

Internal Auditing Division
Employee Accounts Audit

Audit No. 200x-xx

Objective:

The Objective of this audit is to review employee accounts to assure compliance with customer relations procedures and to evaluate the status of employees' accounts for accuracy and delinquency.

	W/P <u>Ref.</u>	Prep <u>By</u>
A. Review of Customer Relations Procedures:		
1. Review the customer relations procedures with regard to customer accounts.	_____	_____
2. Verify that the customer relations procedures are being followed for employees' accounts.	_____	_____
B. Detail Testing of Employee Accounts:		
1. Request Customer Accounting to run the Employee Account List Report (Job #07085) which details employee name, number, customer account number, customer name, customer address, meter number(s) and location of meter(s).	_____	_____
2. Request Information Systems to provide a detailed list of those employees who have update access to Customer Information Systems.	_____	_____
3. Determine the sample size of employees for review of their service accounts. Include in the selection:		

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a. Those employees who have update access to Customer Information Systems.	_____	_____
b. A random selection of all other employees.	_____	_____
4. For those employees selected in each sample, the review of their accounts should include the following:		
a. large outstanding balances (arrears);	_____	_____
b. poor or unusual credit rating;	_____	_____
c. assessment of late payment charges;	_____	_____
d. proliferation of activity on the account;	_____	_____
e. revenue adjustments;	_____	_____
f. non-residential type accounts;	_____	_____
g. unusual activity.	_____	_____
C. Field Inspection:		
1. Determine the sample size of employees for field inspection of their meters and also review of their service accounts. Include in the selection:		
a. Those employees who have direct access to Customer Information Systems (Customer Service Reps, Commercial Reps, Meter Testers, Meter Readers, Meter Foreman, etc.)	_____	_____
b. A random selection of all other employees.	_____	_____

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2. For those employees selected in each sample, field inspect their meters to verify that the meter number and the seal number agree to Customer Information System records and confirm that the seal is intact.	_____	_____
3. For those employees selected in each sample for field inspection, the review of their accounts should include the following:		
a. large outstanding balances (arrears);	_____	_____
b. poor or unusual credit rating;	_____	_____
c. assessment of late payment charges;	_____	_____
d. proliferation of activity on the account;	_____	_____
e. revenue adjustments;	_____	_____
f. non-residential type accounts;	_____	_____
g. unusual activity;	_____	_____
h. compare usage for a period of time on the employee's account with that of another resident on their street for significant differences.	_____	_____
Audit Program Approved by: _____		

Submitted by Lorraine Gilbert, Internal Auditor of CH Energy Group, Inc. (lgilbert@cenhud.com)