

RELEASE MEMORANDUM

- TO: All CDOT Employees
- FROM: Shoshana M. Lew, Executive Director Herman Stockinger, Deputy Executive Director & OPGR Director Allie Axley, Intelligent Transportation Systems Branch Manager
- RE: New Procedural Directive 90.1 "Utility Account Management"
- DATE: September 27, 2022
 - 1. <u>Name of New Procedural Directive</u>: Procedural Directive 90.1 "Utility Account Management"
 - 2. Executive Summary:

New Procedural Directive 90.1 "Utility Account Management" establishes procedures and clarifies roles and responsibilities to ensure all utility services for CDOT assets are managed, validated, and paid by the appropriate party. To achieve this objective, PD 90.1 establishes:

- clear roles and responsibilities,
- a procedure for updating utility services,
- a procedure for utility account invoicing, and
- a procedure for utility account annual validation.

By defining key processes to maintain utility account data, pay utility invoices, and validate services, CDOT will ensure that appropriate accountability is in place to eliminate any duplicate or misspent dollars. Procedural Directive 90.1 fully addresses findings from a Division of Audit report from January 2020 that include:

- An inventory of utility accounts opened for a specific period is not readily or easily known or maintained.
- Information on who opened utility accounts is not readily or easily known nor maintained.
- CDOT lacks a validation process to ensure the person opening a utility account is authorized to do so.
- CDOT lacks a validation process to ensure the proper party pays a utility invoice (CDOT's responsibility or a third party).
- Projected completion dates for temporary utility accounts are not entered in SAP, which could serve as a reminder as to when an account should be closed.
- CDOT lacks a process to help identify devices that have been discontinued in use but continued to be billed as a flat rate utility account, and flat rate meters that were replaced by metered accounts based on actual usage (CDOT has been invoiced, and paid, for both at times).
- 3. Offices to Contact with Questions:

The Office of Policy and Government Relations at 303-757-9441 or sari.weichbrodt@state.co.us. The Intelligent Transportation Systems Branch at 303-512-5803 or emma.boff@state.co.us.

4. Effective Date of New Procedural Directive: February 8, 2022



	O DEPARTM	ENT OF	D POLICY DIRECTIVE						
TRANSPOR	KTATION		X PROCEDURAL DIRECTIVE						
Subject				90.1					
Utility Acco									
Effective	Supersedes	Originating Office							
02/08/2022	New		Division of Maintenance & Operations (DMO) Division of Accounting & Finance (DAF)						

I. PURPOSE

This Procedural Directive establishes procedures and clarifies roles and responsibilities regarding Utility Services and utility account management to ensure all Utility Services for Colorado Department of Transportation (CDOT) assets are managed, validated and paid by the appropriate party. In order to meet this objective, CDOT must:

- follow a consistent method to maintain a centralized database of utility accounts,
- update (creating or decommissioning) utility accounts,
- inventory CDOT assets receiving Utility Services with enough detail to associate specific Assets to specific utility accounts,
- validate services received from Service Providers prior to initial payment of utility invoices, and
- perform regular validation of utility accounts with Service Providers to confirm services are being provided to active CDOT Assets.

II. AUTHORITY

Executive Director pursuant to § 43-1-105, C.R.S.

III. APPLICABILITY

This Procedural Directive applies to all Divisions, Offices, Branches, and Regions of CDOT, and all CDOT employees. This Procedural Directive also applies to consultants and contractors who are responsible for Utility Services relating to CDOT Projects.

IV. DEFINITIONS

"Asset" is a physical object that is part of CDOT's infrastructure.

"Asset Classes" generally means a set of fixed assets having similar characteristics and attributes that differentiate them from other assets by kind, type, or function. There are twelve (12) asset classes in CDOT's TAM program. "Asset class" can also refer to a

Subject	Number
Utility Account Management	90.1

program whose activities maintain other infrastructure (e.g., Geohazards or Maintenance Levels of Service).

"Asset Manager" is the position that is responsible for the strategic and systematic process of effectively operating, maintaining, upgrading and replacing physical assets throughout their lifecycle.

"Business Manager" is the CDOT employee who provides oversight and management of day to day work activities of the Region Business Office.

"Construction Project Manager (CPM)" is the CDOT employee responsible for overseeing and managing services and efforts that install or modify assets for CDOT. For the purposes of this Procedural Directive, CPMs may include Resident Engineers, Project Engineers, Maintenance Supervisors, facility managers, etc.

