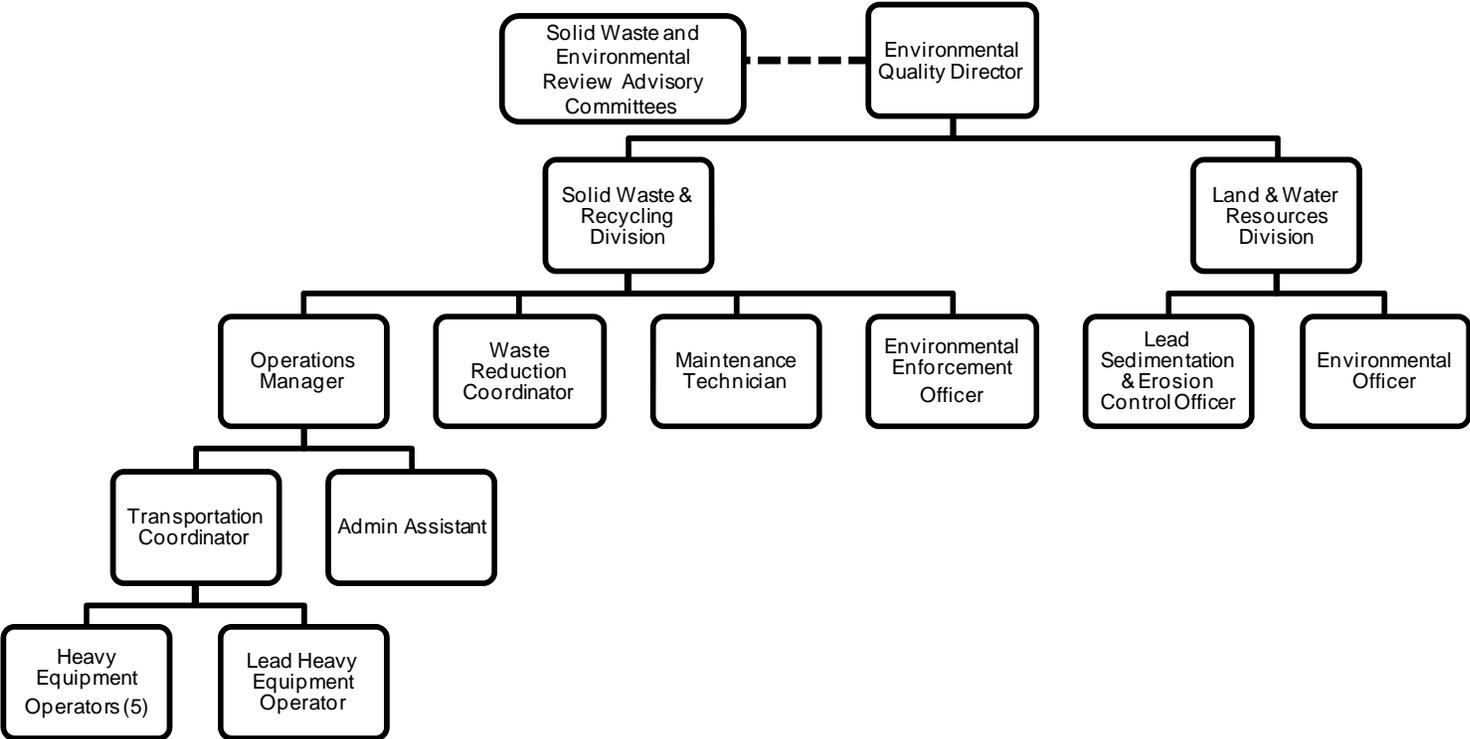


Solid Waste & Recycling Fund

The Solid Waste & Recycling Fund accounts for the activities of Chatham County’s waste management, including the collection sites, hauling, and disposal costs. The Solid Waste & Recycling Fund is an enterprise fund, which means that fees should fully support operating costs.

