

IN THE SUPERIOR COURT OF THE STATE OF WASHINGTON
KING COUNTY

MARIA LUISA JOHNSON,)
 CARMELIA DAVIS-RAINES,)
 CHERYL MUSKELLY, PAULINE)
 ROBINSON, ELAINE SEAY-DAVIS,)
 TONI WILLIAMSON, and LYNDA) No. 15-2-03013-2 SEA
 JONES,)
)
 Plaintiffs,)
)
 vs.)
)
 SEATTLE PUBLIC UTILITIES, a)
 department of the CITY OF)
 SEATTLE,)
)
 Defendant.)

DEPOSITION UPON ORAL EXAMINATION OF
GLENN AMY

Monday, May 9, 2016
9:05 a.m.

705 Second Avenue, Suite 1200
Seattle, Washington

Reported By: Jolene C. Haneca, RPR, CCR 2741

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A P P E A R A N C E S

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Also Present: Carmelia Davis-Raines
 Toni Williamson
 Guillemette Regan

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I N D E X O F E X H I B I T S

No.	Description	Page
Exhibit 8	(No Exhibit 8 marked.)	
Exhibit 9	10/10/12 email exchange, Subject: Example, JOHNSON030806 - 030807	5
Exhibit 10	08/15/13 email exchange, Subject: look at what I found..., JOHNSON030812 - 030813	5
Exhibit 11	01/2013 email exchange, Subject: A few CCSS Questions, JOHNSON038720 - 038721	5
Exhibit 12	03/2012 email exchange, Subject: PIC 17253/SSR 21760 - Credit Application	28

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SEATTLE, WASHINGTON, MAY 9, 2016

9:05 A.M.

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(Exhibits 1 through 11 marked.)

GLENN AMY, witness herein, having been
first duly sworn on oath,
was examined and testified
as follows:


EXAMINATION

BY MR. SHERIDAN:

Q. Please state your full name for the record.

A. Glenn Amy.

Q. And, Mr. Amy, what is your address, home
address?

A.  .

Q. And with whom are you employed?

A. City of Seattle.

Q. What do you do there?

A. My official title is senior Oracle developer.

Q. And in layperson's terms, what does that mean?

A. We run the utility billing system, which is
co-owned by Seattle Public Utilities and Seattle City
Light.

1 Q. And to whom do you report?

2 A. Seattle City Light.

3 Q. Who is your boss?

4 A. Steve Rubin.

5 Q. All right. And back in 2011 and '12, who was
6 your boss?

7 A. I don't particularly recollect for those dates.

8 Q. Okay. Take a look at what has been marked as
9 Exhibit 1 and tell me if you recognize this.

10 A. I have not seen this structure chart before.

11 Q. Take a look at it and tell me if you can find
12 your name on it and if it seems to be accurate.

13 A. Oh, there I am.

14 Q. And what are you under?

15 A. Under "Project Team, Billing System."

16 Q. And does it show -- is it an accurate
17 organizational chart for sometime during the time you
18 worked for the City?

19 MS. TILSTRA: Just for the record, that's the
20 far left column.

21 MR. SHERIDAN: Oh, thanks.

22 MS. TILSTRA: Sorry. Continue.

23 THE WITNESS: If you had started with that, it
24 would have been easier to find.

25 MS. TILSTRA: It's a trick question. Sorry,

1 can you reask your question, Jack?

2 BY MR. SHERIDAN:

3 Q. So looking at this, does it appear to be an
4 accurate depiction of the organization at some point
5 during the time you worked for the City?

6 MS. TILSTRA: Objection. Vague, speculation.
7 You can answer if you know.

8 A. I was working on the billing system. Christine
9 Acker was the liaison at Seattle Public Utilities to the
10 technical folks who worked for Seattle City Light.

11 BY MR. SHERIDAN:

12 Q. The header, it's called the "Call Center
13 Improvement Project Organizational Structure." Do you
14 know what that is?

15 A. I do not.

16 Q. Do you know what -- do you know the name Lael,
17 L-A-E-L, Hoppler?

18 A. Yes.

19 Q. And who is that person?

20 A. I believe her title is director for Seattle
21 Public Utilities.

22 Q. And do you know what that person's job was?

23 A. No. We only met once or twice in passing.

24 Q. And then above your name is the name Linda
25 Ferreira, F-E-R-R-E-I-R-A?

1 A. Yes.

2 Q. And Anita Gilbert and Cynthia Chan. And could
3 you tell us, did you have any reporting responsibility to
4 any of them?

5 A. We would have worked together, but there is not
6 a reporting structure through them.

7 Q. Okay, all right. Based on this organizational
8 chart, is there any way you can fix it in time,
9 approximately, when this chart would apply, what time
10 frame?

11 MS. TILSTRA: Objection. Calls for
12 speculation. You can answer if you know.

13 BY MR. SHERIDAN:

14 Q. If you can.

15 A. No. There's people on here who have been
16 assigned to other duties and/or left City employment, but
17 I would have to guess as to what the date was.

18 Q. Fair enough. I am handing you what has been
19 marked as Exhibit 2, and it purports to be audit notes
20 from the time frame of February 1, 2011, and it
21 identifies you, under "Persons Interviewed," as one of
22 the people interviewed, along with Guillemette Regan.

23 So my first question to you is, do you recall
24 having met with Robin Howe on or about February 1, 2011,
25 with Guillemette Regan for the purpose of discussing

1 preliminary information on possible improper transactions
2 that Sharon Howard made to her utility accounts?

3 A. I do not recall that meeting specifically.

4 Q. All right. Do you recall generally working on
5 Robin Howe's utility accounts?

6 MS. TILSTRA: Objection. Vague and confusing.

7 BY MR. SHERIDAN:

8 Q. You can answer.

9 MS. TILSTRA: If you know.

10 A. Robin Howe was the auditor.

11 BY MR. SHERIDAN:

12 Q. Oh, did I just -- no wonder it was vague and
13 confusing. Let me try again.

14 A. You're trying to see if I'm paying attention,
15 aren't you?

16 Q. No, it's me. Is it fair to say that sometime
17 in 2011 you met with the auditor and Ms. Regan for the
18 purpose of talking about Sharon Howard's utility
19 accounts?

20 A. Yes.

21 Q. And tell us -- in your words, tell us how you
22 learned that you were going to be participating in that
23 evolution.

24 A. I do not recall.

25 Q. All right. Tell us, what was your

1 understanding of what you were supposed to do?

2 MS. TILSTRA: Objection. Vague. Answer if you
3 know.

4 BY MR. SHERIDAN:

5 Q. You can answer.

6 A. With a request of this nature, they asked me to
7 provide data.

8 Q. And what data were you asked to provide, if you
9 recall?

10 A. I do not specifically recall.

11 Q. Let's take a look at the first page of this
12 document. It says -- and I am looking under "SAO's Data
13 Mining Efforts." It says, "We discussed the data mining
14 efforts recently conducted by Don McAllister (sic) of the
15 State Auditor's Office. Don ran a query on account
16 adjustments for all SPU employees with CCSS access and
17 SCL/SPU accounts to try to spot anyone that made
18 adjustments to their own accounts."

19 Was it your understanding that that actually
20 had happened sometime before you met with Ms. Howe?

21 MS. TILSTRA: Objection. Calls for
22 speculation.

23 BY MR. SHERIDAN:

24 Q. If you know.

25 A. I recall working with Don McAllister on account

1 adjustments. I cannot pinpoint the timing.

2 Q. Tell us, what did you do with Mr. McAllister in
3 that regard?

4 A. He asked for a dump of the transactions, which
5 I turned over to him, and then he reviewed them.

6 Q. And this was all CCSS persons employed with SPU
7 and SCL that had read-write access?

8 MS. TILSTRA: Objection. Assumes facts not in
9 evidence. Go ahead.

10 A. Yeah, I don't specifically recall.

11 BY MR. SHERIDAN:

12 Q. You don't recall what you produced?

13 A. I believe it was all adjustments.

14 Q. Adjustments?

15 A. Yes.

16 Q. Okay, all right. And in layperson's terms,
17 could you state what you mean when you say "adjustments"?

18 A. Within our billing system, that's a way to
19 modify or move money around in the system.

20 Q. And is it true that you personally know Sharon
21 Howard?

22 A. I did know her.

23 Q. And how did you know her?

24 A. Work associate.

25 Q. And does that mean that she worked side-by-side

1 with you in the same department, or some other situation?

2 A. No. On a few occasions, we met in the context
3 of a meeting.

4 Q. Okay, all right. And is it true that you were
5 asked to pull ten years of account history on Sharon
6 Howard's accounts and give it to Charlene?

7 A. I can't specifically recall.

8 Q. All right. Let's have you turn to page 2 of
9 this exhibit, and just read under the heading that says
10 "Sharon Howard Transactions Investigation," just read the
11 third paragraph to yourself that begins "Glenn said he
12 had pulled," and then I'm going to ask you if that
13 refreshes your recollection.

14 A. (Witness reviews document.) This looks
15 familiar. I can't speak specifically if I provided ten
16 years or not.

17 Q. All right. Let me just ask you for record
18 purposes. Having just looked at Exhibit 2, did that
19 refresh your recollection as to whether or not you had
20 pulled ten years of account history on Sharon's utility
21 accounts?

22 A. I can't say the time period.

23 Q. Could you tell me --

24 A. I can say it was not more than ten years,
25 because in 2011 there was only ten years of data.

1 Q. Oh, good to know. Thanks very much.

2 A. So, yeah.

3 Q. Let me ask you this: Who was giving you
4 instructions during this time frame as to what you should
5 be doing in terms of pulling data?

6 MS. TILSTRA: Objection. Assumes facts not in
7 evidence. Go ahead.

8 A. I do not recall who was asking.

9 BY MR. SHERIDAN:

10 Q. On this project, did you work with Ms. Regan?

11 A. Yes.

12 Q. And was she sort of your boss on this project?

13 A. No. She was one of many people who come to me
14 for requests for information.

15 Q. And so was the setup, then, that anybody who
16 was working on this investigation, anybody could ask you
17 for data and you would provide it?

18 A. No.

19 MS. TILSTRA: Objection. Misstates facts.

20 BY MR. SHERIDAN:

21 Q. Who could ask you for data? What I am trying
22 to understand is, sort of organizationally, who had the
23 authority to ask you to do something regarding this
24 investigation?

25 A. These were coming through Guillemette, as she

1 was the director of risk and controls.

2 Q. Guillemette Regan?

3 A. Yes.

4 Q. Let's take a look at Exhibit 2, which has been
5 pre-marked.

6 MS. TILSTRA: You mean 3?

7 MR. SHERIDAN: 3. Thanks.

8 BY MR. SHERIDAN:

9 Q. And this purports to be notes of investigation,
10 again, in this case. In this case, it says audit staff
11 present was Ms. Howe and Megumi Sumitani, and persons
12 interviewed would be Ms. Regan, yourself and Sandra
13 Scott, supervisor of credit and collections.

14 Do you know the name "Sandra Scott"?

15 A. I do.

16 Q. And how do you know it?

17 A. As a coworker.

18 Q. And she was at SCL?

19 A. Yes.

20 Q. And you were at SPU, right?

21 A. No. I work for City Light.

22 Q. Oh, you're SCL also, okay. Looking at this
23 document, can you tell us -- this says that there's a
24 date of interview February 28, 2011, and is it fair to
25 say that you met, you, Ms. Regan and Ms. Scott, met with

1 Ms. Howe and Ms. Sumitani to discuss Sharon Howard's
2 accounts again around this time frame?

3 A. Yes.

4 Q. And looking at the first bullet at the bottom
5 of the first page, it says, "Guillemette provided some
6 background for Sandra Scott and Pamela Fowlkes as to why
7 we were reviewing Sharon Howard's utility account
8 history."

9 Do you recall that happening at the meeting?

10 A. Oh, the background?

11 Q. Yes.

12 A. I do not.

13 Q. Okay. Then it says, "Guillemette said SPU had
14 discovered that Sharon had made several inappropriate
15 transactions to her own utility accounts and that she had
16 been terminated from SPU based on setting up her own
17 payment plans."

