

AUDIT SCOPE STATEMENT – October 3, 2022

Customer Service – Unexpected High-Water Use

Background

An unexpected, large increase in water consumption may signal a change in customer behavior, a failure in the water meter or a problem with service lines, outdoor irrigation systems, or household fixtures like toilets or faucets.

The Water Services Department has customer service representatives available (in person, by phone, or online) to answer customer questions about water use and bills. When customers receive a bill or notice about unusually high-water use, they frequently rely on the department's customer service representatives and online resources to help them understand the reason for the increase, make a change to how much water they use, or identify a broken water system or household fixture that needs to be repaired.

Why audit customer service resources used to address unexpected high-water use?

Some water customers have complained about the assistance they received from Water Services related to unexpected high-water use. The department made significant investments in customer service over the past several years. It is important to know whether customer service resources meet customers' needs and whether there are areas for improvement.

Audit objective

Our objective is to answer the following question:

- Does the Water Services Department provide resources to customers to address unexpected high-water use?

Audit methods

We will interview Water Services Department staff and review policies, procedures, and training materials to identify customer service goals and requirements. We will review documentation of high-water use notifications and online materials and listen to customer service calls to understand the department's customer service resources. We will compare goals and requirements to delivery of customer service resources.

Anticipated release date

We plan to issue the audit report in February 2023.



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