"DAF" is the Division of Accounting and Finance within CDOT.

"Design Project Manager (DPM)" is the CDOT employee responsible for developing and assembling such documents as Scopes of Work and Plans, Specifications, and Estimates (PS&E) for CDOT projects. DPMs may include Resident Engineers, Project Engineers, Maintenance Supervisors, Program Managers, facility managers, etc.

"DMO" is the Division of Maintenance and Operations within CDOT.

"OFMB" is the Office of Financial Management and Budget within CDOT.

"Project" is highway or other transportation related improvement activities such as safety mitigation, inspections, replacement, rehabilitations, repair. A Project could be a traditional Capital Construction Project, a Maintenance Project, Property Management Project or any other defined Scope of Work that will impact existing Utility Services or require new Utility Services.

"Region" is Headquarters (HQ), Region 1, Region 2, Region 3, Region 4 and Region 5.

"Service Provider" is any entity that provides Utility Services to an Asset.

"Utility Account Coordinator" is the role/position that is assigned to manage the inventory of Utility Accounts in a Region.

"Utility Account Program Manager" is the position in Headquarters that manages the Utility Account Program statewide.

Γ	Subject	Number
	Utility Account Management	90.1

"Utility Services" is any commodity provided by a Service Provider to enable an Asset to serve its intended purpose for the state, such as electricity, gas, cable, phone, telecommunications, water, wastewater, or sewer.

V. PROCEDURE

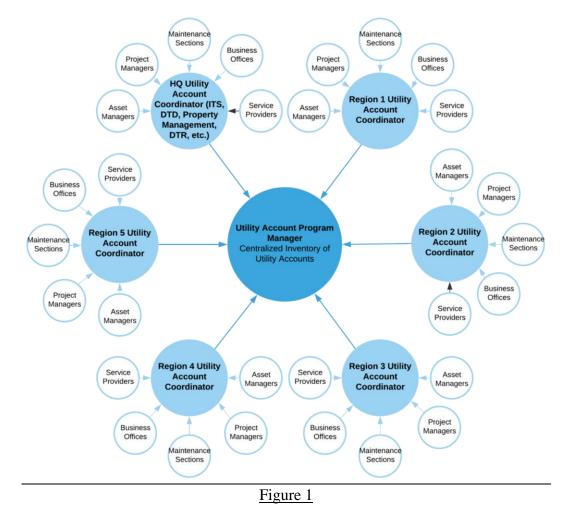
A. Responsibilities

The Utility Account Program Manager is responsible for maintaining a centralized database of all CDOT utility accounts, coordinating points of contact with Service Providers and providing Project delivery template documents to the Regions (for example: Utility Account Responsibility Matrix).

The Utility Account Coordinator is responsible to ensure the centralized database of utility accounts accurately reflects all utility accounts associated with their Region by coordinating with applicable Asset Managers, Design and Construction Project Managers (collectively referred to as Project Managers), Maintenance Sections, Business Offices and Service Providers.

Figure 1 shows the relationship between Utility Account Coordinators, Asset Managers, Design and Construction Project Managers, Maintenance Sections, Business Offices, Service Providers and the Utility Account Program Manager.

Subject Utility Account Management



<u>B. Update Utility Services (Creating or Decommissioning utility accounts):</u> See <u>Appendix A Project Workflow</u> and <u>Appendix B Utility Account Responsibility</u> <u>Matrix</u>.

The Design Project Manager will be responsible to:

- 1. Inventory all existing Assets and their associated utility accounts within the Project.
- 2. Identify decommissionings of existing Utility Services and new Utility Service needs associated with the Project.
- 3. Document roles and responsibilities for each Utility Service in the Utility Account Responsibility Matrix and provide in the PS&E (see Appendix B). Gather approval, confirmation signatures from all applicable Utility Account Coordinators.

The Utility Account Coordinators will be responsible to:

4. Review and confirm the Utility Account Responsibility Matrix is accurate for inclusion in PS&E and provide written verification by signature.