18 Now, did anyone tell you whether or not any of
19 Sharon Howard's activity was improper?

20 MS. TILSTRA: Objection. Vague.

21 A. I do not.

22 BY MR. SHERIDAN:

23 Q. Okay. So is it fair to say that you were
24 basically -- you were finding data, but you had no way of
25 knowing yourself whether any of the data that you were

1 finding showed that Ms. Howard did anything wrong?

2 MS. TILSTRA: Objection. Lacks foundation.

3 BY MR. SHERIDAN:

4 Q. You can answer.

5 A. I don't have SPU policies and procedures, so I
6 do not have the ability to determine if something is
7 right or wrong.

8 Q. Okay, all right. And did you -- the work that
9 you did for Ms. Regan on the accounts of SPU employees,
10 did you do the same work for Seattle City Light
11 employees?

12 MS. TILSTRA: Objection. Vague.

13 BY MR. SHERIDAN:

14 Q. In terms of pulling data.

15 A. I have done similar work for Seattle City Light.

16 Q. Say again.

17 A. I have done similar work for Seattle City Light.

18 Q. And was it also at the request of Ms. Regan?

19 A. It would not have come through Guillemette,
20 because she's an SPU director.

21 Q. Who did it come through?

22 A. Again, I get many requests. That's a good
23 portion of what I do.

24 Q. So what I am interested in knowing is, did
25 anybody have you pull data for persons who had accessed

1 their own accounts at Seattle City Light and, if so, who?

2 A. I do not recall.

3 Q. All right. Let's look at the next exhibit,
4 Exhibit 4, and tell me if you recognize this. And these
5 are email strings, so you sort of read them from the
6 bottom up.

7 A. Okay.

8 Q. So on or around March 24, 2011, Robin Howe sent
9 you an email, asking you to look up user ID for
10 transactions, and the bullet that she says is: "\$124
11 credit to reverse water shut-off fee for Sharon Howard's
12 SPU account, made on 9/21/10." And you wrote back, "I'm
13 following up with our support vendor as I don't know how
14 to determine who generated the negative charge."

15 Q. Could you just explain, in layperson's terms,
16 what does that mean, generated the negative charge?

17 A. One way to put a credit on an account is to
18 generate a charge with a negative dollar amount.

19 Q. And what does that do?

20 A. It reduces the balance on the account, or could
21 give it a credit balance, depending on the initial state.

22 Q. Is there any way to track who entered the
23 negative charge during this time frame?

24 A. There would be for a short time period.

25 Q. What time period?

1 A. Until that credit was used. So if you had an
2 offsetting charge, then the system is overlaying the
3 initial user ID with one used by the system.

4 Q. So it was wiping out the user ID of the person
5 who actually had done it?

6 A. Correct.

7 Q. So what you said, except for a brief period of
8 time, are we talking minutes, seconds, days?

9 A. It could be as short as that night.

10 Q. And then how long could it be before that user
11 ID was wiped out?

12 A. It could stay there for months, depending on
13 the account itself.

14 Q. And so does that mean that if somebody reversed
15 a charge -- to your knowledge, if somebody had, let's
16 say, had a penalty of \$100, during that time frame was it
17 possible to reverse the penalty to zero?

18 MS. TILSTRA: Objection. Incomplete
19 hypothetical.

20 BY MR. SHERIDAN:

21 Q. You can answer.

22 A. There are two ways you could accomplish that.
23 One is to enter an offsetting charge, a negative dollar
24 amount. That's what this refers to in this Exhibit 4.

25 Q. Right.

1 A. The second way, you could adjust the original
2 amount to zero.

3 Q. And is it fair to say that if you adjust the
4 original amount to zero, there is a user ID associated
5 with that action?

6 A. Yes.

7 Q. But if you put in the negative \$100, there is
8 no user ID associated with that action after some period
9 of time?

10 MS. TILSTRA: Objection. Misstates testimony.

11 BY MR. SHERIDAN:

12 Q. You can answer.

13 A. At that time period, you are correct, that the
14 user ID who entered it would only exist for a short
15 period of time.

16 Q. And so the people who would be doing those
17 entries would be UARs, right, if you know?

18 A. I don't know.

19 Q. But people who worked in the same job as
20 Ms. Howard, right?

21 MS. TILSTRA: Objection. Lacks foundation.

22 BY MR. SHERIDAN:

23 Q. If you know.

24 A. I can't say.

25 Q. This problem that you identified just now for

1 us, did it exist for accounts for both Seattle City Light
2 and SPU?

3 A. Yes.

4 MS. TILSTRA: Objection. That misstates
5 testimony.

6 BY MR. SHERIDAN:

7 Q. All right. And did there come a time that that
8 problem was fixed?

9 A. Yes.

10 MS. TILSTRA: Objection. Misstates testimony.

11 BY MR. SHERIDAN:

12 Q. Can you tell us when that problem was fixed?

13 A. Not specifically, no.

14 Q. Could you tell us what year?

15 A. I'm not positive.

16 Q. Is it in the last year or two, or older than
17 that?

18 A. Oh, no. It was soon after this.

19 Q. Sometime after, 2011, '12, '13, something like
20 that?

21 A. It was probably '11.

22 Q. You are just not sure?

23 A. Correct.

24 Q. Who fixed it? Was it you?

25 A. I can't say positively.

1 Q. Who had the ability to fix it?

2 A. I could have done it.

3 Q. Okay. So you had the technical ability?

4 A. Yes.

5 Q. Is it a programming issue?

6 A. Yes, it is.

7 Q. And you have the ability to change the
8 programming to fix it?

9 A. I do.

10 Q. All right. And you just don't recall if it was
11 you who got the assignment?

12 A. Correct. This is a vendor-supported product,
13 and so most changes are not made by internal staff.

14 Q. The vendor would have been contacted to make
15 the fix?

16 A. Although it's possible I made the change, I
17 can't say positively without more information in front of
18 me.

19 Q. Who was the vendor at the time; do you
20 remember?

21 A. In 2011, Vertex Consulting. They're a Canadian
22 firm.

23 Q. Let's look at the next document, Exhibit 5, and
24 take a minute and look at this and tell me if you
25 recognize it.

1 A. (Witness reviews document.)

2 Q. Have you had a chance -- oops, still looking.
3 Go ahead.

4 A. Okay.

5 Q. All right. Have you seen this email string
6 before?

7 A. I don't specifically recall it, no.

8 Q. And this is -- let's start at the back side,
9 and it's an email from you, dated March 24, 2011, to
10 Guillemette Regan and Charlene MacMillan-Davis, and the
11 subject line is "SCL data cust 427242."

12 Can you tell me what that subject line refers
13 to?

14 A. That would be the customer number within our
15 billing system.

16 Q. And do you know who the customer number refers
17 to? Is that the investigation?

18 MS. TILSTRA: Objection. Calls for
19 speculation.

20 BY MR. SHERIDAN:

21 Q. If you know.

22 A. No, I do not know all our customer numbers.

23 Q. And then you wrote "SPU employee," and then it
24 looks like "Jennifer Coffin, self-made payment
25 arrangements."

1 What is that? Could you tell us, just in
2 layperson's terms, what information are you conveying to
3 Ms. Regan and Charlene, Ms. MacMillan-Davis?

4 MS. TILSTRA: Objection. Vague.

5 A. Sorry. What's the question?

6 BY MR. SHERIDAN:

7 Q. So the question was, can you tell us what
8 information were you communicating to Ms. Regan and
9 Ms. MacMillan-Davis in layperson's terms?

10 MS. TILSTRA: Objection. Vague. You can
11 answer if you know.

12 THE WITNESS: I was just waiting for a
13 non-vague question.

14 MS. TILSTRA: You can answer if you know.

15 BY MR. SHERIDAN:

16 Q. Yes, go ahead.

17 A. You are asking me what does this email say?

18 Q. In layperson's terms, what were you doing? You
19 have named a person for these two persons. What were you
20 trying to convey to them?

21 A. It says that the employee listed was making
22 payment arrangements on what appeared to be her own
23 account.

24 Q. Okay. And so I gather you had been told to
25 find such persons that had done that, right?

1 A. I do not recall.

2 MS. TILSTRA: Objection. Assumes facts not in
3 evidence.

4 BY MR. SHERIDAN:

5 Q. All right. And then how come you were copying
6 Charlene MacMillan-Davis on this, or you were sending
7 this to her and Ms. Regan?

8 A. It's been a while. I believe Charlene was in
9 the HR department for Seattle Public Utilities.

10 Q. All right. And then Ms. MacMillan-Davis writes
11 back on April 4th, and says, "Glenn, Are you able to tell
12 whether deposits were made at the time these pyars were
13 set up? Customers are required to pay a percentage of
14 the balance in order to get payment arrangements set up."

15 And how did you respond?

16 A. Well, I have given a listing of the payments,
17 the payment arrangements by date, so you could see the
18 order they took place.

19 Q. All right. And how does that answer the
20 question whether you can tell whether deposits were made
21 at the time these payments were set up?

22 MS. TILSTRA: Objection. Vague.

23 BY MR. SHERIDAN:

24 Q. Please explain the email you sent back.

25 A. Okay. In that case, the word "deposit" is an

1 incorrect term by Charlene.

2 Q. Please explain.

3 A. A deposit is an amount you post on an account
4 to begin service. What they're asking for in the payment
5 arrangements is you pay half of your balance. It's not a
6 deposit. It's an amount you owe.

7 Q. It's a payment?

8 A. It's a payment towards your account.

9 Q. Got it. So at the bottom of the first page of
10 this exhibit, you write, "What are payment options?" And
11 then below it is: These laws and policies authorize City
12 Light to attempt to collect the full amount owed on a
13 delinquent account.

14 Did you put that in the email?

15 MS. TILSTRA: Objection. That misstates the
16 document. Answer if you know.

17 A. It's based on my own style of writing. What
18 you see at the bottom of the page would have been a cut-
19 and-paste from what you see at that link listed up above.
20 I would never type this way.

21 BY MR. SHERIDAN:

22 Q. So who, to your knowledge, who put that in the
23 email string?

24 A. As it appears, it was me.

25 Q. And so why did you put that in there?

1 A. There was a question as to would a deposit be
2 needed, so I was answering the question from Charlene.

3 Q. All right. Here's Exhibit 6, and this is an
4 email string from Ms. Regan to you and you back to her,
5 and the bottom of it is dated June 29, 2011, and it's to
6 you and it's cc'ing Robert Bauer.

7 Do you know the name "Robert Bauer"?

8 A. I do.

9 Q. Who is he?

10 A. He's an SPU employee who at that time was
11 working for Guillemette Regan.

12 Q. Under "Subject," it says, "if someone changes
13 the name on a utility account. Is there a way to
14 determine who and when?"

15 And could you tell us what you wrote back to
16 Ms. Regan?

17 A. Would you like me to read?

18 Q. Yes, please. Go ahead.

19 A. Not easily. We have several copies of
20 production in our test environments. Usually the best we
21 can do is say it looked this way on date #1, and another
22 way on date #2.

23 Q. Okay. And then keep going.

24 A. "But there is no way to say for sure who made
25 the actual change."

1 Q. Now, when you say no way for sure to tell who
2 made the actual change, why wouldn't you be able to look
3 at the person, the person's assigned account number for
4 the UAR?

5 A. There was one field on the record to indicate
6 who made the last change.

7 Q. Oh, so if a change was made again, you couldn't
8 tell who did the change before?

9 A. Correct.

10 Q. Okay, got it. Has that problem been fixed?

11 A. No. That's the way the system was designed.

12 Q. Here's Exhibit 7, and this is an email string
13 from you, dated March 9, 2012, to Lenny Yap, cc
14 Ms. Regan and others, and it talks about a credit
15 application.

16 And you write, "This one is HOT, will have it
17 in resolved analysis by Monday AM." And then would you
18 go ahead and read the description that you wrote there
19 out loud?

20 A. Okay. "Currently UABCBAAP.pc (Credit
21 Application) updates the userid of a negative balance
22 uabopen row (aka a Credit) when the credit is applied to
23 another charge. This destroys the audit trail of who
24 created the credit."

25 Q. Now, in layperson's terms, would you explain

1 what you are talking about? Is it the thing we already
2 discussed?