Major responsibilities:

1. Provide clean, safe collection centers for county residents and businesses to dispose of their household waste and recyclables
2. Provide efficient, safe handling and hauling of waste and recyclables
3. Reduce the tonnage of waste disposed
4. Educate the public and staff about effective waste reduction
5. Comply with state regulations and laws concerning disposal and landfills
6. Provide effective, safe management of special waste items, such as tires, white goods, hazardous waste and electronics
7. Provide an education and enforcement program to reduce illegal dumping, environmental infractions and misuse of collection centers



Environmental Quality-Solid Waste & Recycling Revenue

	A 2010 Actual	B 2011 Actual	C 2012 Amended	D 2012 Estimated	E 2013 Total Req.	F 2013 Total Rec.	G 2013 Appr. Cont.	H 2013 Appr. Exp.	I 2013 Total Appr.	J Variance	K Total % Inc./Dec.
INTERGOVERNMENTAL:											
WASTE MANAGEMENT / FEDERAL GRANTS	0	6,796	0	0	0	0	0	0	0	0	0%
WASTE MGMT / FORKLIFT GRANT	10,000	0	0	0	0	0	0	0	0	0	0%
WASTE MGMT / NUISANCE TIRE GRANT	4,311	4,708	5,000	1,492	1,500	1,450	1,450	0	1,450	(3,550)	-71%
WASTE MGMT / OTHER GRANT FUNDS	0	10,000	0	0	0	0	0	0	0	0	0%
WASTE MGMT / WHITE GOODS DISPOSAL GR	38,469	44,792	0	45,506	40,000	44,000	44,000	0	44,000	44,000	0%
Total Intergovernmental:	52,780	66,296	5,000	46,998	41,500	45,450	45,450	0	45,450	40,450	809%
INTEREST:											
INTEREST REVENUE / INTEREST	10,811	4,556	5,000	7,000	7,000	7,000	7,000	0	7,000	2,000	40%
Total Interest:	10,811	4,556	5,000	7,000	7,000	7,000	7,000	0	7,000	2,000	40%
MISCELLANEOUS:											
MISCELLANEOUS / CREDIT CARD ADMIN FEES	(96)	0	0	0	0	0	0	0	0	0	0%
MISCELLANEOUS / MISCELLANEOUS	14	50	0	123	0	0	0	0	0	0	0%
MISCELLANEOUS / SALE OF SURPLUS PROPERTY	30,416	53,228	0	1,741	20,000	20,000	20,000	0	20,000	20,000	0%
Total Miscellaneous:	30,334	53,278	0	1,864	20,000	20,000	20,000	0	20,000	20,000	0%
OTHER TAXES/LICENSES:											
OTHER TAXES AND LICENSES / SCRAP TIRE DISPOSAL TAX	67,309	73,932	70,000	83,228	70,000	80,000	80,000	0	80,000	10,000	14%
OTHER TAXES AND LICENSES / WHITE GOODS DISPOSAL TAX	19,676	18,562	18,000	20,363	18,000	18,000	18,000	0	18,000	0	0%
WASTE MGMT / ELECTRONICS	0	4,447	4,500	4,839	4,500	4,500	4,500	0	4,500	0	0%
WASTE MGMT / SOLID WASTE DISPOSAL TAX	40,963	41,720	40,000	42,912	40,000	41,500	41,500	0	41,500	1,500	4%
Total Other Taxes/Licenses:	127,948	138,661	132,500	151,342	132,500	144,000	144,000	0	144,000	11,500	9%
SALES & SERVICE:											
SALES / DECALS	4,180	4,769	3,000	4,710	3,000	3,000	3,000	0	3,000	0	0%
SALES / MULCH SALES	12,308	11,228	10,000	11,300	10,000	11,000	11,000	0	11,000	1,000	10%
SALES / PROMOTIONAL MATERIALS	1,840	2,305	0	1,755	0	0	0	0	0	0	0%
SALES / RECYCLABLES	112,294	159,299	80,000	158,000	80,000	120,000	120,000	0	120,000	40,000	50%
SERVICES / COLL CENTER FEE - TOWNS	4,004	3,943	3,000	2,313	3,000	2,200	2,200	0	2,200	(800)	-27%
SERVICES / COLLECTION CENTER FEE	2,038,694	2,061,163	2,000,000	2,084,236	2,000,000	2,020,000	2,020,000	0	2,020,000	20,000	1%
SERVICES / DISPOSAL FEE	602,550	614,747	585,000	625,682	585,000	605,000	605,000	0	605,000	20,000	3%
SERVICES / LANDFILL FEE	25,364	24,702	19,500	24,000	19,500	23,000	23,000	0	23,000	3,500	18%
Total Sales & Service:	2,801,234	2,882,156	2,700,500	2,911,996	2,700,500	2,784,200	2,784,200	0	2,784,200	83,700	3%
TRANSFERS:											
TRANSFER FROM OTHER FUNDS / EQUIPMENT RESERVE	0	75,000	0	0	0	0	0	0	0	0	0%
Total Transfers:	0	75,000	0	0	0	0	0	0	0	0	0%
FUND BALANCE:											
OTHER FINANCING SOURCES / APPROPRIATED FUND BALANCE	0	0	227,413	0	0	484,645	484,645	0	484,645	257,232	113%
Total Fund Balance:	0	0	227,413	0	0	484,645	484,645	0	484,645	257,232	113%
Total	3,023,107	3,219,947	3,070,413	3,119,200	2,901,500	3,485,295	3,485,295	0	3,485,295	414,882	14%

