

Office of the City Auditor Performance Audit

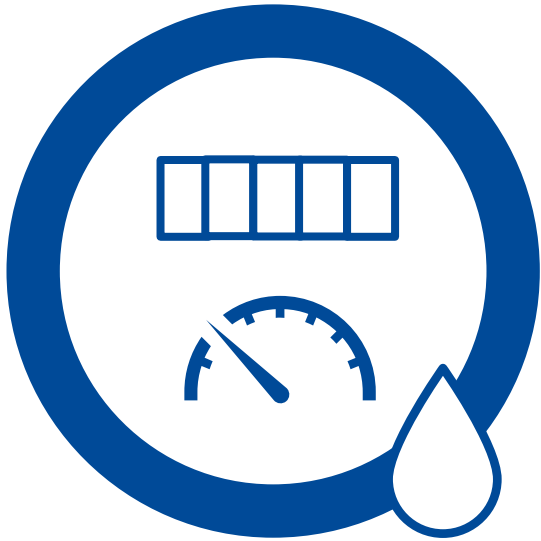
Better Resources Needed to Assist Customers with Unexpected High Water Use

City Council Business Session – May 25, 2023

Audit Team: Terry Bray, Kara Jorgensen and Sue Polys

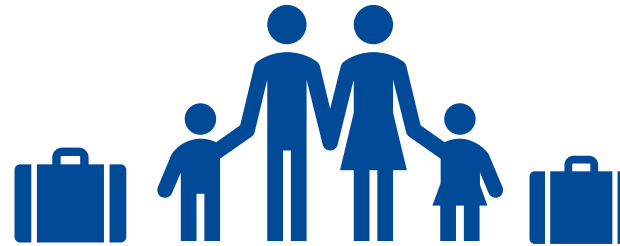
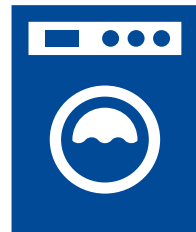
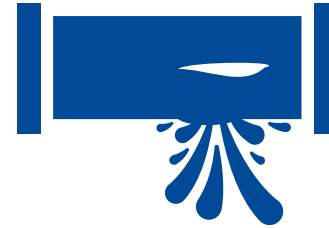


Audit Objective



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

Background



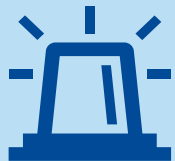
Management Should Improve Resources to Help Customers Address Unexpected High Water Use



Customer service representatives



Department website, kcwater.us



High water use email notifications

Customer Service Representatives (CSRs) Need Additional Training Resources



Inconsistently communicating information about identifying and addressing water leaks

Inconsistently scheduling a service call

Difficulty explaining why they ruled out the water meter as a problem

Not consistently encouraging customers to monitor their own water use

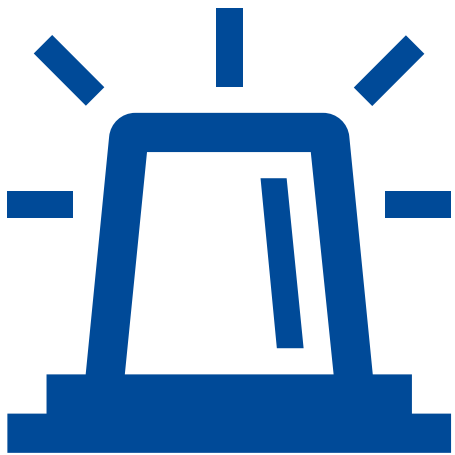
Website Should Provide Helpful and Accessible Resources About Unexpected High Water Use



Over half of relevant topics were not addressed or only partially addressed

About half of the relevant topics on the website were difficult to find

High Water Use Notices Not Always Accurate or Timely



Notices significantly under reported percentage increases to customers

High use notifications were not sent to customers within the desired timeframe, and some not at all

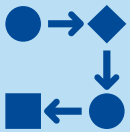
Recommendations



Training materials on sources and identification of leaks



Standard operating procedure for leak investigations



Decision-making process for scheduling service calls



Complete and easy to access website resources



E-alert notification monitoring

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