3 A. Yes.

4 MS. TILSTRA: Objection. Vague.

5 BY MR. SHERIDAN:

6 Q. Okay, got it. So then Ms. Howe writes back to
7 you, "Glenn, Thanks so much for the promise to address
8 this significant CCSS internal control weakness! We
9 appreciate all of your efforts in assisting our office
10 with CCSS system support and look forward to our
11 continued collaboration."

12 Besides sending you this email, did she have
13 any other discussions with you about how to address that
14 weakness?

15 MS. TILSTRA: Objection. Vague.

16 A. I don't recall.

17 MR. SHERIDAN: So let's have this marked as the
18 next exhibit in order.

19 (Exhibit 12 marked.)

20 BY MR. SHERIDAN:

21 Q. I am handing you what has been marked as
22 Exhibit 12, and take a moment to look at this email
23 string. This is weird.

24 A. This is a long one.

25 Q. Oh, I get it. Hang on a second. There's

1 something weird going on here. Do you guys have the
2 second page, "Hi Glenn, see my questions below in red"?

3 MS. TILSTRA: Yes.

4 MR. SHERIDAN: So maybe it is right.

5 BY MR. SHERIDAN:

6 Q. This will be Exhibit 12. Take a look at this
7 email string, and it's a three-pager, and it sort of
8 continues the one where you wrote, "This one is HOT."

9 A. Is there a question?

10 Q. Yes. So this is an email string that you
11 exchanged back and forth with Megumi Sumitani, correct?

12 A. Yes.

13 Q. And, again, it sort of addresses the same
14 subject matter we've been talking about, right?

15 MS. TILSTRA: Objection. Vague.

16 BY MR. SHERIDAN:

17 Q. You can answer.

18 A. It's the same subject as Exhibit 7.

19 Q. Okay, good. Let's look at the second from the
20 top email on the top, on the first page, and it's from
21 her, dated Tuesday, March 20, 2012, to you, and she
22 writes, "Just to confirm, other than just the negative
23 charges, there aren't any codes or anything else to look
24 for to find these transactions where credit application
25 occurred and the user id was overwritten. This basically

1 means that they can't be found or traced, right?"

2 And you wrote back what?

3 A. Right, that's what the problem was. There's
4 over a million of them for Seattle City Light.

5 Q. When you say "over a million," what are you
6 referring to?

7 A. Accounts with negative charges within the
8 system.

9 Q. So you mean over a million instances where a
10 UAR has used a negative number to zero out some type of a
11 charge?

12 MS. TILSTRA: Objection. Calls for
13 speculation, misstates testimony.

14 BY MR. SHERIDAN:

15 Q. You can answer.

16 A. The ones from UARs would have been included in
17 that total, but would not be the only ones.

18 Q. Would you say that again? I didn't understand
19 what you just said.

20 A. You asked if a million transactions were
21 created by UARs?

22 Q. Right.

23 A. And so that would be no.

24 Q. Who else could have created those type of
25 transactions?

1 A. The system could do it.

2 Q. When you say "the system," what do you mean?

3 A. For example, we have credits that customers
4 will receive on a routine basis with their bill, and so
5 the system, instead of adding a positive charge, it's a
6 credit, so it will add a negative charge.

7 Q. So this case involves things like electricity,
8 water and garbage, right? Can you think of other
9 examples where a person working for the City could enter
10 a negative number in order to zero out a balance under
11 the circumstances you have described?

12 MS. TILSTRA: Objection. Calls for speculation
13 and vague.

14 A. You could enter a negative charge for any
15 reason, not necessarily just to zero something out.

16 BY MR. SHERIDAN:

17 Q. Please explain.

18 A. It's independent of any other activity on the
19 account. So I could say, "Give Glenn Amy" -- I'm not a
20 customer, but, "Give Glenn Amy a \$10,000 credit."

21 Q. Oh, and then --

22 A. For no reason in particular.

23 Q. And then Glenn Amy would get paid a check
24 because the system would think that he overpaid by
25 \$10,000?

1 MS. TILSTRA: Objection. Misstates testimony.

2 BY MR. SHERIDAN:

3 Q. You can answer.

4 A. Well, the system doesn't automatically give
5 refunds, so.

6 Q. What is the check on that? How does one --

7 A. Those go through people.

8 Q. So somebody would have to approve it?

9 A. I've seen instances where they were approved.
10 I'm not a part of that process.

11 Q. So in terms of analyzing possible fraud, would
12 you agree that this is a place where there could have
13 been a lot of fraud that couldn't be detected?

14 MS. TILSTRA: Objection. Vague, calls for
15 speculation.

16 BY MR. SHERIDAN:

17 Q. You can answer.

18 A. Yes, it could have been used.

19 Q. All right. And would you just help, again in
20 layperson's terms, explain what you mean when you wrote,
21 "There are over a million of them for SCL"?

22 A. If you look at the -- sorry, in layman terms.
23 There would be over 1 million charges in the billing
24 system who have a negative dollar amount.

25 Q. That have a negative dollar amount?

1 A. Yes.

2 Q. And you would agree with me that all of those,
3 it would be impossible to tell because the employee ID
4 got wiped out who made the negative entry?

5 MS. TILSTRA: Objection. Vague, confusing,
6 misstates facts not in evidence.

7 A. From Exhibit 12, where I mention there being a
8 million of them, that would be speculation. Many of them
9 would have had the user ID overwritten when that credit
10 was applied to it, a charge or a refund was given.

11 BY MR. SHERIDAN:

12 Q. Okay. And so based on your own work, personal
13 work experience, can you tell us if you think that of
14 that million, more than half of the million would have
15 been overwritten?

16 MS. TILSTRA: Objection. Calls for
17 speculation.

18 THE WITNESS: I can answer?

19 MS. TILSTRA: Yes, you can answer.

20 THE WITNESS: I'm new at this.

21 MS. TILSTRA: Answer if you know.

22 A. Yes.

23 BY MR. SHERIDAN:

24 Q. Well over half?

25 A. More than half.

1 MS. TILSTRA: Objection. Calls for
2 speculation.

3 BY MR. SHERIDAN:

4 Q. Do you know whether during this time frame --
5 so we're now in the March of 2012 time frame. After
6 this, were you asked to get involved in attempting to
7 track down or figure out a way to track down who was
8 making negative entries and how much it's costing the
9 City?

10 MS. TILSTRA: Objection. Vague. Answer if you
11 know.

12 A. I don't recall.

13 BY MR. SHERIDAN:

14 Q. Did you come across any -- through your
15 participation in this, did you learn at any point how
16 many thousands or tens of thousands or millions of
17 dollars might be involved in this weakness?

18 MS. TILSTRA: Objection. Lacks foundation,
19 misstates facts in evidence.

20 BY MR. SHERIDAN:

21 Q. If you've heard.

22 A. No, I haven't heard.

23 Q. Okay, fair enough. Here's Exhibit 9. Take a
24 look. Take a look at this email string, and start again
25 at the bottom with the October 10th email from Robert

1 Bauer to you.

2 A. (Witness reviews document.) Okay.

3 Q. Could you tell us, do you recognize this email
4 string?

5 A. I do not.

6 Q. But is it fair to say that this is an email
7 string exchange between you and Mr. Bauer?

8 A. Yes.

9 Q. All right. And is this, again, addressing the
10 same issue that we've been talking about?

11 MS. TILSTRA: Objection. Vague, and the
12 document is incomplete.

13 BY MR. SHERIDAN:

14 Q. You can answer.

15 A. No, we have not discussed this issue so far
16 today.

17 Q. Please tell us in layperson's terms what is
18 being discussed here.

19 MS. TILSTRA: Again, objection. The document
20 is incomplete.

21 BY MR. SHERIDAN:

22 Q. You can answer.

23 A. Bob Bauer is questioning the order of which
24 certain events took place within the system.

25 Q. And could you tell us, in layperson's terms,

1 what events is he questioning and what did you tell him
2 in response?

3 A. That the order of events, that a late payment
4 charge was assessed and then subsequently adjusted.

5 Q. All right. And what advice, what information
6 did you give him in response?

7 A. I said, "Yes, I think that's what is happening."

8 Q. Now, could you sort of say, again in layperson,
9 real layperson's terms, what was happening that he
10 observed in his example?

11 MS. TILSTRA: Objection. Vague, confusing,
12 incomplete document.

13 A. I don't recall the specific exchange.

14 BY MR. SHERIDAN:

15 Q. Can you tell us -- could you just tell us in
16 your words what was the problem being identified in your
17 response?

18 MS. TILSTRA: Objection. Vague, misstates
19 facts.

20 BY MR. SHERIDAN:

21 Q. Go ahead.

22 A. I don't recall this exchange.

23 Q. And that's all right. I'm going by -- I want
24 what is in your brain, not what's on the paper.

25 A. Right.

1 Q. So what I want to understand is, what is the
2 problem being identified here and how did you respond?

3 MS. TILSTRA: Objection. Asked and answered.

4 BY MR. SHERIDAN:

5 Q. You can answer. And also tell us if it's SPU
6 or SCL.

7 MS. TILSTRA: Objection. Vague, incomplete
8 document.

9 BY MR. SHERIDAN:

10 Q. You can answer.

11 A. From looking at the user ID and the rate code
12 ELPC, this was an electric account.

13 Q. And what can you tell us about what was going
14 on here, what was the inquiry?

15 MS. TILSTRA: Objection. Vague.

16 A. Bob was asking as to the order of events that
17 took place within the system.

18 BY MR. SHERIDAN:

19 Q. Well, looking halfway up, and so to be a little
20 more specific, right, and we're just trying to get facts
21 here, I'm just asking you what you know, but if you look
22 at the October 10th email from him, halfway on the page,
23 he writes, "I have a hunch that under certain
24 circumstances, when a user enters an adjustment, that
25 userid also overwrites the userid in the charges table

1 for the charge being adjusted and that is why the charge
2 has a userid instead of the CSBATCH;" and you agreed that
3 he identified that correctly, right?

4 MS. TILSTRA: Objection. Misstates the
5 document and testimony.

6 A. No. I said, "Yes, I think that's what is
7 happening." That's what I answered.

8 BY MR. SHERIDAN:

9 Q. Now, in layperson's terms, can you tell us what
10 that means? What is happening?

11 MS. TILSTRA: Objection. Asked and answered.

12 BY MR. SHERIDAN:

13 Q. Go ahead.

14 A. All I have is six words on this piece of paper,
15 so it's not recalling my memory.

16 Q. Let me turn the page over. I want to just know
17 what you know about that. Explain in layperson's terms
18 what it means when a user -- "that under certain
19 circumstances, when a user enters an adjustment, that
20 userid also overwrites the userid in the charges table
21 for the charge being adjusted and that is why the charge
22 has a userid instead of the CSBATCH." Could you explain
23 in layperson's terms what that means?

24 MS. TILSTRA: Objection. Asked and answered,
25 vague, misstates testimony.

1 BY MR. SHERIDAN:

2 Q. Go ahead.

3 MS. TILSTRA: If you can.

4 A. That's speculation from someone else.

5 BY MR. SHERIDAN:

6 Q. No, no. Just tell me using your expertise.

7 A. I can't say positively that that is occurring
8 or not.

9 Q. Just tell us what it means.

10 MS. TILSTRA: Objection.

11 A. You want me to say what Bob said?

12 BY MR. SHERIDAN:

13 Q. Yes. That would be helpful.

14 MS. TILSTRA: Look at the document if you need
15 to.

16 BY MR. SHERIDAN:

17 Q. Go ahead.

18 A. I am not comfortable answering what Bob Bauer
19 might have been saying.

20 Q. Then don't tell me what Bob Bauer might have
21 been saying. You actually responded to this email,
22 right?

23 A. I did.

24 Q. All right. So you understood what he was
25 saying in the email. What I want you to do is to tell us

1 in layperson's terms, so I don't have to call the judge
2 and have the judge tell you to tell me, what it is that
3 was being discussed here and what you said in response,
4 okay? Go ahead.

5 MS. TILSTRA: Objection. Asked and answered,
6 vague.

7 BY MR. SHERIDAN:

8 Q. Go ahead.

9 A. Mr. Bauer is speculating that when a person
10 enters a miscellaneous deduction, MISD, transaction
11 against a late fee, that the user ID got overwritten on
12 the charge table.

