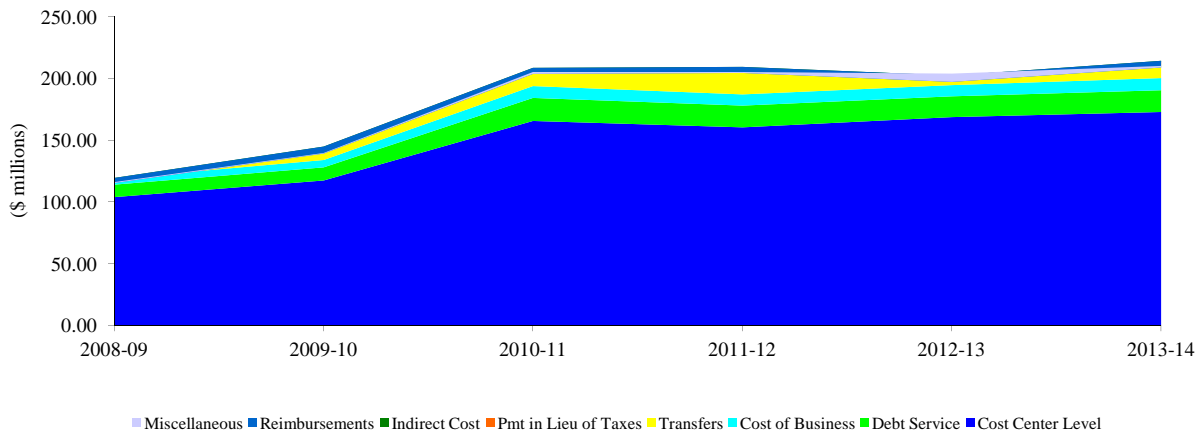


# Enterprise Fund - Lubbock Power & Light

COMPOSITION OF EXPENDITURES



	Actual	Actual	Actual	Amended	Budget	Change
STAFFING	FY 2009-10	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14	from Amended
Administration	7	9	9	9	13	4
Environ. Health Safety	3	7	7	7	5	(2)
Promotion	7	-	-	-	-	-
Production Operations	33	33	33	34	37	3
Production Maintenance	19	20	21	21	21	-
Purchased Power	-	-	-	-	-	-
Distribution Engineering	16	18	20	20	19	(1)
Underground Lines	22	24	25	25	26	1
Overhead Lines	20	20	20	20	28	8
Operations	-	-	-	8	9	1
Distribution Customer Svc.	21	24	24	16	15	(1)
Distribution Substations	11	13	13	12	14	2
Distribution Meter Shop	5	6	6	6	5	(1)
Field Services	37	47	47	47	47	-
Customer Service	21	22	22	22	22	-
Customer Info. Systems	5	5	5	6	6	-
Customer Care	22	36	36	36	36	-
<b>TOTAL STAFFING</b>	<b>249</b>	<b>284</b>	<b>288</b>	<b>289</b>	<b>303</b>	<b>14</b>

# Lubbock Power & Light - Fund Overview

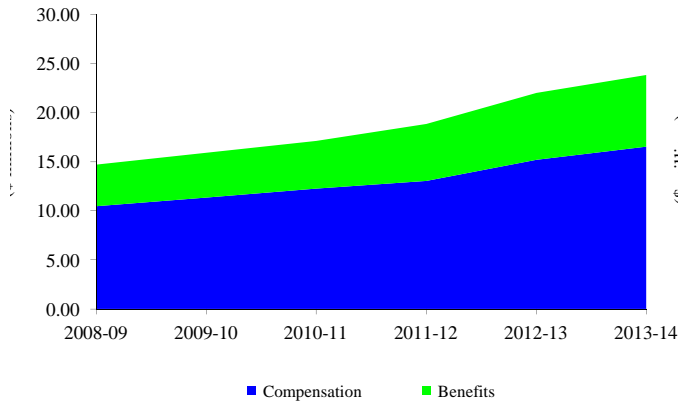
	Actual	Actual	Actual	Amended	Budget	% Change
FUNDING SOURCES	FY 2009-10	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14	from Amended
Interest Earnings	\$ 79,297	32,683	148,674	95,004	154,158	62.3
Rentals and Recoveries	348,227	805,741	491,385	460,266	469,267	2.0
Sale of Steam/Equipment/Furnishings	331,389	238,656	305,371	185,851	189,485	2.0
Sales Tax Commission	9,613	16,614	16,993	15,630	17,164	9.8
General Consumers Metered	124,571,324	184,586,095	171,183,267	173,663,097	194,743,513	12.1
Municipal Sales	6,769,851	4,615,427	4,221,539	5,850,803	4,774,191	(18.4)
Off System Sales	11,126,665	11,194,369	10,257,589	11,026,560	11,242,210	2.0
Fees & Charges/Outside Work Orders	3,682,661	3,717,299	4,115,524	4,215,289	4,299,385	2.0
Miscellaneous	585,187	605,201	340,948	235,773	240,384	2.0
Transfer for Street Lighting	-	-	-	-	-	-
Transfer from Other Funds	-	-	-	-	299,111	-
Customer Rebates	(2,320,801)	(1,568,629)	-	-	-	-
Customer Refunds	(3,052)	22	-	-	-	-
Total Revenue Sources	145,180,360	204,243,478	191,081,290	195,748,273	216,428,868	10.6
Utilization of Net Assets	-	21,931,452	14,205,100	8,393,067	-	(100.0)
<b>TOTAL FUNDING SOURCES</b>	<b>\$ 145,180,360</b>	<b>226,174,931</b>	<b>205,286,390</b>	<b>204,141,340</b>	<b>216,428,868</b>	<b>6.0</b>

