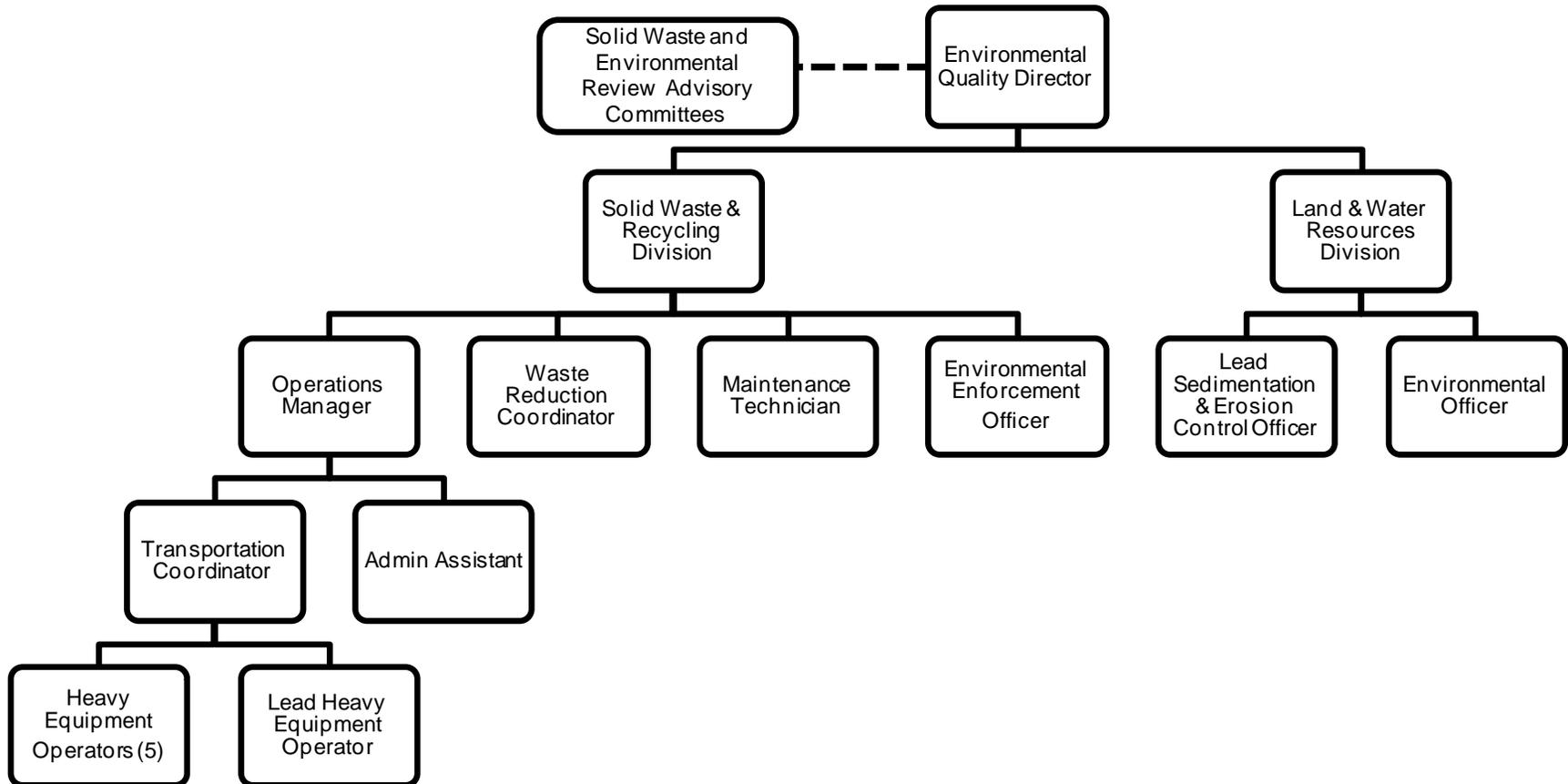


Environmental Quality—Solid Waste & Recycling

The Solid Waste & Recycling Fund accounts for the activities of Chatham County’s waste management, including the collection sites, hauling, and disposal costs. The Waste Management 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



