



OFFICE OF AUDITOR OF STATE
STATE OF IOWA

State Capitol Building
Des Moines, Iowa 50319-0004

Telephone (515) 281-5834 Facsimile (515) 242-6134

Mary Mosiman, CPA
Auditor of State

NEWS RELEASE

Contact: Mary Mosiman
515/281-5835
or Tami Kusian
515/281-5834

FOR RELEASE _____ December 6, 2013 _____

Auditor of State Mary Mosiman today released a report on a special investigation of the City of Sloan for the period May 19, 2009 through March 31, 2013. The special investigation was requested by City officials as a result of concerns regarding certain deposits by the former Utility Billing Clerk, Laurie Kubly. Ms. Kubly was placed on paid administrative leave on March 13, 2013 and subsequently resigned from employment on March 19, 2013.

Mosiman reported the special investigation identified variances between payments recorded in the City's utility software and items deposited to the City's bank account for 233 deposits. These variances represent collections received at the City which were not properly deposited. Mosiman also reported at least \$13,324.17 of utility billings were not properly deposited to the City's bank account.

Some of the variances resulted from checks collected by the City being substituted for other collections which included cash and other checks. Variances also include checks deposited to the bank which were not recorded in the City's utility software or were recorded for less than the amount actually collected. The variances identified include \$10,039.01 of collections deposited in the City's bank account which resulted from overbillings sent to 3 commercial customers. The overpayments submitted by the 3 commercial customers were substituted for collections from other customers which were not properly deposited.

In addition, \$3,245.16 of unrecorded utility billings for certain residential customers was identified. The 46 unrecorded utility billings identified were recorded as zero in the City's utility software. However, collections were received from customers for 20 of the 46 unrecorded billings and were posted as payments to other customers' accounts. Specific payments were not identified in the City's bank account for the remaining 26 instances, but City representatives identified 17 of the

26 instances were accounts for which cash payments are typically received and 9 accounts are paid in various ways. As a result, it is likely cash was collected for the 26 unrecorded billings, but it was not properly deposited.

Mosiman also reported \$40.00 cash received from a customer on March 6, 2013 was not deposited to the City's bank account.

Mosiman reported it was not possible to determine if additional collections were unrecorded, recorded at an incorrect amount and/or undeposited because sufficient records for certain utility accounts and other collections were not adequate or were not readily available.

The report includes recommendations to strengthen the City's internal controls and overall operations, such as improving segregation of duties and preparing an initial receipts listing.

Copies of the report have been filed with the Woodbury County Attorney's Office, the Attorney General's Office, Woodbury County Sheriff's Office and the Iowa Division of Criminal Investigation. A copy of the report is available for review in the Office of Auditor of State and on the Auditor of State's website at <http://auditor.iowa.gov/specials/1321-0939-BE00.pdf>.

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**REPORT ON SPECIAL INVESTIGATION
OF THE
CITY OF SLOAN
FOR THE PERIOD
MAY 19, 2009 THROUGH MARCH 31, 2013**

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Auditor of State's Report

To the Honorable Mayor and
Members of the City Council:

As a result of alleged improprieties regarding the handling of certain deposits and at your request, we conducted a special investigation of the City of Sloan. We have applied certain tests and procedures to selected financial transactions of the City for the period May 19, 2009 through March 31, 2013. Based on a review of relevant information and discussions with City officials and staff, we performed the following procedures:

- (1) Evaluated internal controls and interviewed City personnel to determine whether adequate policies and procedures were in place and operating effectively.
- (2) Examined receipt and deposit documentation prepared by City staff to determine if the composition of collections deposited agreed with the City's records.
- (3) Obtained bank images of deposit documents for certain deposits and compared them to the City's records and other available supporting documentation to determine if the information agreed.
- (4) Obtained copies of utility billing postcards and/or vendor history reports for certain utility customers to determine if amounts billed to and paid by the customers were appropriate and agreed with amounts posted.
- (5) Obtained and reviewed bank statements for personal bank accounts of the former Utility Billing Clerk to identify the source of certain deposits.
- (6) Scanned images of checks issued from the City's bank account to determine the reasonableness and propriety of the disbursements.

These procedures identified variances between payments recorded in the City's utility software and collections deposited to the City's bank account for 233 deposits. The variances represent collections received at the City which were not properly deposited. At least \$13,324.17 of utility billings were not deposited to the City's bank account.


The variances identified include \$10,039.01 of collections deposited in the City's bank account which resulted from overbillings sent to 3 commercial customers. The overpayments submitted by the 3 commercial customers were substituted for collections from other customers which were not properly deposited. In addition, \$3,245.16 of unrecorded utility billings for certain residential customers was identified. Collections were received from customers for 20 of the 46 unrecorded billings identified and were posted as payments to other customers' accounts. Also, a \$40.00 cash payment made by a customer on March 6, 2013 was not deposited to the City's bank account.


We were unable to determine if additional collections were unrecorded, recorded at an incorrect amount and/or undeposited because sufficient records for certain utility accounts and other collections were not adequate or were not readily available. Several internal control weaknesses were also identified. Our detailed findings and recommendations are presented in the Investigative Summary and **Exhibits A** through **E** of this report.

The procedures described above do not constitute an audit of financial statements conducted in accordance with U. S. generally accepted auditing standards. Had we performed additional procedures, or had we performed an audit of financial statements of the City of Sloan, other matters might have come to our attention that would have been reported to you.

Copies of this report have been filed with the Woodbury County Sheriff's Office, Division of Criminal Investigation, the Woodbury County Attorney's Office and the Attorney General's Office.

We would like to acknowledge the assistance and many courtesies extended to us by the officials and personnel of the City of Sloan during the course of our investigation.


MARY MOSIMAN, CPA
Auditor of State


WARREN G. JENKINS, CPA
Chief Deputy Auditor of State

September 30, 2013

Report on Special Investigation of the
City of Sloan
Investigative Summary

Background Information

The City of Sloan is located in Woodbury County and has a population of approximately 1,000. The City's primary revenue sources include local option sales tax and road use tax from the State of Iowa and property tax collected by Woodbury County. Revenue is also received from households and businesses in the City for water, sewer and garbage services and landfill fees. In addition, the City receives miscellaneous revenues, such as rental fees for the community center. Collections are to be deposited to the City's bank account.

Laurie Kubly became the Utility Billing Clerk on May 19, 2009. According to the Utility Billing Clerk's job description, Ms. Kubly was responsible for:

- 1) preparing and mailing utility billings,
- 2) receipting and depositing utility collections,
- 3) posting collections to customer utility accounts in the City's utility software and accounting records and
- 4) preparing and making bank deposits.

In addition, Ms. Kubly helped the City Clerk by opening the mail, collecting fees, preparing receipts and preparing and making bank deposits for miscellaneous revenues.

According to the City Clerk, City staff electronically read water meters for all households and businesses in the City at the end of each month. The meter readings are downloaded to the City's utility software and the utility software applies established rates to the usage to calculate monthly utility billings. Monthly bills are printed from the utility software on perforated postcards. At the beginning of the next month, utility bills are to be mailed by the Utility Billing Clerk. Payments from customers are due on the 15th of each month. According to City officials we spoke with, payments for utilities are primarily received through the mail, but utility customers also bring payments to City Hall or place them in the City's drop box. Customers may also use a "bill pay" service established with the local bank. City officials also stated several utility customers routinely pay their monthly utility bills with cash.

All utility collections are to be recorded in the City's utility software by the Utility Billing Clerk. After the 15th of each month, the Utility Billing Clerk is to apply penalties to any outstanding bills. In June 2012, the City changed utility software from CMS to Data Technologies. According to the City Clerk, Data Technologies reports were easier to generate and understand. The City Clerk also stated Ms. Kubly strongly voiced her displeasure regarding the change in software on a number of occasions and she was not receptive to training offered by a representative of Data Technologies.

Ms. Kubly, or someone independent of utility duties, did not prepare monthly reconciliations between amounts billed, collected and deposited for water, sewer and garbage services and landfill fees.

All City disbursements are to be approved by the City Council at the bi-monthly City Council meetings. In addition, all disbursements are to be made by checks signed by the City Clerk and Mayor. According to the City Clerk, Ms. Kubly did not have any disbursement responsibility, such as check preparation.

Monthly statements for the City's bank account are picked up from the bank by the Utility Billing Clerk and/or City Clerk; however, they are opened by the City Clerk. According to the City Clerk, she can also access and review bank account activity through on-line banking. The City Clerk reconciles monthly bank account activity to the accounting system. However, she does not compare detailed deposit information to payments posted in the City's utility software. In addition, bank statements, check images and the reconciliations she prepares are not periodically reviewed by members of the City Council.

According to the City Clerk, a residential utility customer came to City Hall on March 6, 2013 and paid \$40.00 in cash for their utility bill. Because Ms. Kubly was not at City Hall at that moment, the City Clerk collected the utility payment and left the \$40.00 of cash for Ms. Kubly to post to the utility software and prepare for deposit when she returned.

On March 8, 2013, the City Clerk made a large deposit of utility collections to the bank because Ms. Kubly had not been making deposits in a timely manner. When the City Clerk prepared the deposit, she noticed it did not include any cash, but she knew the deposit should have contained at least \$40.00 she collected on March 6. The following business day, the City Clerk confronted Ms. Kubly about the undeposited \$40.00 of cash. According to the City Clerk, Ms. Kubly claimed to not know what the City Clerk was referring to. As a result, the City Clerk began reviewing the surveillance video of City Hall which continuously records the main area of City Hall.

According to the City Clerk, she determined by reviewing the surveillance video Ms. Kubly moved her purse from her desk to an area out of the camera's range. Ms. Kubly also moved the cash from her desk to the same area her purse was located outside of the camera's range. According to the City Clerk, the surveillance video did not show the cash making it back to Ms. Kubly's desk. The video is recorded on an internal hard drive of the camera. According to the Clerk, the hard drive is able to hold approximately 4 months of footage before it records over what was previously recorded. Because the footage from early March 2013 has been recorded over, the video was not available for our review.

