



WSSC WATER

DELIVERING THE ESSENTIAL

Office of the Inspector General
Quarterly Audit Committee

February 19, 2020

Agenda

- Approval of Agenda
- Status Updates
- Other Business



Status Updates



Follow-up on Management Action Plans

Department	Corrective Actions		
	Implemented Pending OIG Verification	Open	Total
Human Resources Department		1	1
Police & Homeland Security		2	2
Information Technology Department	7	1	8
General Services Department	4	4	8
Procurement Department		2	2
Production Department	2	2	4
TOTAL	13	12	25

Color Key



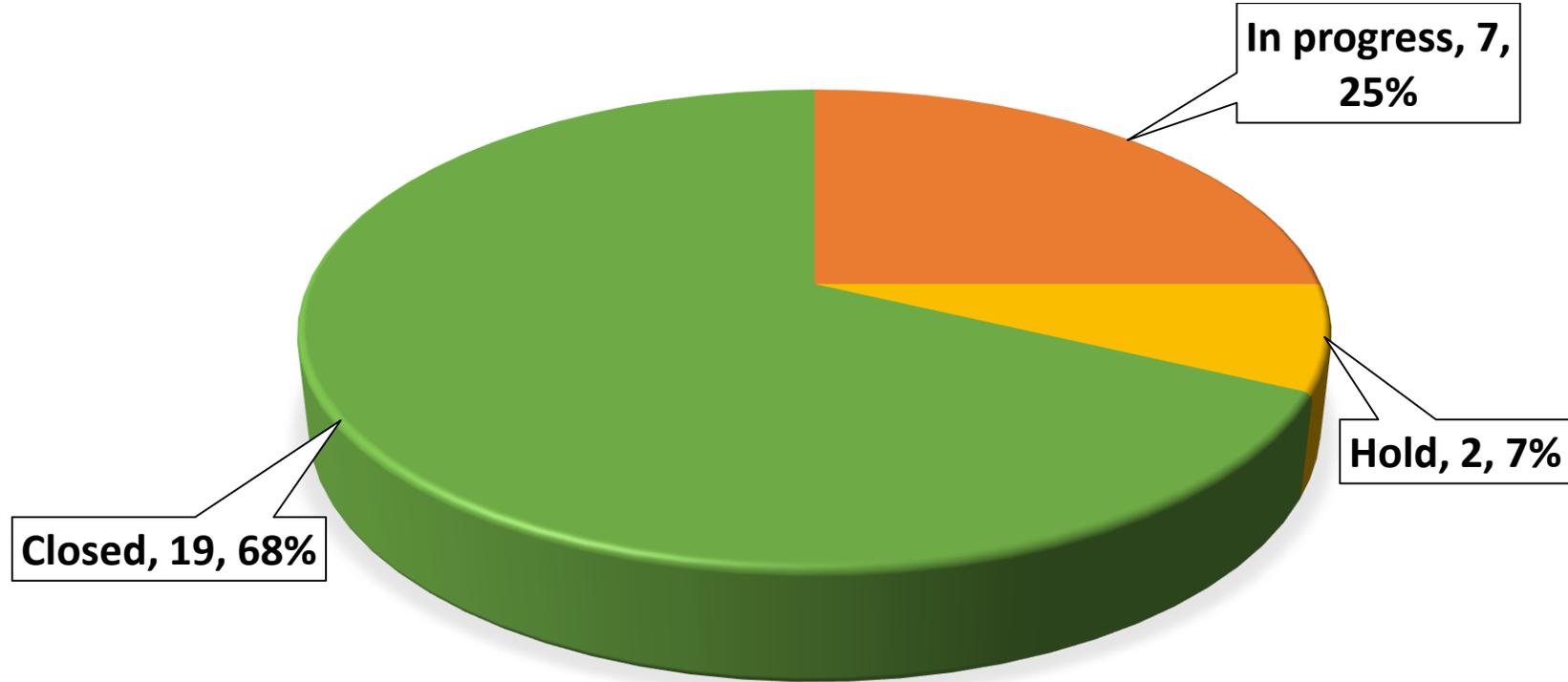
Remediation is due within 30 days for at least 1 issue.

