Improve Septic Billing





Green Belt: Tiffany Dunkley



Champion Project Worksheet

Champion:

tep	Action	Information Elements for Defining Project	Definition/Explanation	Actual Project Information
the business	1 A	WHAT is the actual problem?	A business condition or impediment to success stated as the high level effect the problem is having on the business. This is usually in terms of cost, revenue, quality or delivery.	Ineffective billing, inconsistent record keeping,
per the buer source.	1B	WHERE is the problem occurring?	Define where the problem is occurring. Include a geographic name such as city or facility and the name of the business area; i.e., Accounts Receivable, Purchasing, Manufacturing	
be solved ase or oth	1C	The TIMEFRAME over which this problem has existed?	Define when the problem first began or the timeframe over which it has existed. Example: Began Feb 2005, for the past 15 mos., or has always existed.	Not sure
needs to	1D	WHO is the customer(s) most affected by this problem?	Identify who the customer is that is most impacted by this business problem. This could be an internal or an external customer.	Septic haulers and The City
1000	2A	:Determine the characteristic or process output	Name the Y which you intend to improve in order to solve the problem; i.e.,	'Despared time hilling process neumant records
e l	<u> </u>		Product Test Yields, Customer Complaints, Invoice Errors, Response Time	response time, billing process, payment records
and the baseline level.	2B	Identify the PRIMARY METRIC for each Y that numerically describes the problem and will be used to measure and track improvement.	This is a combination of the name for the Y and the unit of measure associated with it. Example: motor torque % defective, defects per invoice, call back response time in minutes	payment defect
performance	2 C	Estimate the magnitude, BASELINE PERFORMANCE, of the problem in terms of the primary metric.	Data should be gathered to determine the performance or behavior of the primary metric, assure the data is long term and not short term data. An Excel macro can be used to plot the data as a function of time and then be used to monitor the improvement as a function of time. This data establishes the base from which to calculate the potential financial benefits of the project, as a function its improvements.	13%Total Defect Rate
	2D	Identify a CONSEQUENTIAL METRIC.	This is any other characteristic or process output you will want to monitor to assure there is no negative impact to another area from solving the problem.	Loss of Revenue

The City is currently using a manual process to do septic billing. This manual process has been used for several years and over the course of the years there has been a reduction in revenue. The goal of this project is to determine why the loss of the revenue and to find a new, efficient way to bill using HTE.

