

## STAFF REPORT

**To** Board of Directors  
**From** Brad Albert, General Manager  
**Title** Finance Department Monthly Report  
**Item No.** 7b  
**Date** September 10, 2024

### Summary

The Board has requested updates at regular meetings on the status of OLWS operations.

### Highlights of the Month

- The Accounts Receivable balance increased by 2.84%, the average delinquent balance increased by \$26.00, and the number of delinquent accounts increased by 50.
- Utility bill payments through August 28th were less than the July 31st billed amounts.
- Financial Assistance Utility Rate Relief program, through August 31, 2024, was 111.1% utilized based off of the adopted budget's expected revenues, at the updated approved 0.75% funding cap. The utilization percentage will continue to be monitored as revenue actuals continue for the fiscal year.
- All customers are now receiving monthly bills. Check <https://www.oaklodgewaterservices.org/monthly-billing> for more information.

### Accounts Receivable Review

The Accounts Receivable (A/R) balances as of August 30, 2024, compared to July 31, 2024, increased by 2.84%. These are the findings:

1. A/R Balance owed to OLWS has increased by \$62,897.

<b>A/R Balance</b>	<b>6/30/2024</b>	<b>7/31/2024</b>	<b>8/30/2024</b>
Monthly Residential	\$ 1,724,104	\$ 1,458,157	\$ 1,473,075
Large Meters	636,071	754,126	802,105
<b>Total</b>	<b>2,360,174</b>	<b>2,212,283</b>	<b>2,275,180</b>
<b>Variance</b>	<b>707,873</b>	<b>(147,891)</b>	<b>62,897</b>
<b>Billing Cycle Variance</b>	<b>(683,079)</b>	<b>195,606</b>	<b>N/A</b>
	<b>24,793</b>	<b>47,715</b>	<b>N/A</b>
	<b>1.50%</b>	<b>2.02%</b>	<b>2.84%</b>

- The total number of delinquent accounts increased by 48 accounts as of August 30, 2024, compared to July 31, 2024. The average balance per account increased by 7.5% or \$26.80.

Delinquent Accounts	6/30/2024	7/31/2024	8/30/2024
Over 60 Days	\$ 192,379	\$ 177,611	\$ 209,378
Number of Accounts	608	499	547
Average Balance per Acct.	\$ 316	\$ 356	\$ 383
	-9.6%	12.5%	7.5%

- The percentage of accounts that are current, accounts paid in full within 30 days, has decreased by (0.96%) compared to the prior month. The shift is mainly between the current category to the 30-60 day grace and delinquent categories.

Account %	6/30/2024	7/31/2024	8/28/2024
Current	87.19%	85.45%	89.07%
30-60 Day Grace	4.56%	7.54%	0.30%
Delinquent	6.71%	5.49%	6.06%
Credit Balance	1.54%	1.52%	4.57%

Each month, OLWS hangs red tags for accounts in delinquent status, over 60 days past due. The red tag process allows 7 days for the customer to provide payment. If payment/a payment plan is not received/created, water is then shut off. Staff is currently reviewing Red Tag practices as all billing cycles have moved to monthly bills.

	May 2024	June 2024	July 2024	August 2024
Cycle	Cycle 1	Cycle 2	Cycle 1,3	Cycle 2,3
# Red Tags	67	65	101	137
Minimum Delinquent Balance	\$ 350	\$ 350	\$ 350	\$350
# Shut off Service Requests	7	1	4	5

### Billing Payment Rate

Through August 28, 2024, OLWS received (\$48,623) less in payments than was billed on July 31, 2024.

	May 2024	June 2024	July 2024	August 2024
Utility Billing Sales	\$ 1,601,460	\$ 1,402,254	\$ 2,085,334	\$ 1,889,728
Cash Receipts	1,579,455	1,379,665	2,043,303	1,841,105
% Collected	98.60%	98.40%	98.00%	97.40%

### Financial Assistance Utility Rate Relief Program (FAURRP)

OLWS' FAURRP provides eligible customers with a discounted rate on a portion of their bill. As approved by the Board of Directors on March 19, 2024, the program cap is established at 0.75% of budgeted utility revenues, an increase from 0.50%.

The total number of customers enrolled in FAURRP is split between the two billing cycles and can vary in total by utility.

	<b>Budget</b>	<b>Budget Year-to-Date August 2024</b>	<b>Actual Year-to-Date August 2024</b>	<b>% Spent</b>
<b>FAURR Program Cap</b>	\$ 156,915	26,153	29,056	111.1%
	<b># of Customers Current Month</b>	<b>Discount Provided</b>	<b>Fiscal Year to Date</b>	
<b>Drinking Water</b>	248	\$ 3,204	\$6,412	
<b>Wastewater</b>	239	9,875	19,746	
<b>Watershed Protection</b>	239	1,448	2,898	
		<b>14,529</b>	<b>29,056</b>	

**Attachments**

1. Checks by Date Report for August 2024