According to the City Clerk, she discussed the surveillance video footage with Ms. Kubly on March 13, 2013, but Ms. Kubly did not provide an explanation for what occurred on the footage. As a result, the City Clerk contacted City Council members and the Mayor to notify them of the discrepancy she identified with the deposit and what she had observed on the surveillance footage. According to the City Clerk, the Mayor contacted Ms. Kubly later in the evening and informed Ms. Kubly she was on paid administrative leave effective immediately. Ms. Kubly left a telephone message for the City Clerk on March 19, 2013 stating the City Clerk could consider the message her resignation.

City officials subsequently requested the Office of Auditor of State perform an investigation of the City's financial transactions. As a result, we performed the procedures detailed in the Auditor of State's Report for the period May 19, 2009 through March 31, 2013.

Detailed Findings

These procedures identified variances between payments recorded in the City's utility software and collections deposited to the City's bank account for 233 deposits. The variances represent collections received at the City which were not properly deposited. At least \$13,324.17 of utility billings were not deposited to the City's bank account.

The variances identified include \$10,039.01 of collections deposited in the City's bank account which resulted from overbillings sent to 3 commercial customers. The overpayments submitted by the 3 commercial customers were substituted for collections from other customers which were not properly deposited.

In addition, \$3,245.16 of unrecorded utility billings for certain residential customers was identified. Collections were received from customers for 20 of the 46 unrecorded billings identified and were posted as payments to other customers' accounts. Specific payments were not identified in the City's bank account for the remaining 26 instances, but City representatives identified 17 of the 26 instances were accounts for which cash payments are typically received and 9 accounts are paid in various ways. As a result, it is likely cash was collected for the 24 unrecorded billings, but it was not properly deposited.

Also, a \$40.00 cash payment made by a customer on March 6, 2013 was not deposited to the City's bank account.

Table 1 summarizes the number of variances identified between payments recorded in the City's utility software and items deposited to the City's bank account. The **Table** also includes the amount of overbillings and unrecorded utility billings identified, but does not include the \$40.00 cash payment collected on March 6, 2013 but not deposited.

Table 1

Period	Number of Deposits with Variances Identified	Overbillings Identified	Unrecorded Billings Identified
05/19/09 – 06/30/09	-	\$ -	##
07/01/09 – 12/31/09	1	-	##
01/01/10 – 06/30/10	18	20.00	##
07/01/10 – 12/31/10	38	1,965.49	##
01/01/11 – 06/30/11	35	1,744.26	##
07/01/11 – 12/31/11	54	1,255.16	##
01/01/12 – 06/30/12	42	1,497.80	##
07/01/12 – 12/31/12	31	3,347.85	1,978.36
01/01/13 – 03/19/13	14	208.45	1,266.80
03/20/13 – 03/31/13	-	-	-
Total	233	\$ 10,039.01	3,245.16

- Customer account history prior to June 29, 2012 was not available. As a result, we were not able to identify further residential zero billings.

As illustrated by the **Table**, we did not identify any variances between the collections deposited and payments recorded in the City's utility software for the period after Ms. Kubly left employment with the City. In addition, we did not identify any utility customers who were overbilled or unrecorded utility billings for this period. The **Table** also illustrates the amount of overbillings identified decreased significantly between the six months ended December 31, 2012 and the period January 1, 2013 through March 19, 2013. Ms. Kubly became a part-time employee of the City on January 1, 2013. Prior to that date, she had been full-time.

We were unable to determine if additional collections were unrecorded, recorded at an incorrect amount and/or undeposited because sufficient records for certain utility accounts and other collections were not adequate or were not readily available. Our findings are summarized in **Exhibit A** and are discussed in further detail in the following paragraphs.

Utility Collections – According to the City Clerk, Ms. Kubly was expected to keep all utility remittance stubs remitted to the City and issue receipts for all collections. However, the City Clerk discovered Ms. Kubly did not retain the utility remittance stubs and did not issue receipts for all collections. We observed the pre-numbered receipt books maintained by the City and determined certain pages were missing from the books.

As previously stated, Ms. Kubly, or someone independent of utility duties, did not prepare monthly reconciliations between amounts billed, collected and deposited for water, sewer and garbage services and landfill fees. If monthly reconciliations had been prepared, the irregularities regarding the deposit of utility collections may have been identified in a more timely manner.

For the period May 19, 2009 through March 31, 2013, Ms. Kubly prepared 669 utility deposits. We compared images of checks and documents for cash deposited to the City's bank account to payments recorded in the City's utility software for each of the 669 deposits to determine if all collections were properly posted to the City's utility software.

Because Ms. Kubly had control over all utility records for the City, we reviewed deposit detail obtained from the City's bank for all utility deposits she prepared. In addition, we obtained and reviewed listings prepared by Ms. Kubly documenting payments recorded to the City's utility software. We also reviewed payments recorded in the City's utility software to identify the amounts actually posted to the customers' accounts.

The listings prepared by Ms. Kubly agreed with the amounts and accounts posted in the City's utility software. However, when we compared the deposit detail obtained from the City's bank to payments recorded on Ms. Kubly's listings and in the City's utility software and utility account history reports, we identified variances between what was recorded and what was actually deposited to the City's bank account for 233 of the 669 deposits prepared by Ms. Kubly. The variances identified include:

1. Utility Overbillings - Checks deposited to the City's bank account for which the check amount exceeded the payment posted in the City's utility software for the customer. The "excess" amounts of the checks were posted to other accounts within the City's utility software. These checks are discussed in more detail in the Utility Overbillings section of this report.
2. Unrecorded Utility Billings - Checks deposited to the City's bank account which were not recorded in the corresponding customer account within the City's utility software. Instead, the payments were posted to other accounts within the City's utility software. The accounts within the City's utility software for the individuals who issued the checks did not reflect a balance due for the payments because the accounts did not include a billing for that month. These checks are discussed in more detail in the Unrecorded Utility Billings section of this report.
3. Delayed Deposits - Checks which were not deposited with other collections received during the same period. Instead, the checks were held and substituted for payments from other customers in a subsequent deposit. These checks are discussed in more detail in the Delayed Deposits section of this report.
4. Other Improperly Recorded Utility Payments – Checks and cash deposited to the City's bank account which were improperly recorded in the City's utility software. These checks are discussed in more detail in the Other Improperly Recorded Utility Payments section of this report.

Using records obtained from the City's bank, we also determined the amount of cash included in each of the 669 utility deposits prepared by Ms. Kubly. We also determined the amount of cash deposited for utility collections after Ms. Kubly left the City's employment. During the approximately 46 months Ms. Kubly was employed as the Utility Billing Clerk, the deposits she prepared included \$34,469.53 of cash, which is an average monthly cash amount of approximately \$750.00. However, cash included in the utility deposits increased significantly after Ms. Kubly's resignation. Utility collections deposited from March 14, 2013 through July 31, 2013 included \$8,310.78 of cash, or a monthly average of approximately \$1,847.00 for the 4.5 month period.

We also determined the average amount of cash included in the utility deposits Ms. Kubly prepared throughout the course of her employment. The average monthly cash deposits for the period from May 19, 2009 through March 19, 2013 are summarized in **Table 2**. As illustrated by the **Table**, the average month cash deposits decreased from the \$1,363.24 during the first month of Ms. Kubly's employment. The **Table** also illustrates the average monthly cash deposit made by Ms. Kubly from May 19, 2009 through March 19, 2013 ranged from \$512.13 to \$1,363.24.

Time Period	Average Monthly Utility Cash Deposits
05/19/09 – 06/30/09	\$ 1,363.24
07/01/09 – 12/31/09	1,052.44
01/01/10 – 06/30/10	931.77
07/01/10 – 12/31/10	610.63
01/01/11 – 06/30/11	658.80
07/01/11 – 12/31/11	657.30
01/01/12 – 06/30/12	753.98
07/01/12 – 12/31/12	512.13
01/01/13 – 03/19/13	544.86

As previously stated, the average monthly cash deposits for utility collections increased significantly after Ms. Kubly's resignation. These deposits were prepared and made by the City Clerk. The City Clerk also periodically deposited utility collections during the period of Ms. Kubly's employment. We compared the deposit detail obtained from the City's bank for some of the deposits made by the City Clerk to payments posted in the City's utility software. We did not identify any variances between the deposits made to the City's bank account and the payments posted to the City's utility software for the deposits made by the City Clerk. If there had been any variances, they should have been easily identified by Ms. Kubly as part of her responsibilities as the Utility Billing Clerk.

We reviewed certain records to determine how Ms. Kubly was able to ensure the payments recorded in the City's utility software agreed with the amounts deposited to the City's bank account. As a result, we identified certain utility customers were overbilled, some utility billings were unrecorded and some payments were recorded in the City's utility software for an incorrect account and/or amount. Our findings are discussed in detail in the following paragraphs.

1. **Utility Overbillings** – We determined 3 commercial utility customers, Western Iowa Co-op, Westwood Community School District and Family Car Wash, were overbilled on a number of occasions. When we compared deposit detail obtained from the City’s bank to payments recorded in the City’s utility software, we identified payments recorded in the City’s utility software for the 3 commercial utility customers for amounts less than the amount of checks they submitted to the City. The “excess” amounts of the checks were posted to other accounts within the City’s utility software. As previously stated, Ms. Kubly was responsible for preparing and mailing billings, receipting and depositing collections, posting collections to customer accounts and accounting records and preparing deposits.

The 3 utility customers identified are discussed in detail in the following paragraphs.

- **Western Iowa Co-op** – According to the City Clerk and based on our review of the City’s utility software, Western Iowa Co-op is 1 of the City’s largest utility customers. Western Iowa Co-op has 4 meters which are shown as separate accounts in the City’s utility billing system. As a result, 4 separate utility bills are sent to Western Iowa Co-op each month. However, 1 check is received by the City for all 4 accounts.