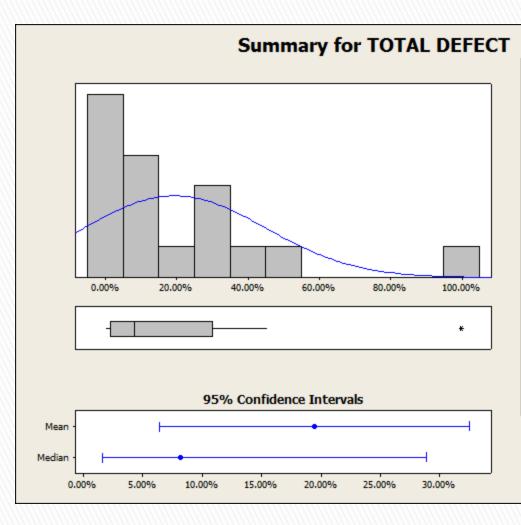




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	AAA SEPTIC	A & A SEPTIC	AIM SEPTIC	AMER-ITEX SERVICES		CANDY SANITATION	CLAY SEPTIC	F&G	FOSHEE SEPTIC	K-JOHN	L&L	MORENO SEPTIC	REYNOLDS	RICHARD	RIDGLE SEPTIC	SANCHEZ SEPTIC	WEAVER SEPTIC
2012																	
JANUARY	50,400	63,767	9550	7100	7700	57,450		0		9900	0	36,050	14,150		9500	4950	18,100
FEBRUARY	40550	62,750	12010	5600	17,400	57,993		0		11,200	0	49,850	13,300		12,800	12,950	12,000
MARCH	64446	90,700	13100	5650	12,900	67,767		400		13,750	0	83,800	11,200		14,500	14,650	30,980
APRIL	60,200	72,000	5775	7550	27,000	82,950		0		10,600	0	35,000	3600		17,800	8350	22,000
MAY	43700	60,450	3950	7850	16,700	82,634		0		14,750	400	36,100	3650		10,700	8700	14,100
JUNE	39850	62,150	4400	7200		46,450		0		10,100	400	21,000	9700		7500	7300	10,073
JULY	34,750	54,250		6700		50,500		0		9650	0	24,400	4350		0		10,025
AUGUST	64050	48200	3700	7900		55,950		0		9600	400	23,150	5500		3000	10,700	10,050
SEPTEMBER	35300	43150	0,00			72,300		0		17,900	400	20,050	6500		0000		16,450
OCTOBER	49,900	18,000	2,200			76,550		0		11,300	300	23,800	3,000		5,500	7,400	5,050
NOVEMBER	43000	56350		7300		71500		•		8400	300	18300	11150	7000	6000	23600	21375
DECEMBER						713001		_		0400	300	10300	11130	7000	0000	23000	21373
2012 TOTAL GAL DUMPED	Total Invi	oiced (2 years).	5 194,21	17.11 5	97,108.56	5 12	1,123.3	5 400		127150	2200	371,500	86,100	7,000	8 7 300	115650	170,203
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JANUARY	lotalPai	d (2 years)	5 1 7 9,61	11.48					20,250	10,500		14,500		8,250	31,600	5,100	44,012
FEBRUARY	Differenc	· a	5 14,60	15.63				_	18,600	10,100		22,650		8,750	21,600	8,550	23,000
MARCH								_	25,500	11,400		31,250		5,600	16,950	9,150	32,775
APRIL	UnderPa	id	5 19,69	56.00				3,400	25,500	9,150		21,900	6,600	9,000	22,550	2,300	22,600
MAY	OverPaid			0.00				7,400	8,200	7,900	300	12,750	7,200	10,800	7,500	5,200	12,550
JUNE	overraid	1	÷ 4,50	34.00					11,800	6,950	300	22,650	8,350	11,650	10,000	7,050	6,000
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AUGUST			 1,0		72 1,0 10.00			_	5,850	8,050	100	16,250	11,300	7,250	7,500	2,450	
SEPTEMBER	% Total D	efect		13%					8,550	6,825	350	15,450	18,050	2,250	6,500	1,600	
OCTOBER				0.004	0.00/				11,500	8,850	330	19,900	17,750	2,250	11,000	3,600	
NOVEMBER	lotal def	ect Reduction		80%	80%				6,750	7,850	400	27,950	13,300		3,500	4,150	
DECEMBER	GnalofTe	otal Reduction		2.5%					3,700	8,700	1,450	221,900	6,625	67,800	4,300	8,050	4,998
2011 TOTAL GAL DUMPED	GUBI UI II	atal lieduction						3,400	126,150	96,275	1,450	221,900	100,225	135,600	147,500	59,300	145,935
2 YR TOTALS	Potentia	l Outstanding	5 62	25.21				3,800	126,150	223,425	3,650	593,400	186,325	142,600	234,800	174,950	316,138
2011 INVOICES ISSUED								02.00	\$3,784.50	\$3,703.75	no data	\$8,497.50	no data	\$1,694.75	\$4,845.00	\$1,655.00	\$4,425.11
2011 INVOICES PAID	Potentia	I ACCIUBI	\$ 24,01	14.79	19,712.00			\$0.00	\$4,044.90	\$2,603.00	no data	\$8,017.00	no data	\$2,400.00	\$5,820.50	\$1,738.00	54,153.63
2011 NOT PAID	2201.00	43,003.00		227.00	n spoosen	-54.00	-pos.pp	J-02.00	-\$260.40	\$1,100.75		\$480.50		-\$705.25	-\$975.50	-\$83.00	5271.48
2012 INVOICES ISSUED	\$16,915.76	\$19,983.00		\$2,300.50	\$3,581.00	\$21,796.50	no data	\$12.00	\$0.00	54,108.00	\$0.00	\$10,518.00	\$2,583.00	\$0.00	\$2,019.00	\$3,703.00	\$3,821.69
2012 INVOICES PAID	\$15,391.76	\$13,702.00	52,834.25	52,321.00	\$4,393.50	\$22,253.50	no data	\$0.00	\$0.00	54,583.75	\$66.00	\$5,499.50	52,796.25	\$65.50	\$1,694.00	\$3,703.00	54,104.94
2012 NOT PAID	\$1,524.00	\$6,281.00	-\$677.70	-\$20.50	-\$812.50	-\$457.00		\$12.00	\$0.00	-\$475.75	-\$66.00	\$5,018.50	-\$213.25	-\$65.50	\$325.00	\$0.00	-\$283.25
TOTAL NOT PAID	\$1,825.00	\$11,286.00		\$7.00		-\$458.00	-\$87.00	\$414.00	-\$260.40	\$625.00	\$0.00	\$5,499.00	-\$213.25	-\$770.75	-\$650.50	-\$83.00	-511.77
2011 DEFECT	1.16%	23.34%		0.87%		-0.01%	-37.18%	100.00%	-6.88%	29.72%	#VALUE!	5.65%	#VALUE!	-41.61%	-20.13%	-5.02%	6.13%
2012 DEFECT	9.01%	31.43%	-31.43%	-0.89%		-2.10%	#VALUE!	100.00%	#DIV/0!	-11.58%	#DIV/0!	47.71%	-8.26%	#DIV/0!	16.10%	0.00%	-7.41%
TOTAL DEFECT	4.27%	27.25%	-31.43%	-19	6 -20,47%	-1.21%	-37.18%	100.00%	-6.88%	8.00%	0.00%	28.92%	-8.26%	-45.48%	-9.48%	-1.55%	-0.14%
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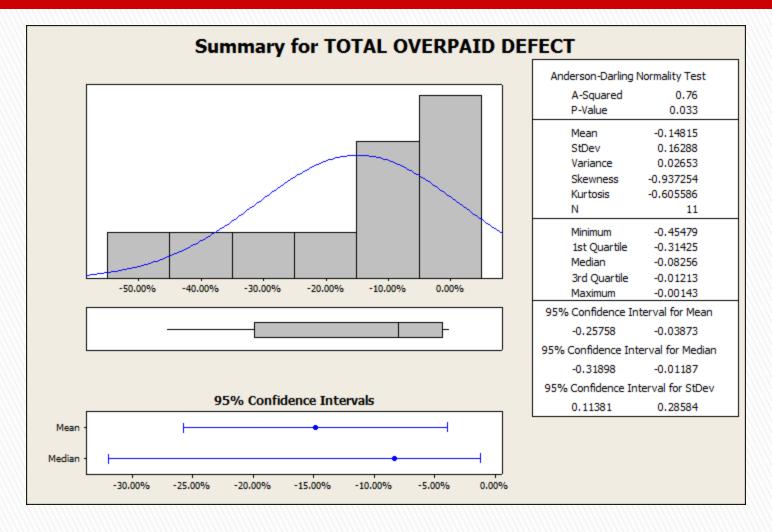