Number

The Construction Project Manager will be responsible to:

- 5. Oversee all applications and documentation to establish new Utility Services and decommissioning of existing Utility Services. Coordinate with the Utility Account Coordinator of each involved Region to ensure the utility account inventory is properly maintained.
 - a. Applications for Utility Services that are CDOT's responsibility must be reviewed and approved by the applicable Utility Account Coordinators before being submitted to the Service Providers (e.g., Permanent accounts for CDOT assets).
 - b. Utility Services that are the Contractor's responsibility must be submitted by the Contractor to the Service Providers.(e.g., Temporary services).
- 6. Fill in details of new and decommissioned utility accounts in the Utility Account Responsibility Matrix.
- 7. Provide the finalized Matrix to the Utility Account Coordinators.

The Utility Account Coordinator will be responsible to:

- 8. Prior to submission of Project Final, verify with the Service Providers that all updates are completed and documented appropriately.
- 9. Collect signatures from applicable Asset Managers, Project Managers, Maintenance Sections, and Business Offices for the acceptance of the Asset.

The Construction Project Manager will be responsible to:

- 10. At project completion, verify with the Utility Account Coordinators that all new and decommissioned services are documented appropriately.
- 11. Provide the Finals Administrator or Inspector with a completed Utility Account Responsibility Matrix as part of the Project's Finals Checklist.

The Project Finals Administrator or Inspector is responsible to:

- 12. Confirm all utility account updates from the Project have been resolved and completed by reviewing the Utility Account Responsibility Matrix.
- 13. Provide Utility Account Responsibility Matrix to Utility Account Coordinators.

The Utility Account Coordinator will be responsible to:

14. Inform the Utility Account Program Manager of updates to the centralized database of utility accounts and verify the database is updated appropriately.

The Utility Account Program Manager will be responsible to:

- 15. Maintain and update the centralized database of utility accounts based on the final Utility Account Responsibility Matrix in a timely and accurate manner.
- C. Utility Account Invoicing: Ensure receipt of Utility Services on CDOT Assets.

The Utility Account Coordinator shall be responsible to:

Subject	Number
Utility Account Management	90.1

- 1. Receive and process each utility invoice through the correct application as directed by DAF.
- 2. Identify the utility account within the centralized database of utility accounts:
 - a. If the account is not documented in the centralized database, it is the responsibility of the Utility Account Coordinator to work with the Asset Managers, Project Managers, Maintenance Sections, Business Offices and Service Providers to determine if the invoice is legitimate. Provide updated information to the Utility Account Program Manager to update the centralized inventory of utility accounts.
- 3. Ensure the appropriate Asset Manager, Project Manager, Maintenance Section, or Business Office validate the appropriate Utility Services are listed in the centralized database of utility accounts. Any issues with Utility Service are the responsibility of the Utility Account Coordinator to resolve.
- 4. The Business Office must ensure the appropriate bill coding is applied to the invoice, the invoice is in CDOT's name, and no taxes or other invalid expenses are reflected on the account. The Business Office must resolve any issues on the invoice prior to approving and paying.

<u>D. Utility Account Annual Validation:</u> Ensure accuracy of centralized database of utility accounts, ensure decommissioned accounts and temporary accounts were closed and that there is no duplication in billing for Utility Services by conducting an annual validation of all utility accounts.

The Utility Account Program Manager will be responsible to:

1. Once per fiscal year, coordinate with Service Providers to confirm account lists are accurate and consistent with CDOT's centralized database of utility accounts.

The Utility Account Coordinators will be responsible to:

- 2. Once per fiscal year, audit and verify that the centralized database of utility accounts is accurate for their Region's accounts.
- 3. Coordinate review of all existing utility accounts with the appropriate Asset Managers, Maintenance Sections, Business Offices and Service Providers to ensure the accuracy of the utility account data.

The Asset Manager will be responsible to:

Note: Assets that do not fall within the defined Asset Classes at CDOT need to be accounted for by the Utility Account Coordinator, this includes Assets like traffic control devices, lighting, anti-icing facilities, etc. The Utility Account Coordinators will collaborate with Region Traffic, Utility and Maintenance teams to track Assets and services appropriately.

4. Document, confirm and review Asset inventory to ensure that each individual Asset is tied to specific utility accounts for all Utility Services received.

Subject	Number
Utility Account Management	90.1

5. Confirm and ensure no individual Asset is being billed for the same Utility Services on more than one account.

The Business Managers will be responsible to:

6. Confirm all Utility Services processed for payment were paid from the appropriate budgets, following the appropriate processes established by DAF and ensuring that all Utility Services were validated as received on a CDOT Asset.

