

# Edit Referral

## H-21-242 Referral Information

**Hotline ID:** H-21-242

**Date of Submission:** 4/23/2021

**Entity Type:** Local

**Entity Category Type:** City/Town

**Entity:** Tenino, City of

**Sub Entity Name:**

**Category:** Cash Receipting

**1-2 sentence description of concern:** Water/sewer utility bills are not being reviewed prior to mailing, payments are not being posted timely or correctly. Payments are being lost and not posted to accounts.

**Report Issued:** No

**Reporting Type:** Hotline Letter

**Report Number:**

**Investigation Contracted:** No

**Contract Number:**

**Contract Name:**

**Billing Time Code:**

**Costs:**

**Public Records Request:** Yes

**Flag For Annual Report:** No

**Substantiated:** No

**ARRA:** No

**Action:** Referred to Audit Team - Consider Next Audit

**Audit Team:** Olympia

**Audit Team Contact:** bristolb@sao.wa.gov

**cc:** TREY Justin (justint@sao.wa.gov)

**Referral Date:** 4/26/2021

**Action Taken:** No

**Response Date:**

**Report Date:**

**Follow Up Date:**

**Date Closed:** 1/7/2025

## Edit Referral

### H-21-242 Contact Information

**Hotline ID:** H-21-242

**Date of Submission:** 4/23/2021

**Submission Method:** Web

**Submission Type:** Citizen

**Staff:**

**Author(Last, First):** Rosebraugh , Jennifer

**Address:** 1405 park ave e

**City:** Tenino

**State:** WA **Zip:** 98589

**Home Phone:** 3607900714

**Work Phone:**

**Mobile Phone:** 3607900714

**Email:** jennycrose@comcast.net

**Can Contact:** Yes

**Contact** Mobile Phone

**Preference:** Email

**Anonymous:** No

**Waived Confidentiality:** No

# Edit Referral

## H-21-242 Referral Details

**Hotline ID:** H-21-242

**What state or local organization is involved?**

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

Water/sewer utility bills are not being reviewed prior to mailing, payments are not being posted timely or correctly. Payments are being lost and not posted to accounts.

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

Most recently, Myself and 2 other residents that I know received bills for water/sewer in excess of 1000.00. Normally bills are around \$165. Bills were dated April 1st. When the city was contacted they reread the meters and acknowledged the bill amounts were incorrect. We were advised we would receive phone calls as well as corrected bills. We did not receive phone calls or corrected bills. I called the city today and they seemed unaware that I got an incorrect bill and told me my bill was \$301.10 because I hadn't paid since February. I informed the city I had made a payment with my debit card for \$200 end of March. The city had me email them a snapshot of my bank account where the payment was drafted. After emailing the snapshot of the \$200 payment I called and they still could not locate the payment. The city is supposed to email me back to confirm payment once they find it. My concern is, this is the second time they have lost one of my payments and they seem to put the responsibility of proof on the customer. Payments sometimes take days to be applied to accounts, before covid many residents were charged the late fee because of processing time. Based on what city staff communicate to me there is no segregation of duties. Internal controls appear non-existent. When we received these ridiculously high bills the amount was highlighted, like someone had reviewed it - but don't you think they would question a bill that high and do some research before mailing. I worry that some residences have double paid or paid incorrect bills because the city staff do not catch errors unless notified and provided proof by residents.

**How did this issue come to your attention?**

Several times in 5 years since living in Tenino I have had issues with payments not being posted timely. In 5 years, 2 incorrect bills, 1 incorrect amount of payment posted to account and 2 lost payments.