Anderson-Darling	Normality Test
A-Squared	1.35
P-Value <	0.005
Mean	0.19494
StDev	0.25333
Variance	0.06417
Skewness	2.20203
Kurtosis	5.92553
N	17
Minimum	0.00000
1st Quartile	0.01381
Median	0.08256
3rd Quartile	0.30172
Maximum	1.00000
95% Confidence	Interval for Mean
0.06469	0.32519
95% Confidence I	nterval for Median
0.01614	0.28878
95% Confidence I	Interval for StDev
0.18867	0.38554

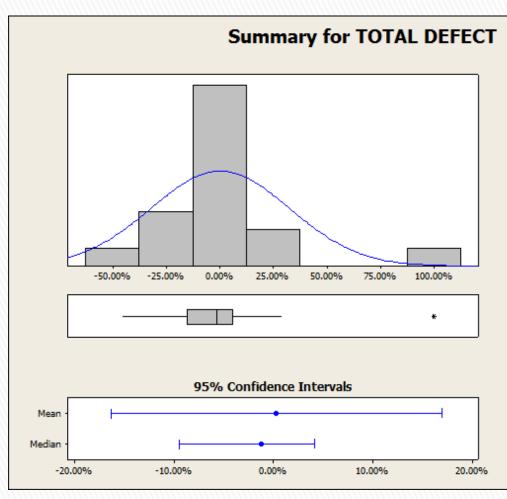












Anderson-Darling N	Normality Test
A-Squared	1.00
P-Value	0.009
Mean	0.00322
StDev	0.32333
Variance	0.10454
Skewness	1.76460
Kurtosis	5.30242
N	17
Minimum	-0.45479
1st Quartile	-0.14976
Median	-0.01213
3rd Quartile	0.06134
Maximum	1.00000
95% Confidence In	terval for Mean
-0.16302	0.16945
95% Confidence Int	erval for Median
-0.09448	0.04165
95% Confidence Int	terval for StDev
0.24080	0.49208