Environmental Quality -- Solid Waste & Recycling

Budget Summary:	A 2010 Actual	B 2011 Actual	C 2012 Amended	D 2012 Estimated	E 2013 Total Req.	F 2013 Total Rec.	G 2013 Appr. Cont.	H 2013 Appr. Exp.	I 2013 Total Appr.	J Variance	K Total % Inc./Dec.
Revenues											
Intergovernmental	52,780	66,296	5,000	46,998	41,500	45,450	45,450	0	45,450	40,450	809%
Interest	10,811	4,556	5,000	7,000	7,000	7,000	7,000	0	7,000	2,000	40%
Miscellaneous	30,334	53,278	0	1,864	20,000	20,000	20,000	0	20,000	20,000	100%
Other Taxes/Licenses	127,948	138,661	132,500	151,342	132,500	144,000	144,000	0	144,000	11,500	9%
Sales & Service	2,801,234	2,882,156	2,700,500	2,911,996	2,700,500	2,784,200	2,784,200	0	2,784,200	83,700	3%
Transfers	0	75,000	0	0	0	0	0	0	0	0	0%
Fund Balance	0	0	227,413	0	0	484,645	484,645	0	484,645	257,232	113%
Total Revenues:	3,023,107	3,219,947	3,070,413	3,119,200	2,901,500	3,485,295	3,485,295	0	3,485,295	414,882	14%
Expenditures											
Salaries	421,606	493,850	472,491	477,749	469,792	482,311	480,723	1,588	482,311	9,820	2%
Other Personnel Costs	195,494	223,394	227,311	223,647	228,915	230,731	229,758	973	230,731	3,420	2%
Operating	1,754,661	1,870,922	2,098,075	1,935,778	2,170,973	2,152,918	2,152,918	0	2,152,918	54,843	3%
Transfers	164,120	0	164,120	164,120	164,120	328,240	328,240	0	328,240	164,120	100%
Capital Outlay	435,750	41,808	108,416	106,064	291,095	291,095	291,095	0	291,095	182,679	168%
Total Expenditures:	2,971,631	2,629,974	3,070,413	2,907,358	3,324,895	3,485,295	3,482,734	2,561	3,485,295	414,882	14%
Net Cost	(51,476)	(589,973)	0	(211,842)	423,395	0	(2,561)	2,561	0	0	0%
Number of County Employees	13.00	13.00	13.00	13.00	13.00	13.00	13.00	0.00	13.00	0.00	0%

One-time Expenses: The FY 2012 budget includes one-time expenses of \$108,416. The FY 2013 budget includes one-time expenses of \$485,215. If one-time expenses are subtracted, the percent difference between the FY 2012 and 2013 budgets is 1.29%.

Cuts or Expansion Approved:

Reclassification of solid waste coordinator to operations manager: This position's responsibilities have changed significantly with the division's expansion of services and creation of the Environmental Quality Department. This position currently directs the Transportation Coordinator, the Lead Heavy Equipment Operator, and the five Heavy Equipment Operators. This reclassification formalizes these supervisory responsibilities. This reclassification will improve the organizational structure of the Department and reduce the number of direct reports to the Department Director. Net Cost: \$2,558

Work Plan

Goal: Protect and conserve the county's natural resources by reducing overall waste disposal and ensure secure long-term disposal.

Objectives:

- Increase the total tons of material recycled that the county controls.
- Decrease annual disposal rate per customer using the collection center and per county resident (per capita).
- Ensure the County has long-term secured disposal (greater than 20 years) for the sound management of waste.