As previously stated, during our comparison of payments posted in the City’s utility software to deposit detail obtained from the City’s bank, we identified checks from Western Iowa Co-op which were recorded in the City’s utility software for less than the actual amount of the related checks. As a result, we obtained copies of monthly utility billing postcards from Western Iowa Co-op for all 4 accounts for the period June 1, 2009 through March 31, 2013.

We determined the account for the meter located at Western Iowa Co-op’s fertilizer building was overbilled for 16 of the 46 months between June 1, 2009 and March 31, 2013. We also determined the accounts for the 3 meters located at Western Iowa Co-op’s other buildings were billed the proper amount.

By comparing the utility billing postcards obtained from Western Iowa Co-op to the payments recorded in the City’s utility software, we determined they did not agree. For the 16 differences identified, the amount shown on the billing postcard exceeded the payment amount recorded in the City’s utility software. Based on the meter readings for Western Iowa Co-op, the billing amounts recorded in the City’s utility billing system were correct. However, the billing amounts shown on the utility billing postcards sent to Western Iowa Co-op were altered to reflect a larger amount due. Because Western Iowa Co-op submitted a check to the City for the amount shown on the utility billing postcards, Western Iowa Co-op was overbilled.

By examining the utility billing postcards obtained from Western Iowa Co-op, we determined it appears they were originally printed by the City’s utility billing system. However, the consumption amount and/or amount due were whited out and new numbers were handwritten on the utility billing postcards. It was Ms. Kubly’s responsibility to prepare and mail the billing postcards. She was also responsible for reviewing any remittance stubs (the perforated portion on the right side of the billing postcards) submitted with payments and ensuring payments were appropriate based on billings recorded in the utility software.

Appendix 1 includes 2 copies of the utility billing postcards obtained from Western Iowa Co-op. As illustrated by the **Appendix**, the amount of water consumed and related charges were manually written. While only 1 of the 4 Western Iowa Co-op accounts was overbilled, it appears the utility billing postcards for all 4 accounts were manually prepared on occasion.

Exhibit B lists the billing due dates and amounts billed to Western Iowa Co-op as shown on the utility billing postcards sent to the Co-op. By tracing the amounts billed to checks deposited in the City's bank account, we determined Western Iowa Co-op paid the amounts billed. The **Exhibit** also includes the dates corresponding payments were posted in the City's utility software. By reviewing the account histories in the City's utility software, we determined the payments posted agreed with the billing amounts recorded for each month. As previously stated, the amounts summarized in **Exhibit B** are for all 4 Western Iowa Co-op meters.

In addition, the **Exhibit** includes the amount Western Iowa Co-op was overbilled each month. As illustrated by the **Exhibit**, Western Iowa Co-op was overbilled \$6,459.78 from June 2009 through March 2013. The **Exhibit** also illustrates the amount Western Iowa Co-op was overbilled ranged from \$64.63 to \$804.43 per month.

By performing a detailed comparison between the payments recorded in the City's utility software to the checks deposited to the City's bank account for the period June 1, 2009 through March 31, 2013, we determined Ms. Kubly applied the amounts overbilled to and paid by Western Iowa Co-op to payments recorded in the City's utility software for other accounts. She was able to make the total payments recorded agree with the amount actually deposited to the bank.

The excess amount billed to and paid by Western Iowa Co-op was deposited to the City's bank account and used to replace amounts properly billed to and recorded for other utility customers. The excess amount paid by Western Iowa Co-op was substituted by Ms. Kubly for other undeposited collections. **Appendix 2** illustrates a comparison of deposit detail and payment postings for July 6, 2010 which illustrates how the excess amount billed to and paid by Western Iowa Co-op was used to "offset" or replace collections received from other utility customers.

Because Western Iowa Co-op paid \$6,459.78 more than appropriate and this amount was used to replace amounts collected but not properly deposited for other accounts, the overbillings are included in **Exhibit A**.

- Westwood Community School District - According to the City Clerk and based on our review of the City's utility software, Westwood Community School District (District) is 1 of the City's largest utility customers. The District has 5 meters which are shown as separate accounts in the City's utility software. As a result, 5 separate utility bills are sent to the District each month. However, the District issues 1 check to the City each month for all 5 accounts.

As previously stated, during our comparison of payments posted in the City's utility software to deposit detail obtained from the City's bank, we identified checks from the District which were recorded in the City's utility software for less than the actual amount of the related checks. As a result, we requested copies of monthly utility billing postcards from the District for all 5 accounts for the period June 1, 2009 through March 31, 2013. However, the District was not able to readily provide all of the utility billing postcards it received during this period. Instead, the District provided a vendor listing prepared from the District's accounting system. According to District officials, the amount of the individual payments recorded in the accounting system would have been based on the billings received from the City. We subsequently received copies of most of the billing postcards from the District and ensured they agreed with the District's accounting system.

We determined 1 of the District's accounts was overbilled for 10 of the 46 months between June 1, 2009 and March 31, 2013. We also determined the accounts for the other 4 meters were billed the proper amount.

By comparing the utility billing postcards and vendor history reports obtained from the District to the payments recorded in the City's utility software, we determined they did not agree. Based on the meter readings for the District, the billing amounts recorded in the City's utility billing system were correct. However, the billing amounts shown on the utility billing postcards sent to the District were altered to reflect a larger amount due. Because the District submitted a check to the City for the amount shown on the utility billing postcards, the District was overbilled.

By examining the utility billing postcards available from the District, we determined it appears they were originally printed by the City's utility billing system. However, the consumption numbers and/or amount due were whited out and new numbers were handwritten on the utility billing postcards. It was Ms. Kubly's responsibility to prepare and mail the billings. She was also responsible for reviewing any remittance stubs (the perforated portion on the right side of the billing postcards) submitted with payments and ensuring payments were appropriate based on billings recorded in the utility software.

Appendix 3 includes copies of utility billing postcards obtained from the District for 2 of the District's 5 accounts. The handwritten portions of the billing postcard for 1 of the accounts were manually adjusted from amounts generated by the utility billing system.

Exhibit C lists amounts billed to the District each month as shown on the utility billing postcards and/or vendor history reports provided by the District. By tracing the amounts from the vendor history reports to checks deposited in the City's bank account, we determined the District paid the amounts billed. The **Exhibit** also includes the dates corresponding payments were posted in the City's utility software. By reviewing the account histories in the City's utility software, we determined the payments posted agreed with the billing amounts recorded for each month. As previously stated, the amounts summarized in **Exhibit C** are for all 5 District meters.

In addition, the **Exhibit** includes the amount Westwood Community School District was overbilled each month. As illustrated by the **Exhibit**, Westwood Community School District was overbilled \$2,309.29 from June 2009 through March 2013. The **Exhibit** also illustrates the amount the District was overbilled ranged from \$100.00 to \$398.70 per month.

By performing a detailed comparison between the payments recorded in the City's utility software to the checks deposited to the bank for the period June 1, 2009 through March 31, 2013, we determined Ms. Kubly applied the amounts overbilled to and paid by the District to payments recorded in the City's utility software for other accounts. She was able to make the total payments recorded agree with the amount actually deposited to the bank.

The excess amount billed to and paid by the District was deposited to the City's bank account and used to replace amounts properly billed to and recorded for other utility customers. The excess amount paid by the District was substituted by Ms. Kubly for other undeposited collections. **Appendix 4** shows a comparison of deposit detail and payment postings for October 21, 2010 which illustrates how the

excess amount billed to and paid by the District was used to “offset” or replace collections received from other utility customers.

Because the District paid \$2,309.29 more than appropriate and this amount was used to replace amounts collected but not properly deposited for other accounts, the overbillings are included in **Exhibit A**.

- **Family Car Wash** - According to the City Clerk and based on our review of the City’s utility software, Family Car Wash is also a utility customer which purchases a significant amount of water each month. During our comparison of payments posted in the City’s utility software to deposit detail obtained from the City’s bank, we identified checks from Family Car Wash which were recorded in the City’s utility software for less than the actual amount of the related checks. As a result, we attempted to obtain copies of monthly utility billing postcards from the owner of Family Car Wash. However, according to the owner, he did not retain the utility billing postcards received from the City.

By comparing the checks deposited in the City’s bank account from Family Car Wash to billings recorded for the corresponding account in the City’s utility software, we determined the account was overbilled for 8 of the 42 months between June 1, 2009 and November 30, 2012.

Exhibit D compares the amounts paid by Family Car Wash to the billing and payment amounts recorded in the City’s utility software for the period June 2009 through November 2012. As illustrated by the **Exhibit**, checks from Family Car Wash deposited to the City’s bank account from June 2009 through November 2012 exceeded the billings and payments recorded in the City’s utility software by \$1,061.49. Ms. Kubly had the same opportunities to improperly increase the utility billing postcards sent to Family Car Wash as she did for Western Iowa Co-op and Westwood Community School District. Because the nature of the transactions and checks reviewed for Family Car Wash are the same as those identified for Western Iowa Co-op and Westwood Community School District, we determined Family Car Wash was overbilled \$1,061.49.

In addition to the overbillings included in **Exhibit D**, Family Car Wash was improperly billed for late fees in early 2013 because Ms. Kubly did not post a payment made by Family Car Wash in a timely manner. By reviewing the account history in the City’s utility software, we determined it was not unusual for Family Car Wash to make some payments after the monthly due date. However, based on the account history and images of checks from Family Car Wash which were deposited in the City’s bank account, we determined there was not a balance due for the account as of November 30, 2012.

Because the December 2012 and January 2013 utility billings were not paid in a timely manner, Family Car Wash owed \$622.74 to the City at January 29, 2013. Based on records available for our review, we determined the \$622.74 balance was paid by Family Car Wash with a check dated January 31, 2013. However, when the \$622.74 check was deposited to the City’s bank account on February 14, 2013, it was not properly posted to the Family Car Wash’s utility account.