Define Phase 2. Defect Definition





Soft Dollars \$24,640 \$90% \$19,712	Project Title:	Lean Sigma Improve Sep	ptic Billing		Project No.	
Project Champion The extent of the project Champion Project Champion The extent of the project (a.e., Ext.) A present of the project Champion The control of the project (a.e., Ext.) A present of the project Champion The extent of the project (a.e., Ext.) A present of the project (a.e., Ext.) A present of the project (a.e., Ext.) The extent of the project (a.e., Ext.) A present of the project (a.e., Ext.) A present of the project (a.e., Ext.) The extent of the project (a.e., Ext.) A present of the project (a.e., Ext.) The extent of the project (a.e., Ext.) A present of the project (a.e., Ext.) A present of the project (a.e., Ext.) The extent of the project (a.e., Ext.) A present of the project (a.e., Ext.) WestSelf Period (a.e., Ext.) A present of the project (a.e., Ext.) The Coloroner focused measurable to be improved in the project (a.e., Ext.) The Ext. (a.e., Ext.) A present of the project (a.e., Ext.) The Coloroner focused measurable to be improved to the project (a.e., Ext.) The Coloroner focused measurable and evidence of by the coloroner of part (a.e., Ext.) The Coloroner focused measurable and evidence of by the coloroner of part (a.e., Ext.) The Coloroner focused measurable and evidence of by the coloroner of part (a.e., Ext.) The Coloroner focused measurable and evidence of by the coloroner of part (a.e., Ext.) The Coloroner focused of the coloroner of part (a.e., Ext.) The Coloroner focused of the coloroner of part (a.e., Ext.) The Coloroner focused of the part (a.e., Ext.) The Coloroner focused of the part (a.e., Ext.) The Coloroner focused of the focus of	T		Authoriza	ation Date:	14-	Feb-13
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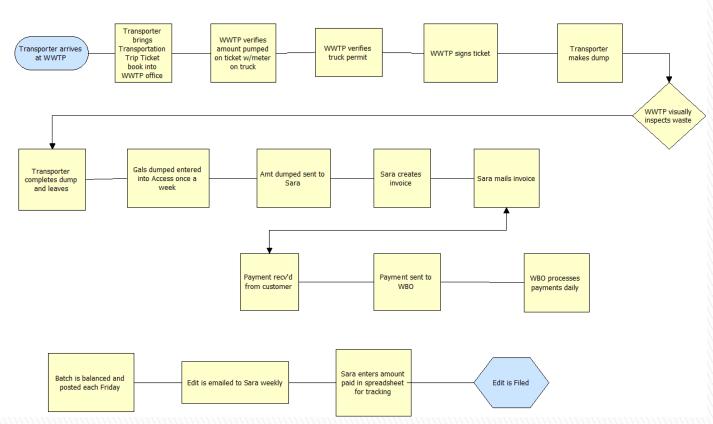
Problem Statement:

As a department, we are experiencing a problem with account billing and collections. This is occurring in the billing and collection of septic dumping at City facilities. This problem has existed for a number of years. The magnitude of the problem is that there is a total 13% defect rate per year. Which is costing as much as \$24,640 per year.

Objective Statement:

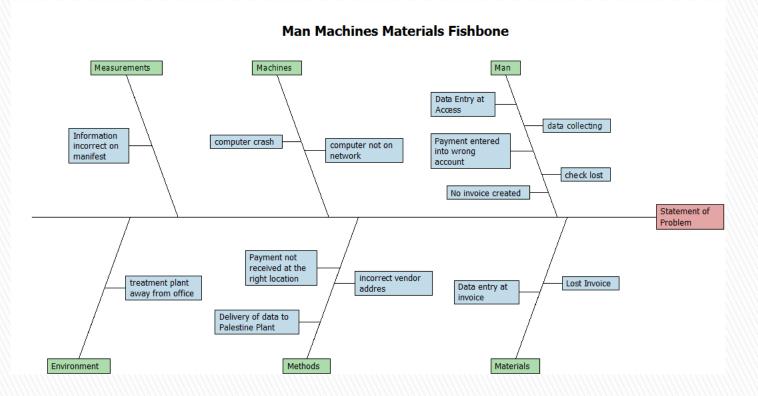
Reduce the defect rate by 80% or lower per year by implementing a new billing system using HTE. This should bring the total defect percentage down to 2.5% over the course of year. As a result the savings would be \$19,712.





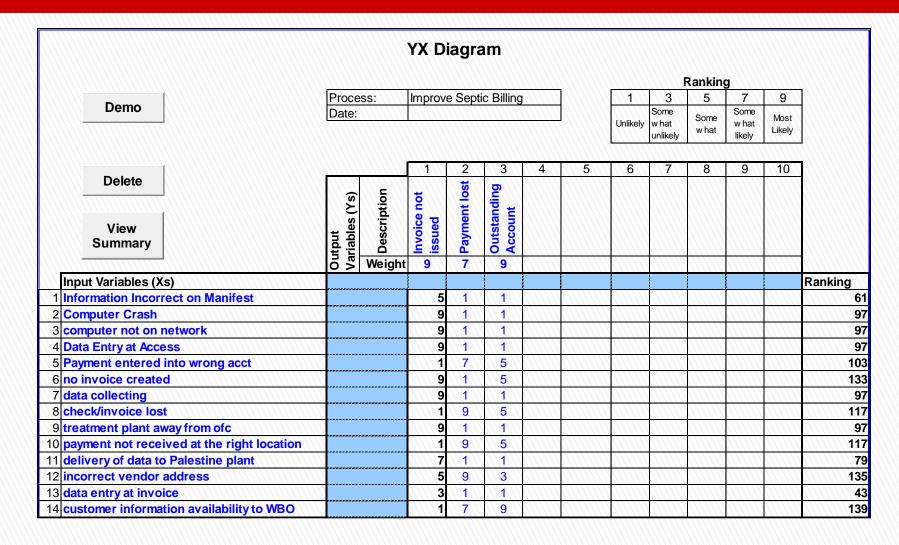
Process Map was created in a team effort in which the team was looking to understand the overall septic billing process.





The Fishbone Diagram was created to identify all the potential factors that might cause defects in the current billing process.







