

EXECUTIVE SUMMARY

UTILITIES MANAGEMENT
AUDIT #17-13

Capital Metro operates over 240 utility accounts (at 236 locations) for various types of utilities such as electricity, natural gas, wastewater, water, drainage and street services.

The utilities budget for FY2017 is \$3,071,216.00; a 12.8% increase from the prior fiscal year.

MANAGEMENT HAS AGREED TO:

- DEVELOP A PROCESS TO REVIEW THE UTILITIES DATABASE EVERY SIX MONTHS, AND ENSURE THAT THE QUALITY CONTROL (QC) IS PERFORMED IN ACCORDANCE WITH GUIDELINES.
- WORK WITH THE SUSTAINABILITY OFFICER TO IDENTIFY COST-EFFECTIVE CAPITAL PROJECTS THAT WILL REDUCE ELECTRICAL ENERGY CONSUMPTION BY 5% FOR EACH YEAR UNTIL 2021 IN ACCORDANCE WITH SB 898.
- WORK WITH AUSTIN ENERGY TO SCHEDULE ENERGY AUDITS FOR ALL LOCATIONS THAT SCORED < 50% ON THE ECAD REPORTS.

Are the processes and controls in place to ensure that utility accounts are activated and deactivated properly and that the utilities database is accurate?

Initiate / Deactivate Service

- Requests to deactivate utility service were performed in accordance with the Property & Asset Management Department's established procedures. There have been no requests to initiate service since September 2016.

Are the processes and controls in place to verify if Capital Metro is being charged the appropriate utility service rates? and

To verify that utility payments are accurate.

Review / Approve Invoices

- Late fees reduced by 91% from FY2016.
- ▲ Ninety of 115 invoices reviewed were charged the correct rate; 21 invoices couldn't be verified due to a lack of meter sizes in the database or lack of documentation. (Issue 1)

Utilize Service

- ▲ The utilities database was missing information such as the date the meter was installed, the meter size, and in some cases, the date the meter was deactivated. No QC activities have been performed since the utility database's initial completion in FY2016. (Issue 1)

Monitor Usage

- The Property & Asset Management Department are working with the Sustainability Officer to identify tactics to reduce energy consumption.
- ▲ Five Capital Metro locations scored < 50% per the Energy Conservation Audit and Disclosure Ordinance (ECAD) report; an energy audit has yet to be scheduled for the properties. (Issue 2)

- SIGNIFICANT IMPROVEMENTS NEEDED
- ▲ SOME IMPROVEMENTS NEEDED
- ACCEPTABLE CONDITIONS