



**SHREVEPORT CITY COUNCIL  
AUDIT & FINANCE COMMITTEE**

COUNCILWOMAN URSULA BOWMAN, CHAIRWOMAN | DISTRICT G  
COUNCILMAN GRAYSON BOUCHER | DISTRICT D  
COUNCILMAN ALAN JACKSON | DISTRICT E  
COUNCILMAN JAMES GREEN | DISTRICT F

**FOR MEDIA INQUIRIES ONLY:**

RJ JOHNSON

**DIRECTOR OF COUNCIL AFFAIRS**

Office: 318.673.5257; Fax: 318.673.5270

Email: [RJ.Johnson@shreveportla.gov](mailto:RJ.Johnson@shreveportla.gov)

**FOR IMMEDIATE RELEASE-JUNE 13, 2024**

---

**Audit & Finance Committee Chairwoman Ursula Bowman requests internal audit of Water & Sewerage practices**

**SHREVEPORT, LA** - Councilwoman Ursula Bowman, Chairwoman of the Shreveport City Council's Audit & Finance Committee, has formally requested an internal audit of the Water & Sewerage Department's policies and procedures related to billing, extensions, and overcharges. This decision comes in response to growing concerns raised by constituents about the department's handling of these issues.

"As a representative of my constituents and the City, as a whole, it is my duty to ensure that our public services are operating with transparency, efficiency, and fairness, as oversight is a key function of the Council" said Councilwoman Bowman. "Our water department has been working very hard to fix known issues and respond to weather events timely and we are appreciative of those efforts. The concerns voiced by residents about potential inconsistencies and errors in billing, extensions, and overcharges within the Water & Sewerage Department warrant a thorough review. Our goal is to identify any areas of improvement and ensure that our policies and procedures serve the best interests of our constituents."

The internal audit will focus on:

- **Billing Practices:** Examining the accuracy and consistency of the billing process to ensure that residents are being charged fairly and correctly for their water and sewerage services.
- **Delinquency & Extension Policies:** Reviewing the criteria and processes for granting billing extensions to ensure they are applied equitably and transparently.

The audit aims to provide a comprehensive assessment of the current policies and practices, and to recommend necessary changes to improve service delivery and customer satisfaction. Councilwoman Bowman is committed to keeping the community informed of the audit results and will ensure that the findings and any subsequent actions are communicated transparently.

###