Table 3 summarizes the transactions recorded in the City’s utility software for Family Car Wash from November 30, 2012 through April 4, 2013.

Table 3

Date	Description	Amount	Balance Due
11/30/12	Balance due		\$ -
12/31/12	Monthly billing (due 01/15/13)	\$ 238.87	238.87
01/16/13	Late fee for unpaid balance	21.95	260.82
01/31/13	Monthly billing (due 02/15/13)	361.92	622.74*
02/05/13 [^]	Payment posted to account	(253.24) [^]	369.50
02/14/13 [~]	Payment posted to account	(180.00) [~]	189.50
02/19/13	Late fee for unpaid balance	18.95	208.45
02/27/13	Monthly billing (due 03/15/13)	147.92	356.37
03/19/13	Late fee for unpaid balance	13.45	369.82
03/27/13	Monthly billing (due 04/15/13)	340.52	710.34
04/04/13	Payment posted to account	(710.34)	-

* - Family Car Wash submitted a \$622.74 check to the City dated January 31, 2013.

[^] - Based on information obtained from the City's bank, payments from other customers were posted to Family Car Wash's account on 02/05/13.

[~] - Of the \$622.74 check from Family Car Wash deposited to the City's bank account on 02/14/13, only \$180.00 was posted to the proper account. The remaining funds were posted to other customers' accounts.

As illustrated by the **Table**, 2 payments were improperly posted to the Family Car Wash account after the date of the \$622.74 check deposited by the City. In addition, the account still reflected \$189.50 was due after the improper payments were posted February 5 and February 14, 2013. Had the \$622.74 check been deposited intact in a timely manner, the balance due in early February would have been zero and the \$18.95 late fee would not have been incurred on February 19, 2013.

The improper \$189.50 balance due was subsequently satisfied when the \$710.34 payment from Family Car Wash was deposited on April 4, 2013. Because the improper \$189.50 balance was included in the \$710.34 balance due on March 27, 2013, Family Car Wash paid the obligation a second time.

Table 4 summarizes the total overbillings paid by Family Car Wash. The \$1,269.94 total illustrated by the **Table** is included in **Exhibit A**.

Table 4

Description	Amount
Overbillings from Exhibit D	\$ 1,061.49
Improper balance due, 02/14/13	189.50
Late fee on unpaid balance, 02/19/13	18.95
Total overbillings	<u>\$ 1,269.94</u>

By performing a detailed comparison between the payments recorded in the City's utility software to the checks deposited to the City's bank account for the period June 1, 2009 through March 31, 2013, we determined Ms. Kubly applied the amounts overbilled to Family Car Wash to payments recorded in the City's utility software for other accounts. She was able to make the total payments recorded agree with the amount actually deposited to the bank.

The excess amount billed to and paid by Family Car Wash was deposited to the City's bank account and used to replace amounts properly billed to and recorded for other utility customers. The excess amount paid by Family Car Wash was substituted Ms. Kubly for other undeposited collections. **Appendix 5** shows a comparison of deposit detail and payment postings for February 14, 2013 which illustrates how the excess amount billed to and paid by Family Car Wash was used to offset or replace collections received from other utility customers.

2. **Unrecorded Utility Billings** – As previously stated, we identified checks deposited to the City's bank account which were not recorded as payments in the City's utility software for the customers who made the payments. Because the City changed utility software in June 2012, we were unable to identify specific payments in the residents' and business' accounts prior to June 2012. For each check identified, we determined the customer's account within the City's utility software did not include a billing for the month the payment was received.

Because we identified payments deposited in the City's bank account which were not recorded as payments in the proper accounts within City's utility software, we reviewed all available account histories to determine if we could identify any additional customer accounts which included unrecorded billings. As a result of our review, we identified 46 instances of unrecorded billings. Each instance showed no water was consumed and amounts were not due for water, sewer and garbage services and landfill fees.

For each of the 46 instances identified, the accounts were active at the time the monthly bills were not recorded and in each instance the account should have been billed. While the account histories for the 46 instances identified did not include any water consumed, we were able to determine the number of gallons consumed for the month a billing was not recorded by reviewing activity for the account in the preceding and succeeding months. Using the number of gallons consumed and billing rates and flat fees established by the City Council, we were able to calculate the amount due for water, sewer and garbage services and landfill fees.

According to the City Clerk, the City had several utility customers come to City Hall and inquire about their utility bill because they had not received a utility bill in the mail. The City Clerk also stated Ms. Kubly often explained the bills must have gotten lost in the mail or caught in the Post Office's machines. She then provided the customer with an amount due. The City Clerk stated this happened frequently enough she spoke with the Postmaster about it. However, according to the City Clerk, the Postmaster was not aware of any problems with the delivery of the utility billing postcards. In addition, the Postmaster did not report the cards were jamming their machines.

According to the City Clerk, she had Ms. Kubly contact the vendor of the utility billing postcards to determine if there were different weights of card stock available for the utility billing postcards. The City Clerk stated the vendor told Ms. Kubly there was only 1 weight of card stock available and the vendor was not aware of any other municipalities which used the same card stock as the City having any problems.

Exhibit E lists the 46 instances identified for which a billing was not properly recorded. The **Exhibit** includes the customers' utility account numbers and the amount which should have been billed. As illustrated by the **Exhibit**, the City should have billed and collected \$3,245.16 for the 46 instances identified.

By reviewing images of checks deposited to the City's bank account, we determined the City received a payment for 20 of the 46 instances identified. The 20 payments total \$1,615.90 and are included in **Exhibit E**. As illustrated by the **Exhibit**, the 20 payments did not agree with the calculated billing amounts. The calculated billing amount was less than the amount collected for 17 of the 20 collections. We were unable to determine if Ms. Kubly used prior utility billings or if she made up an amount due when the customer called or came to City Hall to inquire about their utility bill.

We did not identify any specific deposits in the City's bank account during the month of the unrecorded billing, the preceding month or the succeeding month for the remaining 26 instances. For these instances, it is possible the collection was held to substitute for other collections after the succeeding month or a collection was not received by the City. However, it is most likely cash was collected for the unrecorded billings but the cash was not properly deposited. We asked the City Clerk and the current Utility Billing Clerk to review the list of accounts for which a payment could not be located. They identified 17 of the 26 instances were accounts for which cash payments are typically received. In addition, the "Bill pay" function is typically used for 1 account, money orders are submitted for 1 account and the remaining 7 accounts are sometimes paid with a check and sometimes paid with cash. As a result, it is not unexpected checks were not deposited to the City's bank account for the unrecorded billings.

It seems unlikely the unrecorded billings were an oversight on the part of Ms. Kubly. For the consumption amount to equal zero, she would have had to manually adjust the meter readings for the month of the unrecorded billings. She would also have to manually adjust the following month's meter reading in order to generate a billing for just 1 month's consumption rather than 2 months. For each of the 46 unrecorded billings identified, there was a gap in the meter readings which occurred during the month a billing was not recorded.

By performing a detailed comparison between the payments recorded in the City's utility software to the checks deposited to the City's bank account for the period June 2012 through February 2013, we determined Ms. Kubly applied the collections for the amounts billed but not recorded to payments recorded in the City's utility software to other accounts. She was able to make the total payments recorded agree with the amount deposited to the bank.

The collections for the unrecorded billings were deposited to the City's bank account and used to replace amounts properly billed to and recorded for other utility customers. The amounts paid for the unrecorded billings were substituted by Ms. Kubly for other undeposited collections.

As a result, the \$3,245.16 of unrecorded utility billings are included in **Exhibit A**. As previously stated, we were unable to perform a detailed comparison for the period May 19, 2009 through June 29, 2012 because customer account histories were not available.

3. **Delayed Deposits** – By comparing images of checks deposited to the City's bank account to payments recorded in the City's utility software, we determined certain checks were not deposited on the date the payment was posted to the City's utility software. Instead, the checks were deposited at a later date and were posted to other customer accounts within the City's utility software. Because the total amount deposited each day agreed with the

total of payments recorded in the City's utility software, it is apparent certain collections were substituted for others.

Appendix 6 shows a comparison of deposit detail and payment postings for selected days which illustrates how certain checks were held and later substituted for other undeposited collections in subsequent deposits. As illustrated by the **Appendix**, we identified 5 checks totaling \$320.59 recorded in the City's utility software on November 19, 2012. However, the 5 checks were not included in the November 19, 2012 deposit prepared by Ms. Kubly. Instead, the 5 checks were deposited on November 28, 2012. As shown by the **Appendix**, 4 checks totaling \$243.39 were recorded in the City's utility software on November 28, 2012 but were not deposited by Ms. Kubly until November 30, 2012. However, the payments recorded in the City's utility software and the deposits on November 28, 2012 and November 30, 2012 agreed in total.

4. **Other Improperly Recorded Utility Payments** - By comparing payments recorded in the City's utility software to images of checks and documents related to cash were deposited to the City's bank account, we identified additional variances which were not a result of overbilling customers, unrecorded collections or delayed deposits. However, the variances make it apparent certain collections were substituted for other collections which were not properly deposited.

Appendix 7 shows a comparison of deposit detail and payment postings for selected days which illustrate collections deposited to the City's bank account were improperly recorded in the City's utility software. Each deposit included in the **Appendix** was prepared by Ms. Kubly. As illustrated by the **Appendix**, the payments were recorded in an incorrect account and/or an incorrect amount. For example, utility payments deposited on March 24, 2011 from Heck and Harm in the amounts of \$80.00 and \$65.00, respectively, were recorded in the City's utility software as payments from Heck and Flanders in the amounts of \$74.37 and \$70.63, respectively. As illustrated by the **Appendix**, the total collections deposited agreed with the total payments recorded in the City's utility software.

