
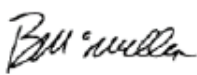




INFORMATION REPORT

TO:	Chair and Members Audit, Finance and Administration Committee
COMMITTEE DATE:	November 7, 2024
SUBJECT/REPORT NO:	Water Meter Program Audit and Water Billing Service Transition Project (PW24070/FCS24059) (City Wide) (Outstanding Business List Item)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Cassandra Kristalyn (905) 546-2424 Ext. 3791 John Savoia (905) 546-2424 Ext. 7298
SUBMITTED BY:	Shane McCauley Director, Water & Wastewater Operations Public Works
SIGNATURE:	
SUBMITTED BY:	Brian McMullen Director, Financial Planning Administration and Policy Corporate Services
SIGNATURE:	

COUNCIL DIRECTION

The Audit, Finance and Administration Committee, at its meeting on January 19, 2023, received report AUD23002 Water Meter Program Audit and Water Billing Service Transition Project. Recommendation "C" of that report provided the following direction:

- (c) That the General Manager of Public Works be directed to implement the Management Responses and report back to the Audit, Finance and Administration Committee by July 2023 on the nature and status of actions taken in response to the audit report.

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

INFORMATION

This Information Report provides an update on the progress made by Hamilton Water and the Financial Planning Administration and Policy Divisions in response to the audit recommendations.

The audit contained nine recommendations. Six recommendations have been completed, and the remaining three are in progress. Appendix “A” to Report PW24070/FCS24059 provides an update on each recommendation.

Hamilton Water and the Financial Planning Administration and Policy Divisions will provide an update to the Audit, Finance and Administration Committee on the three remaining recommendations in Q4 of 2025.

APPENDICES AND SCHEDULES ATTACHED

Appendix “A” to Report PW24070/FCS24059 – Water Meter Program Audit and Water Billing Service Transition Project – Audit Recommendations Status Report