

Mission

To serve the natural and propane (LP) gas needs of the customers in the Clearwater and surrounding Florida Suncoast area in the most safe, reliable and economical manner possible while optimizing load growth, customer satisfaction, financial return to the City of Clearwater, and the equity value of the Clearwater Gas System.

Department Description

Our Values

Clearwater Gas System is founded on the principles of integrity, outstanding quality, future-oriented decision-making, and sound financial planning and execution. This reflects our responsibility to be a well-run and caring service provider, focused on excellence in the delivery of “value-added” energy services to our customers. We regard our well-trained employees as our most valuable asset and strive to create a positive and participative working environment, which promotes job satisfaction, security, personal growth, and innovation.

Our Vision

Clearwater Gas System will be the energy provider of choice, and be recognized as such by our customers and the communities that we serve.

The Clearwater Gas System (CGS) budget consists of four gas programs: Gas Administration & Supply, Pinellas Gas Operations, Pasco Gas Operations, and Gas Marketing & Sales. There are currently 79 budgeted positions (full time equivalent) in CGS.

CGS is owned and operated as an enterprise utility by the City of Clearwater. CGS operates over 830 miles of underground gas main and handles the supply and distribution of both natural and propane (LP) gas throughout northern Pinellas County and western Pasco County. As a “full service” gas utility, CGS provides gas appliance sales and service, installation of inside customer gas piping, domestic and commercial gas equipment service, construction and maintenance of underground gas mains and service lines, and 24 hour response to any gas emergency call within the service area. The Florida Public Service Commission and the Federal Department of Transportation regulate CGS for safety.

CGS has been serving customers in the Clearwater area for over 85 years (since 1923) when operations began with a manufactured gas plant operation from coal and coke. In 1959, when natural gas transmission lines were finally extended to peninsular Florida, CGS discontinued the manufacturing of gas and began receiving piped natural gas from Florida Gas Transmission.

Clearwater Gas System serves over 19,500 customers in a 330 square mile service territory, which includes twenty municipalities, as well as, unincorporated areas of Pinellas and Pasco counties. The Pinellas County service territory is 158 square miles and extends generally from Ulmerton and Walsingham Roads on the south to the Pasco County line on the north, and from the Gulf of Mexico on the west to the Hillsborough County line on the east. This includes the entire Pinellas beach communities south to Redington Beach. The Pasco County service territory is 172 square miles. It extends from the Gulf of Mexico on the west, inland about 20 miles to Ehren Cut Off, which is east of State Road 41 and Land O'Lakes and from Pinellas and Hillsborough County lines on the south to generally State Road 52 on the north. The CGS service territory extends 42.3 miles from the southwestern most to the northwestern most point.

Clearwater Gas System prides itself in being a competitive, public service-minded utility providing safe, economical and environmentally-friendly gas, which is made in America, available in our communities for all of the homes and businesses in our service area, with special focus on the residential customers who make up over 88% of our customer base.

DEPARTMENT SUMMARY

	Actual 2008/09	Actual 2009/10	Budget 2010/11	Budget 2011/12	% Change
Administration & Supply	22,872,820	25,783,734	24,254,930	23,425,560	-3%
Pinellas Gas Operations	3,388,438	4,008,722	5,857,720	5,738,540	-2%
Pasco Gas Operations	1,388,303	1,368,498	1,844,740	1,782,640	-3%
Marketing & Sales	1,950,024	2,454,561	2,928,620	2,885,090	-1%
Total Gas System	29,599,585	33,615,515	34,886,010	33,831,830	-3%

DEPARTMENT FULL TIME EQUIVALENT POSITIONS

	Actual 2008/09	Actual 2009/10	Budget 2010/11	Budget 2011/12
Administration & Supply	9.7	8.7	8.6	9.6
Pinellas Gas Operations	41.0	44.0	44.0	45.0
Pasco Gas Operations	23.0	16.0	16.0	16.0
Gas Marketing and Sales	10.3	8.3	8.4	8.4
Total Gas System	84.0	77.0	77.0	79.0