	Actual	Actual	Actual	Amended	Budget	% Change
DEPARTMENT LEVEL EXPENSES	FY 2009-10	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14	from Amended
Compensation	\$ 11,377,761	12,289,336	13,049,837	15,211,306	16,548,753	8.8
Benefits	4,535,652	4,858,435	5,811,684	6,807,861	7,297,089	7.2
Supplies	89,719,216	135,411,148	127,602,877	129,919,164	135,361,516	4.2
Maintenance	2,775,985	3,773,873	4,732,419	5,532,849	4,146,539	(25.1)
Professional/Training	2,752,860	3,539,977	2,485,671	3,490,425	3,194,741	(8.5)
Other Charges	998,099	1,021,324	1,030,289	1,510,973	1,609,068	6.5
Scheduled Charges	3,990,349	4,789,974	3,606,660	5,114,750	4,828,412	(5.6)
Capital Outlay/Reimbursements	1,364,912	58,469	2,126,088	1,126,000	115,000	(89.8)
<b>TOTAL DEPARTMENT LEVEL EXPENSES</b>	<b>\$ 117,514,834</b>	<b>165,742,536</b>	<b>160,445,525</b>	<b>168,713,327</b>	<b>173,101,117</b>	<b>2.6</b>

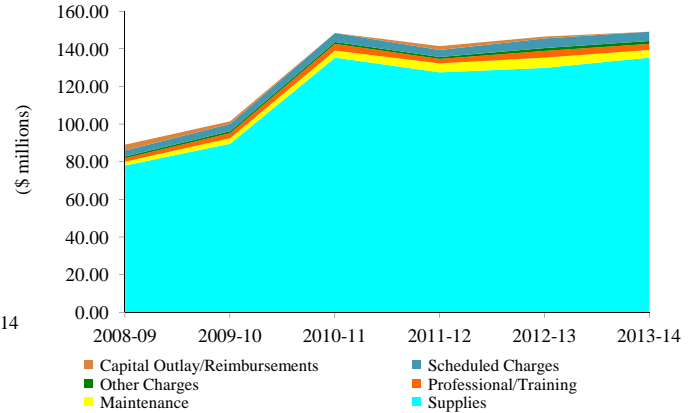
	Actual	Actual	Actual	Amended	Budget	% Change
FUND LEVEL EXPENSES	FY 2009-10	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14	from Amended
Net Debt Service	\$ 9,317,174	17,652,704	16,963,802	16,894,195	17,501,061	3.6
Master Lease	1,186,066	1,048,993	680,148	184,830	5,940	(96.8)
Indirect Cost Allocation	807,398	750,979	892,522	1,024,610	1,052,997	2.8
In Lieu of Franchise Tax - General	3,636,373	5,699,320	5,534,769	5,385,417	5,985,531	11.1
In Lieu of Franchise Tax - Gateway	2,424,248	3,799,547	3,689,846	3,590,278	3,990,354	11.1
In Lieu of Property Tax	-	1,981,422	1,821,042	1,795,079	1,995,177	11.1
Transfer for SPS Distribution Asset Purchase	-	20,754,858	-	-	-	-
Transfer to Electric Capital	10,048,269	11,984,975	19,563,489	4,874,000	10,789,250	121.4
Bond Defeasance	-	-	-	5,640,000	-	(100.0)
Uncollectible Accounts	660,456	1,120,311	674,121	1,082,762	1,100,000	1.6
Reimbursement - Street Lighting	(1,072,996)	-	-	-	-	-
Reimbursement - Utility Collections Water	-	-	-	(2,566,959)	(1,884,393)	(26.6)
Reimbursement - Utility Collections Wastewater	-	-	-	(1,150,915)	(1,884,393)	63.7
Reimbursement - Utility Collections Solid Waste	-	-	-	(610,487)	(779,108)	27.6
Reimbursement - Utility Collections Stormwater	-	-	-	(714,797)	(779,108)	9.0
Reimbursement - Personal Services	(2,302,007)	(2,427,319)	(2,521,579)	-	-	-
Reimbursement - Supplies	(138,120)	(145,639)	(151,298)	-	-	-
Reimbursement - Other Charges	(1,585,047)	(1,602,030)	(1,664,240)	-	-	-
Reimbursement - Data Processing	(644,562)	(679,649)	(706,041)	-	-	-
Miscellaneous	(73,459)	493,923	64,285	-	-	-
<b>TOTAL FUND LEVEL EXPENSES</b>	<b>\$ 22,263,792</b>	<b>60,432,394</b>	<b>44,840,865</b>	<b>35,428,013</b>	<b>37,093,309</b>	<b>4.7</b>