Budget Summary:	A 2011 Actual	B 2012 Actual	C 2013 Amended	D 2013 Estimated	E 2014 Total Req.	F 2014 Total Rec.	G 2014 Appr. Cont.	H 2014 Appr. Exp.	I 2014 Total Appr.	J Variance	K Total % Inc./Dec.
Revenues											
Intergovernmental	66,296	46,908	52,318	42,664	34,350	34,350	34,350	0	34,350	(17,968)	(34%)
Interest	4,556	6,926	7,000	6,962	5,000	5,000	5,000	0	5,000	(2,000)	(29%)
Miscellaneous	53,278	1,946	20,000	30,025	0	0	0	0	0	(20,000)	(100%)
Other Taxes/Licenses	138,661	144,609	144,000	144,810	140,000	140,000	140,000	0	140,000	(4,000)	(3%)
Sales & Service	2,882,156	2,941,456	2,784,200	2,927,482	2,817,200	2,817,200	2,817,200	0	2,817,200	33,000	1%
Transfers	75,000	0	0	0	0	0	0	0	0	0	0%
Fund Balance	0	0	497,112	0	153,879	153,879	153,879	0	153,879	(343,233)	(69%)
Total Revenues:	3,219,947	3,141,845	3,504,630	3,151,943	3,150,429	3,150,429	3,150,429	0	3,150,429	(354,201)	(10%)
Expenditures											
Salaries	493,850	478,209	482,311	480,916	486,368	500,959	500,959	0	500,959	18,648	4%
Other Personnel Costs	223,394	225,071	230,731	225,379	233,808	237,217	237,217	0	237,217	6,486	3%
Operating	1,870,919	1,872,968	2,159,388	1,937,157	2,291,400	2,291,400	2,291,400	0	2,291,400	132,012	6%
Transfers	0	164,120	328,240	328,240	41,031	68,606	68,606	0	68,606	(259,634)	(79%)
Public Assistance/Grants/Special Programs	0	0	8,585	8,585	0	0	0	0	0	(8,585)	(100%)
Capital Outlay	41,808	106,064	295,375	279,264	52,247	52,247	52,247	0	52,247	(243,128)	(82%)
Total Expenditures:	2,629,971	2,846,432	3,504,630	3,259,541	3,104,854	3,150,429	3,150,429	0	3,150,429	(354,201)	(10%)
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%

