

Water Metering Audit

PURPOSE

The purpose of this report is to communicate the outcome of the Water Metering Audit, including Administration’s response and corrective actions.

PREVIOUS COUNCIL DIRECTION

Bylaw 30M2004 (as amended) established the position of City Auditor and the powers, duties, and functions of the position. In accordance with Bylaw 30M2004 (as amended), the City Auditor reports the outcome of all audits to the Audit Committee (including Administration’s response and corrective actions to be taken in regard to specific recommendations). The City Auditor is accountable to Council and subject to the oversight of Audit Committee under Bylaw 33M2020.

RECOMMENDATIONS

That the Audit Committee:

1. Receive this report for the Corporate Record; and
2. Recommend that Council receive this report for the Corporate Record.

RECOMMENDATION OF THE AUDIT COMMITTEE, 2024 SEPTEMBER 19:

That Council receive this report for the Corporate Record.

HIGHLIGHTS

- What does this mean to Calgarians? The City Auditor’s Office provides independent and objective audit assurance services to add value to The City of Calgary and enhance public trust.
- Why does it matter? Calgary has seen a surge in new properties over the past decade, both in new and existing communities. This trend, which aligns with The City’s Housing Strategy, is anticipated to continue, thereby escalating the need for effective and timely water meter installations.

RISK

Recommendations in this audit report support Administration in their on-going mitigation activities related to the Service Delivery Principal Corporate Risk.

ATTACHMENTS

1. Water Metering Audit – AC2024-1033 ATT

DEPARTMENT CIRCULATION

Name	Title, Department or Business Unit	Approve/Consult/Inform
Liz Ormsby	City Auditor	Approve
David Duckworth	Chief Administrative Officer	Inform
Stuart Dalgleish	Chief Operating Officer	Inform

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Carla Male	Chief Financial Officer	Inform
Doug Morgan	General Manager - Operational Services	Inform
Nancy Mackay	Director, Water Services	Inform
Shannon Abbott	Manager, Customer & Business Support, Water Services	Inform

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City Clerks: J. Booth / C. Nelson