<b>TOTAL EXPENSES</b>	<b>\$ 139,778,626</b>	<b>226,174,931</b>	<b>205,286,390</b>	<b>204,141,340</b>	<b>210,194,426</b>	<b>3.0</b>

# Lubbock Power & Light - Department Overview

COMPENSATION & BENEFITS HISTORY



COMPOSITION OF EXPENDITURES



EXPENDITURES BY CATEGORY	Actual FY 2009-10	Actual FY 2010-11	Actual FY 2011-12	Amended FY 2012-13	Budget FY 2013-14	% Change from Amended
Compensation	\$ 11,377,761	12,289,336	13,049,837	15,211,306	16,548,753	8.8
Benefits	4,535,652	4,858,435	5,811,684	6,807,861	7,297,089	7.2
Supplies	89,719,216	135,411,148	127,602,877	129,919,164	135,361,516	4.2
Maintenance	2,775,985	3,773,873	4,732,419	5,532,849	4,146,539	(25.1)
Professional/Training	2,752,860	3,539,977	2,485,671	3,490,425	3,194,741	(8.5)
Other Charges	998,099	1,021,324	1,030,289	1,510,973	1,609,068	6.5
Scheduled Charges	3,990,349	4,789,974	3,606,660	5,114,750	4,828,412	(5.6)
Capital Outlay/Reimbursements	1,364,912	58,469	2,126,088	1,126,000	115,000	(89.8)
<b>TOTAL EXPENDITURES BY CATEGORY</b>	<b>\$ 117,514,834</b>	<b>165,742,536</b>	<b>160,445,525</b>	<b>168,713,327</b>	<b>173,101,117</b>	<b>2.6</b>

EXPENDITURES BY DEPARTMENT	Actual FY 2009-10	Actual FY 2010-11	Actual FY 2011-12	Amended FY 2012-13	Budget FY 2013-14	% Change from Amended
Administration	\$ 1,917,700	2,231,688	1,568,804	2,547,112	2,886,860	13.3
Environ. Health Safety	382,256	613,053	606,977	807,614	719,845	(10.9)
Promotion	1,093,967	725,098	257,169	650,975	651,800	0.1
Production Operations	94,457,235	140,771,918	131,814,705	135,289,386	7,421,928	(94.5)
Production Maintenance	3,732,958	4,706,266	7,850,405	4,895,267	4,555,233	(6.9)
Purchased Power	-	-	-	-	132,834,747	-
Distribution Engineering	812,260	910,466	1,038,946	1,553,112	1,402,231	(9.7)
Underground Lines	1,263,522	1,066,721	1,184,613	3,065,512	2,351,525	(23.3)
Overhead Lines	1,694,676	1,015,489	1,338,099	3,125,717	2,830,255	(9.5)
Operations	-	-	-	862,839	1,011,686	17.3
Distribution Customer Svc.	3,243,760	3,614,574	3,935,956	3,869,100	3,873,075	0.1
Distribution Substations	1,418,616	1,796,813	1,793,652	1,854,934	2,150,551	15.9
Distribution Meter Shop	384,870	388,842	357,128	844,966	728,507	(13.8)
Field Services	2,597,662	2,752,432	3,036,411	3,364,574	3,437,710	2.2
Customer Info. Systems	1,017,846	1,101,723	1,197,999	1,288,991	1,416,584	9.9
Customer Service	2,211,999	2,471,077	2,715,916	2,815,457	2,896,726	2.9
Customer Care	1,285,509	1,576,377	1,748,744	1,877,771	1,931,853	2.9
<b>TOTAL EXPENDITURES BY DEPARTMENT</b>	<b>\$ 117,514,834</b>	<b>165,742,536</b>	<b>160,445,525</b>	<b>168,713,327</b>	<b>173,101,117</b>	<b>2.6</b>