Because records which document if payments were made in cash or by checks were not available from the City, we were unable to determine specific reasons for recording payments in an incorrect account and/or an incorrect amount. However, it is likely the incorrect recordings were necessary to make certain accounts "current" within the City's utility software. For the example from **Appendix 2**, it is likely a previous payment made on Flander's account was substituted for a payment in another account, causing an unpaid balance in Flander's account. If a payment was not improperly posted to Flander's account, an improper unpaid balance would be reflected in Flander's account.

If detailed supporting documentation which listed all collections and specified the form of payment as cash or checks had been available, we may have been able to identify specific collections which were not properly deposited and were substituted with other collections.

In addition to the variances identified between what was recorded in the City's utility software and what was actually deposited to the City's bank account, we determined the \$40.00 of cash collected by the City Clerk on March 6, 2013 was not deposited to the City's bank account. As previously stated, the City Clerk stated a residential utility customer came to City Hall and paid \$40.00 in cash for their utility bill. Because Ms. Kubly was not at City Hall at that moment, the City Clerk collected the utility payment and left the \$40.00 of cash for Ms. Kubly to post to the utility software and prepare for deposit when she returned. However, when the next deposit of utility collections was made on March 8, 2013, it did not include any cash.

We reviewed the deposit made to the City's bank account on March 8, 2013 and the account maintained in the City's utility software for the customer identified by the City Clerk. We confirmed the deposit did not include any cash. We also determined the \$40.00 cash payment was not posted to the customer's account. The \$40.00 not deposited to the City's bank account is included in **Exhibit A**.

Taxes from the State of Iowa – The majority of revenues received from the State of Iowa are road use tax and local option sales tax. We confirmed payments to the City by the State of Iowa and determined they were all properly deposited to the City's bank account.

Taxes from Woodbury County – We confirmed payments to the City by Woodbury County and determined they were all properly deposited to the City's bank account.

Miscellaneous Revenues – The City receives revenue for miscellaneous fees. These fees include community center rentals and pet licenses. As previously stated, receipts were to be prepared for all collections of miscellaneous fees. However, receipts were not prepared for all collections. In addition, the City did not maintain any other type of documentation which included a listing of all collections received. As a result, we were unable to determine if all collections were properly deposited.

Recommended Control Procedures

As part of our investigation, we reviewed the procedures used by the City of Sloan to perform bank reconciliations and process receipts, disbursements and payroll. An important aspect of internal control is to establish procedures that provide accountability for assets susceptible to loss from error and irregularities. These procedures provide the actions of one individual will act as a check of those of another and provide a level of assurance errors or irregularities will be noted within a reasonable time during the course of normal operations. Based on our findings and observations detailed below, the following recommendations are made to strengthen the City of Sloan's internal controls.

- A. **Segregation of Duties** - An important aspect of internal control is the segregation of duties among employees to prevent an individual employee from handling duties which are incompatible. The former Utility Billing Clerk had control over each of the following areas for the City.
- (1) Receipts - collecting, journalizing, posting and deposit preparation.
 - (2) Utilities - preparing billings, collecting, assessing penalties, depositing and posting payments to customer accounts and recording payments in the City's utility software.

In addition, the former Utility Billing Clerk was responsible for preparing and making deposits. An initial receipt listing was not prepared by someone independent of other receipt duties.

Also, the City Clerk has control over each of the following areas for the City.

- (1) Payroll – preparing, signing and distributing.
- (2) Disbursements - preparing checks, signing, distributing and posting.
- (3) Financial records – preparing City Council minutes, financial reporting and bank reconciliations.

Recommendation - We realize segregation of duties is difficult with a limited number of office employees. However, the functions listed above should be segregated. In addition, City Council members should periodically review records related to utility billings, collections and deposits, perform or review monthly utility reconciliations and examine supporting documentation for accounting records. In addition, City Council members should review financial records, perform reconciliations and examine supporting documentation for accounting records on a periodic basis.

To improve financial accountability and control, an initial receipt listing should be prepared by someone independent of other receipt duties for all collections received through the mail to ensure all collections have been receipted in at the initial point of contact.

- B. Utility Billings, Reconciliations and Delinquencies – Utility billings were not periodically reconciled to the amounts collected and unpaid balances.

Recommendation – Procedures should be established to reconcile utility billings, collections and delinquent accounts for each billing period. The City Council should ensure an independent party reviews the reconciliation.

- C. Deposits – All receipts were not deposited intact and the composition of deposits did not reconcile to the City’s utility software. While the City’s utility software printed payments recorded on the utility software, the Utility Billing Clerk manually prepared spreadsheets to document payments recorded; however, the manually prepared spreadsheet frequently did not agree with payments collected.

Recommendation – All collections should be deposited intact and an independent person should review collections received to deposits to ensure the composition of the deposit agrees with the City’s utility software.

In addition, the City’s utility software generated reports should be attached to deposit slips to support the amount collected and recorded.

- D. Pre-Numbered Receipts – The City uses pre-numbered receipts, but receipts were not issued for all collections. Because receipts were not issued for all collections, we were unable to determine if miscellaneous revenue was properly collected, recorded and deposited. In addition, we identified pages missing from the City’s receipt books.

Recommendation – Prenumbered receipts should be issued for all collections at the time of collection to provide additional control over the proper collection and recording of all money. Copies of the prenumbered receipts should be retained.

Exhibits

Report on Special Investigation of the
City of Sloan

Summary of Findings
For the period May 19, 2009 through March 31, 2013

Description	Exhibit	Amount
Undeposited collections:		
Overbilled utility customers:		
Western Iowa Co-op	Exhibit B	\$ 6,459.78
Westwood Community School District	Exhibit C	2,309.29
Family Car Wash	Table 4	1,269.94
		\$ 10,039.01
Unrecorded utility billings	Exhibit E	3,245.16
Cash from March 6, 2013	Page 18	40.00
Total		\$ 13,324.17

Exhibit BReport on Special Investigation of the
City of SloanComparison of Billings to Postings for Western Iowa Co-op
For the period May 19, 2009 through March 31, 2013

Per Billing Stubs Obtained from Western Iowa Co-op		Per Posting in City's Utility Software		Amount
Billing Due Date	Amount Billed and Paid~	Date Payment Posted	Amount Billed and Collected	Overbilled and Collected
06/15/09	\$ 276.89	06/15/09	\$ 276.89	-
07/15/09	748.34	07/14/09	748.34	-
08/15/09	669.80	08/17/09	669.80	-
09/15/09	344.52	09/15/09	344.52	-
10/15/09	298.08	10/14/09	298.08	-
11/15/09	57.34	11/10/09	57.34	-
12/15/09	49.63	12/22/09	49.63	-
01/15/10	40.26	01/22/10	40.26	-
02/15/10	37.09	02/16/10	37.09	-
03/15/10	34.87	03/16/10	34.87	-
04/15/10	39.79	04/20/10	39.79	-
05/15/10	207.54	05/18/10	207.54	-
06/15/10	267.40	06/15/10	267.40	-
07/15/10	814.55	07/06/10	263.72 #	550.83
08/15/10	664.81	08/17/10	138.10 #	526.71
09/15/10	157.76	09/21/10	157.76	-
10/15/10	117.53	10/19/10	117.53	-
11/15/10	161.28	11/16/10	161.28	-
12/15/10	258.43	12/23/10	258.43	-
01/15/11	64.25	01/17/11	64.25	-
02/15/11	39.08	02/15/11	39.08	-
03/15/11	40.79	03/15/11	40.79	-
04/15/11	52.35	04/20/11	52.35	-
05/15/11	287.54	05/16/11	72.54 #	215.00
06/15/11	456.81	06/14/11	156.35 #	300.46

Report on Special Investigation of the
City of Sloan

Comparison of Billings to Postings for Western Iowa Co-op
For the period May 19, 2009 through March 31, 2013

Per Billing Stubs Obtained from Western Iowa Co-op		Per Posting in City's Utility Software		Amount Overbilled and Collected
Billing Due Date	Amount Billed and Paid~	Date Payment Posted	Amount Billed and Collected	
07/15/11	653.90	07/18/11	653.90	-
08/15/11	981.75	08/12/11	458.74 #	523.01
09/15/11	578.79	09/20/11	180.54 #	398.25
10/15/11	166.75	10/18/11	69.17 #	97.58
11/15/11	79.31	11/15/11	79.31	-
12/15/11	187.60	12/20/11	51.28 #	136.32
01/15/12	112.73	01/17/12	48.10 #	64.63
02/15/12	38.01	02/13/12	38.01	-
03/15/12	38.87	03/13/12	38.87	-
04/15/12	108.42	04/17/12	38.44 #	69.98
05/15/12	618.80	05/14/12	45.71 #	573.09
06/15/12	578.79	06/11/12	45.50 #	533.29
07/15/12	1,232.77	07/16/12	462.37 #	770.40
08/15/12	1,266.80	08/11/12	462.37 #	804.43
09/15/12	1,078.69	09/17/12	301.87 #	776.82
10/15/12	158.91	10/16/12	39.93 #	118.98
11/15/12	64.54	11/14/12	64.54	-
12/15/12	95.89	12/21/12	95.89	-
01/15/13	82.10	01/15/13	82.10	-
02/15/13	53.46	01/29/13	53.46	-
03/15/13	53.04	03/18/13	53.04	-
Total	\$ 14,416.65		\$7,956.87	6,459.78

~ - Payment was traced to check deposited in City's bank account.

- In addition to the amount billed being manually increased on the billings,
the meter readings were also manually increased.