YX Diagram Summary

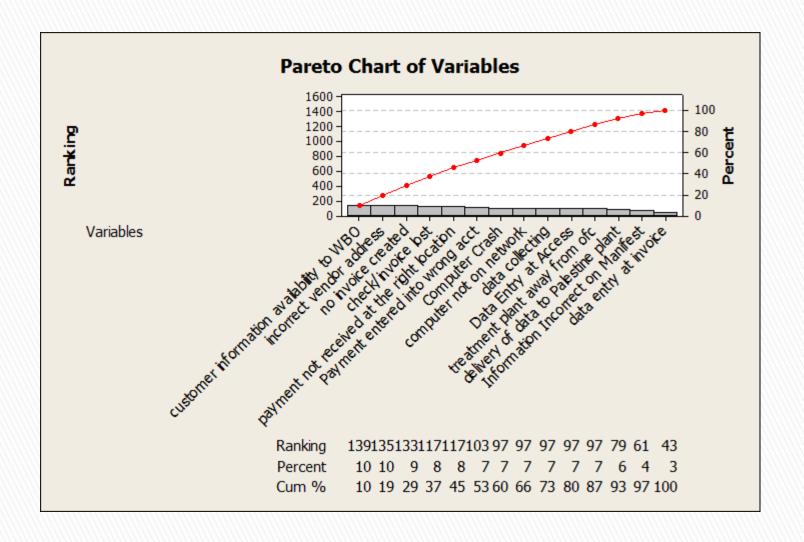
Process:	Improve Septic Billing
Date:	

Output Variab	les
Description	Weight
Invoice not issued	9
Payment lost	7
Outstanding Account	9

Input Variables	Input Variables					
Description	Ranking					
customer information availability to WBO	139					
incorrect vendor address	135					
no invoice created	133					
check/invoice lost	117					
payment not received at the right location	117					
Payment entered into wrong acct	103					
Computer Crash	97					
computer not on network	97					
Data Entry at Access	97					
treatment plant away from ofc	97					
data collecting	97					
delivery of data to Palestine plant	79					
Information Incorrect on Manifest	61					
data entry at invoice	43					

From the information gathered the highest ranking variable was the lack of customer information available to the WBO. With the lowest being data entry entered in wrong on the invoice.







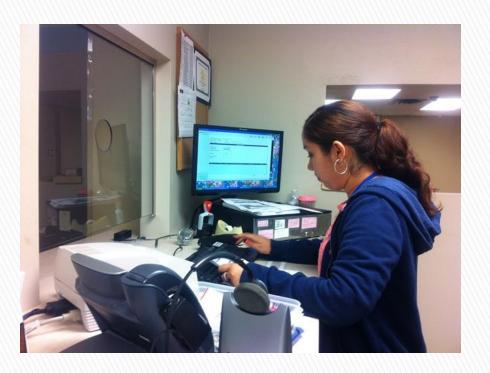


The X-Tracker is a tool used to analyze the variables and decide whether or not their significant. All variables were found to be significant.

77777		77777777	777777777			777777	7777777	777777
		X٦	RACKER					
Project	Improve Septic Billing							
Υ	% Defect of Receivable	S						
			Alternative	Unit of		Verification		Significant
X	Prioritized Potential Cause	Null Hypothesis	Hypothesis	Measure	Data Type	Method	Results	Y/N
	THOMESON FORMAL CAUSE	Huii Hypothesis	Пурошеля	measure	Data Type			.,,,,
		WBO does receive	WBO does not			verifying	noone has	
X1		customer	receive customer			w/each rep to see if they	access to	yes
		information	information			have access	information	
	customer information availability to WBO						momation	
						count how		
						many vendors	most	
		all vendor	all vendor addresses			addresses	vendor	
X2		addresses are	are incorrect	count	attribute	are correct	addresses	yes
		correct				or incorrect	are correct	
						(proportion		
	incorrect vendor address					testing)		
						analysis of initial	most	
		all invoices are	all invoices are not			spreadsheet	invoices	
Х3		created	created			and the	were not	yes
		0104104	or outou			invoices that	issued	
	no invoice created					were issued		
						analysis of	most	
		all checks and				spreadsheet	checks and	
X4		invoices were	all checks and			and	invoices	yes
		received	invoices were lost			payments	were unaccounte	
	check/invoice lost					received	d for	
	,						most	
						analysis of spreadsheet	checks and	
X5		all payments were	all payments were			and	invoices	yes
		received in WBO	not received in WBO			payments	were	,,,,
	normant not received at the right !					received	unaccounte	
	payment not received at the right location					analysis of	d for most	
			all payments were			spreadsheet	payments	1
X6		all payments were	not processed			and	were not	yes
		processed correctly	correctly			payments	posted	
	Payment entered into wrong acct					posted	correctly	
X7	Computer Crash							
X8 X9	computer not on network Data Entry at Access							
Va	Data Entry at Access					information		
X10		all data was	all data was not			received was	no data	yes
	data collecting	collected correctly	collected correctly			not collected		,,,,
X11	treatment plant away from ofc							
X12	delivery of data to Palestine plant							
X13	Information Incorrect on Manifest							
						information		
X14	l	all data entry was	all data was not			from data	missing	
	data entry at invoice	correct on invoice	correct on invoice		L	collected	data	yes