REVENUE	A 2011 Actual	B 2012 Actual	C 2013 Amended	D 2013 Estimated	E 2014 Total Req.	F 2014 Total Rec.	G 2014 Appr. Cont.	H 2014 Appr. Exp.	I 2014 Total Appr.	J Variance	K Total % Inc./Dec.
INTERGOVERNMENTAL:											
WASTE MGMT / NUISANCE TIRE GRANT	4,708	1,005	1,450	916	850	850	850	0	850	(600)	(41%)
WASTE MGMT / OTHER GRANT FUNDS	10,000	0	0	0	0	0	0	0	0	0	0
WASTE MGMT / WASTE REDUCTION GRANT	0	0	6,868	6,868	0	0	0	0	0	(6,868)	(100%)
WASTE MGMT / WHITE GOODS DISPOSAL GR	44,792	45,903	44,000	34,880	33,500	33,500	33,500	0	33,500	(10,500)	(24%)
Total Intergovernmental:	66,296	46,908	52,318	42,664	34,350	34,350	34,350	0	34,350	(17,968)	(34%)
INTEREST:											
INTEREST REVENUE / INTEREST	4,556	6,926	7,000	6,962	5,000	5,000	5,000	0	5,000	(2,000)	(29%)
Total Interest:	4,556	6,926	7,000	6,962	5,000	5,000	5,000	0	5,000	(2,000)	(29%)
MISCELLANEOUS:											
MISCELLANEOUS / MISCELLANEOUS	50	205	0	25	0	0	0	0	0	0	0
MISCELLANEOUS / SALE OF SURPLUS PROPERTY	53,228	1,741	20,000	30,000	0	0	0	0	0	(20,000)	(100%)
Total Miscellaneous:	53,278	1,946	20,000	30,025	0	0	0	0	0	(20,000)	(100%)
OTHER TAXES/LICENSES:											
OTHER TAXES AND LICENSES / SCRAP TIRE DISPOSAL TAX	73,932	78,465	80,000	80,575	78,000	78,000	78,000	0	78,000	(2,000)	(3%)
OTHER TAXES AND LICENSES / WHITE GOODS DISPOSAL	18,562	19,958	18,000	20,289	19,500	19,500	19,500	0	19,500	1,500	8%
WASTE MGMT / ELECTRONICS	4,447	4,838	4,500	3,611	3,500	3,500	3,500	0	3,500	(1,000)	(22%)
WASTE MGMT / SOLID WASTE DISPOSAL TAX	41,720	41,348	41,500	40,335	39,000	39,000	39,000	0	39,000	(2,500)	(6%)
Total Other Taxes/Licenses:	138,661	144,609	144,000	144,810	140,000	140,000	140,000	0	140,000	(4,000)	(3%)
SALES & SERVICE:											
SALES / DECALS	4,769	4,950	3,000	5,450	5,000	5,000	5,000	0	5,000	2,000	67%
SALES / MULCH SALES	11,228	7,168	11,000	11,055	10,700	10,700	10,700	0	10,700	(300)	(3%)
SALES / PROMOTIONAL MATERIALS	2,305	2,010	0	2,880	2,000	2,000	2,000	0	2,000	2,000	100%
SALES / RECYCLABLES	159,299	190,776	120,000	166,049	140,000	140,000	140,000	0	140,000	20,000	17%
SERVICES / COLL CENTER FEE - TOWNS	3,943	3,587	2,200	364	1,500	1,500	1,500	0	1,500	(700)	(32%)
SERVICES / COLLECTION CENTER FEE	2,061,163	2,085,333	2,020,000	2,098,689	2,035,000	2,035,000	2,035,000	0	2,035,000	15,000	1%
SERVICES / DISPOSAL FEE	614,747	625,362	605,000	617,185	600,000	600,000	600,000	0	600,000	(5,000)	(1%)
SERVICES / LANDFILL FEE	24,702	22,270	23,000	25,810	23,000	23,000	23,000	0	23,000	0	0
Total Sales & Service:	2,882,156	2,941,456	2,784,200	2,927,482	2,817,200	2,817,200	2,817,200	0	2,817,200	33,000	1%
TRANSFERS:											
TRANSFER FROM OTHER FUNDS / EQUIPMENT RESERVE	75,000	0	0	0	0	0	0	0	0	0	0
Total Transfers:	75,000	0	0	0	0	0	0	0	0	0	0
FUND BALANCE:											
APPROPRIATED FUND BALANCE	0	0	497,112	0	153,879	153,879	153,879	0	153,879	(343,233)	(69%)
Total Fund Balance:	0	0	497,112	0	153,879	153,879	153,879	0	153,879	(343,233)	(69%)
TOTAL: Environmental Quality-Solid Waste & Recycling Fund	3,219,947	3,141,845	3,504,630	3,151,943	3,150,429	3,150,429	3,150,429	0	3,150,429	(354,201)	(10%)

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 2010 Actual	FY 2011 Actual	FY 2012 Actual	FY 2013 Estimated	FY 2014 Projected
County-wide disposal rate per capita (person) in tons	.61	.67	.53	.62	.60
Collection Center disposal rate per customer in pounds	37.70	37.96	35.69	35.00	35.00
The actual length of years for secured waste disposal capacity	5	4	3	2	1
County-wide local government controlled recycling rate per capita (person) in pounds (state average 276)	104.51	95.85	93.75	95.00	95.00
Percent of local government controlled recyclables diverted from landfill	7.8	6.7%	8.1%	8.0%	7.5%

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 2010 Actual	FY 2011 Actual	FY 2012 Actual	FY 2013 Estimated	FY 2014 Projected
Percent of cases resolved/unfounded	98%	99.52%	97.57%	96%	96%
Average cost per investigation	\$125	\$124	\$125	\$115	\$115

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 2010 Actual	FY 2011 Actual	FY 2012 Actual	FY 2013 Estimated	FY 2014 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	2.0%	2.8%	2.6%	2.4%	2.4%