# Lubbock Power & Light - Department Expenditures

## Administration

	Actual	Actual	Actual	Amended	Budget	% Change
EXPENDITURES BY CATEGORY	FY 2009-10	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14	from Amended
Compensation	\$ 863,946	812,458	891,608	1,049,586	1,548,409	47.5
Benefits	247,393	265,420	266,349	359,871	514,039	42.8
Supplies	15,011	15,107	14,523	14,575	17,518	20.2
Maintenance	29,995	36,893	14,250	51,600	34,458	(33.2)
Professional/Training	612,003	937,273	215,143	864,500	537,025	(37.9)
Other Charges	5,277	1,658	3,593	7,800	7,750	(0.6)
Scheduled Charges	144,984	165,137	164,460	199,180	227,661	14.3
Capital Outlay/Reimbursements	(909)	(2,259)	(1,122)	-	-	-
<b>TOTAL ADMINISTRATION</b>	<b>\$ 1,917,700</b>	<b>2,231,688</b>	<b>1,568,804</b>	<b>2,547,112</b>	<b>2,886,860</b>	<b>13.3</b>

## Environ. Health Safety

EXPENDITURES BY CATEGORY						
Compensation	\$ 231,894	260,708	335,899	410,815	367,783	(10.5)
Benefits	71,868	94,580	142,651	181,678	149,076	(17.9)
Supplies	2,224	4,650	3,141	8,437	7,475	(11.4)
Maintenance	2,210	6,611	3,018	6,684	6,862	2.7
Professional/Training	54,829	210,428	78,335	152,223	153,697	1.0
Other Charges	1,534	1,413	2,253	1,692	1,692	-
Scheduled Charges	17,906	34,845	42,472	46,085	33,259	(27.8)
Capital Outlay/Reimbursements	(208)	(180)	(791)	-	-	-
<b>TOTAL ENVIRON. HEALTH SAFETY</b>	<b>\$ 382,256</b>	<b>613,053</b>	<b>606,977</b>	<b>807,614</b>	<b>719,845</b>	<b>(10.9)</b>

## Promotion

EXPENDITURES BY CATEGORY						
Compensation	\$ 193,072	18,282	-	-	-	-
Benefits	88,354	26,127	-	-	-	-
Supplies	7,184	6,613	3,803	975	1,286	31.9
Maintenance	4,615	2,709	1,342	-	-	-
Professional Services/Training	771,459	655,158	251,386	650,000	650,000	-
Other Charges	810	786	649	-	-	-
Scheduled Charges	28,507	15,455	-	-	514	-
Capital Outlay/Reimbursements	(34)	(34)	(10)	-	-	-
<b>TOTAL PROMOTION</b>	<b>\$ 1,093,967</b>	<b>725,098</b>	<b>257,169</b>	<b>650,975</b>	<b>651,800</b>	<b>0.1</b>

