



Detroit Water and Sewerage Department

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Legislation Text

File #: 20-0006, **Version:** 1

The Board of Water Commissioners for the City of Detroit Water and Sewerage Department **approves the proposed reallocation of five Customer Service Specialist positions and associated funds from the Customer Service Budget to Billing and Collections Budget for Fiscal year 2019-20;** and further authorizes the Director and Chief Financial Officer to take such other action as may be necessary to accomplish the intent of this vote.

Agenda of January 15, 2020

Item No. 20-0006

Reallocation of Five Customer Service Specialist Positions and Associated Funds from the Customer Service Budget to Billing and Collections Budget in Fiscal year 2019-20

TO: The Honorable
Board of Water Commissioners
City of Detroit, Michigan

FROM: Gary Brown, Director
Detroit Water and Sewerage Department

RE: Reallocation of Five Customer Service Specialist Positions and Associated Funds from the Customer Service Budget to Billing and Collections Budget in Fiscal year 2019-20

MOTION

Upon recommendation of Thomas Naughton, Chief Financial Officer, the Board of Water Commissioners for the City of Detroit Water and Sewerage Department **approves the proposed reallocation of five Customer Service Specialist positions and associated funds from the Customer Service Budget to Billing and Collections Budget for Fiscal year 2019-20;** and further authorizes the Director and Chief Financial Officer to take such other action as may be necessary to accomplish the intent of this vote.

WHEREAS In FY19, the Department determined that five Customer Service Specialists in Customer Service were performing duties more appropriately assigned and performed within the Billings & Collections Unit. Those duties include enrolling and re-enrolling customers into the WRAP program, resolving related drainage account disputes, and assessing the \$25 credit to a WRAP participant's account. Account adjustments are made, if needed.

WHEREAS As a result of these determinations, the Department made a business decision to transfer those five Customer Service Specialists from Customer Service to the Billing & Collections Unit; and

WHEREAS Upon the reallocation, the number of budgeted FTEs in Customer Service will decrease by five from ninety-six to ninety-one; and

WHEREAS Upon the reallocation, the number of budgeted FTEs in Billings & Collections will increase by five from fifteen to twenty; and

WHEREAS The reallocation will improve overall efficiency by aligning work assignments with the proper business units in the Department; and

WHEREAS The budgeted personnel expenses including salary and fringe benefits for the Customer Service center will decrease by \$275,755 from \$5,634,000 to \$5,358,245; and

WHEREAS The budgeted personnel expenses including salary and fringe benefits for the Billing and Collections cost center will increase by \$275,755 from \$1,162,300 to \$1,438,055; and

NOW THEREFORE BE IT:

RESOLVED That the Detroit Board of Water Commissioners approves the reallocation of funds and positions budgeted in Fiscal Years 2019-20 as recommended; and be it finally

RESOLVED That the Director, and the Chief Financial Officer are authorized to take such other action as may be necessary to accomplish the intent of this resolution.