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 2010 Actual	FY 2011 Actual	FY 2012 Actual	FY 2013 Estimated	FY 2014 Projected
Total number of collection center customers	610,460	602,682	626,129	625,000	625,000
Cost per pound to manage waste	\$0.05	\$0.04	\$0.05	\$0.06	\$0.06
Cost per pound to manage common recyclables	\$0.07	\$0.08	\$0.08	\$0.06	\$0.06
Percent of biennial survey respondents rating customer service as very good or above average	NM	92.86%	NM	95%	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 2010 Actual	FY 2011 Actual	FY 2012 Actual	FY 2013 Estimated	FY 2014 Projected
Actual number of (at fault) vehicular accidents	0	0	0	0	0
Number of days missed due to work-related injuries	0	0	0	0	0

Accomplishments:

1. Ran a week-long "America Recycles Day" promotion at all Collection Centers and garnered over 197 pledges from residents who intend to recycle more. Also held a Earth Day Event which included document shredding, mulch sales and household hazardous waste collection for county residents.
2. Expanded outreach initiatives to include Twitter.
3. Changed container signage at the collection centers to be more user-friendly.
4. Completed comprehensive 10-year Solid Waste Plan.
5. Added Recycle More decals to trucks and compactors to promote State's Recycling Campaign.
6. Consolidated 8 informational brochures into one comprehensive brochure.

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. Establish presence in schools and community events to promote waste reduction through education.
4. Investigate and prepare business case for commingled recycling at collection centers.
5. Launch online disposal guide and continue to expand with local recycling/reuse options for hard-to-recycle items.

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 2011 Actual	B 2012 Actual	C 2013 Amended	D 2013 Estimated	E 2014 Total Req.	F 2014 Total Rec.	G 2014 Appr. Cont.	H 2014 Appr. Exp.	I 2014 Total Appr.	J Variance	K Total % Inc./Dec.
Revenues											
Interest	1,254	906	500	662	600	600	600	0	600	100	20%
Sales & Service	588,714	559,207	602,700	560,530	559,500	559,500	559,500	0	559,500	(43,200)	(7%)
Total Revenues	589,968	560,113	603,200	561,192	560,100	560,100	560,100	0	560,100	(43,100)	(7%)
Expenditures											
Operating	317,600	459,739	349,295	525,380	305,622	305,622	305,622	0	305,622	(43,673)	(13%)
Debt	191,260	254,260	253,905	253,905	254,478	254,478	254,478	0	254,478	573	0%
Total Expenditures	508,860	713,999	603,200	779,285	560,100	560,100	560,100	0	560,100	(43,100)	(7%)
Net Cost:	(81,108)	153,886	0	218,093	0	0	0	0	0	0	0%

Revenue:	A 2011 Actual	B 2012 Actual	C 2013 Amended	D 2013 Estimated	E 2014 Total Req.	F 2014 Total Rec.	G 2014 Appr. Cont.	H 2014 Appr. Exp.	I 2014 Total Appr.	J Variance	K Total % Inc./Dec.
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INTEREST:

INTEREST REVENUE / INTEREST	1,254	906	500	662	600	600	600	0	600	100	20%
Total Interest:	1,254	906	500	662	600	600	600	0	600	100	20%

SALES & SERVICE:

INSTALLATION/REPAIR / TAP FEES	221,500	5,000	5,000	1,000	2,000	2,000	2,000	0	2,000	(3,000)	(60%)
PENALTIES / LATE FEES	6,185	5,955	6,200	6,050	6,000	6,000	6,000	0	6,000	(200)	(3%)
PENALTIES / RECONNECTIONS	665	1,750	1,500	1,750	1,500	1,500	1,500	0	1,500	0	0%
USER CHARGES / WATER SALES	581,864	546,502	590,000	551,730	550,000	550,000	550,000	0	550,000	(40,000)	(7%)
Total Sales & Service:	810,214	559,207	602,700	560,530	559,500	559,500	559,500	0	559,500	(43,200)	(7%)

OTHER FINANCING SOURCES:

