



## Finance Department 2012 ANNUAL REPORT



The Finance Department went through significant transition in 2012, due to the retirement of our long tenured Finance Director, **Nancy Solberg**. Through the recruitment period for her replacement, Kari Peterson was appointed as Acting Finance Director. October 1, 2012, Norma DeHaven was appointed as Finance Director.

Having spent the last three months of 2012 getting familiar with the accounting department policies and procedures, DeHaven is confident in reporting that the staff did a wonderful job during the interim period, and special thanks go out to each of them. Kari did an outstanding job of keeping the department running smoothly and with helping to put together the 2013 budget. Jan, Susan, and Kim all did more than their normal duties, and I feel that a strong team is in place. She looks forward to working with them in the coming years.

Tax collections went very smoothly, with the processes in place for prior years carried forward. New initiatives for the department included securing an ATM machine for City Hall (Kari Peterson); developing a new chart of accounts for the Capital Project Fund (Norma DeHaven); and installation of the AMI system for utilities (Kari Peterson and Kim Hauge). Along with the AMI installation there is a meter change out program which started in January and is projected to take 3 years.



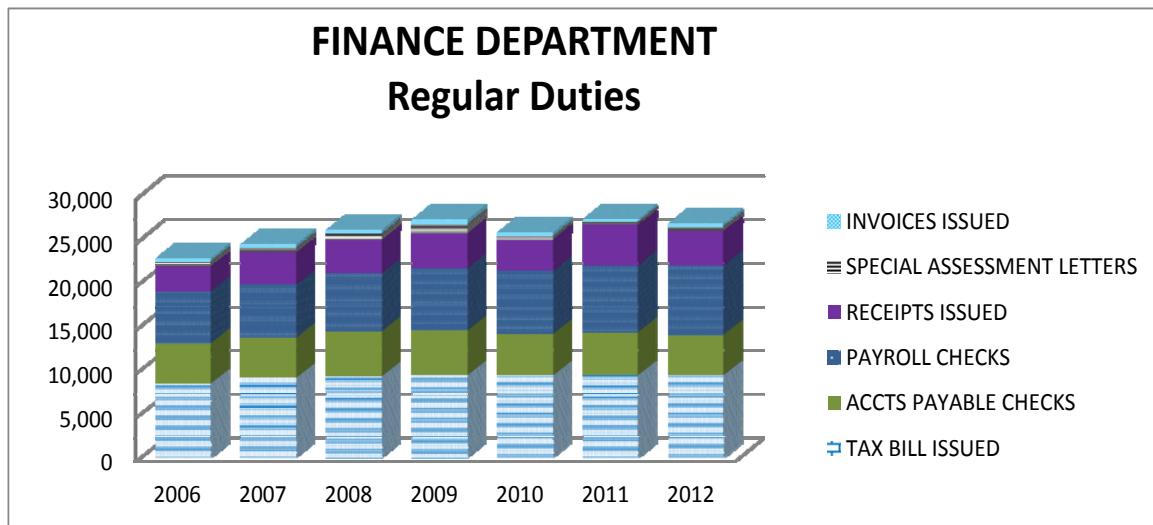
In addition to the regular duties of the department, two of our staff (Jan Uselmann and Kari Peterson) were on the United Way committee, and helped to plan and carry out a number of successful fund raising events throughout 2012. One of the projects in which they were deeply involved was the creation and publishing of a “City of Fitchburg Employee Cookbook”.

In keeping with the City's 'green initiative', starting in 2013 we will begin implementation of online bill viewing and free online payment of the Utility bills. We will ask customers to sign up for paperless options beginning with the March utility bills.

The majority of work done by the Finance Department is "invisible" but without which the City could not properly function. The Finance Department is charged with making sure payroll, and all the associated employer related payments, are ready for employees and authorities as required (thank you Susan Jordan); and insures that the bills incurred are paid efficiently, with proper documentation and distribution (thank you Jan Uselmann); and that receipts collected are deposited and recorded appropriately (again, thank you, Jan). In addition, the utility accounting department is responsible for the billing and collection of over 5500 Utility bills on a quarterly basis, with special projects as needed.

The volume of transactions varies slightly annually, as the chart below shows, and the general volume of total transactions is relatively stable. The largest impact on the Finance Department in recent years has been the opening of the Library due to the associated payroll and payables. This additional work has been absorbed without additional staff, to their credit.

	2006	2007	2008	2009	2010	2011	<b>2012</b>
Tax Bills Issued	8325	9025	9207	9341	9311	9294	<b>9309</b>
Accounts Payable Checks	4630	4583	5164	5112	4758	4934	<b>4628</b>
Payroll Checks	6000	6111	6698	7184	7266	7703	<b>8010</b>
Receipts Issued	2944	3787	3871	4034	3640	4700	<b>3987</b>
Special Assessment Letters	579	569	724	1040	380	356	<b>483</b>
Invoices Issued	325	353	394	498	394	268	<b>343</b>



Respectfully submitted,  
Norma DeHaven  
Finance Director