Exhibit CReport on Special Investigation of the
City of SloanComparison of Billings to Postings for Westwood Community School District
For the period May 19, 2009 through March 31, 2013

Per Westwood Community School District#		Per Posting in City's Utility Software		Amount
Month	Amount Billed and Paid~	Date Payment Posted	Amount Billed and Collected	Overbilled and Collected
June 2009	\$ 724.18	06/11/09	\$ 724.18	-
July 2009	498.85	07/10/09	498.85	-
August 2009	380.09	09/04/09	380.09	-
September 2009	1,229.76	09/24/09	1,229.76	-
October 2009	817.92	10/22/09	817.92	-
November 2009	738.86	11/17/09	738.86	-
December 2009	711.67	12/21/09	711.67	-
January 2010	607.44	01/22/10	607.44	-
February 2010	493.83	02/16/10	493.83	-
March 2010	702.72	03/17/10	702.72	-
April 2010	707.47	04/27/10	707.47	-
May 2010	615.57	05/17/10	615.57	-
June 2010	762.36	06/14/10	762.36	-
July 2010	677.69	07/21/10	677.69	-
August 2010	278.10	08/24/10	278.10	-
September 2010	262.30	09/14/10	262.30	-
October 2010	1,046.10	10/25/10	846.10	200.00
November 2010	797.60	11/16/10	507.60	290.00
December 2010	761.00	12/20/10	561.00	200.00
January 2011	745.10	01/27/11	545.10	200.00
February 2011	482.00	02/22/11	382.00	100.00
March 2011	662.00	03/22/11	462.00	200.00
April 2011	683.00	04/22/11	383.00	300.00
May 2011	661.10	05/20/11	661.10	-
June 2011	628.40	06/14/11	628.40	-

Report on Special Investigation of the
City of Sloan

Comparison of Billings to Postings for Westwood Community School District
For the period May 19, 2009 through March 31, 2013

Per Westwood Community School District#		Per Posting in City's Utility Software		Amount
Month	Amount Billed and Paid~	Date Payment Posted	Amount Billed and Collected	Overbilled and Collected
July 2011	323.10	07/18/11	323.10	-
August 2011	431.30	08/16/11	431.30	-
September 2011	661.70	09/15/11	661.70	-
October 2011	965.70	10/17/11	965.70	-
November 2011	958.60	11/15/11	958.60	-
December 2011	759.20	12/16/11	659.20	100.00
January 2012	706.00	01/16/12	706.00	-
February 2012	545.70	02/16/12	545.70	-
March 2012	741.00	03/22/12	741.00	-
April 2012	741.00	04/17/12	741.00	-
May 2012	935.10	05/21/12	935.10	-
June 2012	774.10	07/03/12	774.10	-
July 2012	473.10	07/17/12	473.10	-
August 2012	1,504.30	08/16/12	1,504.30	-
September 2012	464.50	09/18/12	464.50	-
October 2012	929.90 ^	10/15/12	531.20	398.70
November 2012	985.19 ^	11/19/12	664.60	320.59
December 2012	722.79 ^	12/12/12	722.79	-
January 2013	1,164.20	01/15/13	1,164.20	-
February 2013	972.50	02/12/13	972.50	-
March 2013	636.70	03/15/13	636.70	-
Total	<u>\$ 33,070.79</u>		<u>\$ 30,761.50</u>	<u>2,309.29</u>

- Per vendor history report obtained from the District's accounting system.

^ - Copy of billing stub obtained from District. The stub agrees with the District's vendor history report.

~ - Payment was traced to check deposited in City's bank account.

Exhibit D

Report on Special Investigation of the
City of SloanComparison of Billings to Postings for Family Car Wash
For the period May 19, 2009 through March 31, 2013

<u>Month</u>	<u>Amount Paid</u>	<u>Per City's Utility Software</u>		<u>Amount Overbilled and Collected</u>
		<u>Date Payment Posted</u>	<u>Amount Paid</u>	
June 2009	\$ 300.29	06/16/09	\$ 300.29	-
July 2009	366.89	07/21/09	366.89	-
August 2009	312.69	08/07/09	312.69	-
September 2009	302.63	09/24/09	302.63	-
October 2009	-	-	-	-
November 2009	672.80	10/30/09	672.80	-
December 2009	-	-	-	-
January 2010	636.88	01/13/10	636.88	-
February 2010	158.14	02/26/10	158.14	-
March 2010	266.95	03/15/10	266.95	-
April 2010	489.36	04/27/10	469.36	20.00
May 2010	463.80	05/18/10	463.80	-
June 2010	333.02	06/16/10	333.02	-
July 2010	327.94	07/16/10	327.94	-
August 2010	321.26	08/17/10	321.26	-
September 2010	-	-	-	-
October 2010	591.92	10/06/10	591.92	-
November 2010	-	-	-	-
December 2010	374.31	12/02/10	176.36	197.95
January 2011	294.51	01/24/11	294.51	-

Report on Special Investigation of the
City of Sloan

Comparison of Billings to Postings for Family Car Wash
For the period May 19, 2009 through March 31, 2013

Month	Amount Paid	Per City's Utility Software		Amount Overbilled and Collected
		Date Payment Posted	Amount Paid	
February 2011	364.06	02/15/11	364.06	-
March 2011	551.31	03/15/11	551.31	-
April 2011	533.61	04/15/11	433.61	100.00
May 2011	348.01	05/16/11	348.01	-
June 2011	432.81	06/24/11	104.01	328.80
July 2011	377.21	07/18/11	377.21	-
August 2011	331.96	08/15/11	331.96	-
September 2011	591.42	09/29/11	591.42	-
October 2011	-	-	-	-
November 2011	329.82	11/16/11	329.82	-
December 2011	254.92	12/15/11	254.92	-
January 2012	276.32	01/16/12	276.32	-
February 2012	308.42	02/15/12	308.42	-
March 2012	361.93	03/16/12	254.92	107.01
April 2012	388.67	04/17/12	238.87	149.80
May 2012	329.82	05/16/12	329.82	-
June 2012	399.37	06/15/12	399.37	-
July 2012	442.17	07/26/12	442.17	-
August 2012	335.17	08/16/12	313.07	22.10
September 2012	400.00	10/02/12	264.17	135.83
October 2012	-	-	-	-
November 2012	502.46	11/30/12	502.46	-
Total	\$ 14,072.85		\$ 13,011.36	1,061.49

Report on Special Investigation of the
City of Sloan

Unrecorded Utility Billings
For the period May 19, 2009 through March 31, 2013

Account Number	Billing Date	Meter Reading		Number of Gallons Consumed	
		Previous	Current	Per Meter	x 100
101230001	08/24/12	754	882	128.00	12,800.00
200550001	09/28/12	20417	20460	43.00	4,300.00
201080001	09/28/12	4097	4125	28.00	2,800.00
201120001	09/28/12	5728	5812	84.00	8,400.00
201160001	10/26/12	4702	4758	56.00	5,600.00
201900001	10/26/12	4504	4522	18.00	1,800.00
202150001	10/26/12	7324	7364	40.00	4,000.00
202260001	10/26/12	7055	7124	69.00	6,900.00
202580001	10/26/12	*	*	-	-
101320001	11/28/12	4229	4257	28.00	2,800.00
101480001	11/28/12	1863	1940	77.00	7,700.00
102230001	11/28/12	2712	2730	18.00	1,800.00
200480001	11/28/12	9255	9282	27.00	2,700.00
201090001	11/28/12	2689	2789	100.00	10,000.00
201134001	11/28/12	1569	1590	21.00	2,100.00
201520001	11/28/12	1397	1417	20.00	2,000.00
201630001	11/28/12	2299	2356	57.00	5,700.00
202683001	11/28/12	*	*	-	-
202687001	11/28/12	*	*	-	-
100810001	12/31/12	437	479	42.00	4,200.00
101700001	12/31/12	811	839	28.00	2,800.00
101810001	12/31/12	9972	10017	45.00	4,500.00
200570001	12/31/12	1140	1231	91.00	9,100.00
200680001	12/31/12	3420	3485	65.00	6,500.00

	Calculated Fees					Check Deposit Date	Check Amount
	Water	Sewer	Garbage	Landfill	Total		
\$	32.21	58.40	26.00	4.00	120.61	-	-
	14.02	32.90	14.50	4.00	65.42	-	-
	10.81	28.40	13.00	4.00	56.21	-	-
	22.79	45.20	14.50	4.00	86.49	-	-
	16.80	36.80	13.00	4.00	70.60	-	-
	8.67	25.40	14.50	4.00	52.57	11/02/12	73.00
	13.38	32.00	13.00	4.00	62.38	11/02/12	67.00
	19.58	40.70	13.00	4.00	77.28	11/02/12	86.57
	6.96	23.00	13.00	4.00	46.96	-	-
	10.81	28.40	14.50	4.00	57.71	-	-
	21.29	43.10	14.50	4.00	82.89	-	-
	8.67	25.40	13.00	4.00	51.07	12/27/12	60.00
	10.59	28.10	29.00	4.00	71.69	-	-
	26.22	50.00	14.50	4.00	94.72	12/07/12	100.00
	9.31	26.30	-	4.00	39.61	-	-
	9.10	26.00	13.00	4.00	52.10	-	-
	17.01	37.10	14.50	4.00	72.61	11/30/12	90.00
	6.96	23.00	13.00	4.00	46.96	-	-
	6.96	23.00	13.00	4.00	46.96	-	-
	13.80	32.60	13.00	4.00	63.40	01/03/13	65.00
	10.81	28.40	13.00	4.00	56.21	-	-
	14.45	33.50	14.50	4.00	66.45	-	-
	24.29	47.30	13.00	4.00	88.59	01/11/13	81.29
	18.73	39.50	13.00	4.00	75.23	01/03/13	74.38

Report on Special Investigation of the
City of Sloan

Unrecorded Utility Billings
For the period May 19, 2009 through March 31, 2013

Account Number	Billing Date	Meter Reading		Number of Gallons Consumed	
		Previous	Current	Per Meter	x 100
200700001	12/31/12	5889	5920	31.00	3,100.00
200770001	12/31/12	909	931	22.00	2,200.00
201730001	12/31/12	4914	4987	73.00	7,300.00
201920001	12/31/12	1726	1796	70.00	7,000.00
205260001	12/31/12	511	573	62.00	6,200.00
100790001	01/29/13	622	656	34.00	3,400.00
101230001	01/29/13	1158	1254	96.00	9,600.00
101250001	01/29/13	7056	7105	49.00	4,900.00
101390001	01/29/13	1298	1356	58.00	5,800.00
101410001	01/29/13	1774	1817	43.00	4,300.00
101510001	01/29/13	5395	5446	51.00	5,100.00
101680002	01/29/13	8584	8632	48.00	4,800.00
200480001	01/29/13	9321	9367	46.00	4,600.00
201070002	01/29/13	505	525	20.00	2,000.00
201090001	01/29/13	2896	3003	107.00	10,700.00
201120001	01/29/13	6072	6165	93.00	9,300.00
201134001	01/29/13	1615	1633	18.00	1,800.00
201240001	01/29/13	14724	14777	53.00	5,300.00
201630001	01/29/13	2430	2488	58.00	5,800.00
201780001	01/29/13	2667	2736	69.00	6,900.00
202260001	01/29/13	7262	7320	58.00	5,800.00
101290001	02/27/13	5288	5383	95.00	9,500.00
Total					

* - Based on account history for this account, meter readings have never been recorded and only minimum usage charges were billed to the account. There is not a separate meter for the account because it is in an apartment building.

