

Department of Finance

Department Overview



City of Lawrence

Department of Finance

Role of the Finance Department

- Accounting & Payroll functions
- Utility Billing/Collections
- Meter Reads & Field Visits
- Serve as the central switchboard for all departments (excluding Police & Fire)
- Staff the Customer Service/Payment

Window



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Meter Reads

- Responsible for reading meters throughout the City
- More than 33,000 reads in March 2015
- On track to enter in excess of 400K reads in the current year

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Service Calls

- New account sign-ups
- Disconnects
- Transfer of services
- Misc. visits/customer requests
 - Locate meters, emergency shutoffs, suspected leaks, pressure flow issues



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Department Priorities

- Credit card fees
- Customer service hours
- Remittance system
- Customer service standards – focusing on quality and safety



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