



Financial and Corporate Services

Committee of the Whole Meeting

November 20, 2023

Organization Chart



Ryan McLeod
Director of Financial and
Corporate Services



Margaret Schroeder
Manager of Financial
Services



Vicky Sawatzky
Customer Service and Tax Revenue
Supervisor



Crystal Segave
Water Billing Supervisor



Diane Broda
Payroll & Billing Supervisor



Heather Clark (temp)
Payments Desk



Ginger Amicone (mat leave)
Payments Desk



Kelly Wolters
Reception



Clare Janisse
Customer Service



Lisa Tudrick
Water Billing Clerk



Linda Jovanovic
Accounts Payable Clerk

What you may not know:

Water Billing Metrics:

- 8,700+ accounts we bill every 3 months
 - 60+ accounts increase since 2022
- 1,400+ accounts that are on PAP (Pre-authorized payment)
- 540 # of Account Finals (move in/move out)
- 9.4% of accounts (817+) are now paperless (email) (2022= 5.9%)

Other:

- Customer Service/Front Desk
- Process payments
- 3rd Party Billing
- Accounts Payable – over 8,000 invoices paid annually
- Payroll – 90+ employees + 58 Volunteer Firefighters

Tax Billing Metrics:

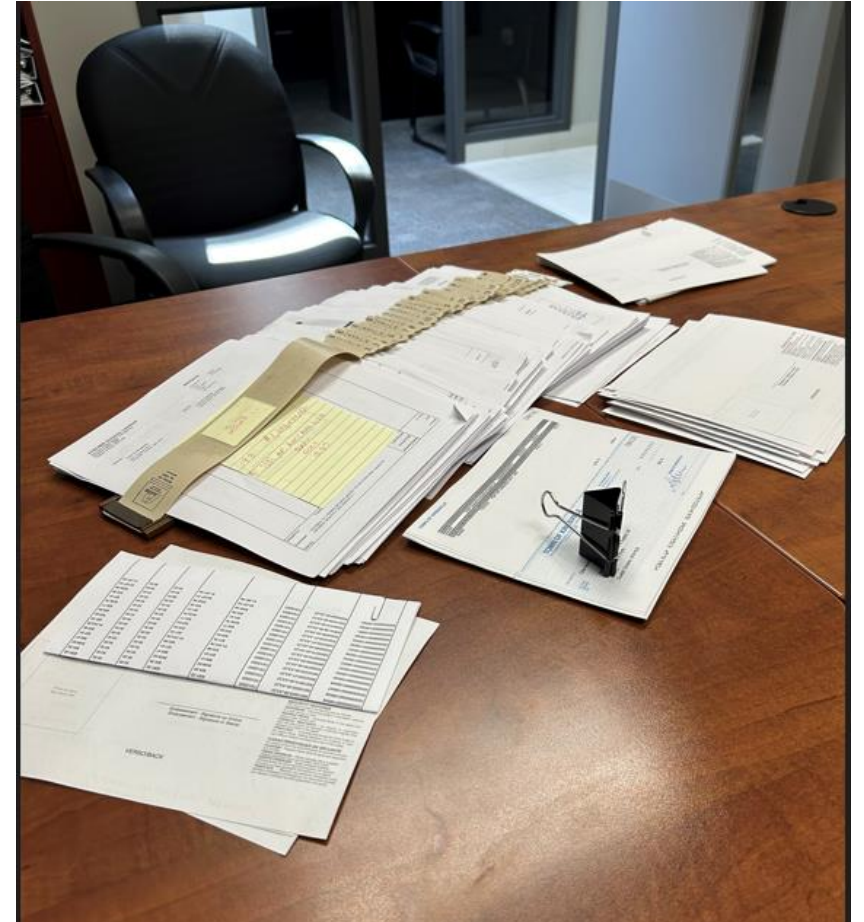
- 10,100+ accounts we issue property tax billing
 - Invoice twice a year (interim & final)
 - 66 accounts increase since 2022
- 3,500+ accounts that are on PAP (Pre-authorized payment)
- 6.6% of accounts (624+) are now paperless (email) (2022= 4.0%)

Other Projects:

- Asset Management Plan (AMP)
 - Revamp of Reserve strategy
- Development Charges Study
- Year End Close – make May 31st FIR (Financial Information Report) to Province on time
- Year End Financial and Cemetery Audit – Clean Audit
- New Audit Firm for 2023 – will require transition work

How we are moving to modernize:

- **Accounts Payable Automation**
- Approval Workflow in Laserfiche – no more paper!
 - Prevents missing invoices; shuffling of papers
 - Creates one point of intake
 - View status of invoice approval and set past due alerts
- **Decrease Printing of Cheques**
 - 4,633 number of Cheques issued in 2022
 - As of today, no longer create physical cheques:
 - Employee/Council reimbursements
 - Utilities (Enbridge, ELK, etc.) move to PAP submission



How we are moving to modernize:

WATER METER REPLACEMENT CAPITAL PROJECT

IT'S NOT JUST ABOUT REPLACING METERS!!!

- **Today's process:**
 - Staff drives around 1 of the 3 routes on the 15th of every month to pick up readings
 - A USB stick is delivered to Finance and we analyze the data in excel
 - Send staff back out for "Non Reads" or Meters to be investigated
- **Future process:**
 - The Billing Clerk can download a read report from the software on any date
 - Build processes on setting alerts of high usage or potential issues
 - Group and identify types of users (i.e. greenhouse, residential, etc.)
 - Build analytics using the data collected to better monitor system losses.



How we are moving to modernize:

- **ONLINE FORMS:**

- Benefits = user friendly, clear to read, no paper
- Forms we have moved to online:
 - Move in Move Out
 - Paperless Billing
 - Community Grant Applications

- **GOING PAPERLESS:**

- We have been creative in marketing initiatives:
 - Social Media messaging
 - Messaging on Invoice
 - Self-Inking stamp on envelope

Message Centre:

GO GREEN, GO PAPERLESS! REGISTER FOR
EBILLING TODAY VISIT
WWW.KINGSVILLE.CA/EBILL TO ENROLL

***“CREATING EFFICIENCY ALLOWS
STAFF TO FOCUS ON VALUE ADDED
TASKS”***

M. Schroeder

Comments/Questions