## Production Operations

EXPENDITURES BY CATEGORY						
Compensation	\$ 2,383,403	2,530,945	2,612,057	2,801,285	3,015,657	7.7
Benefits	913,667	931,203	1,055,341	1,067,287	1,202,281	12.6
Supplies	88,894,515	134,306,862	126,424,597	128,570,121	1,170,036	(99.1)
Maintenance	73,704	96,868	71,626	67,913	74,150	9.2
Professional Services/Training	411,450	562,376	541,120	408,064	65,348	(84.0)
Other Charges	3,937	4,193	3,515	6,000	2,500	(58.3)
Scheduled Charges	1,777,908	2,341,487	1,089,475	2,368,716	1,891,956	(20.1)
Capital Outlay/Reimbursements	(1,349)	(2,016)	16,975	-	-	-
<b>TOTAL PRODUCTION OPERATIONS</b>	<b>\$ 94,457,235</b>	<b>140,771,918</b>	<b>131,814,705</b>	<b>135,289,386</b>	<b>7,421,928</b>	<b>(20.1)</b>

## Production Maintenance

EXPENDITURES BY CATEGORY						
Compensation	\$ 1,387,611	1,428,813	1,468,644	1,618,954	1,726,443	6.6
Benefits	466,206	512,351	633,648	630,571	682,733	8.3
Supplies	63,318	121,491	174,813	70,701	79,018	11.8
Maintenance	1,499,736	2,337,999	3,172,874	1,216,569	1,333,925	9.6
Professional Services/Training	200,970	256,075	337,709	197,200	478,500	142.6
Other Charges	7,924	5,395	56,983	3,000	100,000	3,233.3
Scheduled Charges	31,892	39,499	51,774	58,272	54,614	(6.3)
Capital Outlay/Reimbursements	75,301	4,644	1,953,961	1,100,000	100,000	(90.9)
<b>TOTAL PRODUCTION MAINTENANCE</b>	<b>\$ 3,732,958</b>	<b>4,706,266</b>	<b>7,850,405</b>	<b>4,895,267</b>	<b>4,555,233</b>	<b>(6.9)</b>

# Lubbock Power & Light - Department Expenditures

<b>Purchased Power</b>	Actual	Actual	Actual	Amended	Budget	% Change
EXPENDITURES BY CATEGORY	FY 2009-10	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14	from Amended
Compensation	\$ -	-	-	-	-	-
Benefits	-	-	-	-	-	-
Supplies	-	-	-	-	132,834,747	-
Maintenance	-	-	-	-	-	-
Professional Services/Training	-	-	-	-	-	-
Other Charges	-	-	-	-	-	-
Scheduled Charges	-	-	-	-	-	-
Capital Outlay/Reimbursements	-	-	-	-	-	-
<b>TOTAL PURCHASED POWER</b>	<b>\$ -</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>132,834,747</b>	<b>-</b>

## Distribution Engineering

EXPENDITURES BY CATEGORY						
Compensation	\$ 460,025	471,351	586,200	810,252	790,505	(2.4)
Benefits	155,908	175,420	194,025	317,161	297,643	(6.2)
Supplies	31,587	44,650	46,028	55,293	41,499	(24.9)
Maintenance	23,768	27,232	29,458	41,419	34,584	(16.5)
Professional Services/Training	16,124	24,458	19,515	81,775	53,332	(34.8)
Other Charges	4,404	39,448	35,618	54,260	25,871	(52.3)
Scheduled Charges	114,254	131,920	133,227	166,953	143,798	(13.9)
Capital Outlay/Reimbursements	6,188	(4,012)	(5,124)	26,000	15,000	(42.3)
<b>TOTAL DISTRIBUTION ENGINEERING</b>	<b>\$ 812,260</b>	<b>910,466</b>	<b>1,038,946</b>	<b>1,553,112</b>	<b>1,402,231</b>	<b>(9.7)</b>

## Underground Lines

EXPENDITURES BY CATEGORY						
Compensation	\$ 285,381	413,078	434,676	854,322	860,295	0.7
Benefits	126,776	177,553	192,275	381,758	402,928	5.5
Supplies	131,546	168,346	177,395	222,097	218,682	(1.5)
Maintenance	207,278	232,759	263,416	1,477,660	722,583	(51.1)
Professional Services/Training	5,331	7,803	22,751	11,324	15,824	39.7
Other Charges	1,680	8,382	6,956	22,540	22,540	-
Scheduled Charges	58,821	59,663	90,966	95,811	108,673	13.4
Capital Outlay/Reimbursements	446,709	(864)	(3,822)	-	-	-
<b>TOTAL UNDERGROUND LINES</b>	<b>\$ 1,263,522</b>	<b>1,066,721</b>	<b>1,184,613</b>	<b>3,065,512</b>	<b>2,351,525</b>	<b>(23.3)</b>

