

## Internal Investigation Concludes Regarding Clerical Financial Error

January 28, 2019

(Wetaskiwin, Alberta) – The internal investigation that followed the discovery of a clerical financial error impacting local utility billing late last year has been completed.

The City of Wetaskiwin hired a workplace assessment consultant after the error was discovered to determine why the wastewater consumption charge—originally approved by City Council January 2018—had not been implemented on City utility bills. The consultant conducted employee interviews as part of the workplace assessment process, along with reviewing the City of Wetaskiwin’s policies and objectives. The final report identified the following areas of improvement:

- Updating the City’s agenda reports to include all pertinent background information
- Conducting an annual review of processes and procedures
- Creating a whistleblower policy to protect staff who speak out about wrongdoings
- Tracking the progress of Council’s requests to ensure no steps are missed
- Developing a public engagement strategy to accompany changes that impact the public

“It was critical to undergo an organizational assessment, given the severity of the error,” said Mayor Tyler Gandam. “We are implementing recommendations made by the consultant to ensure this does not happen again.”

The wastewater consumption charge was implemented late last year, starting with the October/November 2018 utility bills. Ratepayers were not retroactively charged for their consumption. Visit [www.wetaskiwin.ca/utilityrates](http://www.wetaskiwin.ca/utilityrates) for additional utility-related information.

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