Key Measures	FY 2009 Actual	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimated	FY 2013 Projected
County-wide disposal rate per capita (person) in tons	.536	.61	.67	.67	.67
Collection Center disposal rate per customer in pounds	36.07	37.70	37.96	37.00	37.00
The actual length of years for secured waste disposal capacity	1	5	4	3	2
County-wide local government controlled recycling rate per capita (person) in pounds (state average 276)	99.67	104.51	95.85	100.00	100.00
Percent of local government controlled recyclables diverted from landfill	8.5%	7.8	6.7%	7.0%	7.0%

Goal: Reduce illegal dumping incidents through a cost-effective enforcement program.

Objectives:

- Increase the percentage of resolved illegal dumping complaints (either the responsible party and/or offender performs the clean-up or the clean-up is otherwise performed if the responsible party and/or offender cannot be identified) or the case is determined to be unfounded.
- Control the average cost of investigations, based on staff time/salary, equipment and supplies used

Key Measures	FY 2009 Actual	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimated	FY 2013 Projected
Percent of cases resolved/unfounded	83%	98%	99.52%	95%	95%
Average cost per investigation	\$111	\$125	\$124	\$125	\$125

Goal: Ensure wise use of County funds by operating the department as a self-supporting enterprise, not funded with County property taxes.

Objectives:

- Percentage of budget subsidized by County General Fund tax revenues (property taxes).
- Minimize need for fee increases and effectively manage revenues from the two fees that support operations and services: 1. Annual solid waste fee which funds 12 waste/recycling collection centers, and 2. Disposal fee which helps cover the costs of disposing of waste
- Develop and use a checklist for monthly inspections for collection center assets as to condition and repairs needed.

Key Measures	FY 2009 Actual	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimated	FY 2013 Projected
Current Solid Waste Fee for Collection Centers	\$91	\$91	\$91	\$91	\$91
Current Disposal Fee for Collection Centers	\$34	\$34	\$34	\$34	\$34
Cost of collection center maintenance as a percentage of Waste Management total budget	2.4%	2.0%	2.8%	2.5%	3.0%

Goal: Improve customer service by providing accessible and efficient waste disposal and recycling for Chatham County citizens.

Objectives:

- Eliminate all instances of collection center customers who are unable to dispose of their bagged household waste and common recyclables.
- Minimize the cost per pound to manage waste left at the collection centers.
- Minimize the cost per pound to manage common recyclables (cardboard, glass, magazines, newsprint, plastics, steel and aluminum cans) left at the collection centers.
- Ensure that at least 80% of customers completing the biennial survey (every two years) rate overall customer service at collection centers very good or above average.

Key Measures	FY 2009 Actual	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimated	FY 2013 Projected
Total number of collection center customers	630,899	610,460	602,682	620,000	620,000
Cost per pound to manage waste	\$0.05	\$0.05	\$0.04	\$0.06	\$0.06
Cost per pound to manage common recyclables	\$0.08	\$0.07	\$0.08	\$0.07	\$0.07
Percent of biennial survey respondents rating customer service as very good or above average	80%	NM	92.86%	NM	NM
Number of customers unable to dispose of bagged household waste and or recyclables	0	0	0	0	0

Goal: Prevent accidents resulting in injuries to staff and damage to vehicles.

Objectives:

- Minimize the number of incidents of personal injury of staff through regular safety inspections and regular safety training for staff.
- Minimize the number of avoidable departmental vehicle incidents and vehicular property damage, through regular safety inspections and regular safety trainings.

Key Measures	FY 2009 Actual	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimated	FY 2013 Projected
Actual number of (at fault) vehicular accidents	2	0	0	0	0
Number of days missed due to work-related injuries	0	0	0	0	0

Accomplishments:

1. In July 2011 we changed our name and logo from "Waste Management" to "Solid Waste & Recycling" to help the public understand that recycling is a major component of our operation.
2. Developed "Borrow-A-Bin" free event container loan-out program for Chatham event organizers to offer recycling of cans & bottles to their event participants.
3. Expanded Electronics Recycling from 4 to 12 Collection Centers.
4. Streamlined Construction & Demolition Recycling Ordinance to be more user-friendly for builders, haulers, and facilities, while still maintaining the ordinance's intent of encouraging more C&D debris recycling.
5. Ran a week-long "America Recycles Day" promotion at all Collection Centers and garnered over 450 pledges from residents who intend to recycle more. Also held a month-long Earth Day promotion which included document shredding event for county residents.
6. Added household battery recycling program to all 12 Collection Centers.
7. Expanded outreach initiatives to include Facebook.
8. Expanded Small Business Recycling Center at the division's main facility (added a separate container for newspapers and a larger container for aluminum & steel cans).
9. Won the 2012 Outstanding Rural Recycling Program Award from the Carolina Recycling Association.