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

Utility bill staff

**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-21-242  
Activity  
Log  
Hotline ID: H-21-242

| Entry Date ▼ | Log Entry   |
|--------------|---|
| 01/07/2025   | Referral updated by 'JEANA Gillis (gillisj)'.   |
| 01/07/2025   | Emailed citizen hotline letter with results. See supporting documents tab. Ready to close. --carrelll   |
| 01/26/2024   | Referral updated by 'JEANA Gillis (gillisj)'.   |
| 01/26/2024   | Per update team is waiting for them to complete their 2022 filing --gillisj   |
| 11/30/2023   | Reached out to citizen to update them that this audit is expected to be conducted in early 2024. --sarah950   |
| 03/27/2023   | Referral updated by 'JEANA Gillis (gillisj)'.   |
| 02/16/2022   | Emailed citizen to let them know our schedule changed and that we now expect to conduct this work by the end of 2022. --carrelll  |
| 02/03/2022   | Referral updated by 'JEANA Gillis (gillisj)'.   |
| 12/30/2021   | Referral updated by 'JEANA Gillis (gillisj)'.   |
| 12/15/2021   | Referral updated by 'JEANA Gillis (gillisj)'.   |
| 05/04/2021   | We called the citizen to inform them we will take their concerns into consideration during the next audit. An auditor will be in contact with them towards the end of 2021 to ensure they have an accurate understanding of their concerns. --justint |
| 04/26/2021   | Referral updated by 'JEANA Gillis (gillisj)'.   |
| 04/26/2021   | Task assigned to 'bristolb@sao.wa.gov'. Team notification email sent to: bristolb@sao.wa.gov,justint@sao.wa.gov   |
| 04/26/2021   | Referral updated by 'JEANA Gillis (gillisj)'. Action changed from (not set) to Referred to Audit Team - Consider Next Audit.  |

**From:** [Carrell, Lisa \(SAO\)](#)  
**To:** [jennycrose@comcast.net](mailto:jennycrose@comcast.net)  
**Subject:** Hotline Results - H-21-242  
**Date:** Tuesday, January 7, 2025 10:52:00 AM  
**Attachments:** [Citizen Hotline Letter - H-21-242.pdf](#)  
[image001.png](#)

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Dear Jennifer Rosebraugh,

Please see the attached letter in response to your citizen hotline submission. Please let me know if you have any questions.

Thank you.



**Lisa Carrell, CPA**

Team Olympia Local Audit Manager

Statewide Program Manager for Transits, TBDs and RTPOs

(564) 999-0882 | [Office of the Washington State Auditor](#) | Pronouns: She,  
Her, Hers



**Office of the Washington State Auditor  
Pat McCarthy**

January 7, 2025

Jennifer Rosebraugh  
1405 Park Ave E.  
Tenino, WA 98589

Dear Jennifer Rosebraugh:

Thank you for contacting the State Auditor's Office Citizen Hotline with your concerns regarding the City of Tenino.

We recently examined your concerns as part of our audit of the City and would like to share the results with you.

You were concerned with the City not reviewing utility billings and posting payments correctly or in timely manner to customer accounts.

During our audit of this area, we reviewed customer accounts and billings to determine whether utility billings were accurately calculated. We also traced customer payments to determine whether the City posted them to customer accounts correctly and in a timely manner. Our audit found utility billings to be correctly calculated and correctly posted in a timely manner.

Thank you for taking the time to submit your concerns. If you have any questions, please contact me at (564) 999-0882.

Sincerely,

Lisa Carrell, CPA, Program Manager  
Team Olympia

H-21-242

**From:** [Carrell, Lisa \(SAO\)](#)  
**To:** [jennycrose@comcast.net](mailto:jennycrose@comcast.net)  
**Subject:** Hotline Submission Follow-Up  
**Date:** Wednesday, February 16, 2022 8:35:00 AM  
**Attachments:** [image001.png](#)

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Dear Jennifer Rosebraugh,

Thank you again for your hotline submission regarding the City of Tenino. I wanted to reach out because our schedule has changed. We originally communicated with you that we expected to conduct our audit of the City by the end of 2021. That has changed and we are now scheduled to conduct our audit in late 2022. At that time, we will consider the information you have provided during our audit planning procedures. If you have any additional information you would like to share, please feel free to send it to my email.

Thank you.



Lisa Carrell, CPA  
Audit Manager, Team Olympia  
[Office of the Washington State Auditor](#)  
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