

September 2024

Administrative Services Department Activity Report

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Monthly Statistics

213 Customers for EyeOnWater App
18 Open new water service accounts
19 Closed water service accounts
0 Number of Water and Sewer Billing
38 Water & Sewer Billing 48 Hr Notices Sent
4 Water & Sewer Billing Shut Offs
8 New Business License Issuance
1 Closed Business License

Noteworthy Information

1. The department was involved with the mailer component of Measure U and continues to play the support role with the FAQs. As the election approaches, we anticipate an increase in questions specifically related to sales tax numbers.
2. Staff has conducted interviews for two out of the three proposals for the classification and compensation study. The City has chosen Bryce Consulting to carry out this study and is currently working with the firm to finalize the contract and insurance requirements.
3. The due date for audit services proposals was September 16th, and the City received only one proposal, which was from the current auditor. The lack of responses from other firms is attributed to bandwidth and capacity issues, a common challenge for smaller agencies. Staff plans to reissue the RFP and extend the due date through the end of October.
4. Following up on the problem with our most recent utility bills, while we can track consumption monthly, our billing system (Springbrook) is set up to bill every other month at one rate. However, the billing system generated bills in August for June (old rates) and July (new rates). Finance has downloaded data sets with actual reads for each month (June and July) and performed the actual manual calculations outside of the system. The team found the following:

	# of Accounts	Amount
Overbilled Accounts	2,042	13,624.93
Underbilled Accounts	577	5,202.76

We have applied the necessary adjustments to each impacted account. A short message will be included on each bill being sent out for the August/September billing cycle scheduled for Monday 10/7/24 release, stating: *If you see a credit or charge, it reflects your actual consumption for June/July to correct a billing error that did not accurately reflect actual consumption. Please call our office at 707-823-7863 if you have any questions about the adjustment.*