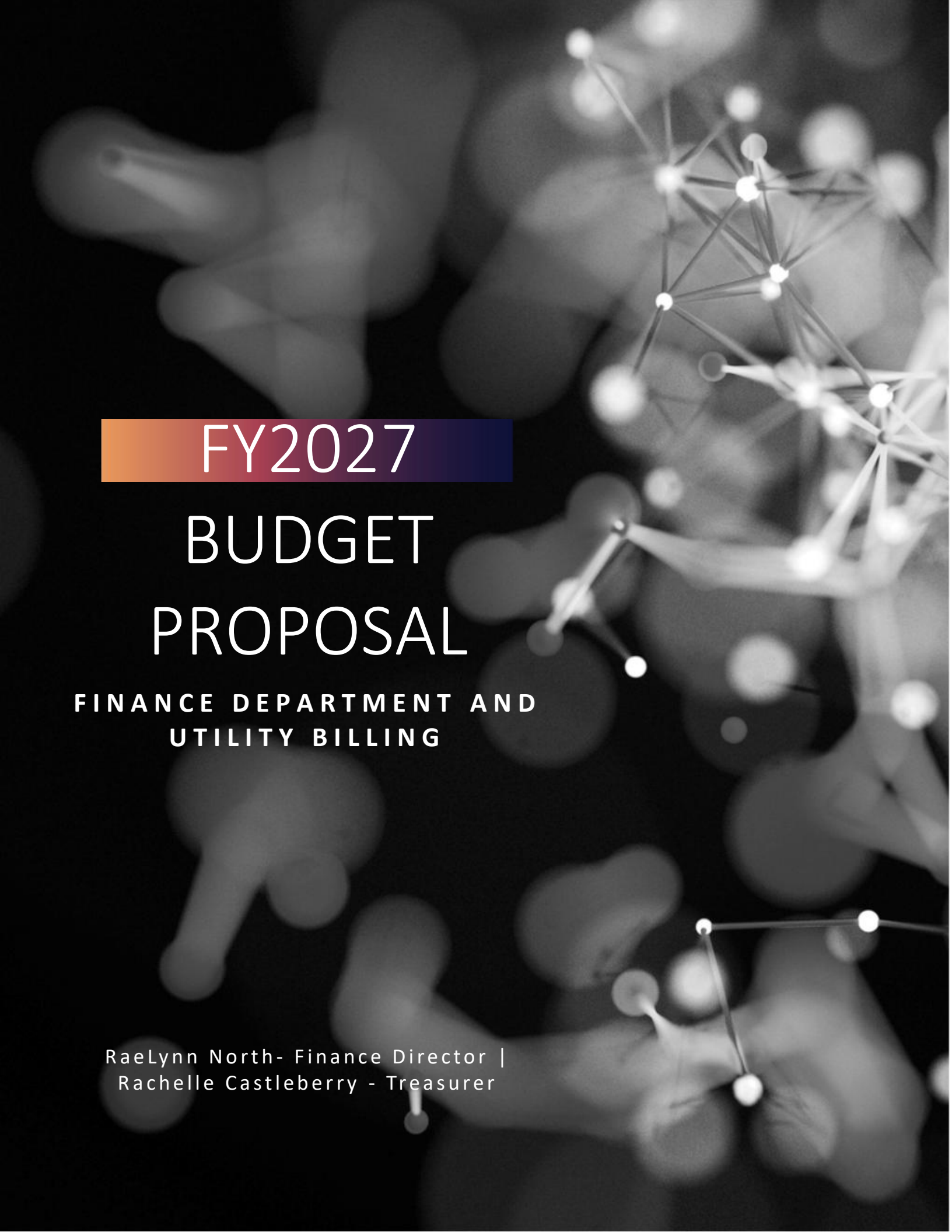




FY2027

BUDGET PROPOSAL

FINANCE DEPARTMENT AND
UTILITY BILLING

RaeLynn North- Finance Director |
Rachelle Castleberry - Treasurer

OVERVIEW

Finance Department is currently made up of 10 FTP

Raelynn North- Finance Director
Rachelle Castleberry- City Treasurer
Kassie Mendoza- Staff Accountant
Kelsie Maloney- Budget & Compensation Analyst
Kristine Dent- Police Accounting Specialist
Destiny Platt- Payroll Specialist
Anita White- Purchasing Specialist
Chris Ramos-Grant Specialist
Erin Carter- A/P Specialist
Laureen Jordan- A/R Specialist

The Finance Department works with all departments across the City to manage the city's financial resources responsibly and transparently. To provide accurate financial reporting, effective budgeting, and sound fiscal planning to support informed decision-making. We ensure compliance with legal and regulatory requirements, safeguard public funds, and contribute to the long-term financial stability of the City, Urban Renewal, and the Employee Benefit Health Trust.

Utility-Billing Department is currently made up of 7 FTP

Vicki Walsh- UB Manger
Susana Rivera- UB AR Specialist
Kathrine Duncan- UB Senior Cust Service Rep
Tammy Graham- UB Senior Cust Service Rep
Melinda Vigil- UB Senior Cust Service Rep
Angelica Gomez-Cust Service Rep
Open-Cust Service Rep

The Utility Billing Department is dedicated to accurately and efficiently managing the billing and collection for the utility billing services, including water, sewer, streetlights, sanitation, and irrigation.