13 Q. And what is a charge table?

14 A. Within our billing system there are two
15 separate tables. Well, there's many separate tables.
16 One of them is for charges and one of them is for
17 adjustments. They're two different things.

18 Q. And so what is the significance of that? Does
19 that mean people could have tampered with the system and
20 hid zeroing out another type of payment?

21 MS. TILSTRA: Objection. Calls for
22 speculation.

23 BY MR. SHERIDAN:

24 Q. You can answer.

25 A. Well, Bob was saying the person's ID was

1 written in two places, not one. So that's not a way to
2 hide anything.

3 Q. So is it then just a technical problem that
4 would have no bearing or is it more important, in your
5 mind?

6 MS. TILSTRA: Objection. Vague, calls for
7 speculation.

8 A. I can't answer, because I do not specifically
9 recall the system doing that.

10 BY MR. SHERIDAN:

11 Q. Okay, but you said you agreed with him, right?

12 MS. TILSTRA: Objection. Misstates the
13 document and testimony.

14 BY MR. SHERIDAN:

15 Q. "I think that's what is happening," that's what
16 you wrote, right?

17 A. That is what I wrote.

18 Q. Because at the time you agreed with him, that
19 is what was happening, right?

20 MS. TILSTRA: Objection. Misstates the
21 document and testimony.

22 A. I think I said, "I think that's what is
23 happening."

24 BY MR. SHERIDAN:

25 Q. Let's turn this over. Go ahead and look at it.

1 A. I said, "I think that's what is happening."

2 Q. So you agreed --

3 A. I didn't say it was happening. I said I think
4 that's what is happening.

5 Q. But you are a professional; you have spent your
6 whole life working on these types of problems, right?

7 A. No. I spent 21 minutes.

8 Q. But your experience is based on a lifetime of
9 working on these types of problems, right?

10 MS. TILSTRA: Objection. Misstates testimony.

11 BY MR. SHERIDAN:

12 Q. So as you sit here today, do you think Bob was
13 wrong?

14 MS. TILSTRA: Objection. Calls for
15 speculation.

16 A. I think to answer that question positively
17 would take over 24 hours. According to time stamps, I
18 gave him 21 minutes.

19 BY MR. SHERIDAN:

20 Q. So you mean you did nothing else?

21 A. So when I said, "I think that's what is
22 happening," that's what I meant, I think that's what is
23 happening.

24 Q. Is it fair to say you never followed up to see
25 whether or not that was another problem that needed

1 correction?

2 MS. TILSTRA: Objection. Misstates testimony.

3 BY MR. SHERIDAN:

4 Q. You can answer.

5 MS. TILSTRA: Answer if you can.

6 A. I do not recall taking that any further.

7 BY MR. SHERIDAN:

8 Q. Okay. Did you tell Ms. Regan that this was
9 another problem, or potential problem?

10 A. Again, this is not an event I remember.

11 Q. Okay. You have no memory of it at all, okay.
12 All right. Let's look at Exhibit 10. Take a minute to
13 look at that.

14 A. This is going to take me a second. There's a
15 lot of things on this paper.

16 Q. Take your time.

17 MR. SHERIDAN: Let's go off the record.

18 (A break was taken from
19 9:59 a.m. to 10:03 a.m.)

20 BY MR. SHERIDAN:

21 Q. So the second page appears to be an attachment.
22 I just want to make sure that this second page goes with
23 the first page.

24 MS. TILSTRA: Is that a question?

25 BY MR. SHERIDAN:

1 Q. Yes, could you verify that for us?

2 MS. TILSTRA: Objection. Calls for
3 speculation. If you know.

4 A. I will say the attachment description matches
5 the words on the second page, but I cannot tell you if it
6 was the actual attachment at the time the email was sent.

7 BY MR. SHERIDAN:

8 Q. Okay. And I will represent to you that the
9 lower right-hand corner has a Bates stamp of JOHNSON
10 30812 and -813. So that's what the City does when they
11 give us documents. So we got these documents from the
12 City.

13 A. Okay.

14 Q. So tell us -- the email on page 1 from you to
15 Mr. Bauer says, "Look at what I found," and then has a
16 lot of code, it looks like.

17 Could you tell us, in layperson's terms, what
18 it is you found that you were communicating to Mr. Bauer?

19 A. Within the system you have a work item table
20 called service orders. That's how work gets documented
21 and assigned out. Seattle Public Utilities has a system
22 called Maximo, which I don't have access to, that can
23 create a service order within the billing system. This
24 piece of code is saying, when that service order was
25 created by this external system, that it wipes it out.

1 Q. The service order gets wiped out how, or what
2 gets wiped out?

3 MS. TILSTRA: Objection. Misstates testimony.

4 BY MR. SHERIDAN:

5 Q. Could you explain what gets wiped out?

6 A. The user ID of the creating entity.

7 Q. Oh. So if a UAR creates the service order,
8 under what circumstances would it get -- would the user
9 ID get wiped out?

10 MS. TILSTRA: Objection. Assumes facts not in
11 evidence, calls for speculation.

12 BY MR. SHERIDAN:

13 Q. You can answer.

14 A. Maximo was an SPU system, and I don't know who
15 does and doesn't have access to it.

16 Q. Okay, we will take out who it is. I won't say
17 UARs. What did you discover in terms of how -- strike
18 that. What did you discover in terms of what gets wiped
19 out? What gets wiped out?

20 A. Okay. When the Maximo system creates a service
21 order in the billing system, it takes the user ID of
22 Maximo off. So it would not say "created by Maximo." It
23 would say "created by blank."

24 Q. By blank?

25 A. Well, the database term is "null." There would

1 be nothing there.

2 Q. Okay, all right. And could you say, in
3 layperson's terms, when you say "service order," what
4 kinds of things do you think of when you think of service
5 orders?

6 MS. TILSTRA: Objection. Vague, calls for
7 speculation. Answer if you can.

8 A. There are many service order types.

9 BY MR. SHERIDAN:

10 Q. Just give me some examples.

11 A. Electricity is out, trees need to be trimmed.
12 Any unit of work can be. There's many, many codes.

13 Q. So just to follow this along, so what you
14 discovered then is, if I created -- let's say I work
15 there, and I've got access to Maximo and I create a
16 service order that says, you know, install higher power
17 amperage or something, it's your understanding that my
18 user number would not follow that service order --

19 MS. TILSTRA: Objection.

20 BY MR. SHERIDAN:

21 Q. -- is that right?

22 MS. TILSTRA: Objection. Vague, misstates
23 testimony. Answer if you can.

24 A. Well, Maximo is for the water department, so
25 you wouldn't be putting an electric service request in

1 there.

2 BY MR. SHERIDAN:

3 Q. Okay, recognizing that difference, please
4 continue.

5 MS. TILSTRA: Same objections.

6 A. I am going to say I can't answer that question.
7 I can say, when a service order comes in with the Maximo
8 user ID, it's blanked out. I can't say if all service
9 orders that come from Maximo would have Maximo as an ID
10 or your ID or someone else. I can't say. That's not an
11 interface I'm real familiar with.

12 BY MR. SHERIDAN:

13 Q. So when you say -- so when you say that there
14 is a null, what did you call it block, or? What did you
15 call it?

16 A. That's a database term that means nothing.

17 Q. So when you were looking at Maximo service
18 orders, you would say that there was no user ID
19 associated with them; is that right?

20 MS. TILSTRA: Objection. Vague, misstates
21 testimony.

22 A. I don't recall why I was looking at Maximo
23 service orders.

24 BY MR. SHERIDAN:

25 Q. But you were, right?

1 A. That's speculation, based on this.

2 Q. You mean as you sit here today you don't
3 recall, but you have no reason to disbelieve that this is
4 an email that you sent and exchanged with Mr. Bauer,
5 right?

6 A. Correct.

7 Q. So what you are saying is you just don't -- as
8 you sit here today, you don't recall the details of why
9 you wrote what you wrote?

10 A. That's correct.

11 Q. But you would agree with me that at this time
12 it was your understanding that when Maximo-related
13 service orders were generated, the user ID was not
14 included?

15 MS. TILSTRA: Objection. Misstates testimony.

16 A. No. I said if the user ID is Maximo, then it
17 is set to nothing.

18 BY MR. SHERIDAN:

19 Q. It is set to nothing. Thank you. All right.
20 This is our last exhibit, Exhibit 11.

21 Going back to 10 for a minute, do you happen to
22 know whether or not that problem was fixed?

23 MS. TILSTRA: Objection. Vague, calls for
24 speculation.

25 A. I can't say with surety.

1 BY MR. SHERIDAN:

2 Q. All right. Did you ever talk to Ms. Regan
3 about this problem, to your knowledge?

4 MS. TILSTRA: Which exhibit are we talking
5 about?

6 MR. SHERIDAN: Ten.

7 A. I do not recall speaking to Guillemette about
8 Exhibit 10.

9 BY MR. SHERIDAN:

10 Q. Well, what about the problem, not the exhibit?

11 A. The problem described in it?

12 Q. Yes.

13 A. I do not recall talking to Guillemette about
14 the issue described in Exhibit 10.

15 Q. You do?

16 A. I do not.

17 Q. You do not. Okay, let's look at Exhibit 11,
18 and take your time looking at this. It is a two-page
19 exhibit again.

20 A. (Witness reviews document.) I would say this
21 would be difficult, because my --

22 MS. TILSTRA: Wait for a question.

23 BY MR. SHERIDAN:

24 Q. So does this appear, again, to be an email
25 exchange between you and Robin Howe in early

1 January 2013?

2 A. Yes, it does.

3 Q. And so reading again, starting at the bottom
4 and reading up, she writes, "Hi Glenn, We are working on
5 finishing up a CCSS project and have a few questions for
6 you. If you aren't the correct person for these
7 questions and you know who we should contact, please let
8 me know." And then the first bullet is, "Approximately,
9 how many employees have write-level access to CCSS,
10 currently."

11 Is it fair to say that you wrote back that
12 there are 422 users out of 673 that have some level of
13 update access?

14 MS. TILSTRA: Objection. Calls for
15 speculation. Answer if you know.

16 A. Well, my replies are inline, and they're blue
17 and this is black-and-white.

18 BY MR. SHERIDAN:

19 Q. Right, so we have to sort of go by, perhaps,
20 how far they are to the left or whether they're under the
21 bullet. Do you have any reason to think that that's not
22 correct information that there's 422 users out of 673?

23 MS. TILSTRA: Objection. Calls for
24 speculation. Answer if you know.

25 A. That time period, that number would appear to

1 be correct.

2 BY MR. SHERIDAN:

3 Q. Okay. Then she also writes in a bullet: We
4 have some query results for accounts with codes 'ERES'
5 underneath the 'STYP' field (service type or level) for a
6 query we tried to run on SCL Reduced Rates. The 'code
7 dictionary' that you gave us defines the 'ERES' code as
8 "Elderly Residential In-City." Can you tell us if these
9 codes (sic) would be receiving reduced rates or not? Or,
10 does that strictly depend on the 'SRAT' code for this
11 account?

12 And then you have written -- it appears you
13 have written below a bunch of sort of dictionary terms, I
14 guess, and you write, "SCL has 5 service types;" and is
15 that an accurate statement, that SCL has 5 service types?

16 MS. TILSTRA: Objection. Compound, misstates
17 the document, misstates testimony.

18 BY MR. SHERIDAN:

19 Q. Is that true, SCL -- or was it true back in
20 2013 that SCL had 5 service types?

21 A. SCL has five service types.

22 Q. All right. And is one of them commercial?

23 A. Yes, it is.

24 Q. One of them streetlights, flat charges and
25 rentals?

1 A. Yes.

2 Q. Another, residential?

3 A. Yes.

4 Q. Another, large customers?

5 A. Yes.

6 Q. And another, SPU utility credit?

7 A. Yes.

8 Q. All right. And is it true that ERES is also a
9 rate code?

10 A. That's correct.

11 Q. And does "ERES" mean residential elderly
12 suburban?

13 A. It does.

14 Q. And then she wrote, "What we really need is a
15 list of 'SRAT' codes." And then she says can you supply
16 a list. Take a look at the list that follows, and tell
17 me if that list looks accurate to you.

18 A. Yes, it appears to be correct.

19 Q. Great. I have no further questions. Thanks
20 very much for your time. And we will take a quick break
21 and go on to the next one.