The Utility Account Coordinators will be responsible to:

- 7. Assist Asset Managers, Project Managers, Maintenance Sections, and Business Offices in resolving any discrepancies and updating any of the Utility Services with Service Providers.
- 8. Provide any updates to the Utility Account Program Manager.

The Utility Account Program Manager shall be responsible to:

9. Maintain and update the centralized inventory of utility accounts in a timely and accurate manner based on information provided by the Utility Account Coordinators.

VI. DOCUMENTS RELEVANT TO OR REFERENCED IN THIS PROCEDURAL DIRECTIVE

Appendix A Project Workflow and Appendix B Utility Account Responsibility Matrix

VII. IMPLEMENTATION PLAN

This Procedural Directive will be effective upon signature. The Office of Policy and Government Relations will post this Procedural Directive on CDOT's intranet as well as on public announcements.

VII. REVIEW DATE

This Procedural Directive shall be reviewed on or before October 2026.

Man M Jan

2/8/2022

Executive Director

Date of Approval

	1. Inventory Existing Asset(s) and Utility Service(s)	2. Identify Decommissions of existing Utility Service(s) and new Utility Service Needs	3. Document Roles and Responsibilities for Utility Service(s), & 4. Review and Sign Utility Account Responsibility Matrix	5. Prepare application and documentation to establish Utility Service(s), 6. Fill in Utility Account Responsibility Matrix, 7. Verify with Service Providers, & 8. Collect inspection and acceptance signatures	9. Approval of Asset(s) and Utility Service(s), 10. Confirm utility account updates Final Check List, & 11. Provide Utility Account Responsibility Matrix to Utility Account Coordinator(s).	12. Inform Utility Account Program Manager, & 13. Update centralized inventory of utility accounts
Design Project Manager	Inventory Existing Asset(s) and Utility Service(s): a. Design Project Manager (DPM) perform site visit to physically identify existing Assets. b. Identify location (mile post, street address, meter number, brass tag, grid numbers). c. DPM to work with appropriate Utility Account Coordinator(s) to verify account information. d. Identify funding source for recurring accounts.	2. Identify Utility Service(s) needs and Asset impacts: a. DPM to collaborate with stakeholders (Utility Account Coordinator(s). Local Agency(es). Asset Manager(s) to identify decommissions of existing Utility Service(s) and new Utility Service needs. b. Identify if new Utility Service(s) will be flat rate or metered. c. DPM to identify service locations and designs with stakeholders. d. Perform site visit if needed include Maintenance Sections/Asset Managers for design revelvs/site visit feedback. e. DPM to collaborate with Utility Service Provider for final design of service. f. DPM to determine what permits will be needed for utility service. g. DPM to work with appropriate jurisdiction (county or city assigned) to establish physical meter address.	3. Document Roles & Responsibilities in the Utility Account Service Responsibility Matrix: a. Identify the responsible party for each Asset and Utility Service (during construction and project completion), meter/ flat rated biling, service, address, billing address, permis, inspections and other info as appropriate. Gather approval and confirmation signatures form all applicable Utility Account Coordinator(s) and identify who needs to transfer what accounts if needed. b. Finalize Utility Account Service Responsibility Matrix. c. Include Utility Account Service Responsibility Matrix. d. Provide sign off sheet for acceptance of asset to Construction Project Manager (CPM).			
Construction Project Manager				 Frepare application and documentation to establish Utility Service(s): Submit applications to decommission existing Utility Service(s). Coordinate with the Utility Account Coordinator(s) of each involved Region to ensure the centralized inventory of utility accounts is properly maintained. Applications for Utility Service(s) that are CDOT's responsibility must be reviewed and approved by the applicable Utility Account Coordinator(s) before submitted to the Service Provider(s). Utility Service(s) that are the Contractor's responsibility shall be submitted by the Contractor i.e. Temporary services Fill in Utility Account Responsibility Matrix. Fill in details of new and decommissioned utility accounts in the Utility Account Responsibility Matrix. Provide the finalized Matrix to the Utility Account Coordinator(s), include all details such as physical address. Jocation (GIS), service provider, account number, Q&M responsibile party, etc 	 9. Approval of Asset(s) and Utility Service(s): a. A troject completion, verify with the Utility Account Coordinator(s) that all new and decommissioned services are documented appropriately. b. Provide the Finals Engineer a completed Utility Account Responsibility Matrix as part of the Project's Finals Checklist. 	
Utility Account Coordinator			4. Review Utility Account Responsibility Matrix: a. Work with stakeholders to determine what appropriate billing address is needed after project completion and acceptance. b. Collaborate with impacted Asset Manager(S), Maintenance Section(s) and Business Manager(s) of new assets and determine funding source for recurring billings (future O&AM), c. Review and confirm the Utility Account Responsibility Matrix is accurate for inclusion in PS&E. Provide written verification by signature.	7. Verify with Service Provide(s) a. Prior to submission of Project Final, verify with the Service Provider(s) that all updates are completed and documented appropriately. b. Transfer all accounts to the agreed upon party as specified in the Utility Account Service Responsibility Matrix. c. Disconnet any temporary or removed utility services. 8. Collect inspection and acceptance signatures in the Utility Account Responsibility Matrix. a. Collect signatures from applicable Asset Manager(s), Project Manager(s), Maintenance Section(s), and Business Office(s) for the inspection and acceptance of the Asset.		12. Inform the Utility Account Program Manager of updates to the centralized inventory of utility accounts.
Project Finals Administrator					10. Confirm utility account updates Final Check List a. Confirm that all utility accounts were appropriately transferred to correct stakeholder. b. Confirm all temporary accounts and decommissions were appropriately closed. c. Confirm all new accounts are track in the centralized inventory of utility accounts. 11. Provide Utility Account Responsibility Matrix to Utility Account Coordinator(5).	
Utility Account Program Manager						13. Maintain and update the centralized inventory of utility accounts based on the final Utility Account Responsibility Matrix in a timely and accurate manner.

