

To: Thomas Bonfield, City Manager  
From: Germaine Brewington, Director of Audit Services  
Date: May 25, 2011  
RE: **Transmittal of Customer Credits/Adjustments Follow Up Performance Audit (May 2011)**

### **Executive Summary**

The Audit Services Department completed the report on the Customer Credits/Adjustments Follow Up Performance Audit dated May 2011. The purpose of the audit was to verify if the Department of Water Management implemented the recommendations proposed in the Customer Credits/Adjustments Performance Audit dated February 2010.

### **Background**

The audit focused on verifying if the Water Management Department had adequate controls over credits and adjustments to the water and sewer bills. It was concluded that the Department of Water Management did not have adequate controls over credits and adjustments to water and sewer bills. In addition, the guidelines for water and sewer billing adjustments did not adequately define proper protocol to follow when addressing some credit adjustments. The audit proposed three recommendations to management and the Department of Water Management has implemented all of the recommendations.

### **Issues and Analysis**

The attached report details the objectives, observations, results and recommendations of the audit. City management concurs with the recommendation made. Management's response to the recommendation is included.

### **Recommendation**

The Department of Audit Services recommends the City Council receive and accept the Customer Credits/Adjustments Follow Up Performance Audit (May 2011), as presented and approved at the May 23, 2011 meeting of the Audit Services Oversight Committee.

Attachment