

Utility Billing

FY27 Proposed Budget

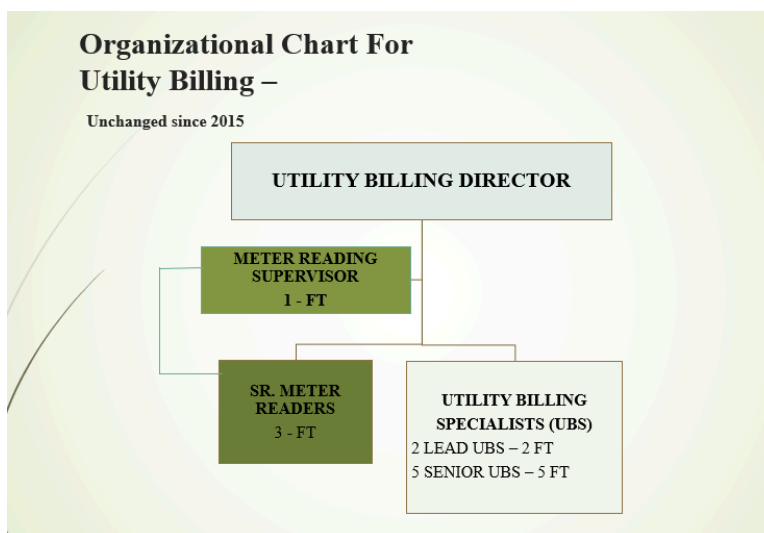


Departmental Organization

The Utility Billing Department consists of 12 full-time employees including the Director. This department is supported by and performs the accurate reading and billing services along with revenue collection for City owned and operated water, sanitation, and sewer utilities. The utility department serves approximately 19,362 customers.

There are two divisions within the department. The meter reading side is structured with a meter reading supervisor and three senior meter readers. Their responsibilities include the timely and accurate reading of water meters, assisting customers by checking for leaks, installing electronic reading equipment, maintaining accurate meter files, and performing maintenance as needed.

The customer service side is structured with seven utility billing specialists. Their responsibilities include accurate billing of accounts, receipting payments, maintaining accounts and adjustments, assisting customers with new or terminating services, and handling delinquent accounts.



Department Key Accomplishments FY25

Billing Specialists

Approx. 4,600 customers maintained by each billing specialist for one of four billing cycles.

Receipted over \$37.9 million in revenue with 99.999% accuracy.

\$14.5 million processed with cash and checks.

\$12.6 million processed with bank-draft and bill-pay.

\$10.8 million processed with credit cards by staff or on-line.

Meter Readers

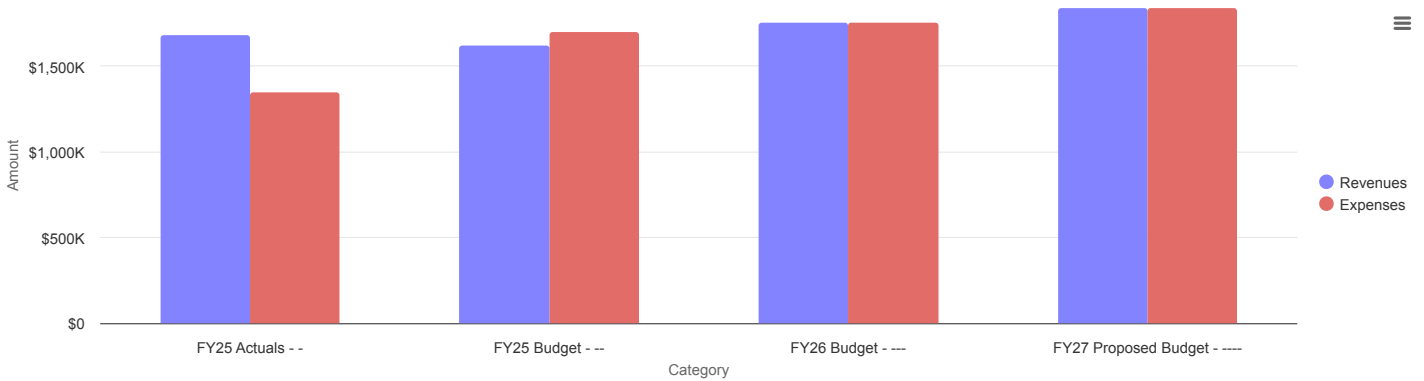
Over 19,200 meters read and maintained each month.

Approximately 2,000 work orders issued monthly by Billing Specialists for leak checks, re-reads, new service turn on, and moving service disconnects. This number does not include shutoffs and restores.

Departmental Goals

We truly embrace acting with integrity, honesty, and fairness as we enforce the City Ordinances approved by the Mayor and City Council. Communication is a high priority in order to provide the best assistance by understanding customer needs and situations that allow us to offer ways to help.

Revenues vs Expenditures



Data Updated: May 26, 2026, 8:07 PM

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Revenues vs Expenditures Detail

052 - Utility Billing Fund

	FY25 ACTUALS	FY25 BUDGET	FY26 BUDGET	FY27 PROPOSED BUDGET
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Revenues				
338-06-00 - Utility Billing Accrued	\$198,848	\$140,039	\$143,880	\$164,657
370-99-00 - Other	\$1,477,958	\$1,477,958	\$1,605,968	\$1,671,869
386-99-00 - Refunds	\$213	\$0	\$0	\$0
REVENUES TOTAL	\$1,677,019	\$1,617,997	\$1,749,848	\$1,836,526
Expenses				
Salaries	\$609,894	\$667,544	\$684,003	\$693,783
Salary Related Expenses	\$318,399	\$339,049	\$352,027	\$353,758
Operations and Maintenance	\$68,945	\$103,665	\$106,676	\$106,676
Supplies and Materials	\$104,992	\$129,154	\$129,154	\$129,154
Professional and Contracted Services	\$18,891	\$146,500	\$154,868	\$226,920
Capital Outlay	-	\$55,000	\$56,650	\$60,193
Internal Services	\$223,348	\$227,233	\$239,382	\$234,387
Intergovernmental Transfers	\$3,230	\$3,230	\$3,327	\$3,327
Other	\$105	\$27,503	\$28,328	\$28,328
EXPENSES TOTAL	\$1,347,804	\$1,698,878	\$1,754,415	\$1,836,526
Rev - Exp	\$329,215	-\$80,881	-\$4,567	\$0

FTE Filled Positions

Position Name	5200
Allocated FTE Count	
METER READER SUPERVISOR	1
METER READER SENIOR	3
UTILITY BILLING DIRECTOR	1
UTILITY BILLING SPECIALIST	5
LEAD UTILITY BILLING SPCLST	2
ALLOCATED FTE COUNT	12

FTE Vacant Positions

Position Name	
Allocated FTE Count	
ALLOCATED FTE COUNT	0

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