FEDERAL LOAN / REVENUE BONDS	1,886,000	0	0	0	0	0	0	0	0	0	0%
FEDERAL LOAN / USDA RURAL DEVELOPMENT	3,200,000	0	0	0	0	0	0	0	0	0	0%
Total Other Financing Sources:	5,086,000	0	0%								

TOTAL: Southeast Water District	5,897,468	560,113	603,200	561,192	560,100	560,100	560,100	0	560,100	(43,100)	(7%)
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Water Fund

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

Budget Summary

	A 2011 Actual	B 2012 Actual	C 2013 Amended	D 2013 Estimated	E 2014 Total Req.	F 2014 Total Rec.	G 2014 Appr. Cont.	H 2014 Appr. Exp.	I 2014 Total Appr.	J Variance	K Total % Inc./Dec.
Revenues											
Intergovernmental	0	0	0	0	0	0	0	0	0	0	0%
Interest	7,961	7,960	10,000	7,060	7,000	7,000	7,000	0	7,000	(3,000)	(30%)
Miscellaneous	1,253	20,714	0	287	0	0	0	0	0	0	0%
Sales & Service	5,532,952	5,519,380	5,009,540	5,378,713	5,258,000	5,250,000	5,250,000	0	5,250,000	240,460	5%
Transfers	106,355	0	19,525	0	0	0	0	0	0	(19,525)	(100%)
Fund Balance	0	0	833,327	0	302,078	302,078	302,078	0	302,078	(531,249)	(64%)
Total Revenues	5,648,521	5,548,054	5,872,392	5,386,060	5,567,078	5,559,078	5,559,078	0	5,559,078	(313,314)	(5%)
Expenditures											
Salaries	814,715	801,989	837,154	849,267	837,156	862,269	862,269	0	862,269	25,115	3%
Other Personnel Costs	447,390	422,261	437,045	429,370	441,334	446,832	446,832	0	446,832	9,787	2%
Operating	2,418,724	2,233,011	2,940,703	2,618,593	2,624,062	2,607,862	2,607,862	0	2,607,862	(332,841)	(11%)
Debt	2,802,181	14,660,824	1,637,965	1,637,965	1,608,615	1,608,615	1,608,615	0	1,608,615	(29,350)	(2%)
Capital Outlay	159,184	185,173	19,525	19,523	33,500	33,500	33,500	0	33,500	13,975	72%
Total Expenditures	6,642,194	18,303,258	5,872,392	5,554,718	5,544,667	5,559,078	5,559,078	0	5,559,078	(313,314)	(5%)