Department Highlights

- ❖ The Gas Fund supports the Gas Administration and Supply program. The Gas Fund is a self-supporting enterprise operation established to fund all operating, maintenance and improvements necessary to maintain the Clearwater Gas System.
- ❖ The Gas Department is supported by 79 full time equivalent positions, an increase of two (2) FTE's from the 2010/11 budget. For the 2011/12 budget; one (1) Senior Dispatcher was reclassified to Gas Program Coordinator and transferred from Pinellas Gas Operations to the Administration and Supply program, and two (2) Gas Technicians were added to the Pinellas Gas Operations program.
- ❖ Gas supply purchases in this fiscal year are budgeted at approximately \$14 million, representing 41% of the total Department operating budget. This is a 7% reduction from the 2010/11 budget.
- ❖ Operating expenditures reflect an administrative charge reimbursing the General Fund for the Gas Fund's portion of City administrative functions, such as the City Manager, Legal, and City Clerk functions. The Gas Fund anticipated portion of this cost is \$1,375,820 in fiscal year 2011/12, an increase of 1% over the current budget.
- ❖ Internal Service costs reflect the reimbursement to Clearwater Customer Service operations for billing and customer service support services. This is budgeted at \$930,520 in fiscal 2011/12, a 1% decrease from the 2010/11 budget.
- ❖ Debt service costs estimated at \$1,474,400 in this budget represent debt on outstanding bonds of the Gas Fund.
- ❖ Interfund transfers include the gas dividend to the General Fund of \$1.7 million, the same as the 2010/11 budget. Transfers to the Capital Improvement Fund of \$2,730,000 supporting the capital projects of the Gas fund are reduced by 1% from the 2010/11 budget.
- ❖ There are no other significant changes in the Gas Department in this budget. The budget for this Department reflects a decrease of 3% from the 2010/11 budget.

ADMINISTRATION & SUPPLY

Program Description

Gas Administration & Supply responsibilities include: overall general management and clerical support for the Clearwater Gas System (CGS); long range planning of gas supplies and securing and transporting these supplies of both natural and LP gas to our bulk transfer points; financial planning and tracking; and storeroom operations to insure the availability of adequate operating, construction and sales materials. Functions of this program include budgeting, payroll, computer systems, facilities/equipment control, environmental, safety training, regulatory contact, legal/risk issues management, contracting and licensing control, purchasing, inventory of all gas parts and fittings, accounting, financial statements and accounts payable.

PROGRAM SUMMARY					
	Actual 2008/09	Actual 2009/10	Budget 2010/11	Budget 2011/12	% Change
Personnel	630,218	656,105	616,900	684,380	11%
Operating	18,432,651	19,237,986	19,310,150	18,474,960	-4%
Internal Services	1,007,978	1,106,666	1,081,990	1,116,590	3%
Capital	5,000	1,387	-	-	n/a
Debt Service	877,110	815,781	1,570,660	1,474,400	-6%
Transfers	1,919,863	3,965,809	1,675,230	1,675,230	0%
Total Administration & Supply	22,872,820	25,783,734	24,254,930	23,425,560	-3%

PROGRAM FULL TIME EQUIVALENT POSITIONS				
	Actual 2008/09	Actual 2009/10	Budget 2010/11	Budget 2011/12
Administration & Supply	9.7	8.7	8.6	9.6
Total Administration & Supply	9.7	8.7	8.6	9.6

PINELLAS GAS OPERATIONS

Program Description

Pinellas Gas Operations is responsible for the delivery of natural and LP gas to the end users in Pinellas County; the construction of all gas mains and service lines; the design and engineering of all gas mains and services; the securing of construction permits and attending construction meetings for gas mains and services; the maintenance of all gas main and service lines and setting of all LP tanks and services; system cathodic protection; repairing gas meters and regulators; and assuring compliance with Federal and Florida Public Service Commission and Florida State Natural Gas and LP regulations. Gas Service & Repair is responsible for all commercial and domestic gas service requests including turn-ons and turn-offs of gas meters; high bill inquiries; interior gas leak location and repair; and the service and repair of residential and commercial customer-owned gas appliances. Gas installation is responsible for the installation of customer-owned house piping and appliances; conversion of customer-owned commercial and residential appliances from alternate fuels to natural gas; and the securing of necessary gas permits to install house piping and appliances.