Customer Information Availability to WBO



WBO representatives were unable to look Septic Haulers information up when they came in to pay. Which made them unable to verify what was owed without calling the LPWTP. The WBO would just take whatever the hauler wanted to pay if they were not able to verify the balance by phone. (All information was located at the Lake Palestine Water Treatment Plant.) Having the haulers in HTE allows the WBO to view how much was dumped, balance, and due date.





Incorrect Vendor Address

While data collecting I found that there was 6 out of the 17 vendors that had some type of defect with their billing address. They were not receiving the bill in a timely manner due to the improper addressing causing a slow response to pay.

NAME	MAILING ADDRESS	<u>CITY</u>	ZIP CODE	STREET ADDRESS	CITY	PHONE #	CONTACT PERSON
AAA SANITATION	1500 W CLAUDE	TYLER	75702	1500 W CLAUDE	TYLER	903-593-5909	
A&A SEPTIC							
AIM SEPTIC							JASON ROBBINS
AMERI-TEX SERVICES	PO BOX 682	WHITEHOUSE	75791	311 W MAIN ST	WHITEHOUSE	903-839-1800	
ASTRO-JOHNNY WASTE MGMT	1106 CAROLINA ST	JACKSONVILLE	75766	1106 CAROLINA ST	JACKSONVILLE	903-586-3799	
CANDY SANITATION	6356 CR 376	Tyler	75708				
CLAY SEPTIC	148 CR 1885					903-383-2513	
F&G							
FOSHEE SEPTIC	PO BOX 1045	CANTON	75103	24981 TEXAS 64		903-567-2816	
K-JOHN PORTABLE TOILETS	PO BOX 148	NECHES	75779-0148	1255 ACR 346	NECHES	903-584-9189	
L&L							
MORENO SEPTIC							
REPUBLIC SERVICES	PO BOX 130249	TYLER	75713		TYLER		
REYNOLDS (LARRY)	PO BOX 577	VAN	75790	6831 FM 1995	VAN	903-963-7269	
RICHARD (BOBBY)	5269 S FM 2869	HAWKINS	75765			214-484-6877	903.769.5181
RIDGLE'S SEPTIC SERVICE (JOEY)	PO BOX 822	BROWNSBORO	75756	8901 ST HWY 31 E	MURCHISON	866-617-5515	
SANCHEZ SEPTIC TANK SERVICE	312 E ROSEDALE ST	TYLER	75702	312 E ROSEDALE ST	TYLER	903-535-9673	
WEAVER SEPTIC SERVICE	368 DANIELS ST	RUSK	75785	1804 n Jackson St	Jacksonville	903-589-7929	JERRY EMERSON





Invoice not created

	2012				
G	al Discharg	d		SURCHARGE	
JANUARY		42440	\$1,273.20	\$29.46	\$1,302.66
FEBRUARY		109570	\$3,287.10	\$76.05	\$3,363.15
MARCH		73822	\$2,214.66	\$51.24	\$2,265.90
APRIL		238585	\$7,157.55	\$165.59	\$7,323.14
MAY		78540	\$2,356.20	\$612.19	\$2,968.39
JUNE		60060	\$1,801.80	\$468.14	\$2,269.94
JULY		83160	\$2,494.80	\$648.20	\$3,143.00
AUGUST		60060	\$1,801.80	\$468.14	\$2,269.94
SEPTEMBER	₹	55440	\$1,663.20	\$432.13	\$2,095.33
OCTOBER		41580	\$1,247.40	\$324.10	\$1,571.50
NOVEMBER	1	73920	\$2,217.60	\$576.18	\$2,793.78
DECEMBER		0	\$0.00	\$0.00	\$0.00
		917177			\$31,366.72

While gathering information I found that there were times that the invoice was never created causing a delay in receiving the customers payment.