Water Fund Revenue

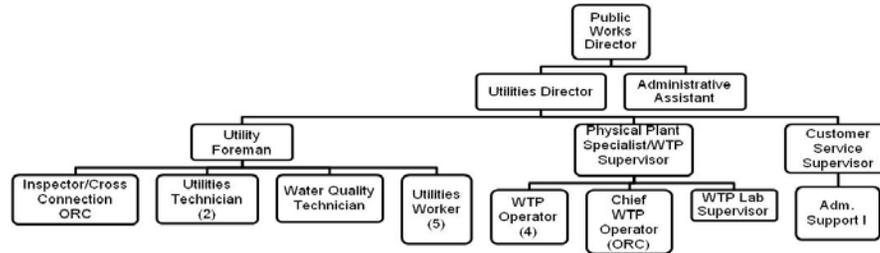
	A 2011 Actual	B 2012 Actual	C 2013 Amended	D 2013 Estimated	E 2014 Total Req.	F 2014 Total Rec.	G 2014 Appr. Cont.	H 2014 Appr. Exp.	I 2014 Total Appr.	J Variance	K Total % Inc./Dec.
INTEREST:											
INTEREST REVENUE / INTEREST	7,961	7,960	10,000	7,060	7,000	7,000	7,000	0	7,000	(3,000)	(30%)
Total Interest:	7,961	7,960	10,000	7,060	7,000	7,000	7,000	0	7,000	(3,000)	(30%)
MISCELLANEOUS:											
MISCELLANEOUS / INSURANCE REIMBURSEMENTS	0	3,332	0	0	0	0	0	0	0	0	0%
MISCELLANEOUS / MISCELLANEOUS	1,253	16,182	0	287	0	0	0	0	0	0	0%
MISCELLANEOUS / SALE OF SURPLUS PROPERTY	0	1,200	0	0	0	0	0	0	0	0	0%
Total Miscellaneous:	1,253	20,714	0	287	0	0	0	0	0	0	0%
SALES & SERVICE:											
INSTALLATION/REPAIR / INSTALLATION FEES	32,027	32,764	32,000	52,235	36,000	36,000	36,000	0	36,000	4,000	13%
INSTALLATION/REPAIR / TAP FEES	62,390	60,540	65,000	44,150	62,000	54,000	54,000	0	54,000	(11,000)	(17%)
OTHER FEES / PLAN REVIEW	2,732	1,363	2,000	810	2,000	2,000	2,000	0	2,000	0	0%
PENALTIES / LATE FEES	35,552	37,304	35,000	35,050	30,000	30,000	30,000	0	30,000	(5,000)	(14%)
PENALTIES / RECONNECTIONS	9,445	8,015	8,245	8,680	9,000	9,000	9,000	0	9,000	755	9%
USER CHARGES / SEWER	19,642	23,145	19,000	19,173	19,000	19,000	19,000	0	19,000	0	0%
USER CHARGES / SOUTHEAST WATER DISTRICT	529,254	459,739	348,295	525,379	500,000	500,000	500,000	0	500,000	151,705	44%
USER CHARGES / WATER DEPOSIT - EOM	0	0	0	0	0	0	0	0	0	0	0%
USER CHARGES / WATER SALES	4,841,910	4,896,510	4,500,000	4,693,236	4,600,000	4,600,000	4,600,000	0	4,600,000	100,000	2%
Total Sales & Service:	5,532,952	5,519,380	5,009,540	5,378,713	5,258,000	5,250,000	5,250,000	0	5,250,000	240,460	5%
TRANSFERS:											
TRANSFER FROM OTHER FUNDS / CDBG	106,355	0	0	0	0	0	0	0	0	0	0%
TRANSFER FROM OTHER FUNDS / VEHICLE REPLACEMENT	0	0	19,525	0	0	0	0	0	0	(19,525)	(100%)
Total Transfers:	106,355	0	19,525	0	0	0	0	0	0	(19,525)	(100%)
OTHER FINANCING SOURCES:											
LOAN PROCEEDS / OFFSET	0	(12,989,948)	0	0	0	0	0	0	0	0	0%
REFUNDING / LOB PREMIUM	0	912,446	0	0	0	0	0	0	0	0	0%
REFUNDING / PROCEEDS	0	12,077,502	0	0	0	0	0	0	0	0	0%
Total Other Financing Sources:	0	(0)	0	0	0	0	0	0	0	0	0%
FUND BALANCE:											
OTHER FINANCING SOURCES / APPROPRIATED FUND BALANCE	0	0	833,327	0	302,078	302,078	302,078	0	302,078	(531,249)	(64%)
Total Fund Balance:	0	0	833,327	0	302,078	302,078	302,078	0	302,078	(531,249)	(64%)
TOTAL: Water Fund	5,648,521	5,548,054	5,872,392	5,386,060	5,567,078	5,559,078	5,559,078	0	5,559,078	(313,314)	(5%)