2nd Quarter FY'20 Fraud, Waste and Abuse Hotline Report



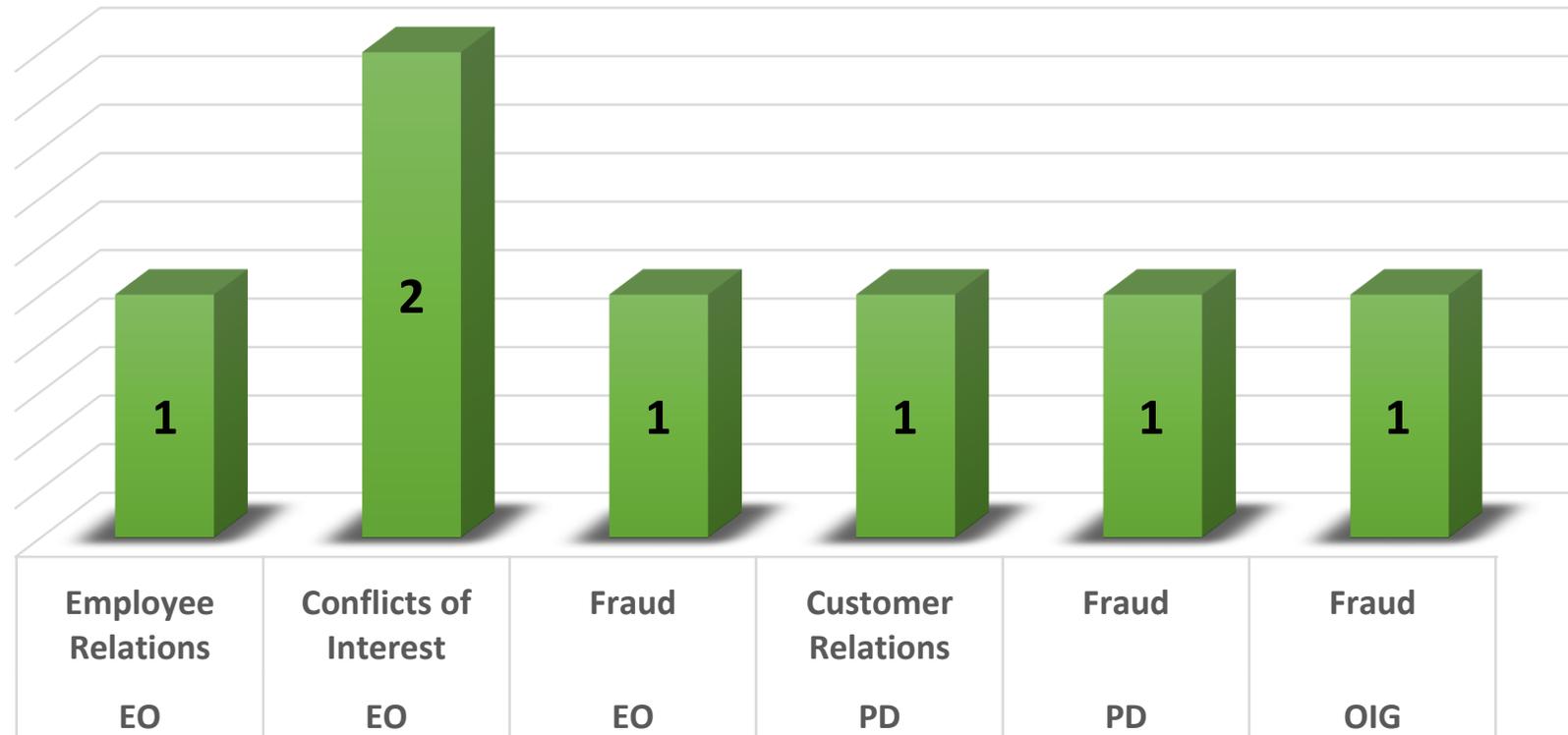
2nd Quarter FY'20 Fraud, Waste and Abuse Hotline Report

Case Status (as of 12/31/19):



2nd Quarter FY'20 Fraud, Waste and Abuse Hotline Report (Cont'd.)

In Progress Cases (as of 12/31/19):



2nd Quarter FY'20 Fraud, Waste and Abuse Hotline Report (Cont'd.)

Closed Cases Outcomes (as of 12/31/19):

ISSUE TYPE	NUMBER	ALLEGATION/INQUIRY	DISPOSITION
Customer Relations	7	<u>Inquiries</u> – Unexplained balance due, claims process challenge, length of period for estimated bill charges, and higher than expected water/sewer bills.	Referred to Customer Services and Utility Services - All issues are resolved.
Customer Relations	1	<u>Allegation</u> – A WSSC Water customer believes their personal property claim for damages has been downsized.	Referred to Claims Office. Claims offered actual cash value in accordance with MD law. Customer wants replacement cost and refuses to provide list of damaged items.

2nd Quarter FY'20 Fraud, Waste and Abuse Hotline Report (Cont'd.)

Closed Cases Outcomes (as of 12/31/19):

ISSUE TYPE	NUMBER	ALLEGATION/INQUIRY	DISPOSITION
Employee Relations	4	<u>Allegations</u> – Theft of time by temp. services employee, employee misconduct, unfair termination practices, and questionable handling of complaints about managers.	OIG has no jurisdiction. Case closed.
Fraud	1	<u>Allegation</u> – Fraudulent contractor invoices were submitted for payment.	OIG investigated. Allegation substantiated. Management informed and has provided a responsive action plan.
Fraud	1	<u>Allegation</u> -- Perceived favoritism in claims payments.	Referred for OIG audit.