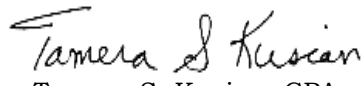
Calculated Fees					Check	Check
Water	Sewer	Garbage	Landfill	Total	Deposit	Amount
					Date	
11.45	29.30	13.00	4.00	57.75	02/05/13	81.29
9.52	26.60	14.50	4.00	54.62	-	-
20.44	41.90	26.00	4.00	92.34	12/21/12	86.17
19.80	41.00	14.50	4.00	79.30	12/21/12	80.00
18.08	38.60	29.00	4.00	89.68	12/21/12	94.17
12.09	30.20	13.00	4.00	59.29	02/01/13	62.88
25.36	48.80	26.00	4.00	104.16	-	-
15.30	34.70	29.00	4.00	83.00	-	-
17.23	37.40	14.50	4.00	73.13	02/05/13	74.93
14.02	32.90	14.50	4.00	65.42	02/05/13	76.28
15.73	35.30	14.50	4.00	69.53	-	-
15.09	34.40	14.50	4.00	67.99	-	-
14.66	33.80	29.00	4.00	81.46	-	-
9.10	26.00	14.50	4.00	53.60	-	-
27.71	52.10	14.50	4.00	98.31	02/01/13	106.02
24.72	47.90	14.50	4.00	91.12	-	-
8.67	25.40	-	4.00	38.07	-	-
16.16	35.90	13.00	4.00	69.06	02/01/13	84.87
17.23	37.40	14.50	4.00	73.13	02/19/13	90.00
19.58	40.70	13.00	4.00	77.28	-	-
17.23	37.40	13.00	4.00	71.63	01/21/13	82.05
25.15	48.50	13.00	4.00	90.65	-	-
				<u>\$ 3,245.16</u>		<u>\$ 1,615.90</u>

Report on Special Investigation of the
City of Sloan

Staff

This special investigation was performed by:

Annette K. Campbell, CPA, Director
Melissa J. Knoll-Speer, Senior Auditor
Benjamin P. James, Assistant Auditor
Kaylynn D. Short, Assistant Auditor


Tamera S. Kusian, CPA
Deputy Auditor of State

Appendices

Report on Special Investigation of the
City of Sloan

Copies of Utility Billing Postcards Obtained from Western Iowa Co-op

CITY OF SLOAN • SLOAN, IOWA 51055 UTILITY BILL

DATE			PREV BALANCE
6/21	7/24	7/26/12	.00
AMOUNT			
199183	194959	577600	LF 4.00
	26080		WA 1159.70
313/7197 124488 310/7197 2100 010875 81512			
ACCOUNT NUMBER		DUE DATE	
102370001		8/15/12	
TAX		AMOUNT DUE NOW	
81.18		1,368.97	
124.09		1,244.88	

CITY OF SLOAN • SLOAN, IOWA 51055 UTILITY BILL

DATE			PREV BALANCE
7/24	8/22	8/24/12	.00
AMOUNT			
194959	199856	489700	LF 4.00
			WA 983.90
ACCOUNT NUMBER		DUE DATE	
102370001		9/15/12	
TAX		AMOUNT DUE NOW	
68.87		1,155.16	
98.39		1,056.77	

Report on Special Investigation of the
City of Sloan

Comparison of Deposit Detail and Account Postings for July 6, 2010

Collections per Bank Records				Payments Recorded in Utility Software			
Date of Deposit	Customer Name	Date of Check	Check Amount	Payment Date	Customer Name	Amount Paid	
07/06/10	Parsley	07/04/10	\$ 41.88	07/06/10	Parsley	\$ 41.88	
	Bride	07/08/10	56.07		Bride	56.07	
	Dean	07/03/10	56.55		Dean	56.55	
	Kragel	07/04/10	27.92		Kragel	27.92	
	Davis	07/02/10	55.57		Davis	55.57	
	Mahlberg	06/30/10	52.18		Mahlberg	52.18	
	Grey	07/02/10	45.34		Grey	45.34	
	Nordstrom	07/03/10	75.63		Nordstrom	75.63	
	McFarland	07/02/10	45.31		McFarland	45.31	
	Guetschow	07/03/10	40.90		Guetschow	40.90	
	Petersen	07/04/10	47.38		Petersen	47.38	
	Evans	07/01/10	26.95		Evans	26.95	
	Miller	07/03/10	47.10		Miller	47.10	
	Beaty	06/02/10	46.29		Beaty	46.29	
	Stoulp	07/05/10	69.21		Stoulp	69.21	
	Swanson	07/02/10	45.79		Swanson	45.79	
	Nordstrom	07/01/10	48.73		Nordstrom	48.73	
	Gemberling	07/04/10	61.93		Gemberling	61.93	
	Co-op	06/30/10	814.55		Co-op	263.72	
					Espinosa	73.93	
					Delaney	10.00	
					Nava	57.09	
					Livington	88.00	
					Baker	28.73	
					Marnell	10.00	
					Mareau	56.00	
					Benjamin	85.00	
					Palmino	82.08	
					Hansen	60.00	
	Total		<u>\$ 1,705.28</u>			<u>\$ 1,705.28</u>	

Report on Special Investigation of the
City of Sloan

Copies of Utility Billing Postcards Obtained from Westwood Community School District

CITY OF SLOAN • SLOAN, IOWA 51055 UTILITY BILL

FROM	TO	BILLING DATE	PREV BALANCE
9/21	10/22	10/26/12	.00
READINGS		USED	AMOUNT
PREVIOUS	PRESENT	CODE	
53000	55200	2200 WA	8.90
		LF	4.00

ACCOUNT NUMBER	DUE DATE
203400001	11/15/12
TAX	AMOUNT DUE AFTER DUE DATE
.00	12.90
PENALTY	AMOUNT DUE NOW
.00	12.90

RECYCLE DATES 11/14, 11/28

LOCATION 1000 REBEL WAY

PLEASE RETURN THE STUB WITH PAYMENT
SEE REVERSE SIDE FOR CODE EXPLANATION

CITY OF SLOAN • SLOAN, IOWA 51055 UTILITY BILL

FROM	TO	BILLING DATE	PREV BALANCE
9/21	10/23	10/26/12	.00
READINGS		USED	AMOUNT
PREVIOUS	PRESENT	CODE	
307000	375000	14400 SE	474.69
307000	375000	14400 WA	292.50

ACCOUNT NUMBER	DUE DATE
203200001	11/15/12
TAX	AMOUNT DUE AFTER DUE DATE
.00	767.19
PENALTY	AMOUNT DUE NOW
.00	767.19

RECYCLE DATES 11/14, 11/28

LOCATION 1000 REBEL WAY

PLEASE RETURN THE STUB WITH PAYMENT
SEE REVERSE SIDE FOR CODE EXPLANATION

Report on Special Investigation of the
City of Sloan

Comparison of Deposit Detail and Account Postings for October 21, 2010

Collections per Bank Records				Payments Recorded in Utility Software		
Date of Deposit	Customer Name	Date of Check	Check Amount	Date of Deposit	Customer Name	Amount Paid
10/21/10	Westwood Community School	10/12/10	\$ 1,046.10	10/21/10	Westwood Community School	\$ 846.10
					Brinkman	100.00
					Palomino	100.00
	Total		<u>\$ 1,046.10</u>			<u>\$ 1,046.10</u>

Report on Special Investigation of the
City of Sloan

Comparison of Deposit Detail and Account Postings for February 14, 2013

Collections per Bank Records				Payments Recorded in Utility Software		
Date of Deposit	Customer Name	Date of Check	Check Amount	Date of Deposit	Customer Name	Amount Paid
02/14/13	Cash	-	\$ 67.00	02/14/13	Benjamin	\$ 67.00
	Burton	02/11/13	71.63		Burton	71.63
	Conn	02/10/13	247.40		Conn	247.40
	Stotz	02/07/13	76.21		Stotz	76.21
	Loghry	02/11/13	50.55		Loghry	50.55
	Steinhoff	02/11/13	85.46		Steinhoff	85.46
	Dewald	02/12/13	93.22		Dewald	93.22
	Lloyd	02/11/13	62.33		Lloyd	62.33
	Nelson	02/12/13	81.10		Nelson	81.10
	Grove	Undated	54.15		Grove	54.15
	Lane	02/13/13	75.23		Lane	75.23
	Richardson	02/05/13	55.69		Richardson	55.69
	Dicks	02/12/13	45.00		Dicks	45.00
	Summerfield	02/13/13	77.75		Summerfield	77.75
	Rip Van Winkle Motel	02/13/13	194.87		Rip Van Winkle Motel	194.87
	Gray	02/13/13	55.65		Gray	55.65
	Harder	02/10/13	77.97		Harder	77.97
	Martin	02/14/13	39.10		Martin	39.10
	Killian	02/13/13	53.64		Killian	53.64
	Merryman	02/04/13	88.59		Merryman	88.59
	Davis	02/11/13	64.43		Davis	64.43
	Hanson	02/13/13	67.47		Hanson	67.47
	Mid-American	02/08/13	60.18		Mid-American	60.18
	Family Car Wash	01/31/13	622.74		Family Car Wash	180.00
					Kubly	50.00
					Nava	70.00
					Lucas	34.00
					Swanson	35.50
					Muller	46.96
					Schrunk	106.00
					Cayou	50.14
					Whitebeaver	50.14
	Total		<u>\$ 2,467.36</u>			<u>\$ 2,467.36</u>

