

Edit Referral

H-22-178 Referral Information

Hotline ID: H-22-178

Date of Submission: 5/10/2022

Entity Type: Local

Entity Category Type: City/Town

Entity: Lind, Town of

Sub Entity Name:

Category:

1-2 sentence description of concern: Citizen has concerns with the city hall, water meter issues/overcharging

Report Issued: No

Reporting Type: Verbal Resolution

Report Number:

Investigation Contracted: No

Contract Number:

Contract Name:

Billing Time Code:

Costs:

Public Records Request: No

Flag For Annual Report: No

Substantiated: No

ARRA: No

Action: Referred to Audit Team - Consider Next Audit

Audit Team: Tri-Cities

Audit Team Contact: waltmang@sao.wa.gov

cc:

Referral Date: 5/10/2022

Action Taken: No

Response Date:

Report Date:

Follow Up Date:

Date Closed: 8/29/2022

Edit Referral

H-22-178 Contact Information

Hotline ID: H-22-178

Date of Submission: 5/10/2022

Submission Method: Phone

Call Duration: 0

Call Time: 12:00 AM

Submission Type: Citizen

Staff: gillisj

Author(Last, First): Eichler , Suzanne

Address:

City:

State: WA **Zip:**

Home Phone: 509-771-1435

Work Phone:

Mobile Phone:

Email: susan119@centurytel.net

Can Contact: Yes

Contact Preference: Home Phone

Anonymous: No

Waived Confidentiality: No

Edit Referral

H-22-178 Referral Details

Hotline ID: H-22-178

What state or local organization is involved?

Town of Lind

Please identify the specific concerns you are hoping the audit will address.

Citizen has concerns with the city hall, water meter issues/overcharging

Please provide a detailed description of the assertion or outstanding achievement, including who, when, where, what, how and how much.

How did this issue come to your attention?

**What employee(s), contractors, etc., were involved in the assertion or achievement?
Please include employee titles if possible.**

Please provide the names of any witnesses to the assertion or achievement, if possible.

Please provide any additional details or comments that would help us understand your assertion or achievement.

Edit Referral

H-22-178
Activity
Log
Hotline ID: H-22-178

Entry Date ▼	Log Entry
10/27/2023	Referral updated by 'RUBY Chung (chungy)'.
10/27/2023	Called citizen and left a message to return my call --chungy
08/29/2022	Referral updated by 'JEANA Gillis (gillisj)'.
08/25/2022	This hotline is closed. --waltmang
08/25/2022	Citizen provided utility account history to make sure amounts were being credited and not altered. Per the citizen - amounts paid were being credited to her account without issue, she was just concerned with amounts being altered on her bill and being charged for overage. Notified citizen we will consider the utility billing and adjustment risk in our regularly scheduled audit. --olearyd
05/11/2022	Left voicemail for citizen to return my call. --olearyd
05/11/2022	Spoke with Citizen - received copies of utility billings. Citizen will plan to mail utility history for 2022 so we can review if the amounts paid have been credited to her account. --olearyd
05/10/2022	Referral updated by 'JEANA Gillis (gillisj)'.
05/10/2022	Task assigned to 'waltmang@sao.wa.gov'. Team notification email sent to: waltmang@sao.wa.gov
05/10/2022	Referral updated by 'JEANA Gillis (gillisj)'. Action changed from (not set) to Referred to Audit Team - Consider Next Audit.