Residential			11-Oct-12	
P. Ö. Box 130249 Tyler, Texas 75713-0249 INVOICE				
P. Ö. Box 130249 Tyler, Texas 75713-0249 INVOICE 101112 (\$30.00 per Thousand) Date Volume Tot Residential 11-Aug-12 60.060 \$1.801.8 12-Sep-12 55440 \$1.663.3 Wastewater Surcharge \$900.3 CUPRENT BALANCE \$4,365.2 PAST DUE \$0.0 BALANCE DUE \$4,365.2 DUE DAT 10/29/2012 - TYLER WATER UTILITIES P.O. BOX 2039 TYLER, TEXAS 75710				
INVCICE 101112		es		
INVOICE 101112				
(\$30.00 per Thousand) Date Volume Tot Pesidential 11-Aug-12 60.060 \$1.801.8 12-Sep-12 55440 \$1.663.3 Wastewater Surcharge \$900.3 CURRENT BALANCE \$4,365.2 PAST DUE \$0.060 \$4.365.2 PAST DUE \$4,365.2 DUE DAT 10/25/2012 - TYLER WATER UTILITIES P.O. BOX 2039 TYLER, TEXAS 75710	Tyler, Texas 75	713-0249		
Date Volume Tot	INVOICE	101112	-	
Date Volume Tot				
Date Volume Tot	(\$30.00 per Thousa	ndì		
Residential	(400.00 po. 1110.00	,		
12-Sep-12 55440 \$1,663.2 \$900.3		Date	Volume	Tota
12-Sep-12 55440 \$1.663.2 Wastewater Surcharge \$4,365.2 CURRENT BALANCE \$4,365.2 PAST DUE \$0.0 BALANCE DUE \$4,365.2 DUE DAT 10/25/2012 - *** TYLER WATER UTILITIES P.O. BOX 2039 TYLER, TEXAS 75710	Residential	11-Aug-12	60.060	\$1,801,80
CURRENT BALANCE \$4,365.2 PAST DUE \$0.0 BALANCE DUE \$4,365.2 DUE DAT 10/25/2012 **********************************			55440	\$1,663.2
PAST DUE \$0.0 BALANCE DUE \$4,365.2 DUE DAT 1025/2012	Wastewater Surcha	arge		\$900.3
PAST DUE \$0.0 BALANCE DUE \$4,365.2 DUE DAT 10/25/2012 TYLER WATER UTILITIES P.O. BOX 2039 TYLER, TEXAS 75/10		CURRENT RAI	ANCE	¢4 365 27
DUE DAT 10/25/2012 TYLER WATER UTILITIES P.O. BOX 2039 TYLER, TEXAS 75/10		CONNEILITEME	MINCL	φ4,000.21
DUE DAT 10/25/2012 *******PLEASE SEND PAYMENTS TO****** TYLER WATER UTILITIES P.O. BOX 2039 TYLER, TEXAS 75710		PAST DUE		\$0.0
TYLER WATER UTILITIES P.O. BOX 2039 TYLER, TEXAS 75710		BALANCE DUE		\$4,365.27
TYLER WATER UTILITIES P.O. BOX 2039 TYLER, TEXAS 75710				
TYLER WATER UTILITIES P.O. BOX 2039 TYLER, TEXAS 75710				
TYLER WATER UTILITIES P.O. BOX 2039 TYLER, TEXAS 75710	DUE DAT 10/25/2013	2	-	
P.O. BOX 2039 TYLER, TEXAS 75710	****PLEASE	SEND PAYM	NTS TO	****
TYLER, TEXAS 75710				
903-939-2724	TYI			
		903-939-2724	1	



Analyze Phase

7. Verification of Variables

Payments not being received at the right location.

The customers were mailing their payments back to the LPWTP, WBO, and the City's main PO Box

address. This was causing a delay in getting the

payment processed.

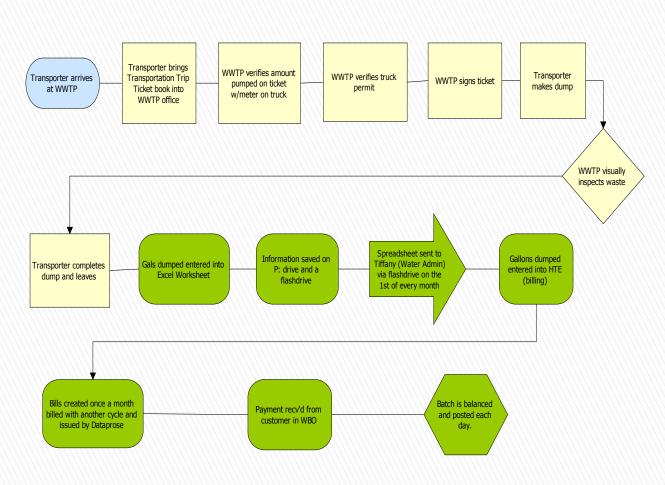






Improve Phase 9. Implement Improvements

The process was changed to have the data entered into a spreadsheet and saved to the P: drive for access by the Water Admin, office instead of sending the information via inter-office mail or by driving it out to the LPWTP. Payments are now mailed directly to the WBO for processing. We also implemented the no pay no dump process. If they have not paid by the due date the WTP is notified to not allow any dumping until all balances are paid in full.





Control Phase 12. Implement Controls



New procedures for billing was written specifically for septic billing with little deviation from regular cycle billing.