Report on Special Investigation of the
City of Sloan
Comparison of Deposit Detail and Account Postings
for Selected Days to Illustrate Delayed Deposits

Collections per Bank Records				Payments recorded in Utility Software		
Date of Deposit	Customer Name	Date of Check	Amount	Date of Payment	Customer Name	Amount Paid
11/19/12	Cash	-	\$ 20.00	11/19/12	Nava	\$ 20.00
	Heiden	11/16/12	56.42		Heiden	56.42
	Solien	11/16/12	50.51		Solien	50.51
	Jorgensen	11/16/12	73.03		Jorgensen	73.03
	Betz	11/15/12	46.96		Betz	46.96
	Wall-Jordan	11/16/12	67.92		Wall-Jordan	67.92
	Martin	11/17/12	60.99		Martin	60.99
	Killian	11/16/12	85.44		Killian	85.44
	Westwood	11/12/12	985.19		School	664.60
					Michael	65.51
					Blanchard	40.29
					Ryan	59.76
					McKenna	71.11
					Whitt	83.92
	Total		<u>1,446.46</u>			<u>1,446.46</u>
11/28/12	Michael	11/19/12	65.51	11/28/12	Nettleton	68.15
	Blanchard	11/18/12	40.29		MPGC	55.60
	Ryan	11/17/12	59.76		Ping	55.69
	McKenna	11/15/12	71.11		Dewald	59.46
	Whitt	11/15/12	83.92		Weyen	72.64
	Labarge	11/13/12	78.75		Benjamin	78.00
	Nettleton	11/27/12	67.20		Schrunk	77.00
	Total		<u>466.54</u>			<u>466.54</u>
11/30/12	MPGC Inc	11/24/12	55.60	11/30/12	Nava	40.00
	Ping	11/27/12	55.69		Baker	36.91
	Dewald	11/27/12	59.46		Benjamin	72.80
	Weyen	11/20/12	72.64		Ridgely	1.13
	Keairns	11/26/12	85.00		Fey	61.51
	Oban	11/20/12	90.00		Klemmensen	67.61
	Crawford	11/21/12	100.44		Reeves	57.24
	Money Order	11/04/12	40.00		Latten	87.13
	Cash	-	83.00		Palomino	83.00
	Copple	11/30/12	51.07		Copple	51.07
	Family Car Wash	11/30/12	502.46		Family Car Wash	502.46
	Muenchrath	11/29/12	65.46		Muenchrath	65.46
	Haveman	11/28/12	103.67		Haveman	103.67
	Thompson	11/29/12	81.00		Thompson	81.00
	Mareau	11/28/12	49.11		Mareau	49.11
	Hilts	11/30/12	56.21		Hilts	56.21
	Petersen	11/29/12	46.96		Petersen	46.96
	Nichols	11/29/12	46.96		Nichols	46.96
	Sloan Glass Service	11/29/12	30.59		Sloan Glass Service	30.59
	Jenkins	11/30/12	48.46		Jenkins	48.46
	Martin	11/29/12	52.10		Martin	52.10
	Gress	11/28/12	68.52		Gress	68.52
	Jewett	11/29/12	66.36		Jewett	66.36
	Lewis	11/28/12	86.37		Lewis	86.37
	Newman	11/29/12	53.85		Newman	53.85
	Winegardner	11/29/12	73.97		Winegardner	73.97
					Kooker	60.00
					Chapman	74.50
	Total		<u>\$2,124.95</u>			<u>\$2,124.95</u>

Report on Special Investigation of the
City of Sloan

Comparison of Deposit Detail and Account Postings
for Selected Days to Illustrate Improperly Recorded Utility Payments

Collections per Bank Records				Payments recorded in Utility Software		
Date of Deposit	Customer Name	Date of Check	Check Amount	Date of Payment	Customer Name	Amount Paid
12/02/09	Rambo	*	\$ 33.50	12/02/09	Rambo	\$ 60.00
	Reeves	#	78.97		Reeves	52.47
	Brinkman	*	60.00		Brinkman	60.00
	Andersen	11/30/09	53.00		Andersen	53.00
	Kragel	11/27/09	27.44		Kragel	27.44
	Jenkins	11/30/09	64.87		Jenkins	64.87
	Kubly	11/30/09	49.22		Kubly	49.22
	Getz	11/30/09	54.59		Getz	54.59
	Heineman	11/26/09	52.64		Heineman	52.64
	Christiansen	11/27/09	51.66		Christiansen	51.66
	Pack	#	42.00		Pack	42.00
	Wilkey	11/23/09	38.95		Wilkey	38.95
	Lucas	11/28/09	52.64		Lucas	52.64
	Feddersen	11/30/09	26.95		Feddersen	26.95
	Wiggs	11/27/09	44.33		Wiggs	44.33
	Hummel	11/30/09	35.95		Hummel	35.95
	Homan	11/30/09	26.95		Homan	26.95
	Skinner	12/01/09	58.02		Skinner	58.02
	Muenchrath	11/29/09	60.96		Muenchrath	60.96
	GCS	12/01/09	59.52		GCS	59.52
	Bradshaw	11/30/09	42.37		Bradshaw	42.37
	Jensen	12/01/09	45.00		Jensen	45.00
	Hopkins	11/27/09	45.31		Hopkins	45.31
	Paltz	12/01/09	42.86		Paltz	42.86
	Nordstrom	11/30/09	52.15		Nordstrom	52.15
	Jensen	11/30/09	38.95		Jensen	38.95
	Total		\$ 1,238.80			\$ 1,238.80
03/24/11	Heck	03/15/11	80.00	03/24/11	Heck	74.37
	Harm	03/09/11	65.00		Flanders	70.63
	Anderson	03/22/11	82.57		Anderson	82.57
	Berg Building Services and Rentals LLC	#	37.94		Berg Building Services and Rentals LLC	37.94
	Northwest Iowa Telephone LLC	03/22/11	49.01		Northwest Iowa Telephone LLC	49.01
	Mahlberg	03/21/11	58.89		Mahlberg	58.89
	Strom	03/22/11	59.45		Strom	59.45
	Total		\$ 432.86			\$ 432.86

Report on Special Investigation of the
City of Sloan

Comparison of Deposit Detail and Account Postings
for Selected Days to Illustrate Improperly Recorded Utility Payments

Collections per Bank Records				Payments recorded in Utility Software		
Date of Deposit	Customer Name	Date of Check	Check Amount	Date of Payment	Customer Name	Amount Paid
02/01/13	Cash	-	54.68	02/01/13	Reinart	54.68
	Copple	01/30/13	52.10		Copple	52.10
	Peters	01/29/13	72.47		Peters	72.47
	Dean	01/30/13	60.32		Dean	60.32
	Dewald	01/30/13	55.55		Dewald	55.55
	Parker	01/30/13	57.75		Parker	57.75
	Dean	01/30/13	19.44		Dean	19.44
	Mook	01/18/13	40.00		Mook	40.00
	Mareau	12/29/12	49.58		Mareau	49.58
	Westwood Animal Hospital	01/30/13	35.57		Westwood Animal Hospital	35.57
	Petersen	01/31/13	46.96		Petersen	46.96
	Newman	01/30/13	55.00		Newman	55.00
	Hilts	01/30/13	57.24		Hilts	57.24
	Bradshaw	01/30/13	58.26		Bradshaw	58.26
	Northwest Enterprises	01/30/13	152.39		Northwest Enterprises	152.39
	Muenchrath	01/30/13	68.03		Muenchrath	68.03
	Mahlberg	01/31/13	72.27		Mahlberg	72.27
	Hall	01/30/13	105.08		Hall	105.08
	Limoges	01/27/13	63.44		Limoges	63.44
	Lewis	01/31/13	81.30		Lewis	81.30
	Nettleton	01/30/13	63.81		Nettleton	63.81
	Ping	01/30/13	69.57		Ping	69.57
	Nordstrom	01/31/13	50.55		Nordstrom	50.55
	Beauchene	01/30/13	51.07		Beauchene	51.07
	Jones	01/31/13	49.91		Jones	49.91
	Christiansen	02/01/13	69.57		Christiansen	69.57
	Streeter	01/31/13	46.96		Streeter	46.96
	Getz	01/30/13	58.78		Getz	58.78
	Weyen	01/16/13	59.87		Weyen	59.87
	Ping	01/31/13	56.21		Ping	56.21
	Moore	01/31/13	57.24		Moore	57.24
	Hadden	01/31/13	53.00		Hadden	53.00
	Brenden Plumbing, Heating & Air Cond	01/31/13	66.45		Brenden Plumbing, Heating & Air Cond	66.45
	Sulsberger	01/16/13	84.87		Whitebeaver	44.46
	Copeland	01/21/13	62.88		Cayou	44.46
	Tyer	01/28/13	106.02		Copple	81.29
	Lamoureux	01/23/13	82.05		Gress	118.65
					Nichols	46.96
	Total		<u>\$ 2,346.24</u>			<u>\$ 2,346.24</u>

* - Utility customer paid cash

- Date was not included on check