PROGRAM SUMMARY					
	Actual 2008/09	Actual 2009/10	Budget 2010/11	Budget 2011/12	% Change
Personnel	2,256,334	2,543,231	2,830,820	2,768,880	-2%
Operating	650,274	834,400	763,080	725,290	-5%
Internal Services	429,430	475,363	458,140	508,690	11%
Capital	-	26,821	-	-	n/a
Transfers	52,400	128,907	1,805,680	1,735,680	-4%
Total Pinellas Gas Operations	3,388,438	4,008,722	5,857,720	5,738,540	-2%

PROGRAM FULL TIME EQUIVALENT POSITIONS				
	Actual 2008/09	Actual 2009/10	Budget 2010/11	Budget 2011/12
Pinellas Gas Operations	41.0	44.0	44.0	45.0
Total Pinellas Gas Operations	41.0	44.0	44.0	45.0

PASCO GAS OPERATIONS

Program Description

Pasco Gas Operations is responsible for the delivery of natural and LP gas to the end users in Pasco County; the construction of all gas mains and service lines; the design and engineering of all gas mains and services; the securing of construction permits and attending construction meetings for gas mains and services; the maintenance of all gas main and service lines and setting of all LP tanks and services; system cathodic protection; repairing gas meters and regulators; and assuring compliance with Federal and Florida Public Service Commission and Florida State Natural Gas and LP regulations. Gas Service & Repair is responsible for all commercial and domestic gas service requests including turn-ons and turn-offs of gas meters; high bill inquiries; interior gas leak location and repair; and the service and repair of residential and commercial customer-owned gas appliances. Gas Installation is responsible for the installation of customer-owned house piping and appliances; conversion of customer-owned commercial and residential appliances from alternate fuels to natural gas; and the securing of necessary gas permits to install house piping and appliances.

PROGRAM SUMMARY					
	Actual	Actual	Budget	Budget	%
	2008/09	2009/10	2010/11	2011/12	Change
Personnel	949,817	951,217	987,360	978,420	-1%
Operating	156,179	147,619	202,940	196,930	-3%
Internal Services	282,307	266,468	304,440	207,290	-32%
Debt Service	-	3,194	-	-	n/a
Transfers	-	-	350,000	400,000	14%
Total Pasco Gas Operations	1,388,303	1,368,498	1,844,740	1,782,640	-3%

PROGRAM FULL TIME EQUIVALENT POSITIONS				
	Actual	Actual	Budget	Budget
	2008/09	2009/10	2010/11	2011/12
Pasco Gas Operations	23.0	16.0	16.0	16.0
Total Pasco Gas Operations	23.0	16.0	16.0	16.0

Program Description

Gas Marketing & Sales is responsible for planning, development and implementation of marketing programs to build load and improve system profitability; designing new systems to make the gas system more effective and responsive to customer needs; advertising strategy to improve the marketing of sales programs; building better governmental relations; measurement of customer satisfaction levels and the design of programs to increase service levels to meet customer expectations; and the applications engineering and sale of large commercial and industrial end-use projects to build load and improve load factor. This program is responsible for sales of natural and LP gas to commercial and residential customers; the sale of natural and LP commercial and industrial gas appliances; the estimating of natural and LP gas house piping installations; deposit collection, appliance invoicing and contract billing; administration of gas sales programs and follow-up advertising programs. The Sales Representatives assist customers in the selection of gas appliances in the showroom, at the customers' premises and at area sales and trade shows.

PROGRAM SUMMARY					
	Actual 2008/09	Actual 2009/10	Budget 2010/11	Budget 2011/12	% Change
Personnel	673,180	663,319	756,170	706,220	-7%
Operating	1,075,679	1,441,255	1,444,480	1,435,990	-1%
Internal Services	136,135	135,442	158,880	123,790	-22%
Transfers	65,030	214,545	569,090	619,090	9%
Total Gas Marketing & Sales	1,950,024	2,454,561	2,928,620	2,885,090	-1%

PROGRAM FULL TIME EQUIVALENT POSITIONS				
	Actual 2008/09	Actual 2009/10	Budget 2010/11	Budget 2011/12
Gas Marketing & Sales	10.3	8.3	8.4	8.4
Total Gas Marketing & Sales	10.3	8.3	8.4	8.4