			Desigr	n Project Manager	(example text in p	urple)		Construction Project Manager (example text in blue)					
			Utility Se	rvice Fees	Maintenance of	f Utility Service				Meter			
Asset	Service Change	Existing Account	During Construction (until Final Acceptance)	Operating Period (after Final Acceptance)	During Construction (until Final Acceptance)	Operating Period (after Final Acceptance)	Permit Jurisdiction Responsibility	Provider Application	New Account Information (Provider, Accout Number)	Information (Meter number, latitude, longitude)	Service Address	Final Billing Address	Inspection and Acceptance of Asset by Owner (Signature)
				Street	Lighting (Region	X Utility Account	Coordinator Appro	oval: <u>signatur</u>	e)				
Existing Lighting (Unincorporated)	Remove	Xcel 53-123-0	CDOT	CDOT	Xcel	Xcel	State	BCL application 1234 submitted on 1/1/21	n/a	n/a	123 Jay Way	n/a	Region X lighting owner signature
New Lighting at off ramps (Incorporated)	New flat rate account	n/a	Local Agency	Local Agency	Developer	Xcel		BCL application 4567 submitted on 2/2/21	Xcel 53-4567-9	n/a - flat rate COL	456 Lala Land	Local Agency	Local Agency signature
	•	•		•	ITS (HQ Utility A	Account Coordinat	tor Approval:	signature)			•	•	•
Camera at mm 289	no change or impact to service from project	Holy Cross 12345	CDOT	CDOT	CDOT	CDOT	n/a	n/a	n/a	n/a	n/a	n/a	n/a
VMS at mm 290.2	Metering from flat rate	Remove VMS of flat rate 53- 9876-0, establish new meter service	Contractor	CDOT	Contractor	CDOT	State	BCL application 9876 submitted on 3/3/21	Xcel 53-0123-4	Meter # 123456 @ 39.654, -104.5467	7880 I-25, Fountain, CO	425C Corporate Circle	ITS asset manager signature
					Construction S	Services (Contra	ctor Accounts - I	no approvals)					
Trailer	Temporary power to construction trailer	n/a	Contractor	Contractor	Contractor	Contracto	State	BCL application 4321 submitted on 4/4/21	n/a - temporary account was 53-6543-2	n/a - temporary meter was 987654	n/a	n/a	n/a
				Additiona	I Asset(s) (Applic	able Utility Accou	nt Coordinator Ap	proval: <u>signa</u>	ture)				
Projects should ad	ld as many lines a	is necessary to do	cument all impact	ted utility services									