22 (Deposition concluded at 10:15 a.m.)

23




24 (By agreement between counsel and
25 the witness, signature was reserved.)

REPORTER'S CERTIFICATE

1
2
3 I, JOLENE C. HANECA, the undersigned Certified Court
4 Reporter pursuant to RCW 5.28.010 authorized to administer
5 oaths and affirmations in and for the State of Washington,
6 do hereby certify that the sworn testimony and/or
7 proceedings, a transcript of which is attached, was given
8 before me at the time and place stated therein; that any
9 and/or all witness(es) were duly sworn to testify to the
10 truth; that the sworn testimony and/or proceedings were
11 by me stenographically recorded and transcribed under my
12 supervision, to the best of my ability; that the
13 foregoing transcript contains a full, true, and accurate
14 record of all the sworn testimony and/or proceedings
15 given and occurring at the time and place stated in the
16 transcript; that a review of which was requested; that
17 I am in no way related to any party to the matter, nor to
18 any counsel, nor do I have any financial interest in the
19 event of the cause.

20 WITNESS MY HAND this 9TH day of MAY, 2016.

21
22 _____
23 JOLENE C. HANECA
24 Washington State Certified Court Reporter, #2741
25

Key:  COS Only Roles  COPC Only Roles  COS & COPC Work Stream Lead Roles

Call Center Improvement Project Organizational Structure



Project Team
 IVR/Symposium: Linda Ferreira (SPU)
 Anita Gilbert (DOIT), Cynthia Chan (DOIT)
 Billing System: Christine Acker (SPU)
 Glenn Amy(SCL)
 COS Ops and billing:
 E-Payments/WEB: Linda Ferreira (SPU)
 Maryam Mason (SPU)
 Quality Assurance: Lynn Andrews (SPU)
 Joy Peterson (DOIT)
 AIMS/ESS: Phil Blaser

COPC:
 COPC:

Project Team
 Call Center: Christine Ware
 Labor Union Relations: Charlene Macmillan (SPU HR)
 Training & Hiring: Christine Acker (SPU)
 Steve Oliver-Noyes (Call Center Supervisor)
 COPC: Ally O'Rourke
 COPC:
 COPC:

Project Team
 IT: Anita Gilbert (DOIT), Cynthia Chan (DOIT)
 Call Center: Diane Clement
 QA: Lynn Andrews (SPU)
 COPC: Alton Martin
 COPC: Scott Casson
 COPC: Ally O'Rourke
 COPC: Andre Frommer

Executive Sponsors
 SPU IT: Melina Thung/Tom Nolan
 DOIT: Bill Shrier/Dean Arnold/Stephaine Venrick
 SCL: Chris Heimgartner/Roy Lum
 COPC: Alton Martin
 COPC: Scott Casson
 COPC: Ally O'Rourke
 COPC: Andre Frommer

Estimated Time
 PMO 100%

Engagement Leader and Work stream lead roles are 50%
 Project Committee and Project Sponsor roles are 10-20%

EXHIBIT 1
 WIT: G. Amy
 DATE: 5/9/16
 Jolene C. Haneca CCR 2741

Notes relative to investigation SPU #Loss -2010-015

AUDIT TITLE AND NUMBER:	SPU Customer Adjustments (Fraud Investigations Non-Audit Project) 2011-03
PREPARED BY (INCLUDE TITLE AND PHONE NUMBER):	Robin Howe, Assistant City Auditor, 615.1131
PERSONS INTERVIEWED (NAMES, TITLES, DEPARTMENT AND PHONE NUMBERS):	<ul style="list-style-type: none"> • Guillemette Regan, Director of Risk and Compliance, Seattle Public Utilities (SPU), 233-5008 • Glenn Amy, CCSS System Administrator, SCL IT, 684.3926
AUDIT STAFF PRESENT (NAMES AND TITLES):	<ul style="list-style-type: none"> • Robin Howe, Assistant City Auditor, Office of City Auditor (OCA)
DATE OF INTERVIEW:	February 1, 2011
DATE PREPARED:	March 7, 2011
REVIEWED BY AUDITOR:	David G. Jones 3/8/11 M. Sumitani 3/8/11
PURPOSE OF INTERVIEW:	To discuss preliminary information on possible improper transactions that Sharon Howard made to her utility accounts.

KEY INFORMATION PROVIDED OR DISCUSSED:

OCA met with staff from SPU Risk and Compliance, SPU HR, and SCL IT to discuss preliminary information on Sharon Howard's utility account transactions that may be improper. The following was discussed:

SAO's Data Mining Efforts

We discussed the data mining efforts recently conducted by Don McMaster of the State Auditor's Office (SAO). Don ran a query on account adjustments for all SPU employees with CCSS access and SCL/SPU accounts to try to spot anyone that made adjustments to their own accounts. (*Note: SAO only ran this query for SPU employees, not SCL employees.*) SAO reported back to Guillemette that they only found one instance of an employee who credited their account for \$10. Guillemette surmised this might have been to remove a \$10 late payment fee. *However, Guillemette said that Don Potapenko, the SAO Audit Manager, did not feel comfortable about these query results because he thought things might have been missed due to possible address formatting variation issues between CCSS and the HR database.* OCA noted that we might try this same type of query later this year when our office is up to speed with the use of ACL software.

Recommendation for CFE, if Needed

OCA noted to Guillemette that our staff resources to assist with this project may be limited. In the event that SPU needs to hire a CFE (Certified Fraud Examiner) if we do not have the time to work on this project, we recommended that SPU hire contractor Ruth Riddle. OCA noted that Ruth is a CFE who used to be a Manager with SAO covering the City and is now a contractor with Resources Global Professionals. OCA commented that Ruth has a strong background with the City and has



knowledge of CCSS. (After the meeting we checked and learned that Resources Global Professionals is not yet on the City's Preferred Vendor List. -RH)

Sharon Howard Transactions Investigation

Guillemette said that she will assist OCA with the investigation of Sharon Howard's utility account transactions.

Glenn also noted that he personally knows Sharon Howard because they have both been working in areas related to handling customer accounts for some time.

Glenn said he had pulled the requested 10 years of account history on Sharon's utility accounts and given it to Charlene. (Note: Charlene was included in this meeting invitation but was unable to attend due to illness.) Guillemette and Glenn had reviewed some of the data and noted some matters of concern:

- *There were two "energy assistance payments" for \$1000 each applied to Sharon's SCL accounts. These energy grants are federally-funded but locally administered by CAMP (the Central Area Motivational Program). Guillemette said that for the first grant that was applied in 2008 or 2009 (Guillemette wasn't sure), there was a note on the account that indicated something like "Roommate dispute - applied to this account (i.e., Sharon's) in error. Should be applied to account belonging to Paul Webb." Guillemette said the note indicated that Sharon had made a payment on Paul Webb's account to correct the situation. It appears that these notes were entered by Sharon, but weren't entered until late August 2010. Guillemette wants to know if the payment was ever made to Paul Webb's account, or was he a friend or relative of Sharon's? There was no note on the account in relation to the second pledge of \$1,000. OCA committed to looking into CAMP's policy and procedures for making energy grants and getting a copy of any related paperwork.*
- *There was a payment applied to Sharon's account for \$150 from the Baptist Charity Fund. Guillemette noted that Charlene had told her that Sharon may serve on the "board" for this charity but she was not sure. Guillemette had a question as to whether Sharon was supposed to receive this pledge of assistance or not.*
- *Sharon entered a note on her account "OK to turn power on" at one point when her SCL account was seriously delinquent and was scheduled to have the power shut-off per SCL policy, or this had already happened.*
- *Glenn noted that Sharon's accounts were always delinquent.*
- *Glenn said there was a Water Shut-Off Notice on Sharon's SPU account that she had canceled herself.*
- *Glenn noted that Sharon had set up Payment Plans for her SPU accounts several times.*

- *Guillemette noted that Sharon had entered her own meter readings when she opened a new account and moved to a new residence. (Auditor notes that while an employee should certainly not enter their own meter reading or anything on their own account, it is SPU policy/practice for a customer to provide the initial meter reading upon "move-in" for a new account. -RH) Glenn said Sharon had four addresses within the 10-year period.*
- *Guillemette noted that a lot of fees on Sharon's accounts were waived either by Sharon or someone else. She wants the exact dollar amount determined for SPU's restitution case.*

OCA asked if Sharon was currently on Paid Leave or still on the job. Guillemette said she was not sure but would find out. Glenn noted that her permissions had not been changed for CCSS.

OTHER INFORMATION:

ACTION ITEMS:

- Look into CAMP's policy/procedures for making energy grants and getting a copy of any related paperwork for the two grants in question.
- Have our office use ACL to query employees with CCSS access who made adjustments to their own utility accounts. Make sure to include SCL and SPU employees. Conduct this data mining effort later in the year when OCA staff are trained in the use of ACL.

POTENTIAL ISSUES:

- *It appears that there were some unauthorized transactions made to Sharon Howard's utility accounts:*
 - *There were two energy assistance payments for \$1000 each applied to Sharon's SCL accounts. These energy grants are federally-funded but locally administered by CAMP (the Central Area Motivational Program). For the first grant that was applied there was a note on the account that indicated something like "Roommate dispute - applied to this account (i.e., Sharon's) in error. Should be applied to account belonging to Paul Webb." The note indicated that Sharon had made a payment on Paul Webb's account to correct the situation. It appears that these notes were entered by Sharon, but weren't entered until late August 2010, which was a year or so after the grant was applied. Was a correcting payment ever made to Paul Webb's account, or was Paul Webb a friend or relative of Sharon Howard? There was no note on the account in relation to the second pledge of \$1,000.*
 - *SCL IT identified that Sharon entered a note on her account "OK to turn power on" at one point when her SCL account was seriously delinquent and was scheduled to have the power shut-off per SCL policy, or this had already happened.*

- *SCL IT noted that there was a Water Shut-Off Notice on Sharon's SPU account that she canceled herself.*
- *We noted that a lot of fees on Sharon's accounts were waived either by Sharon or someone else. SPU wants to know the exact dollar amount of the fees that were waived inappropriately to use for SPU's restitution case.*
- *Sharon's SCL and SPU accounts were delinquent frequently, and often with a significant balance owing.*
- *Sharon set up Payment Plans for her own SPU accounts several times.*
- *SPU noted that Sharon had entered her own meter readings when she opened a new account and moved to a new residence several times. (Auditor notes that while an employee should certainly not enter their own meter reading or anything on their own account, it is SPU policy/practice for a customer to provide the initial meter reading upon "move-in" for a new account. -RH)*
- *There was a payment applied to Sharon's account for \$150 from the Baptist Charity Fund. SPU HR commented that Sharon Howard may serve on a committee for this charity. SPU and OCA wonder whether or not Sharon was supposed to receive this assistance pledge.*

Notes relative to investigation SPU #Loss-2010-015

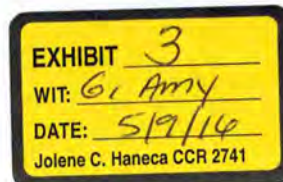
RA
4-8-11

City of Seattle Office of City Auditor 2011-03 SPU Customer Adjustments	AUDIT TITLE AND NUMBER:	SPU Customer Adjustments (Fraud Investigations Non-Audit Project) 2011-03
	PREPARED BY (INCLUDE TITLE AND PHONE NUMBER):	Robin Howe, Assistant City Auditor, 615.1131
	PERSONS INTERVIEWED (NAMES, TITLES, DEPARTMENT AND PHONE NUMBERS):	<ul style="list-style-type: none"> • Guillemette Regan, Director of Risk and Compliance, Seattle Public Utilities (SPU), 233-5008 • Glenn Amy, CCSS System Administrator, Seattle City Light (SCL) Information Technology (IT), 684.3926 • Sandra Scott, Supervisor of Credit & Collections, SCL, 684.3930 • Robin Howe, Assistant City Auditor, Office of City Auditor (OCA) • Megumi Sumitani, Assistant City Auditor, Office of City Auditor (OCA)
	AUDIT STAFF PRESENT (NAMES AND TITLES):	
	DATE OF INTERVIEW:	February 28, 2011
DATE PREPARED:	March 21, 2011	
REVIEWED BY AUDITOR:	David G. Jones 4/5/11 M. Sumitani 3/25/2011	
PURPOSE OF INTERVIEW:		To review Sharon Howard's SCL account history and identify and discuss any potentially inappropriate transactions.