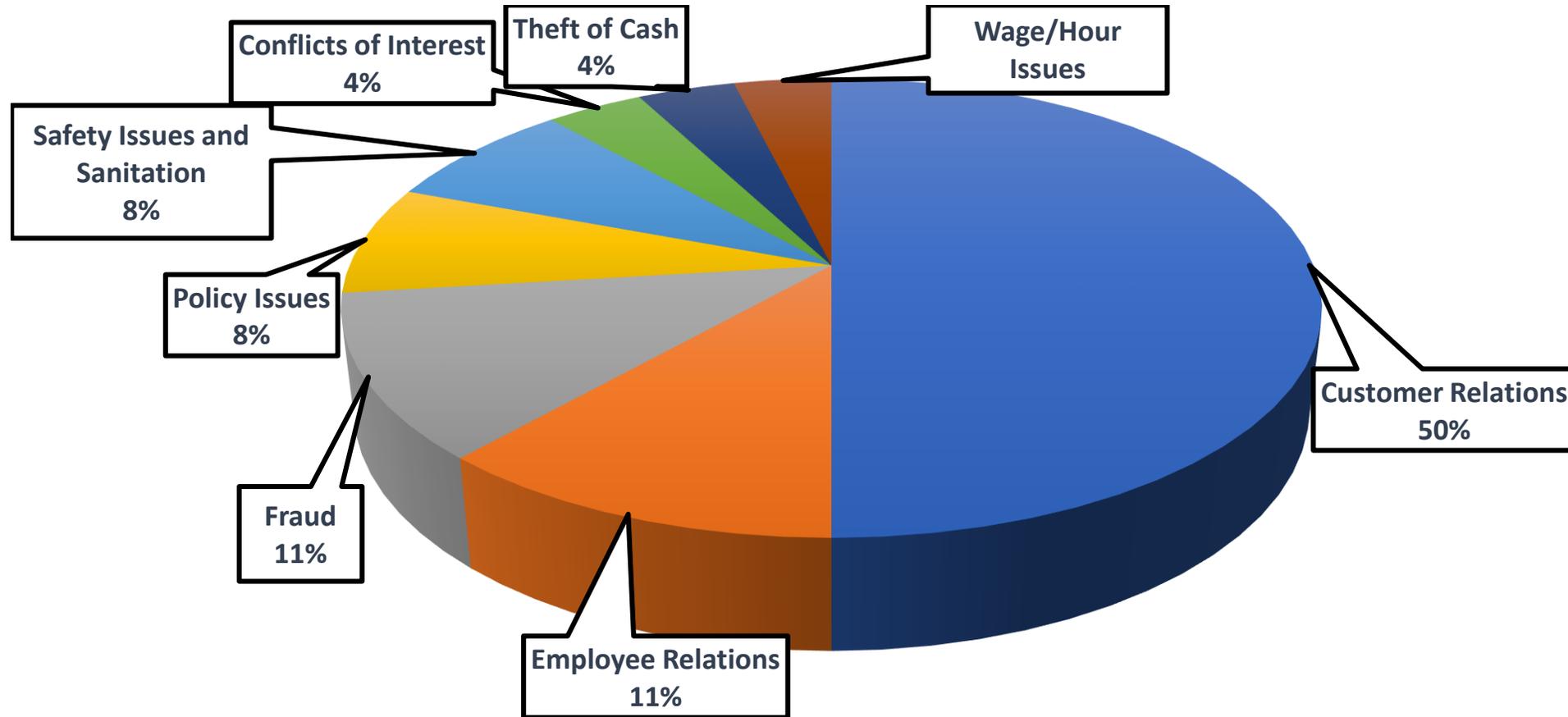
2nd Quarter FY'20 Fraud, Waste and Abuse Hotline Report (Cont'd.)

Closed Cases Outcomes (as of 12/31/19):

ISSUE TYPE	NUMBER	ALLEGATION/INQUIRY	DISPOSITION
Policy	1	<u>Allegations</u> – Outside counsel hired by WSSC Water is a waste.	OIG has no jurisdiction. Case closed.
Wage/Hour	1	<u>Allegation</u> – Compensation and other questionable budgeting matters as applied to unionized employees.	Matter is currently in litigation.
Conflicts of Interest	1	<u>Allegation</u> – Contract steering.	Referred for OIG audit.
Theft of Cash	1	<u>Allegation</u> – Customer alleges water/sewer bills are being altered by WSSC Water employee(s).	Customer Services determined bills are accurate and not altered by WSSC Water employees.
Safety & Sanitation	1	<u>Allegation</u> – Metal shed found in creek is believed to be Commission property.	Shed not WSSC Water's. Referred caller to Prince George's County Dept. of Public Works & Transportation.

2nd Quarter FY'20 Fraud, Waste and Abuse Hotline Report (Cont'd.)

Top Hotline Allegations Reported:



2nd Quarter FY'20 Fraud, Waste and Abuse Hotline Report (Cont'd.)

QUARTERLY COMPARISON ANALYSIS:

