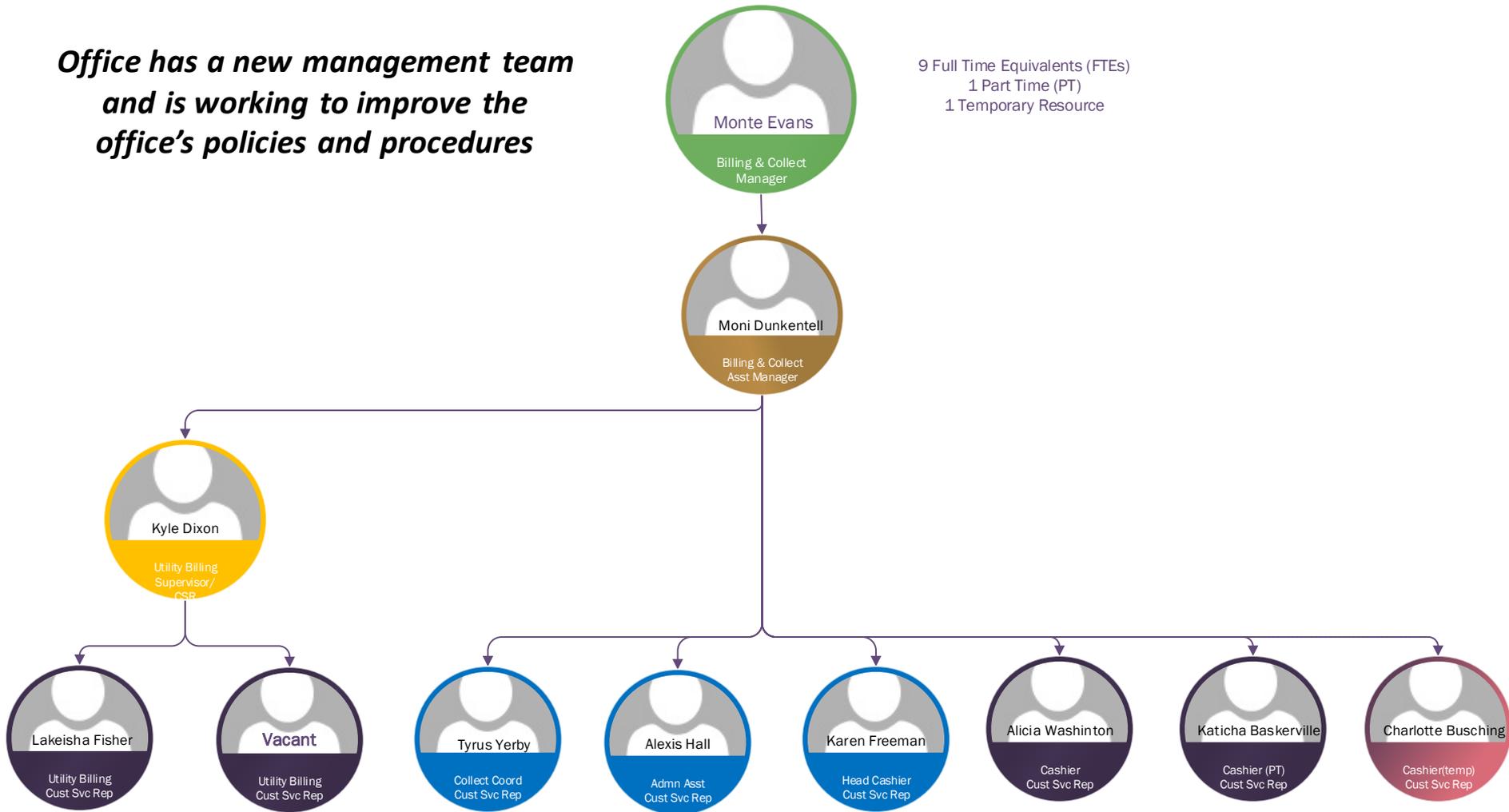
*Experience Petersburg, Experience Excellence*

# Billing and Collections



*Office has a new management team and is working to improve the office's policies and procedures*

9 Full Time Equivalents (FTEs)  
1 Part Time (PT)  
1 Temporary Resource



# Billing and Collections



## The Office of Billing & Collections – Responsibilities:

- Collection of all current and delinquent revenue
- All cashier and customer service activities, including utilities
- Utility Billing- establishing and ending utility service
- Printing and mailing of all personal property, real estate, utility bills
- Bankruptcy, DMV Stops, Drop box payments, processing mail via US Postal Service
- Management of lock box (small volume) and 3rd party collector contracts

# Utilities Collections



## FY 2020 October 2019

*(Includes payment adjustments and delinquencies)*

October 2019					
	<u>Sum of Chg Amt</u>	<u>Sum of Adj Amt</u>	<u>Billed Amount<sup>1</sup></u>	<u>Sum of Pym Amt<sup>2</sup></u>	<u>Collection Rate</u>
Commercial	\$ 502,805.03	\$ (1,676.34)	\$ 501,128.69	\$ (570,019.31)	113.75%
Industrial	\$ 66,760.55		\$ 66,760.55	\$ (107,610.10)	161.19%
<u>Residential</u>	<u>\$ 1,407,333.17</u>	<u>\$ 78,814.50</u>	<u>\$ 1,486,147.67</u>	<u>\$ (1,184,232.39)</u>	<u>79.68%</u>
<b>Grand Total</b>	<b>\$ 1,976,898.75</b>	<b>\$ 77,138.16</b>	<b>\$ 2,054,036.91</b>	<b>\$ (1,861,861.80)</b>	<b>90.64%</b>

1 Source: UT215C Utility Report - Utility charges are based on the read date and represent the billing associated with usage for the period reported.