KEY INFORMATION PROVIDED OR DISCUSSED:

OCA met with Guillemette Regan (SPU Risk & Compliance Director), Glenn Amy (SCL CCSS System Administrator), and Sandra Scott (SCL Credit & Collections Supervisor) to review Sharon Howard's SCL account history and identify and discuss any potentially inappropriate transactions. (Note, we also invited Pamela Fowlkes, Manager of SCL Credit & Collections, to this meeting but she was unable to attend due to illness.) Before the meeting, we highlighted transactions made to Sharon Howard's SCL accounts to discuss and sent this to all of the meeting invitees. (See \\Sea100_ld_server\v8\LEG\Dept\Audit\Audits 2011\2011-03 SPU Customer Adjustments\Workpapers\I-5-A Sharon Howard SCL Data for 2-28-11 Mtg..xls.) The following was discussed at the meeting:

- Guillemette provided some background for Sandra Scott and Pamela Fowlkes as to why we were reviewing Sharon Howard's utility account history. Guillemette said SPU had discovered that Sharon had made several inappropriate transactions to her own utility accounts and that she had been terminated from SPU employment based on setting up her own payment plans. Guillemette said she had asked OCA to assist with



investigating/reviewing Sharon Howard's utility accounts to determine the dollar amount that should be due to the City for purposes of seeking restitution.

- We reviewed the transaction history on Sharon's SCL accounts item by item, starting with June 2001 and continuing through January 10, 2011. (Note: that Glenn Amy provided the data from CCSS, downloaded to an Excel spreadsheet, and OCA color-coded various transactions in this spreadsheet to highlight for discussion. -RH). We began looking at these transactions in chronological order starting with the 'Ledger' worksheet. (Note that the 'Ledger' worksheet shows all account history transactions – i.e., billed charges, payments, adjustments, write-offs, etc.)
- We discussed the fact that Sharon had several SCL accounts – 4 or 5 in total – during this 10-year time span and Glenn noted that each new account tied to a different premise. So, Sharon moved several times during the 10-year period. Glenn explained that a 'New Acct' transaction is always associated with a new premise except for the situation of an owner/tenant rental property. Glenn said the SCL Customer ID remains the same, even if the customer moves, as long as they remain an SCL customer.
- *We discussed the fact that Sharon's various SCL accounts were generally delinquent beginning during the summer of 2003. There were many late charges of \$10 applied to her accounts due to these delinquencies. Sandra explained that CCSS automatically applies a late fee of \$10 if the account is delinquent by \$75 or more, and if the delinquent balance is over \$750, CCSS applies the \$10 late fee plus an interest charge of 1% of the delinquent balance.*
- *We reviewed the two 'Adjustment MISD' transactions (i.e., miscellaneous adjustments) to remove two \$10 late fees from Sharon's account on 10-28-03. Sandra explained that it is SCL policy to allow the removal of one \$10 late fee as a customer courtesy (called a "fee rebate"). Sandra said this is a one-time courtesy per premise for the life of the account. Consequently, the removal of two late fees was not in accordance with SCL's policy (note this policy is not documented but is covered in training according to Sandra). We requested the User ID for these two transactions. (Glenn Amy sent the data on all miscellaneous adjustments to Sharon's account after the meeting – see G:\Audits 2011\2011-03 SPU Customer Adjustments\Data\Adjustments User ID Data.xls – and Glenn sent data on all CCSS User ID's – and we noted that Toni Williamson, who recently worked for Sharon Howard in SPU Customer Response, made these adjustments.)*
- We discussed the 'Adjustment EBJW' transactions on 12/29/03. Glenn explained that these are "small dollar account write-offs" that are system-generated for delinquent balances under \$99.99. These delinquent balances are written off from Accounts Receivable and are considered too small to send to the City's collection agency. However, Sandra commented that SCL is now using a vendor, PMT Solutions, for a pre-collections function for delinquent balances over \$30. SCL implemented this pre-collections procedure in March 2010 and Sandra said they have been achieving good results in improving revenue recoveries with this change.

- We discussed why there was a negative charge for 'Summer Residential Energy' on May 20, 2004. Glenn explained this was due to Sharon closing an account and opening a new one, so this charge was transferred to the new account. Sandra explained that the SCL Validation unit makes these adjustments to accounts to transfer recently billed charges from an old account to a new account and the SCL Audit unit reviews the adjustments. Glenn confirmed that this balance had transferred properly to Sharon's new SCL account.
- We discussed that OCA had some "nervousness" about some of the payments posted to Sharon's accounts, because sometimes fairly large 'Cash' payments were posted fairly close together. OCA noted that they were especially nervous about those payments that were made as walk-in payments, versus those that were mailed in or done on-line. Sandra noted that the payment batch number identified the location of the payments. Glenn said he would provide payment data with batch numbers to us after the meeting. (See payment batch data at G:\Audits 2011\2011-03 SPU Customer Adjustments\Data\Payment Batch Data.xls and walk-in payment data at G:\Audits 2011\2011-03 SPU Customer Adjustments\Data\In-Person Payment Data.xls.) OCA noted they would do some spot-checking of some of the payments that were posted close together.
- We reviewed a series of 'Adjustment TARF' and 'Adjustment TART' transactions made on July 13, 2005. Sandra and Glenn explained that these adjustments occur when a customer with a balance is closing an old account and opening a new account. Each balance line item is "transferred from" (i.e., 'TARF') the old account and then "transferred to" (i.e., 'TART') the new account. We verified that the dollar amount of the 'TARF' adjustments matched the 'TART' adjustments. *Sandra explained that this is handled "somewhat manually" in CCSS. A service order is entered to close out the old account and open a new account, then the Validation unit executes any monetary adjustments needed, and the SCL Control unit makes sure the debits and credits reconcile. Sandra said that ideally this process is handled automatically by the system, but often it ends up requiring manual handling by Validation and Control. (Auditor's Note: She did not explain why this was the case.)* (There were several more instances of these 'TARF' and 'TART' adjustments at later dates and we verified the dollar amounts of the debits and credits matched for each occurrence. -RH)
- We reviewed a series of 'Adjustment MISD' adjustments crediting Sharon back for \$10 delinquent fees on July 18, 2005. These adjustments totaled to \$120 and hence were not in line with SCL's policy for one \$10 fee rebate per premise. We asked Glenn to verify the User ID of the employee who entered these adjustments. (The adjustment data Glenn sent later identified they were entered by Patty Theofelis who currently works in SPU Customer Response for Rebra Moreland.)
- We reviewed an 'Adjustment MISD' for \$93.66 on 7/27/05. Glenn looked this up on CCSS and said it related to a dispute over a meter reading but that this amount should have been transferred from Sharon's old account to her new account, and instead she was issued a refund check for this amount. Sandra said a CCSS user would have had to enter the request

for a refund check and in this situation Patty Theofelis made this entry. This had an impact of \$187.32.

- We reviewed a WCEF credit for \$674 on 8/9/05. Guillemette explained that this payment represented a federally-funded energy grant program utilizing Enron monies. Sandra explained that this program is similar to Project Share in that it is for energy payment assistance for low income individuals and is administered by the Human Services Department (HSD) for SCL. Glenn said Patty Theofelis entered the referral for this energy grant and it was actually applied to the account by Teri Woods in HSD. (Note: Teri Woods has since been terminated for giving Project Share energy grants to friends/relatives who did not qualify for them.) (Auditor's Note: Auditor believes that it is extremely unlikely that Sharon Howard would have been considered to be someone this grant program was intended to serve based on her salary as a supervisor, but later Selina Chow, Acting Director of MOSC in HSD said she heard this program had no income criteria. –RH)

We asked for an explanation of SCL's energy grant procedures and Sandra said a staff person from either the SPU Combined Utility Call Center or the SCL Credit & Collections unit refers the customer to HSD to request a grant. HSD executes their procedures to determine who gets approved for energy grants based on set income parameters, then sends an Approved List to the SCL Control unit who reviews it. The funds for the grants are actually applied to customer accounts by the Treasury division in the Department of Finance and Administrative Services (FAS).

- We noted that Sharon's delinquent balance of \$217.14 on 9/30/05 was automatically forwarded to the City's collection agency, per the pre-set parameters programmed into CCSS.
- We asked what type of payment 'Payment OBOA' was in reference to the \$252.85 payment on March 9, 2006. Glenn explained that an 'OBOA' payment is a "payment on behalf of" and indicates the customer called SCL/SPU on the phone and the utility entered the payment into the on-line payment mode "on behalf of" the customer.
- We noted that Sharon began to incur a lot of delinquency interest charges on her SCL account, beginning during the summer of 2006. This 1% interest charge is applied for each utility charge line item when the customer has a delinquent balance over \$750, in addition to the normal \$10 late fee.
- We noted that Sharon received a second WCEF energy grant on 12/11/06 for \$500. Again, based on her salary as a supervisor, it is unlikely that she would qualify for this grant program. The 12/11/06 grant was applied to the account by Sandra Scott in SCL Credit & Collections and a note was entered on the account by Laura Beck in HSD about the grant and a payment arrangement.
- OCA noted that Sharon had some very high electric bills in the winter. Glenn and Sandra commented that this could be normal, depending on how big a customer's house is and how

warm they keep it. They did not seem to think the bills were unusually high based on the range of residential customer bills.

- We noted that there were a few \$11 charges for 'Field Calls' on Sharon's account. Sandra explained that this charge is applied when her staff physically visit a delinquent customer's home to post a notice of impending power shut-off.
- *On May 3, 2007, Patty Theofelis reversed several delinquent fees and interest charges on Sharon's account using the 'Adjustment MISD' transactions that totaled to \$39.66. This was not in accordance with SCL policy.*
- We briefly discussed payment arrangements for delinquent customers. Sandra explained that any customer may open a payment plan, but they may not start one if they have broken two plans in a calendar year (called "two broken promises") or if they have had their power shut off during the year. *We discussed the fact that Sharon was consistently delinquent with her account, and had numerous payment plan arrangements, many of them close together in timing. (Auditor's Comment: It seems unlikely that SCL's two broken promise rules were followed in Sharon's case, given the frequency of the payment plans and the size of her delinquent balance.) Sandra commented that she knew Sharon had "lots of financial problems." She said Sharon owed SCL money due to a claim because her son had run into an SCL pole with a vehicle. She said that this claim was still unpaid and was being handled by Thom Castagna in the City Attorney's Office. Sandra thought the amount Sharon owed the City due to this claim was about \$4700. Sandra said that if a customer doesn't pay a claim like this after a certain period of time, they get their driver's license revoked.*
- *We discussed that a CAMP energy grant was applied to Sharon's account for \$1000 on 4/7/09 and another grant for \$1000 on 9/2/10. Again, it is unlikely that Sharon would qualify for this type of grant based on her salary. We discussed that for the April 2009 grant there was a note that it was supposed to have gone to Paul Webb but somehow was applied erroneously to Sharon's account. Sharon herself entered this note in August 2010 and stated that she had made a "direct payment" to Paul Webb's account to correct the situation. For the grant posted on 9/2/10, there was no explanatory note on the account. Sandra noted that a James Bruce had applied for this latter grant that posted to Sharon's account and that there was no Energy Form completed contrary to proper procedure.*

We asked about the procedures for getting these grants. Sandra explained that the customer makes an appointment with CAMP or another appointed agency, depending on where they live (i.e., zip code). The customer must show up in-person and bring the necessary documents, as spelled out on CAMP's website. CAMP approves the customers who apply for grants and notifies SCL of the approved customers. After being notified by CAMP that a pledge/grant is coming for a customer, SCL completes an Energy Form in CCSS for the account. Then, the system assigns a "grant pending" status to the account so that no further late charges are applied and any power shut-off actions are halted because a grant is on the way. Sandra noted that CAMP has read-only access to view customers' account billing history and the grant approval decision is supposed to be based on this billing history. CAMP sends one check every month with a list of customers who are receiving grants and then the City applies the grant to the customer's accounts.