## Overhead Lines

EXPENDITURES BY CATEGORY						
Compensation	\$ 424,149	428,393	532,109	781,756	1,046,851	33.9
Benefits	170,790	178,297	231,427	368,375	467,627	26.9
Supplies	143,397	173,136	189,814	240,138	271,507	13.1
Maintenance	167,503	223,862	213,697	1,609,823	884,665	(45.0)
Professional Services/Training	12,092	11,774	17,619	17,929	22,630	26.2
Other Charges	815	7,110	5,917	8,700	8,700	-
Scheduled Charges	62,324	68,327	152,142	98,996	128,275	29.6
Capital Outlay/Reimbursements	713,606	(75,410)	(4,625)	-	-	-
<b>TOTAL OVERHEAD LINES</b>	<b>\$ 1,694,676</b>	<b>1,015,489</b>	<b>1,338,099</b>	<b>3,125,717</b>	<b>2,830,255</b>	<b>(9.5)</b>

## Operations

EXPENDITURES BY CATEGORY						
Compensation	\$ -	-	-	525,832	610,746	16.1
Benefits	-	-	-	225,484	260,623	15.6
Supplies	-	-	-	9,410	9,716	3.3
Maintenance	-	-	-	39,584	40,437	15.6
Professional Services/Training	-	-	-	25,432	25,432	-
Other Charges	-	-	-	8,000	8,000	-
Scheduled Charges	-	-	-	29,097	56,732	95.0
Capital Outlay/Reimbursements	-	-	-	-	-	-
<b>TOTAL OPERATIONS</b>	<b>\$ -</b>	<b>-</b>	<b>-</b>	<b>862,839</b>	<b>1,011,686</b>	<b>17.3</b>

# Lubbock Power & Light - Department Expenditures

<b>Distribution Customer Svc.</b>	Actual	Actual	Actual	Amended	Budget	% Change
EXPENDITURES BY CATEGORY	FY 2009-10	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14	from Amended
Compensation	\$ 1,372,265	1,591,781	1,579,162	1,241,267	1,200,749	(3.3)
Benefits	531,290	587,473	662,491	507,405	486,578	(4.1)
Supplies	117,594	139,344	147,206	211,018	180,750	(14.3)
Maintenance	339,646	400,520	427,226	470,851	471,431	0.1
Professional Services/Training	8,408	9,011	12,171	34,966	32,270	(7.7)
Other Charges	638,794	662,366	692,409	1,126,197	1,211,570	7.6
Scheduled Charges	236,106	224,445	239,095	277,395	289,726	4.4
Capital Outlay/Reimbursements	(344)	(366)	176,197	-	-	-
<b>TOTAL DISTRIBUTION CUSTOMER SVC.</b>	<b>\$ 3,243,760</b>	<b>3,614,574</b>	<b>3,935,956</b>	<b>3,869,100</b>	<b>3,873,075</b>	<b>0.1</b>

## Distribution Substations

EXPENDITURES BY CATEGORY						
Compensation	\$ 768,916	928,024	1,021,298	935,930	1,103,532	17.9
Benefits	281,478	318,574	385,528	376,983	433,144	14.9
Supplies	44,673	49,875	48,038	98,933	107,348	8.5
Maintenance	106,283	196,319	246,803	285,553	291,836	2.2
Professional Services/Training	5,011	4,952	11,000	7,231	7,231	-
Other Charges	(1,420)	3,052	5,170	5,042	5,963	18.3
Scheduled Charges	214,218	287,866	76,632	145,262	201,497	38.7
Capital Outlay/Reimbursements	(543)	8,150	(817)	-	-	-
<b>TOTAL DISTRIBUTION SUBSTATIONS</b>	<b>\$ 1,418,616</b>	<b>1,796,813</b>	<b>1,793,652</b>	<b>1,854,934</b>	<b>2,150,551</b>	<b>15.9</b>

## Distribution Meter Shop

EXPENDITURES BY CATEGORY						
Compensation	\$ 208,564	130,469	122,274	439,493	351,518	(20.0)
Benefits	74,166	61,288	52,431	179,775	144,955	(19.4)
Supplies	24,884	83,942	56,919	80,324	90,664	12.9
Maintenance	51,582	82,185	89,280	97,812	94,577	(3.3)
Professional Services/Training	1,599	1,349	4,752	7,963	11,934	49.9
Other Charges	1,145	1,146	2,632	3,335	2,948	(11.6)
Scheduled Charges	25,656	30,707	31,874	36,263	31,911	(12.0)
Capital Outlay/Reimbursements	(2,726)	(2,243)	(3,033)	-	-	-
<b>TOTAL DISTRIBUTION METER SHOP</b>	<b>\$ 384,870</b>	<b>388,842</b>	<b>357,128</b>	<b>844,966</b>	<b>728,507</b>	<b>(13.8)</b>