Innovations:

1. Produce a waste reduction and recycling disposal guide to promote all options in Chatham County and surrounding areas.
2. Coordinate a volunteer program to assist with recycling outreach and education.
3. Develop "Let's Talk Trash!" touring presentations.
4. Offer backyard composting and worm composting workshops.
5. Complete comprehensive 10-year Solid Waste Plan update.
6. Offer "Recycling 101" education to all collection center and operations staff.

Southeast Water District

The Southeast Water District Fund accounts for the activities of the Southeast Water District, which includes water purchases, maintenance, and debt service on water lines approved by voters of the district. Maintenance is provided by the employees of the Water Fund, which is reimbursed by the district.

Budget Summary

	A 2010 Actual	B 2011 Actual	C 2012 Amended	D 2012 Estimated	E 2013 Total Req.	F 2013 Total Rec.	G 2013 Appr. Cont.	H 2013 Appr. Exp.	I 2013 Total Appr.	J Variance	K Total % Inc./Dec.
Revenues											
Interest	0	1,253	0	474	500	500	500	0	500	500	100%
Sales & Service	469,585	588,714	507,180	521,640	602,700	602,700	602,700	0	602,700	95,520	19%
Fund Balance	0	0	207,080	0	0	0	0	0	0	(207,080)	(100%)
Total Revenues	469,585	589,967	714,260	522,114	603,200	603,200	603,200	0	603,200	(111,060)	(16%)
Expenditures											
Operating	0	317,600	460,000	778,963	349,295	349,295	349,295	0	349,295	(110,705)	(24%)
Debt	36,680	191,260	254,260	254,260	253,905	253,905	253,905	0	253,905	(355)	0%
Total Expenditures	36,680	508,860	714,260	1,033,223	603,200	603,200	603,200	0	603,200	(111,060)	(16%)

Revenue:

	A 2010 Actual	B 2011 Actual	C 2012 Amended	D 2012 Estimated	E 2013 Total Req.	F 2013 Total Rec.	G 2013 Appr. Cont.	H 2013 Appr. Exp.	I 2013 Total Appr.	J Variance	K Total % Inc./Dec.
INTEREST:											
INTEREST REVENUE / INTEREST	0	1,253	0	474	500	500	500	0	500	500	100%
Total Interest:	0	1,253	0	474	500	500	500	0	500	500	100%
SALES & SERVICE:											
INSTALLATION/REPAIR / TAP FEES	0	0	0	4,000	5,000	5,000	5,000	0	5,000	5,000	100%
PENALTIES / LATE FEES	5,490	6,185	5,500	5,750	6,200	6,200	6,200	0	6,200	700	13%
PENALTIES / RECONNECTIONS	0	665	1,680	1,330	1,500	1,500	1,500	0	1,500	(180)	(11%)
USER CHARGES / WATER SALES	464,095	581,864	500,000	510,560	590,000	590,000	590,000	0	590,000	90,000	18%
Total Sales & Service:	469,585	588,714	507,180	521,640	602,700	602,700	602,700	0	602,700	95,520	19%
FUND BALANCE:											
OTHER FINANCING SOURCES / APPROPRIATED FUND BALANCE	0	0	207,080	0	0	0	0	0	0	(207,080)	(100%)
Total Fund Balance:	0	0	207,080	0	0	0	0	0	0	(207,080)	(100%)
TOTAL: Southeast Water District	469,585	589,967	714,260	522,114	603,200	603,200	603,200	0	603,200	(111,060)	(16%)

Water Fund

The Water Fund accounts for the activities of Chatham County's water utility, including the distribution system, water treatment plant, and a small sewer operation in the Bynum area. The Water Fund is an enterprise fund, which means that fees should fully support operating costs.