Sandra said CAMP and the other agencies that handle energy grants do outreach with the community to let people know about this resource for assistance with the costs of a citizen's primary heating source. SCL also tries to educate customers about this resource and includes a notice in the statement of delinquent customers. These federally-funded programs are seasonal and begin in the fall or around December and last through June. If CAMP has not spent all the money by the end of the program year, the remaining funds are remitted to the federal program.

OTHER INFORMATION:

ACTION ITEMS:

- OCA will do some spot-checking of some of the payments that were posted close together. *Done*
- Glenn will send the requested data on adjustments, CCSS User ID's and access rights, and payment batches. *Done*

POTENTIAL ISSUES:

- *There were two 'Adjustment MISD' transactions (i.e., miscellaneous adjustments) to remove two \$10 late fees from Sharon's account on 10-28-03. It is SCL policy to allow the removal of one \$10 late fee as a customer courtesy (called a "fee rebate"). This is a one-time courtesy per premise for the life of the account. Consequently, the removal of two late fees was not in accordance with SCL policy. Toni Williamson, who recently worked for Sharon Howard in SPU Customer Response, made these adjustments. \$10 inappropriate credit*
- *SCL management indicated that 'TARF' and 'TART' adjustments (i.e., transfer from and transfer to) to transfer a balance from an old account to a new account are often handled fairly manually in CCSS, though the system is supposed to do these in an automated fashion. When manual intervention is required, the SCL Validation unit executes any monetary adjustments needed and the SCL Control unit makes sure the debits and credits reconcile. SCL management did not indicate what the problems were that prevented the system from automatically handling these adjustments.*
- *A series of 'Adjustment MISD' adjustments crediting Sharon back for \$10 delinquent fees were made on July 18, 2005. These adjustments totaled to \$120 and hence were not in line with SCL's policy for one \$10 fee rebate per premise. These adjustments were made by Patty Theofelis who currently works in SPU Customer Response for Rebra Moreland. \$110 inappropriate credit*
- *A refund check was generated for Sharon Howard of \$93.66 on 7/27/05. This amount should have been transferred to her new account instead. Patty Theofelis made the entry to request this refund check. \$187.32 impact (93.66 refund check) inappropriate refund check*

- Sharon Howard received a WCEF energy grant for \$674 on 8/9/05 and \$500 on 12/11/06. This payment is for a federally-funded energy grant program utilizing Enron monies. This program is similar to Project Share in that it is for energy payment assistance for low income individuals and is administered by HSD for SCL. Patty Theofelis entered the referral for the first grant and it was actually applied to the account by Teri Woods in HSD. (Note: Teri Woods has since been terminated for giving energy grants to friends/relatives who did not qualify for them.) The 12/11/06 grant was applied to the account by Sandra Scott in SCL Credit & Collections and a note was entered on the account by Laura Beck in HSD about the grant and a payment arrangement. Who made the referral to HSD?
- (Auditor's Note: Auditor believes that it is extremely unlikely that Sharon Howard would have been considered to be someone this grant program was intended to serve based on her salary as a supervisor, but later Selina Chow, Acting Director of MOSC in HSD said she heard this program had no income criteria. -RH) **\$1174 possibly inappropriate grants**
- On May 3, 2007, Patty Theofelis reversed a number of delinquent and interest charges on Sharon's account using the 'Adjustment MISD' transactions that totaled to \$39.66. This was not in accordance with SCL policy. **\$39.66 inappropriate credit**
- Sharon has been consistently significantly delinquent with her account since 2003, and had numerous payment plan arrangements, many of them close together in timing. (Auditor's Comment: It seems unlikely that SCL's two broken promise rules were followed in Sharon's case, given the frequency of the payment plans and the size of her delinquent balance. -RH)
- Sharon also owes SCL money due to a claim because her son had run into an SCL pole with a vehicle. This claim is still unpaid and is being handled by Thom Castagna in the City Attorney's Office. The amount of this claim may be about \$4700.

A CAMP energy grant was applied to Sharon's account for \$1000 on 4/7/09 and another grant for \$1000 on 9/2/10. Again, it is unlikely that Sharon should qualify for this type of grant based on her salary. For the grant that posted to Sharon's account in April, '09, there was a note that the grant was supposed to be given to Paul Webb but somehow was applied erroneously to Sharon's account. Sharon herself entered this note in August, '10 and stated that she made a "direct payment" to this man's account to correct the situation. For the grant posted on 9/2/10, there was no explanatory note on the account. A James Bruce applied for this latter grant that posted to Sharon's account and there was no Energy Form completed as is to be done per procedure. **\$2000 inappropriate grants**

Summary

- **Inappropriate Credits - \$159.66** (\$10 entered by Toni Williamson, and \$149.66 by Patti Theofelis),
- **Inappropriate Refund Check - \$187.32 impact (check for \$93.66)** (entered by Patti Theofelis)
- **Inappropriate CAMP Energy Grants - \$2,000**
- **Possibly Inappropriate WCEF Energy Grants - \$1,174** (one grant for \$674 was referred by Patti Theofelis)

List of Additional Employees who made transactions that appeared to be contrary to City policies and procedures

- Toni Williamson, SPU Customer Response
- Patty Theofelis, SPU Customer Response

From: Amy, Glenn
Sent: Thursday, March 24, 2011 4:14 PM
To: Howe, Robin
Cc: Regan, Guillemette
Subject: RE: Transaction for Lookup

Categories: Investigation

I'm following up with our support vendor as I don't know how to determine who generated the negative charge.

-ga

From: Howe, Robin
Sent: Thursday, March 24, 2011 2:41 PM
To: Amy, Glenn
Cc: Regan, Guillemette; Howe, Robin
Subject: Transaction for Lookup

Hi Glenn,

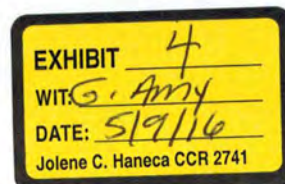
Can you please look up the user id for a transaction for me:

- \$124 credit to reverse water shut-off fee for Sharon Howard's SPU account, made on 9/21/10 – transaction code WCSO

I may be sending you a few additional things to look up.

Thanks!

Robin Howe, CIA, CISA, CGAP, (CPA candidate - AUD passed)
Assistant City Auditor
City Auditor's Office
City of Seattle
206.615.1131, fax 206.684.0900



JOHNSON033041

From: MacMillan-Davis, Charlene
Sent: Monday, April 04, 2011 6:17 PM
To: Amy, Glenn; Regan, Guillemette
Subject: RE: SCL data cust 427242

Thanks, Glenn.
CMD

From: Amy, Glenn
Sent: Monday, April 04, 2011 9:43 AM
To: MacMillan-Davis, Charlene; Regan, Guillemette
Subject: RE: SCL data cust 427242

Payment, and payment arrangement activity sorted by date.

TXN_ACCOUNT	TXN_TYPE	TXN_DATE	TXN_AMOUNT	
1-427242-267476	PAYMENT	4/20/2010	27.17	
1-427242-267476	PAYMENT	7/20/2010	335.7	
1-427242-267476	PAYMENT ARRANGEMENT	8/24/2010	239.93	239.93
1-427242-267476	PAYMENT	9/2/2010	239.93	
1-427242-267476	PAYMENT ARRANGEMENT	10/4/2010	500.5	500.5
1-427242-267476	PAYMENT	11/8/2010	500.5	
1-427242-267476	PAYMENT ARRANGEMENT	12/9/2010	589.65	589.65
1-427242-267476	PAYMENT	1/12/2011	589.65	
1-427242-267476	PAYMENT ARRANGEMENT	2/16/2011	749.02	749.02
1-427242-267476	PAYMENT	2/28/2011	749.02	

The text below applies to DELINQUENT accounts. These payment arrangements were made BEFORE the account went delinquent. I don't know the policy on that.

http://www.seattle.gov/light/Accounts/Assistance/ac5_appq.htm

What are payment options?

These laws and policies authorize City Light to attempt to collect the full amount owed on delinquent accounts. Again, because City Light is a *municipal or public utility*, the Washington State Constitution, at Article VIII, Section 7, prohibits City Light from waiving charges for electricity that has been delivered to your property, which would be considered a gift of public funds. The following payment options are available:

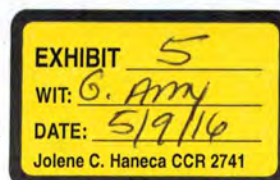
100% payment of your past due balance *Or*

A minimum of 50% of your past due balance *Plus* <-----

Payment arrangements (if eligible)
Energy Assistance Pledges (if eligible)

By Cash, Money Order, Cashiers Check Or Credit/Debit Card

Authority:
DPP 500PII-302 Section 4.4



JOHNSON033285

-ga

From: MacMillan-Davis, Charlene
Sent: Monday, April 04, 2011 8:38 AM
To: Amy, Glenn; Regan, Guillemette
Subject: RE: SCL data cust 427242

Hi Glenn,

Are you able to tell whether deposits were made at the time these pyars were set up? Customers are required to pay a percentage of the balance in order to get payment arrangements set up.

CMD

From: Amy, Glenn
Sent: Thursday, March 24, 2011 8:23 AM
To: Regan, Guillemette; MacMillan-Davis, Charlene
Subject: SCL data cust 427242

SPU employee

Coffin	Jennifer
--------	----------

self-made payment arrangements.

pays in full, perhaps payment arrangement is to avoid late fee for being a few days late?

From: Amy, Glenn
To: Regan, Guillemette
CC: Bauer, Robert
Sent: 6/29/2011 9:42:03 AM
Subject: RE: if someone changes the name on a utility account

Not easily.

We have several copies of production in our test environments. Usually best we can do is say it looked this way on date #1, and this other way on date #2.

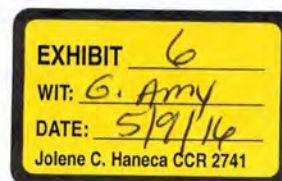
But there is no way to say for sure who made the actual change.

-ga

From: Regan, Guillemette
Sent: Wednesday, June 29, 2011 8:49 AM
To: Amy, Glenn
Cc: Bauer, Robert
Subject: if someone changes the name on a utility account

Is there a way to determine who and when?

Guillemette Regan
Director, Risk and Quality Assurance Program
Seattle Public Utilities
206-233-5008
cel 206-696-0864



JOHNSON030808

From: Howe, Robin
To: Amy, Glenn; Yap, Lenny;
cc: Rubin, Steve; Regan, Guillemette; Bauer, Robert; Denzel, Mary;
Denzel, Mary; Jones, DavidG; Howe, Robin;
Subject: RE: PIC 17253/SSR 21760 - Credit Application
Date: Friday, March 09, 2012 10:34:49 AM

Glenn,

Thanks so much for the promise to address this significant CCSS internal control weakness! We appreciate all of your efforts in assisting our office with CCSS system support and look forward to our continued collaboration.

Robin Howe, CIA, CISA, CGAP, (CPA candidate - AUD, FAR, REG, & BEC passed)
Assistant City Auditor
City Auditor's Office
City of Seattle
206.615.1131, fax 206.684.0900

From: Amy, Glenn
Sent: Friday, March 09, 2012 10:18 AM
To: Yap, Lenny
Cc: Rubin, Steve; Howe, Robin; Regan, Guillemette; Bauer, Robert
Subject: PIC 17253/SSR 21760 - Credit Application

This one is HOT, will have it in resolved analysis by Monday AM.

Description:

Currently UABCBA.PC (Credit Application) updates the userid of a negative balance uabopen row (aka a Credit) when the credit is applied to another charge. This destroys the audit trail of who created the credit.



JOHNSON042173

From: Bauer, Robert
To: Amy, Glenn
Sent: 10/10/2012 10:53:51 AM
Subject: RE: Example

Thanks much for your help.

I don't know why it doesn't happen all of the time, but there must be a certain sequence of events or conditions that have to be present for it to happen (or there is a bug or anomaly in the CCSS system).

I'll leave that as an unknown for now.

Thanks again,

Bob

From: Amy, Glenn
Sent: Wednesday, October 10, 2012 9:40 AM
To: Bauer, Robert
Subject: RE: Example

Yes, I think that's what is happening.

