



# REQUEST FOR BUDGET ADJUSTMENT

REQUESTER NAME & TITLE: Andrea Blomquist - Utility Billing Operations Manager FISCAL YEAR: 24  
 PREPARER NAME & TITLE: Emily Sawin - Administrative Technician COUNCIL DATE (if applicable): 11/1/23  
 DEPARTMENT/DIVISION: Electric/Customer Care ORDINANCE: \_\_\_\_\_

**EXPENDITURES/EXPENSES/TRANSFERS OUT**

ACCOUNT STRING				BUDGET (\$)	DESCRIPTION
Fund	Account	Center	Project	Adjustment	
6001	5301	70081		35,000	Call analytics and transcription
6101	5301	74181		11,667	Call analytics and transcription
6201	5301	74381		11,666	Call analytics and transcription
6301	5301	74281		11,667	Call analytics and transcription
<b>TOTAL</b>				<b>70,000</b>	

**REVENUES/TRANSFERS IN**

ACCOUNT STRING				BUDGET (\$)	DESCRIPTION
Fund	Account	Center	Project	Adjustment	
<b>TOTAL</b>				<b>-</b>	

<b>NET ADJUSTMENT</b>	<b>70,000</b>
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**FUND BALANCE**

ACCOUNT STRING				BUDGET (\$)	DESCRIPTION
Fund	Account	Center	Project	Adjustment	
6001				35,000	Reduce available resources Electric Fund
6101				11,667	Reduce available resources Water Ops Fund
6201				11,666	Reduce available resources WW Ops Fund
6301				11,667	Reduce available resources Waste Services Fund
<b>TOTAL</b>				<b>70,000</b>	

**Justification for Budget Adjustment:**

We are executing a contract with Yactraq Inc. for call analytics and transcription services. Yactraq was selected as part of the RFP process and this budget adjustment will cover the cost of services for the first year. Subsequent years will be included in the Customer Care budget.

REQUIRED APPROVALS:			
<u>Daniel Beans</u> Daniel Beans (Oct 17, 2023 10:40 PM)	<u>Richard D. Puckey</u> 10/17/23		
REQUESTING DEPARTMENT HEAD / DESIGNEE	DATE	BUDGET MANAGER / DESIGNEE	DATE
CHIEF FINANCIAL OFFICER / DESIGNEE	DATE	CITY MANAGER / DESIGNEE	DATE
BUDGET DEPARTMENT USE ONLY:			
POSTED BY	DATE		

Revised: June 24, 2019