

**City of Fortuna  
Finance Department  
Fiscal Year 2022/23**

| Finance Department<br>Activity Log     | August<br>2022 | September<br>2022 | October<br>2022 | November<br>2022 | December<br>2022         | January<br>2023 |
|--|----------------|-------------------|-----------------|------------------|--------------------------|-----------------|
| Payroll Checks Issued:                 | 236            | 334               | 219             | 223              | 255                      | 250             |
| Accounts Payable Checks Issued:        | 285            | 233               | 194             | 243              | 210                      | 248             |
| Number of Invoices Processed:          | 545            | 437               | 416             | 522              | 454                      | 516             |
| CDBG Loan Payments/Payoff              | 0              | 0                 | 0               | 0                | 0                        | 0               |
| # Telephone Calls                      | 2023           | 1935              | 1866            | 1829             | 2233                     | 2347            |
| <b>Avg Daily</b>                       | <b>88</b>      | <b>92</b>         | <b>89</b>       | <b>91</b>        | <b>112</b>               | <b>117</b>      |
| <b>Daily Walk-in Customers</b>         |                |                   |                 |                  |                          |                 |
| Utility                                | 723            | 589               | 622             | 560              | 713                      | 758             |
| Bldg                                   | 59             | 57                | 44              | 43               | 58                       | 66              |
| Plan                                   | 43             | 22                | 23              | 34               | 40                       | 35              |
| Other                                  | 55             | 39                | 37              | 37               | 48                       | 57              |
| <b>Total:</b>                          | <b>880</b>     | <b>707</b>        | <b>726</b>      | <b>674</b>       | <b>859</b>               | <b>916</b>      |
| <b>Average Daily Walk-in Customers</b> | <b>38</b>      | <b>34</b>         | <b>35</b>       | <b>34</b>        | <b>43</b>                | <b>46</b>       |
| Monthly Bills                          | 4598           | 4596              | 4602            | 4599             | 4602                     | 4598            |
| Reminder Notices                       | 519            | 434               | 484             | 427              | 433                      | 473             |
| Shut Off Notices Mailed                | 256            | 239               | 267             | 250              | 270                      | 262             |
| Shut Offs                              | 23             | 23                | 31              | 18               | 26                       | 22              |
| Ebills - Bills sent via email          | 379            | 374               | 377             | 392              | 398                      | 401             |
| Utility Bills paid online              | 1159           | 1184              | 1183            | 1172             | 1171                     | 1224            |
| % of Utility bills paid in person      | 16%            | 13%               | 14%             | 12%              | 15%                      | 16%             |
| Public Works Calls Dispatched:         | 123            | 114               | 71              | 86               | 70                       | 116             |
|  |                |                   |                 |                  | <b>Avg Service Calls</b> | <b>96.7</b>     |

| Utility Billing Aging Report | Total Bal  | Current    | 30 Days    | 60 Days   | 90 Days   |
|------------------------------|------------|------------|------------|-----------|-----------|
|                              | \$ 643,889 | \$ 465,462 | \$ 107,407 | \$ 19,519 | \$ 51,502 |
|                              |            | 72.3%      | 16.7%      | 3.0%      | 8.0%      |