From: Bauer, Robert
Sent: Wednesday, October 10, 2012 9:19 AM
To: Amy, Glenn
Subject: RE: Example

I'm still mulling this over....maybe you can tell me if this happens in certain situations:

I have a hunch that under certain circumstances, when a user enters an adjustment, that userid also overwrites the userid in the charges table for the charge being adjusted and that is why the charge has a userid instead of the CSBATCH...the activity date of the charge appears also to be the same date as the adjustment activity date which makes sense if the userid in the charges table is overwritten.

What do you think?

From: Bauer, Robert
Sent: Wednesday, October 10, 2012 8:05 AM
To: Amy, Glenn
Subject: Example

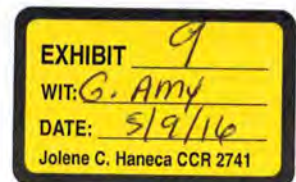
Hey Glenn,

Could you look at the attached Excel sheet of an example of what I am looking at.

On 5-25-2005 userid JOHNSOLU_01 enters an ELPC Late Payment Charge for \$10 with a charge date of 5-11-2005. The uabopen_ordin is UAPDELQ (which is not a banner form, so I am guessing is a process).

Also on 5-25-2005, userid JOHNSOLU_01 enters an MISD adjustment for a negative \$10 with an adjustment date of 5-25-2005

So, the charge must have happened first (how, i.e., what action if any did userid JOHNSOLU_01 do to cause this charge to appear on her account?) and then right after, userid JOHNSOLU_01 did an MISD adjustment to remove the



charge.

Trying to figure out the series of events.

Thanks,

Bob

From: Bauer, Robert
To: Amy, Glenn
Sent: 8/15/2013 8:57:58 AM
Subject: RE: look at what I found...
Attachments: ucbbprem & ucrcchst userid activity date issues.doc

Thanks for the info Glenn... nice find.

Sounds similar to the ucbbprem issue you helped me with back in April (see my write- on attached Word doc).

Bob

From: Amy, Glenn
Sent: Thursday, August 15, 2013 8:25 AM
To: Bauer, Robert
Subject: look at what I found...

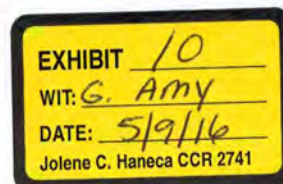
Trigger on service order table wipes out 'created by MAXIMO' when a SO is updated.

```
CREATE OR REPLACE TRIGGER "UIMSMGR_02".UCBSVCO_UPD
before UPDATE
on UCBSVCO
referencing NEW as new
          OLD as old
for each row
begin
  if :new.UCBSVCO CREATED BY = 'MAXIMO' then <<<-----
    :new.UCBSVCO_CREATED_BY := NULL;
  else
    if nvl(:new.UCBSVCO WORK ORDER IND,'N') = 'Y' and
       :new.UCBSVCO_STUS_CODE = 'X' and

       -- SQA 2071 - BAG - 3/20/01
       :new.UCBSVCO USER ID <> 'MAXIMO' and
       -- SQA 2071 - BAG - 3/20/01

       :old.UCBSVCO STUS CODE <> 'X' then
      UZQWTRC.CRT SO STAT CHG(sysdate,
                             :new.UCBSVCO CODE,
                             :new.UCBSVCO SOTP CODE,
                             :new.UCBSVCO STUS CODE,
                             :new.UCBSVCO_WORK_ORDER_NUM);
    end if;
  end if;
end;
/
```

*Triggers are chunks of code that are executed wh



JOHNSON030812

4-25-2013

Through discussions/data analysis with Glenn:

UCBPREM Table

Issue:

userid on prem with with recent activity date showing, though we know user's CCSS access rights were removed 1-4-2013. Userid shows up with activity dates on prem after 1-4-2013

Sent examples to Glenn and we worked through it.

Conclusion:

A Banner form (could be ucbprem or other form, e.g., prem move etc., which is hitting ucbprem table) that is doing a save-on-exit even when nothing has changed. This in and of itself is not changing the activity date though. About a year ago, Glenn said he has a Trigger which he implemented, which he has concluded when run, it is changing the activity date to system date on the ucbprem table.

Therefore, userid paired-up with activity date on ucbprem table can not be trusted ... user would have at one time have done activity on the prem, but can not trust the activity date for when that activity occurred.

Note:

In a database, a trigger is a set of Structured Query Language (SQL) statements that automatically "fires off" an action when a specific operation, such as changing data in a table, occurs. A trigger consists of an event (an INSERT, DELETE, or UPDATE statement issued against an associated table) and an action (the related procedure). Triggers are used to preserve data integrity by checking on or changing data in a consistent manner.

UCRCHST Table

Issue:

Not related to issue with ucbprem table, because Glenn has no Triggers affecting the ucrchst table.

Userid shows up in Banner front and back end on Previous Name form (ucrchst table) with activity date which user states did not do.

Glenn compared some live CCSS database customers today with a January copy of the database and we see some interesting results.

For example, looking at cust#4405 on live CCSS database today, we see there are four ucrchst userid entries and activity dates:

Live CCSS database 4-25-2013

CONVERSION 3/3/2008 9:55:32 AM
CALIPES_02 9/16/2011 10:54:39 AM
FISHERJ_01 4/22/2013 10:49:14 AM
FISHERJ_01 4/22/2013 10:49:14 AM

January 2013 database copy

CONVERSION 3/3/2008 9:55:32 AM
CALIPES_02 9/16/2011 10:54:39 AM
THEOFEP_02 9/16/2011 10:54:39 AM

Glenn thinks you can only trust the most recent change, i.e., highest sequence number in the table for a given cust#. In example above, looks like last update by FISHERJ_01 on 4/22/2013 overwrote THEOFEP_02 userid. Thus looking at that cust# today, you would have no clue that userid THEOFEP_02 had ever had any activity on the ucrchst table for this customer.

Data on Reduced Rates
Butler + # of CCSS D 17/12/13
use of write level RH
 1-29-B

Howe, Robin

From: Amy, Glenn
Sent: Monday, January 07, 2013 10:15 AM
To: Howe, Robin
Cc: Butler, Carol; Sumitani, Megumi; Amy, Glenn; Rubin, Steve
Subject: RE: A few CCSS Questions

My replies are in blue...

From: Howe, Robin
Sent: Thursday, January 03, 2013 3:39 PM
To: Amy, Glenn
Cc: Butler, Carol; Howe, Robin; Sumitani, Megumi
Subject: A few CCSS Questions

Hi Glenn,

We are working on finishing up a CCSS project and have a few questions for you. If you aren't the correct person for these questions and you know who we should contact, please let me know.

- Approximately, how many employees have write-level access to CCSS, currently. We don't need an exact number - if it's close, that would be great. So, we would like the number of people that have the ability to execute something in the system, and excluding those that can only query accounts.

422 users (out of 673) have some level of update access.

- We have some query results for accounts with a code 'ERES' underneath the 'STYP' field (service type or level) for a query we tried to run on SCL Reduced Rates. The "code dictionary" that you gave us defines the 'ERES' code as "Elderly Residential In-City." Can you tell us if these accounts would be receiving reduced rates or not? Or, does that strictly depend on what the 'SRAT' code for the account is?

SCL has 5 service types:

- ECOM - Commercial
- EMIS - Streetlights, flat charges, rentals
- ERES - Residential
- EPPC - Large customers
- EMUS - SPU Utility Credit.

Service Type *Rate*

<i>ERES</i>	<i>ERES</i>
<i>ERES</i>	<i>FRSR</i>

Res. Cust. + Commercial
Res. Customers - no rates

ERES is also a rate code (field SRAT)

ERES - Residential Elderly Suburban

- What we really need is a list of the 'SRAT' codes (or 'STYP' if that is the proper category) that indicate the account does receive the reduced rates - for both SCL and SPU accounts. Can you supply that list, or by any chance, do you know who can?

ERE* = Elderly

ERL* = Low Income

* where:

City of Seattle
 Office of City Auditor
 2011-03 SPU Customer Adjustments

EXHIBIT *11*
 WIT: *D.G. Amy*
 DATE: *5/9/16*
 Jolene C. Haneca CCR 2741

B = Burien
T = Tukwila
H = Shoreline
C = Inside City
S = Suburban

Thanks so much!

Robin Howe, CPA, CIA, CISA, CGAP

Assistant City Auditor

City Auditor's Office

City of Seattle

206.615.1131, fax 206.684.0900

Sumitani, Megumi

From: Amy, Glenn
Sent: Tuesday, March 20, 2012 9:29 AM
To: Sumitani, Megumi
Subject: RE: PIC 17253/SSR 21760 - Credit Application

Right, that's what the problem was. There are over a million of them for SCL.

-g

From: Sumitani, Megumi
Sent: Tuesday, March 20, 2012 9:26 AM
To: Amy, Glenn
Subject: RE: PIC 17253/SSR 21760 - Credit Application

So just to confirm – other than just the negative charges, there aren't any codes or anything else to look for to find these transactions where a credit application occurred and the user id was overwritten.

This basically means they can't be found/traced, right?

Megumi

From: Amy, Glenn
Sent: Tuesday, March 20, 2012 9:15 AM
To: Sumitani, Megumi
Subject: RE: PIC 17253/SSR 21760 - Credit Application

No. Any SRAT code could be created with a negative charge.

-g

From: Sumitani, Megumi
Sent: Tuesday, March 20, 2012 8:48 AM
To: Amy, Glenn
Subject: RE: PIC 17253/SSR 21760 - Credit Application

OK. I will mine for negative charges in the UABOPEN_BILLED_CHG.

Is there any specific UABOPEN_UTRSRAT code that goes with a credit application that I should look for?

From: Amy, Glenn
Sent: Tuesday, March 20, 2012 7:40 AM
To: Sumitani, Megumi
Subject: RE: PIC 17253/SSR 21760 - Credit Application

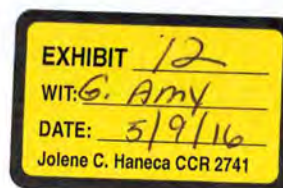
Yes a negative sign would indicate a credit.

UAPCBAP is a process, not a table. It 'applies' credit balances on uabopen to debit balances (charges) on uabopen

-g

From: Sumitani, Megumi
Sent: Monday, March 19, 2012 9:18 AM
To: Amy, Glenn

1



Cc: Howe, Robin; Denzel, Mary

Subject: RE: PIC 17253/SSR 21760 - Credit Application

Hi Glenn,

Please see my questions below in red, associated with your responses.

Thank you very much.

Megumi

From: Amy, Glenn

Sent: Monday, March 19, 2012 7:51 AM

To: Sumitani, Megumi

Subject: RE: PIC 17253/SSR 21760 - Credit Application

A credit is an open item (table UABOPEN) with a negative billed charge.

Question: This means to look for a minus sign in front of the number in the UABOPEN_BILLED_CHG field, right?

The user ID would be recorded, but then when the credit was applied in uapcbap the batch userid would overwrite. So you would be unable to determine who entered the credit.

Question: What is UAPCBAP? Is this a table? I couldn't find this table.

Question: If it's not a table, how does one locate these particular credit transactions where the user id was overwritten? How would you do this in SQL?

As of 3/16/2012 the userid WILL NOT be overwritten. Yes, that's great that this control is now in place. We ask this now because Robin wants to mine in the database for how often these credit transactions where the user id was overwritten occurred in the past.

-g

From: Sumitani, Megumi

Sent: Friday, March 16, 2012 5:13 PM

To: Amy, Glenn

Subject: FW: PIC 17253/SSR 21760 - Credit Application

Hi Glenn,

How would I mine for this?

I did not find a UABCBAP table.

How can I find out how often this happens and to which cust and prem codes?

There's no user id recorded, right?

Thank you. Megumi

From: Amy, Glenn

Sent: Friday, March 09, 2012 10:18 AM

To: Yap, Lenny

Cc: Rubin, Steve; Howe, Robin; Regan, Guillemette; Bauer, Robert

Subject: PIC 17253/SSR 21760 - Credit Application

This one is HOT, will have it in resolved analysis by Monday AM.

Description:

Currently UABCBAAP.pc (Credit Application) updates the userid of a negative balance uabopen row (aka a Credit) when the credit is applied to another charge. This destroys the audit trail of who created the credit.