## Field Services

EXPENDITURES BY CATEGORY						
Compensation	\$ 1,359,900	1,558,019	1,568,435	1,678,167	1,744,202	3.9
Benefits	675,565	713,533	934,071	998,026	1,020,050	2.2
Supplies	129,639	144,003	158,194	204,797	192,538	(6.0)
Maintenance	136,871	85,079	101,760	116,711	107,779	(7.7)
Professional Services/Training	77,669	102,917	111,681	144,523	144,523	-
Other Charges	81,965	44,067	43,002	90,800	87,900	(3.2)
Scheduled Charges	74,283	105,197	119,727	131,550	140,718	7.0
Capital Outlay/Reimbursements	61,769	(384)	(459)	-	-	-
<b>TOTAL FIELD SERVICES</b>	<b>\$ 2,597,662</b>	<b>2,752,432</b>	<b>3,036,411</b>	<b>3,364,574</b>	<b>3,437,710</b>	<b>2.2</b>

## Customer Info. Systems

EXPENDITURES BY CATEGORY						
Compensation	\$ 239,638	291,093	276,973	276,673	322,055	16.4
Benefits	99,374	99,755	117,174	133,164	146,504	10.0
Supplies	6,232	5,359	13,395	6,975	7,286	4.5
Maintenance	-	-	3,000	-	-	-
Professional Services/Training	122,409	153,638	192,345	228,020	236,520	3.7
Other Charges	16,320	4,969	3,293	5,000	5,500	10.0
Scheduled Charges	534,016	547,227	592,361	639,159	698,718	9.3
Capital Outlay/Reimbursements	(143)	(317)	(542)	-	-	-
<b>TOTAL CUSTOMER INFO. SYSTEMS</b>	<b>\$ 1,017,846</b>	<b>1,101,723</b>	<b>1,197,999</b>	<b>1,288,991</b>	<b>1,416,584</b>	<b>9.9</b>

# Lubbock Power & Light - Department Expenditures

## Customer Service

	Actual	Actual	Actual	Amended	Budget	% Change
EXPENDITURES BY CATEGORY	FY 2009-10	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14	from Amended
Compensation	\$ 520,647	695,097	732,181	805,390	830,698	3.1
Benefits	297,105	318,834	397,512	453,430	457,120	0.8
Supplies	104,348	142,124	134,363	97,095	102,856	5.9
Maintenance	33,328	44,836	93,133	50,670	49,252	(2.8)
Professional Services/Training	424,408	555,142	579,866	602,938	702,938	16.6
Other Charges	221,499	147,935	92,991	142,107	108,134	(23.9)
Scheduled Charges	600,049	568,054	686,468	663,827	645,728	(2.7)
Capital Outlay/Reimbursements	10,614	(945)	(598)	-	-	-
<b>TOTAL CUSTOMER SERVICE</b>	<b>\$ 2,211,999</b>	<b>2,471,077</b>	<b>2,715,916</b>	<b>2,815,457</b>	<b>2,896,726</b>	<b>2.9</b>

## Customer Care

EXPENDITURES BY CATEGORY						
Compensation	\$ 678,350	730,825	888,321	981,583	1,029,309	4.9
Benefits	335,714	398,028	546,760	626,892	631,788	0.8
Supplies	3,064	5,646	10,649	28,275	28,586	1.1
Maintenance	99,464	-	1,539	-	-	-
Professional Services/Training	29,098	47,624	90,279	56,337	57,537	2.1
Other Charges	13,413	89,403	75,309	26,500	10,000	(62.3)
Scheduled Charges	69,426	170,145	135,987	158,184	174,633	10.4
Capital Outlay/Reimbursements	56,981	134,706	(101)	-	-	-
<b>TOTAL CUSTOMER CARE</b>	<b>\$ 1,285,509</b>	<b>1,576,377</b>	<b>1,748,744</b>	<b>1,877,771</b>	<b>1,931,853</b>	<b>2.9</b>