



RELEASE MEMORANDUM

TO: All CDOT Employees

FROM: Shoshana M. Lew, Executive Director
Herman Stockinger, Deputy Executive Director & OPRG Director
Allie Axley, Intelligent Transportation Systems Branch Manager

RE: New Procedural Directive 90.1 “Utility Account Management”

DATE: September 27, 2022

1. Name of New Procedural Directive:
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



COLORADO DEPARTMENT OF TRANSPORTATION		<input type="checkbox"/> POLICY DIRECTIVE <input checked="" type="checkbox"/> PROCEDURAL DIRECTIVE
Subject Utility Account Management		90.1
Effective 02/08/2022	Supersedes New	Originating Office 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

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.

“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.



Figure 1

B. Update Utility Services (Creating or Decommissioning utility accounts): See [Appendix A Project Workflow](#) and [Appendix B Utility Account Responsibility Matrix](#).

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.

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:

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.

D. Utility Account Annual Validation: 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.

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.



Executive Director

2/8/2022

Date of Approval



