





Administrative Policy

Title: Counterfeit Currency				
Administered By: Department of Water & Power				
New Policy No.	Issue Date (Last Revised)	Renumber Date	Department Head Approved	City Manager Approved
03600.508	03-04-13 (10-03-13)	01-03-17		

This Policy had been issued without a known Policy Number. Effective on the Renumber Date noted above, this Policy is hereby renumbered as the Policy Number noted above.

The latest version of the Policy is attached hereto and incorporated herein by reference.

Attachment: Policy (UNKNOWN #)
Issued: 03-04-13
Revised: 10-03-13

**DEPARTMENT OF WATER & POWER
CUSTOMER SERVICE / UTILITY BILLING**

<i>SUBJECT:</i>				
<i>Counterfeit Currency</i>				
<i>Section:</i>	<i>Position:</i>	<i>Issue Date:</i>	<i>Revision Date:</i>	<i>Supervisor Approval:</i>
<i>Utility Billing</i>	<i>CSR I/II/III Flex</i>	<i>03/04/2013</i>	<i>10/03/2013</i>	<i>Jonathan Daly</i>

Purpose:

The purpose is to identify and report the receipt of counterfeit currency to the Police Department (PD).

Checking Currency:

1. Check each bill \$20 and above by utilizing the black light Fraud Fighter device.
2. Check for the water marks and number line.
3. Check for ridges on the shirt of the bill.
4. Utilize the counterfeit pen.

If Counterfeit Currency is Detected:

- 1) If the customer is physically present:
 - a. The receiving Customer Service Representative (CSR) shall notify the customer that the bill is counterfeit and shall ask the customer to wait while a Police Officer is dispatched to question him/her regarding the bill so PD can investigate the matter. The CSR shall then contact Police Dispatch at extension 4911 and explain the situation. Police Dispatch should be contacted whether the customer chooses to wait or not. The counterfeit bill cannot be accepted as cash and cannot be returned to the customer either. It shall be given to PD. The CSR shall notify the Customer Service Supervisor of the situation via email.
- 2) If the customer is not physically present (currency is received via mail or other means):
 - a. The CSR shall contact Police Dispatch at extension 4911 and explain the situation. The CSR shall contact the payer and explain that the bill is counterfeit, cannot be accepted and will be turned over to PD. The CSR shall also notify the Customer Service Supervisor via email.