Budget Summary:

	A 2010 Actual	B 2011 Actual	C 2012 Amended	D 2012 Estimated	E 2013 Total Req.	F 2013 Total Rec.	G 2013 Appr. Cont.	H 2013 Appr. Exp.	I 2013 Total Appr.	J Variance	K Total % Inc./Dec.
Revenues											
Interest	16,867	7,961	10,000	8,000	10,000	10,000	10,000	0	10,000	0	0%
Miscellaneous	3,331	1,253	0	15,749	0	0	0	0	0	0	0%
Sales & Service	4,850,903	5,532,954	4,888,100	5,789,168	4,913,295	5,009,540	5,009,540	0	5,009,540	121,440	2%
Transfers	1,073,559	106,355	714,994	0	0	0	0	0	0	(714,994)	(100%)
Fund Balance	0	0	182,875	0	833,327	833,327	833,327	0	833,327	650,452	356%
Total Revenues	5,944,660	5,648,523	5,795,969	5,812,917	5,756,622	5,852,867	5,852,867	0	5,852,867	56,898	1%
Expenditures											
Salaries	779,831	814,715	791,246	800,217	791,813	837,154	837,154	0	837,154	45,908	6%
Other Personnel Costs	405,807	447,390	427,048	422,866	424,577	434,645	434,645	0	434,645	7,597	2%
Operating	2,376,207	2,418,728	2,727,733	2,130,140	2,996,490	2,943,103	2,943,103	0	2,943,103	215,370	8%
Debt	1,451,330	2,802,178	1,657,560	1,651,018	1,637,965	1,637,965	1,637,965	0	1,637,965	(19,595)	(1%)
Capital Outlay	150,425	159,185	192,382	152,422	0	0	0	0	0	(192,382)	(100%)
Total Expenditures	5,163,600	6,642,196	5,795,969	5,156,663	5,850,845	5,852,867	5,852,867	0	5,852,867	56,898	1%