Water -- Distribution

To protect and monitor 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
	2011	2012	2013	2013	2014	2014	2014	2014	2014		Total %
	Actual	Actual	Amended	Estimated	Total Req.	Total Rec.	Appr. Cont.	Appr. Exp.	Total Appr.	Variance	Inc./Dec.
Revenues											
Interest	7,961	7,960	10,000	7,060	7,000	7,000	7,000	0	7,000	(3,000)	(30%)
Miscellaneous	1,253	20,714	0	287	0	0	0	0	0	0	0%
Sales & Service	5,532,952	5,519,380	5,009,540	5,378,713	5,258,000	5,250,000	5,250,000	0	5,250,000	240,460	5%
Transfers	106,355	0	19,525	0	0	0	0	0	0	(19,525)	(100%)
Fund Balance	0	0	833,327	0	302,078	302,078	302,078	0	302,078	(531,249)	(64%)
Total Revenues:	5,648,521	5,548,054	5,872,392	5,386,060	5,567,078	5,559,078	5,559,078	0	5,559,078	(313,314)	(5%)
Expenditures											
Salaries	562,134	553,083	580,853	582,910	580,854	598,279	598,279	0	598,279	17,426	3%
Other Personnel Costs	271,314	261,177	277,119	281,853	282,173	285,939	285,939	0	285,939	8,820	3%
Operating	1,706,414	1,574,157	1,850,379	1,718,763	1,890,567	1,882,367	1,882,367	0	1,882,367	31,988	2%
Debt	2,802,181	14,660,824	1,637,965	1,637,965	1,608,615	1,608,615	1,608,615	0	1,608,615	(29,350)	(2%)
Capital Outlay	159,184	182,584	19,525	19,523	33,500	33,500	33,500	0	33,500	13,975	72%
Total Expenditures:	5,501,227	17,231,825	4,365,841	4,241,014	4,395,709	4,408,700	4,408,700	0	4,408,700	42,859	1%
Net Cost	(147,294)	11,683,771	(1,506,551)	(1,145,046)	(1,171,369)	(1,150,378)	(1,150,378)	0	(1,150,378)	356,173	(24%)
Number of County Employees	15.00	15.00	15.00	15.00	15.00	15.00	15.00	0.00	15.00	0.00	0%

One-time Expenses: The FY 2013 budget includes one-time expenses of \$101,258. The FY 2014 budget includes one-time expenses of \$56,700. If one-time expenses are subtracted, the percent difference between the FY 2013 and 2014 budgets is 2.05%.

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 5 to 4

Key Measures	FY 2010 Actual	FY 2011 Actual	FY 2012 Actual	FY 2013 Estimated	FY 2014 Projected
Number of Notices of Violation	NM	11	5	4	4

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 2010 Actual	FY 2011 Actual	FY 2012 Actual	FY 2013 Estimated	FY 2014 Projected
Percent of customers reporting that they are satisfied or very satisfied with our service through survey.	90%	90%	N/A	90%	92%

Water -- Waste Water Treatment

Budget Summary:	A 2011 Actual	B 2012 Actual	C 2013 Amended	D 2013 Estimated	E 2014 Total Req.	F 2014 Total Rec.	G 2014 Appr. Cont.	H 2014 Appr. Exp.	I 2014 Total Appr.	J Variance	K Total % Inc./Dec.
Expenditures											
Operating	29,487	18,533	30,844	12,411	24,938	24,938	24,938	0	24,938	(5,906)	(19%)
Total Expenditures:	29,487	18,533	30,844	12,411	24,938	24,938	24,938	0	24,938	(5,906)	(19%)
Net Cost	29,487	18,533	30,844	12,411	24,938	24,938	24,938	0	24,938	(5,906)	(19%)
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 2011 Actual	B 2012 Actual	C 2013 Amended	D 2013 Estimated	E 2014 Total Req.	F 2014 Total Rec.	G 2014 Appr. Cont.	H 2014 Appr. Exp.	I 2014 Total Appr.	J Variance	K Total % Inc./Dec.
Expenditures											
Salaries	252,581	248,906	256,301	266,357	256,302	263,990	263,990	0	263,990	7,689	3%
Other Personnel Costs	176,076	161,084	159,926	147,517	159,161	160,893	160,893	0	160,893	967	1%
Operating	682,823	640,321	1,059,480	887,419	708,557	700,557	700,557	0	700,557	(358,923)	(34%)
Capital Outlay	0	2,589	0	0	0	0	0	0	0	0	0%
Total Expenditures:	1,111,480	1,052,900	1,475,707	1,301,293	1,124,020	1,125,440	1,125,440	0	1,125,440	(350,267)	(24%)
Net Cost	1,111,480	1,052,900	1,475,707	1,301,293	1,124,020	1,125,440	1,125,440	0	1,125,440	(350,267)	(24%)
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. The FY 2014 budget includes one-time expenses of \$61,000. If one-time expenses are subtracted, the percent difference between the FY 2013 and 2014 budgets is (7.72%).