MISSION-VISION-VALUES

MISSION

Maintain and support the Cities Departments through accurate and reliable accounting, budgeting, and other financial information, as well as ensure compliance with Federal, State and Local regulations. We provide oversight, assistance, and training in financial stewardship for the City Departments.

VISION

Excellence in the management of carefully garnered public resources.

VALUES

Right Results the Right Way- Holding ourselves and our team to the highest standards of accountability and integrity by honoring our commitments and taking pride in our work.

Powered by Professionalism- We use our knowledge, technical skills, and communication for the benefit of the City of Caldwell. By valuing all backgrounds, we respect diverse ideas through active listening and through compassion.

Culture of Learning- We value the development of our employees and are committed to providing opportunities to gain experience and grow.

Go the extra mile- We commit to collaborating with residents, customers, and staff. We never settle in anything we do, and we challenge our ideas of what is possible to better serve our residents of Caldwell.



ACCOMPLISHMENTS

- Implementation of replacement Lease and Debt Software, DebtBook.
- Updated City Procurement Policy and City Travel Policy.
- Started implementation of new UB Software.
- Completion of the City, Employee Health Trust, and Urban Renewal audits with no findings and a clean opinion.
- \$53,616.74 received in rebate revenue from P-Card program in FY25 and the same is projected for FY26.
- Savings projected of approximately \$157,000 in FY26 in credit card merchant fees and further reduction of about another 50,000 in FY27.

Over the last year, Finance Department has issued ~9,800 vendor checks, reviewed and approved ~16,900 Invoices, reviewed and processed ~5,400 payroll checks, created and issued ~72 purchase orders, and 60 Bank Reconciliations collectively for the City of Caldwell, City Health Trust, and Caldwell Urban Renewal Agency.

The Utility billing Department reviewed and approved approximately 300,770 Cash Receipts, as well as managed the invoicing, collections, and maintenance of 25,700 active Water service accounts.



GOALS FOR FY2027

PRIORTIES

- Complete Implementation of Utility Billing Software.
- Update Investment policy and procedures.



ADDED

PRIORITIES

- Update Fixed Asset policy and procedures.
- Implement new processes for new ERP system for Payroll, Budgeting, and Utility Billing.



EMPLOYEE OPPORTUNITIES

- Streamline processes
- Additional training, support, and possible advancement

POLICY AND PROCEDURES

Update, maintain, and implement all finance policies and procedures. This includes Procurement policy, Finance Policy, P-Card policy, Travel policy, Investment policy, Community and Employee Policy, Fee Waiver Policy, and Fixed Asset policy.

FUTURE REQUESTS

In FY2027, and continuing into FY2028, the Finance Department will be looking at upgrading our ERP system. We will be doing this in phases. The first phase will be to implement the Utility Billing Department. 2nd Phase will be to incorporate the Finance Department which includes Accounts Payable, Cash Receipts, Accounts Receivable, Payroll, and Budget. When the Finance Department approaches this, we will look at ways to combine the current system and streamline process, while still allowing for detailed reporting and accurate financial statements. The first phase was approved in the FY26 budget, the second phase will be requested in the FY27 budget. The cost to complete the 1st phase and start and complete the 2nd phase in FY27 will be approx. \$314,500. This is split between both Utility Billing and Finance. Of this amount 190,000 is for one-time implementation costs, and approximately 69,000 in duplicate software costs, with a long-term increase in software costs of approximately 55,500.00 in future budget years.

FY2027 BUDGET

Personnel Request

Total \$ 929,633 for Finance and \$714,562 for Utility Billing

The Finance request is a decrease of \$107,746. The Utility Billing request is a decrease from FY2026 to FY2027 of \$388.

The decrease in Finance is attributed to the removal of the grant coordinator position. The Utility Billing amount has stayed closely the same.

Operating Request

Total \$524,512 for Finance and \$434,768 for Utility Billing

The Finance request is an increase of \$267,262. The Utility Billing request is an increase of \$9,685 from FY2026 to FY2027.

The Finance increase is attributed to new ERP Software, \$130,000 in implementation costs, and duplicate software annual costs during implementation of \$69,000, leaving ongoing additional increase of \$55,500. The Utility Billing amount has stayed closely the same but includes the remaining \$60,000 in implementation costs for the 1st phase of software implementation.

Total Finance Budget Request = \$1,454,145 for Personnel & Operations.

Finance				
Description	Actuals FY2025	Total Budget FY2026	Total Budget FY2027 Total Budget	Variance 2027 v 2026
Personnel	\$923,590	\$1,037,379	\$929,633	(\$107,746)
Operating	\$226,957	\$257,250	\$524,512	\$267,262
Total	\$1,150,547	\$1,294,629	\$1,454,145	\$159,516

Total Finance Budget Request = \$1,148,370 for Personnel & Operations.

Utility Billing				
Description	Actuals FY2025	Total Budget FY2026	Total Budget FY2027 Total Budget	Variance 2027 v 2026
Personnel	\$534,972	\$714,950	\$714,562	(\$388)
Operating	\$280,145	\$425,083	\$434,768	\$9,685
Total	\$815,117	\$1,140,033	\$1,148,370	\$8,337

As the City continues to grow, the need for additional financial oversight does with it. Finance continues to manage City Department s with increased workload.

ORGANIZATIONAL CHART