Water Fund Revenue

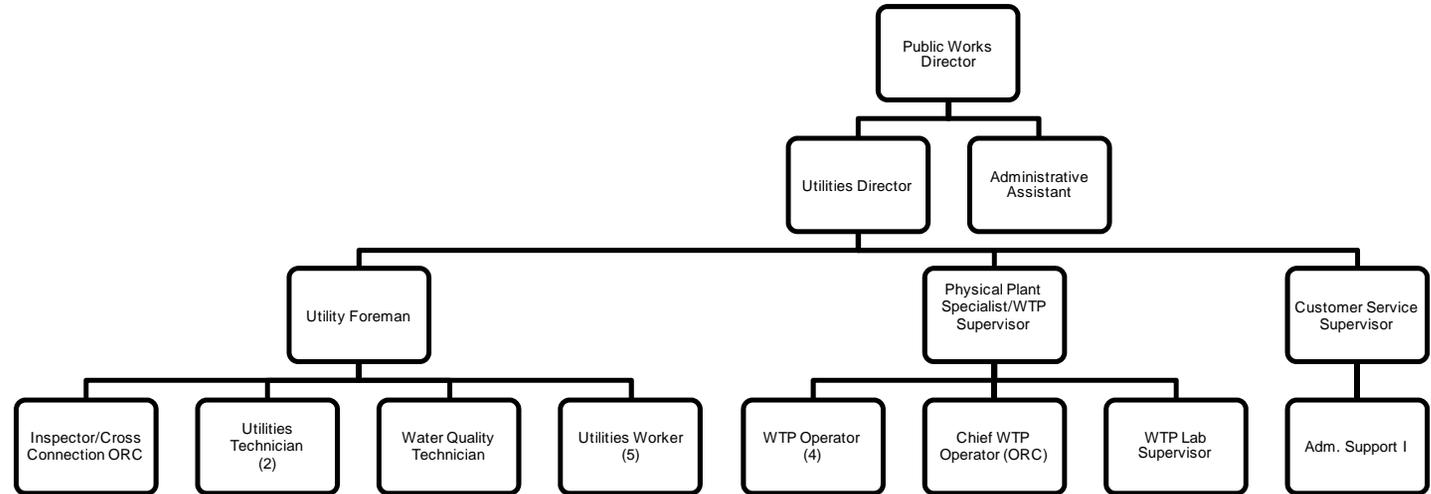
	A 2010 Actual	B 2011 Actual	C 2012 Amended	D 2012 Estimated	E 2013 Total Req.	F 2013 Total Rec.	G 2013 Appr. Cont.	H 2013 Appr. Exp.	I 2013 Total Appr.	J Variance	K Total % Inc./Dec.
INTEREST:											
INTEREST REVENUE / INTEREST	16,867	7,961	10,000	8,000	10,000	10,000	10,000	0	10,000	0	0%
Total Interest:	16,867	7,961	10,000	8,000	10,000	10,000	10,000	0	10,000	0	0%
MISCELLANEOUS:											
MISCELLANEOUS / MISCELLANEOUS	3,331	1,253	0	15,749	0	0	0	0	0	0	0%
Total Miscellaneous:	3,331	1,253	0	15,749	0	0	0	0	0	0	0%
SALES & SERVICE:											
INSTALLATION/REPAIR / CONTRACT REPAIR FEES	0	0	41,000	0	0	0	0	0	0	(41,000)	-100%
INSTALLATION/REPAIR / INSTALLATION FEES	27,868	32,028	26,000	33,000	36,000	32,000	32,000	0	32,000	6,000	23%
INSTALLATION/REPAIR / TAP FEES	35,130	62,390	0	67,000	65,000	65,000	65,000	0	65,000	65,000	0%
OTHER FEES / PLAN REVIEW	1,785	2,732	2,000	2,000	2,000	2,000	2,000	0	2,000	0	0%
PENALTIES / LATE FEES	33,443	35,553	30,000	39,442	35,000	35,000	35,000	0	35,000	5,000	17%
PENALTIES / RECONNECTIONS	8,752	9,445	10,500	8,500	8,400	8,245	8,245	0	8,245	(2,255)	-21%
USER CHARGES / SEWER	16,269	19,642	18,600	19,800	18,600	19,000	19,000	0	19,000	400	2%
USER CHARGES / SOUTHEAST WATER DISTRICT	300,000	529,254	460,000	777,762	348,295	348,295	348,295	0	348,295	(111,705)	-24%
USER CHARGES / WATER SALES	4,427,656	4,841,910	4,300,000	4,841,664	4,400,000	4,500,000	4,500,000	0	4,500,000	200,000	5%
Total Sales & Service:	4,850,903	5,532,954	4,888,100	5,789,168	4,913,295	5,009,540	5,009,540	0	5,009,540	121,440	2%
TRANSFERS:											
TRANSFER FROM OTHER FUNDS / CAPITAL RESERVE	1,073,559	0	674,124	0	0	0	0	0	0	(674,124)	-100%
TRANSFER FROM OTHER FUNDS / CDBG	0	106,355	0	0	0	0	0	0	0	0	0%
TRANSFER FROM OTHER FUNDS / VEHICLE REPLACEMENT	0	0	40,870	0	0	0	0	0	0	(40,870)	-100%
Total Transfers:	1,073,559	106,355	714,994	0	0	0	0	0	0	(714,994)	-100%
FUND BALANCE:											
OTHER FINANCING SOURCES / APPROPRIATED FUND BALANCE	0	0	182,875	0	833,327	833,327	833,327	0	833,327	650,452	356%
Total Fund Balance:	0	0	182,875	0	833,327	833,327	833,327	0	833,327	650,452	356%
TOTAL: Water Fund	5,944,660	5,648,523	5,795,969	5,812,917	5,756,622	5,852,867	5,852,867	0	5,852,867	56,898	1%

Water -- Distribution

To protect and manage Chatham County's water supplies and provide the highest possible quality of water and services in a reliable, cost-efficient manner.