2 Source: UT215C Utility Report – Based on the amount collected for the period reported.

# Utilities Collections



## FY 2020 November 2019

*(Includes payment adjustments and delinquencies)*

November 2019					
	<u>Sum of Chg Amt</u>	<u>Sum of Adj Amt</u>	<u>Billed Amount<sup>1</sup></u>	<u>Sum of Pym Amt<sup>2</sup></u>	<u>Collection Rate</u>
Commercial	\$ 392,305.47	\$ 699.18	\$ 393,004.65	\$ (324,874.78)	82.66%
Industrial	\$ 40,425.69		\$ 40,425.69	\$ (3,237.74)	8.01% <sup>a</sup>
Residential	\$ 1,287,875.46	\$ 9,211.27	\$ 1,297,086.73	\$ (1,062,934.68)	81.95%
<b>Grand Total</b>	<b>\$ 1,720,606.62</b>	<b>\$ 9,910.45</b>	<b>\$ 1,730,517.07</b>	<b>\$ (1,391,047.20)</b>	<b>80.38%</b>

1 Source: UT215C Utility Report - Utility charges are based on the read date and represent the billing associated with usage for the period reported.

2 Source: UT215C Utility Report – Based on the amount collected for the period reported.

<sup>a</sup> there are 14 customers that comprise of industrial accounts, see slide 8 for the top 6 accounts

# Utilities Collections



## FY 2020 December 2019

*(Includes payment adjustments and delinquencies)*

December 2019					
	<u>Sum of Chg Amt</u>	<u>Sum of Adj Amt</u>	<u>Billed Amount<sup>1</sup></u>	<u>Sum of Pym Amt<sup>2</sup></u>	<u>Collection Rate</u>
Commercial	\$ 457,721.61	\$ (6,986.33)	\$ 450,735.28	\$ (388,949.90)	86.29%
Industrial	\$ 80,256.97		\$ 80,256.97	\$ (63,900.07)	79.62%
Residential	\$ 1,225,436.77	\$ (608,469.60) <sup>b</sup>	\$ 616,967.17	\$ (1,131,457.25)	183%
<b>Grand Total</b>	<b>\$ 1,763,415.35</b>	<b>\$ (615,455.93)</b>	<b>\$ 1,147,959.42</b>	<b>\$ (1,584,307.22)</b>	<b>138.01%</b>

1 Source: UT215C Utility Report - Utility charges are based on the read date and represent the billing associated with usage for the period reported.

2 Source: UT215C Utility Report – Based on the amount collected for the period reported.

<sup>b</sup> Source: UT20 Utility Report – Adjustments for the period reported

# Utilities Collections



## FY 2020 December 2019

*(Includes payment adjustments and delinquencies)*

<u>Status</u>	<u>Customer</u>	<u>Location</u>	<u>Name</u>	<u>Service Address</u>	<u>Type</u>	<u>Date</u>	<u>Amount</u>
I	7706905	1542200	PETERSBURG MHP LLC	2619 N STEDMAN DR	Stormwater	12/13/19	\$ (349,249.60) <sup>b</sup>
I	7706905	1542200	PETERSBURG MHP LLC	2619 N STEDMAN DR	Water	12/13/19	\$ (154,288.40) <sup>b</sup>
							\$ (503,538.00)

<sup>b</sup> Source: UT20 Utility Report – 2 largest adjustments for the period reported and adjustment was due to a manual error from April 2018, see slide 7 for the details

# Utilities Collections



## FY 2020 December 2019 (residential adjustment)

Service No.	Date	Type	IO	Read	Usage	Amount
1542200	5/18/18	SW	R I	76125000 b	68632000	350664.08
1542200	5/18/18	TX	R I			156.00
1542200	5/18/18	WA	R I	76125000 b	68632000	154913.20
1542200	5/01/18	STP	R I			195.00- T
1542200	5/01/18	TXP	R I			144.56- T
1542200	5/01/18	SWP	R I			2219.36- T
1542200	4/19/18	ST	R I			195.00
1542200	4/19/18	SW	R I	7493000	167000	1637.48
1542200	4/19/18	TX	R I			144.56
1542200	4/19/18	WA	R I	7493000	167000	722.80

<sup>b</sup> Source: UT20 Utility Report – 2 largest adjustments for the period reported and adjustment was due to a manual error from April 2018

# Industrial Accounts



## Top 6 Industrial Accounts <sup>c</sup>

Company	Balance
BRENCO INC	\$ 71,068.58
PEPSI COLA	\$ 14,336.64 <sup>d</sup>
AMPAC FINE CHEMICALS VIRGINIA	\$ 8,172.23
KRS HOLDINGS INC	\$ 2,777.59
DOMINION CHEMICAL CO	\$ 1,054.91
RAMS OF VIRGINIA INC	\$ 620.08

<sup>c</sup> Report based on the customer balance amount

<sup>d</sup> Pepsi has sold the building and Billing and Collections is working to have the outstanding amount paid

# Utilities Payment Plan Report



The City of Petersburg has **101 accounts** with payment plans  
*(no dollar amount included)*

To qualify for a payment plan the residential customers

- Balance > \$300.00
- Service must be in an **Active Status**
- Sign a payment agreement in person (with a valid ID) at the Billing and Collections Office: **144 North Sycamore Street**

Staff is currently manually managing this process; however, a request has been sent to the IT Department to assist with generating a report that will include the total number of accounts and dollar amount for accounts with payment plans.

# Billing and Collections



## Next Steps

- City Council's approval to use this format when reporting collection numbers *(quarterly, semi-annually, and annual basis)*
- develop and implement policies, procedures, and training for staff
- recruiting/hiring for open positions
- improve customer service (external/internal)
- review of statutes and ordinances



## Questions or Comments