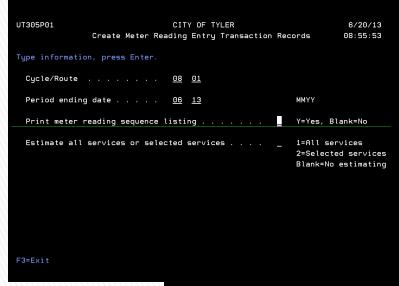


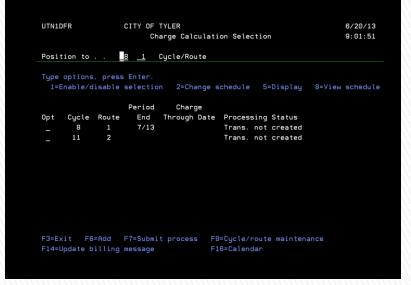


Control Phase 12. Implement Controls



Billing was done in CIS instead of the manual process by creating a new cycle, creating new account numbers, and using HTE to process bills with the regular cycle billing.



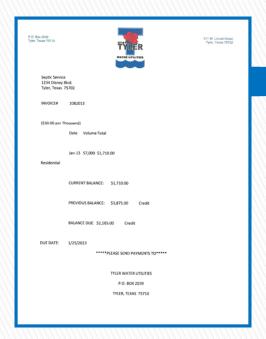


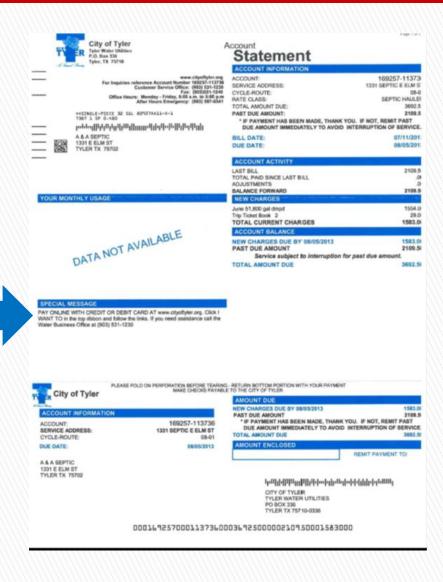


Control Phase 12. Implement Controls



Instead of a manually produced invoice the customers now will receive a "blue bill" showing how much was dumped, the charges, and a due date.







Financial Impact



Since implementing the new controls and billing the septic haulers in CIS we are now able to realize the actual revenue as soon as we bill. Before the process was changed we were unable to see the actual revenue because it only reflected revenue after the payments were made.

The first cycle billing under the new process done in the month of June invoiced all potential vendors for a sum of \$17,318.45 which immediately showed as revenue. Last year during this same time \$11,466.72 was invoiced however revenue for this amount wasn't realized until later.

PREPARED 6/13/13, 12:55:04 PROGRAM UT420L CITY OF TYLER				IMINARY OFF	CYCLE BILLING	REGISTER			PAGE 4
LOCATION ID SERVICE ADDRE CUSTOMER ID NAME BILL DATE SVC START DATE	SS/ZIP RATE	POG	STS/	DEPOSITS/ INTEREST REFUNDS	DEFER BAL	GROUP SERVICE/ TYPE COMP	CONSUMPTION/ DISC. AMT	AMOUNT	CURRENT BALANCE
GRAND TOTALS -				.00	.00				17,318.45 CURRENT ADJUSTMT
								17,318.45	CURRENT CHARGES
CLASSIFICATION	COUNT	NO.	BILLED	AMOUNT E	BILLED				
SEPTIC HAULER	19		15	17,31	18.45				
TOTAL	19		15	17,31	18.45				
CUS/LOC STATUS	COUNT	NO.	BILLED	AMOUNT E	BILLED				
ACTIVE SHUT OFF, NONPAY VACATION TERMINATED, NONPAY	19 0 0		15 0 0		18.45 .00 .00				
TOTAL	19		15	17,31	18.45				
EMAIL ONLY BILLS EMAIL & PRINT BILLS	0								
DEPARTMENT DESCRIPTION COUNT AMOUNT BILLED									
тотаь		0		.00					



Financials



Hard Dollar Savings	\$ 69,096
Total Savings	\$ 69,096

Improve Septic Billing
Data and Cost Calculation
June 2013/June 2013

Data		Hard Dollar Calc	ulations		
Month	Average Revenue Received	Initial Average Revenue Received	Increased Revenue Per Month		
June	22,624	\$9,280	\$ 13,344		
July	34,813	\$9,280	\$ 25,533		
August	15,251	\$9,280	\$ 5,971		
September	12,265	\$9,280	\$ 2,985		
October	11,313	\$9,280	\$ 2,033		
November	12,590	\$9,280	\$ 3,310		
December	10,813	\$9,280	\$ 1,533		
January	15,371	\$9,280	\$ 6,090		
February	17,580	\$9,280	\$ 8,300		
March	·	\$9,280			
April	·	\$9,280			
May		\$9,280			
June		\$9,280			

