Detroit Water & Sewerage Department
Policy & Procedure Review
May 31,2019

Agenda

> Review P&P Progress

> Board Policy Review

  > Finance

  > IT

  > Human Resources

> Internal Audit Visioning

> Discussion & Questions

Policy & Procedure Progress

Key notes:

> Increase in the number of policies driving the %'s to change

> Continuing to review HR and Finance policies with a plan to deliver a subset over the coming months

Being Drafted, 5%

Awaiting Direction, 13%

Board Approval, 40%

Under Review, 42%
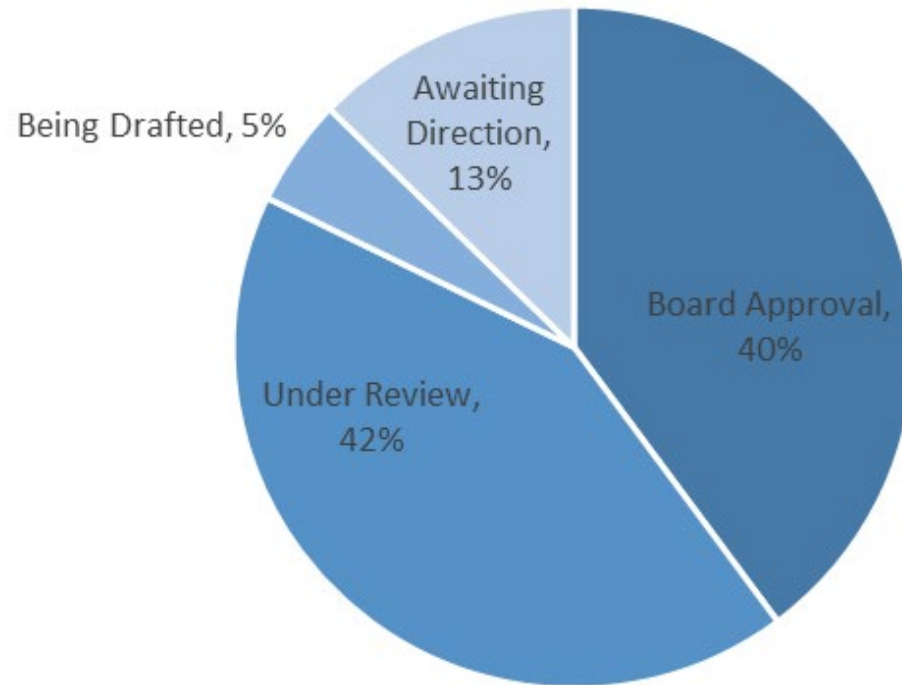
Finance

Water, Sewerage, & Drainage Charges

Key Policy Components

> Provides general guidelines for billing, including frequency (monthly) and use of a customers name (vs. service address)

> Outlines requirement to use an actual meter read, unless the actual cannot be obtained – refer to section 7.3.2 for the 'waterfall' used for estimated reads

> Calls for a review of meter/billing data for exceptions (e.g., no reads, negative reads, high reads)

> Summarizes the billing process

Residential & Non-Residential Collections

Key Policy Components

> Sets guidelines for managing the collections of payment for utility services provided by DWSD for both residential and non-residential customers

> Outlines collections process, which includes policies on notifying customers for potential service interruptions, performing interruptions, handling unauthorized usage after an interruption, and potential transfer of delinquent balances to tax rolls

> Outlines additional policies for non-residential customers, including issuance of a demand letter and referral for legal action

Irregular Water Usage Due to Leak Policy

Key Policy Components

> Allows customers to submit one Leak Adjustment Application over a rolling 12 month period

> Customer must submit a Leak Adjustment Application, proof the leak occurred (e.g., photo, repair bill), and proof issue was repaired/rectified

>> Non-Sewer Affected Leak (e.g., leak in a lawn) - may refund or adjust the account for 100% of the difference between the sewerage charge in the irregular bill and the Summer Seasonal Monthly Average sewerage charge

>> Sewer Affected Leak (e.g., leak flows into sewer) - DWSD may adjust the Customer's sewerage portion of the bill to reflect 50% of the Customer's actual sewerage charge

> Outlines process for appeal, including establishing a Leak Appeal Panel that hold hearings

Billings & Collections Foreclosures

Key Policy Components

> Clearly delineates roles and responsibilities given the necessary coordination between functions

> Provides guidelines for oversight of accounts in the Customer Information System and flagging accounts

> Highlights that a pre- or post-foreclosure can initiate new service in their name

> Establishes payment responsibilities for various foreclosed homes, including changes in property ownership and tenant and customer account ownership

Internal Audit Division – Internal Audit Charter

Key Policy Components

> Revised to call out the Internal Audit Manager versus the Internal Audit Function to provide additional clarity

Informational Technology

Application Management

Key Policy Components

> Establishes the complete life cycle of an application (e.g,. software), including development, acquisition, implementation, maintenance, and disposal of IT applications

> Outlines responsibility for maintaining an inventory of all applications

> Requires IT to perform an annual audit of applications, including license count, application status, and data stored

> Refers to the Hardware, Software, and IT Procurement Policy

Asset Management

Key Policy Components

> Establishes the process for managing IT hardware (e.g., personal computers) throughout all lifecycle phases of an IT asset including purchase, deployment, maintenance and retirement/disposal

> Outlines responsibility for maintaining an inventory of all hardware

> Establishes requirement for divisions to inform ITS of current and future hardware needs and changes in the location or custodianship of an asset

> Refers to the Hardware, Software, and IT Procurement Policy

Virus and Malware Prevention and Detection

Key Policy Components

> Establishes responsibilities and guidelines for users to protect resources against intrusion by viruses and malware

> Outlines response procedures for significant security events/incidents

Acceptable Use

Key Policy Components

> Establishes criteria for the use of the public internet and electronic communications

> Establishes controls related to DWSD information, configuration of files or settings, physical security of hardware, and use of the network

> Prohibits certain behavior including (but not limited to) installing non-DWSD software, using DWSD resources for other purposes, examining/altering/deleting files without permission, illegal behavior, explicit/obscene/defamatory activities

Human Resources

Confidentiality of Personally Identifiable Information

Key Policy Components

> Establishes the proper and acceptable use of confidential information

> Defines roles and responsibilities of the various parties involved including Human Resources, Legal, and members of management

> Outlines measures to ensure confidential information is well protected, including procedure for handling external requests

Relationship Disclosure

Key Policy Components

> Requires employees in a relationship to conduct themselves in an appropriate and professional workplace manner

> Prohibits activities including:
  > Engaging in physical contact that would be reasonably deemed inappropriate
  > Supervision of relatives
  > Engaging in favoritism influenced by personal relationships

> Establishes process for disclosing personal relationships to Human Resources

Social Media Use

Key Policy Components

> Establishes criteria for employees use of DWSD social media

> Outlines requirement that DWSD employees refrain from using non-DWSD social media while at work and on DWSD equipment

> Refers to other related policies including the Media Communication and Acceptable Use policies

Tobacco Free Workplace

Key Policy Components

> Outlines employees responsibility to use tobacco products only in designated areas while on DWSD property

> Establishes reporting procedures for situations in which tobacco use was observed within non-designated areas

Internal Audit Visioning

Recommended Internal Audit Model

Co-Sourced Model

> Establish internal audit team consisting of an Internal Audit
  Manager and an Internal Audit Associate
  > Refer to job descriptions for draft job descriptions

> Given staffing model, recognize the potential need to
  operate under a co-sourced model whereby specialists can
  be hired to perform certain audit activities

Questions?

Thank you!