Major responsibilities:

1. Manufacture and deliver safe drinking water to customers
2. Maintain and operate the water system
3. Repair major system breaks immediately
4. Assist with building/engineering projects for the county
5. Deliver accurate monthly reports to Division of Water Quality



Budget Summary:	A	B	C	D	E	F	G	H	I	J	K
	2010	2011	2012	2012	2013	2013	2013	2013	2013	Variance	Total %
	Actual	Actual	Amended	Estimated	Total Req.	Total Rec.	Appr. Cont.	Appr. Exp.	Total Appr.		Inc./Dec.
Expenditures											
Salaries	555,026	562,134	548,273	553,349	548,742	580,853	580,853	0	580,853	32,580	6%
Other Personnel Costs	248,527	271,314	269,563	269,739	267,590	274,719	274,719	0	274,719	5,156	2%
Operating	1,684,210	1,706,418	1,966,251	1,464,310	1,906,721	1,852,779	1,852,779	0	1,852,779	(113,472)	(6%)
Debt	1,451,330	2,802,178	1,657,560	1,651,018	1,637,965	1,637,965	1,637,965	0	1,637,965	(19,595)	(1%)
Capital Outlay	150,425	159,185	192,382	152,422	0	0	0	0	0	(192,382)	(100%)
Total Expenditures:	4,089,518	5,501,229	4,634,029	4,090,838	4,361,018	4,346,316	4,346,316	0	4,346,316	(287,713)	(6%)
Net Cost	(1,855,142)	(147,294)	(1,161,940)	(1,722,079)	(1,395,604)	(1,506,551)	(1,506,551)	0	(1,506,551)	(344,611)	30%
Number of County Employees	15.00	16.00	15.00	15.00	15.00	15.00	15.00	0.00	15.00	0.00	0%

One-time Expenses: The FY 2012 budget includes one-time expenses of \$225,665. The FY 2013 budget includes one-time expenses of \$81,733. If one-time expenses are subtracted, the percent difference between the FY 2012 and 2013 budgets is (3.26%).

Work Plan

Goal: To provide water that meets state safe drinking water guidelines in order to supply Chatham County residents with clean, potable drinking water

Objectives:

- Reduce the number of NOV's from 11 to 8.

Key Measures	FY 2009 Actual	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimated	FY 2013 Projected
Number of Notices of Violation		NM	11	8	5

Goal: To offer services and information to Chatham County water customers in a prompt and courteous manner in order to provide them with excellent customer service.

Objectives:

- To increase the percentage of customers who are satisfied with our services from 90% to 92%

Key Measures	FY 2009 Actual	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimated	FY 2013 Projected
Percent of customers reporting that they are satisfied or very satisfied with our service through survey.	90%	90%	90%	N/A	92%

Water -- Waste Water Treatment

Budget Summary:	A 2010 Actual	B 2011 Actual	C 2012 Amended	D 2012 Estimated	E 2013 Total Req.	F 2013 Total Rec.	G 2013 Appr. Cont.	H 2013 Appr. Exp.	I 2013 Total Appr.	J Variance	K Total % Inc./Dec.
Expenditures											
Operating	30,056	29,487	34,842	16,655	30,842	30,844	30,844	0	30,844	(3,998)	(11%)
Total Expenditures:	30,056	29,487	34,842	16,655	30,842	30,844	30,844	0	30,844	(3,998)	(11%)
Net Cost	30,056	29,487	34,842	16,655	30,842	30,844	30,844	0	30,844	(3,998)	(11%)
Number of County Employees	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0%

Water -- Water Treatment

Budget Summary:	A 2010 Actual	B 2011 Actual	C 2012 Amended	D 2012 Estimated	E 2013 Total Req.	F 2013 Total Rec.	G 2013 Appr. Cont.	H 2013 Appr. Exp.	I 2013 Total Appr.	J Variance	K Total % Inc./Dec.
Expenditures											
Salaries	224,805	252,581	242,973	246,868	243,071	256,301	256,301	0	256,301	13,328	5%
Other Personnel Costs	157,280	176,076	157,485	153,127	156,987	159,926	159,926	0	159,926	2,441	2%
Operating	661,941	682,823	726,640	649,175	1,058,927	1,059,480	1,059,480	0	1,059,480	332,840	46%
Total Expenditures:	1,044,026	1,111,480	1,127,098	1,049,170	1,458,985	1,475,707	1,475,707	0	1,475,707	348,609	31%
Net Cost	1,044,026	1,111,480	1,127,098	1,049,170	1,458,985	1,475,707	1,475,707	0	1,475,707	348,609	31%
Number of County Employees	7.00	7.00	7.00	7.00	7.00	7.00	7.00	0.00	7.00	0.00	0%

One-time Expenses: The FY 2013 budget includes one-time expenses of \$322,260. If one-time expenses are subtracted, the percent difference between the FY 2012 and 2013 budgets is 2.34%.