

Comment Code	Date/Time Entered	Comments	User Id	Expiration Date	Action Id	Active?	Comment Status
Account Information	9/15/2023 2:08:26 PM	OWNER CALLED ABOUT A HIGH BILL HE HAD IN MARCH. I EXPLAINED THAT SOMETHING HAD TO OF BEEN LEAKING AND WE SPOKE TO HIM THEN. HE SAYS NOTHING IS LEAKING AT THE RENTAL PROPERTY AND WANTS A HEARING. I TOLD HIM I'LL SEND THE LETTER IN THE MAIL FOR A HEARING AND THAT HE CAN ALSO SPEAK WITH THE METER SHOP TO DATA LOG HIS METER TO SHOW WHAT DAYS THE METER WAS PICKING UP A LEAK AND FOR HOW LONG.	Holly Overton	9/14/2023		FALSE	None
Account Information	9/15/2023 2:01:30 PM	PER H/O NOT HAPPY WITH MARCH'S BILL THAT USED 341 UNITS. ADVISED IT WAS MORE THAN LIKELY A LEAK OR SOMETHING LEFT ON BUT OUR METER WAS DETECTING CONTINUOUS USE. CUSTOMER VERY STUBBORN AND NOT WILLING TO ACCEPT THE POTENTIAL FOR A LEAK OR OTHERWISE. TRANSFERED TO SUPERVISOR. PF	F Fernandez-Chavar	9/15/2023		FALSE	None
High Usage Resolved	3/13/2023 3:12:33 PM	resolved	Dean Bennett			TRUE	None
High Usage Alert	3/6/2023 7:46:38 AM	03/06/2023 JJ I spoke with Clement regarding the high usage. He isnt really sure whats causing the high usage now. He mentioned that he replace flappers a year ago. I explained that some flappers work better than others do. Check with food coloring. He thanked me for the call and will check the property.	Josh Jonas			TRUE	None
Account Information	11/29/2022 3:06:54 PM	11/29/22 I EMAILED A TRANSCATION HISTORY TO CLEMENT TO A ZERO BALANCE. I EMAILED THE TAXATION LETTER. I CONFIRMED THE MAILING ADDRESS. CLEMENT RECEIVED THE E MAILS. LDP	Lori Petricka	11/28/2022		FALSE	None
Billing/Cust notes	1/7/2022 11:19:48 AM	CLEMENT CALLED -INFORMED HIM OF TAX CERTIFICATION FOR \$3,030.49. MKO	Mary Obey	1/7/2022		FALSE	None
Account Information	9/28/2020 10:19:30 AM	POST OFFICE-RTN TO SENDER-INSUFFICIENT ADDRESS-OWNER. PER ZIP ADDED MAILING ADDRESS. DLD	David Denton	9/28/2020		FALSE	None
Waive Late Fee COVID	5/14/2020 2:38:01 PM	Late Fee waived - COVID 19 \$29.12 jmr	Justina Ross			TRUE	None
Unusual Consumption	2/12/2020 12:32:08 PM	CLEMENT CALLED IN A READING: 2/11/19 082628446, 55 UNITS USED IN 68 DAYS, HIGH CONS HE SAID THEY REPLACED A TOILET ON DEC 1ST OR 2ND. THEN WE READ THE METER 4-3 DAYS LATER, SO IT WAS LEAKING PRIOR TO THAT. I ASKED HOW MANY PEOPLE LIVED THERE & HE SAID THAT WAS DIFFICULT TO ANSWER BECAUSE IT'S A RENTAL PROPERTY. HE'S GOING TO SEE WHAT THE MARCH BILL BRINGS. WE STILL NEED ONE MORE READING FROM HIM. MKO	Mary Obey			TRUE	None
Unusual Consumption	2/6/2020 2:28:54 PM	12/06/20 I SPOKE TO CLEMENT WITH LAK REALTY, FIXED TOILET LEAK ON DECEMBER 1ST. I ASKED FOR READING FROM THE METER. NO ADJUSTMENT ON THE WATER. E MAILED CURRENT BILL. LDP	Lori Petricka	2/5/2020		FALSE	None
Billing/Cust notes	1/7/2020 9:33:50 AM	MAIL RETURNED FROM POST OFFICE ATTEMPTED NOT KNOWN UNABLE TO FORWARD. TRU	True Johnson	1/7/2020		FALSE	None
Account Information	11/22/2019 10:58:25 AM	RETURNING CHECK FROM EDINA REALITY FOR 700.00 FINAL BILL DUE IS 564.88		11/23/2019		FALSE	None
Account Information	11/21/2019 10:14:54 AM	11/21/2019 STOPPED ACH PER MIMO - DM	Deana Masiello	11/21/2019		FALSE	None
High Usage Alert	6/6/2019 6:40:45 AM	06/06/2019 JL Talked to Isaac regarding the high usage and continuous leak, emailed him the usage history and the link to the leak video.		6/6/2019		FALSE	None
High Usage Alert	9/5/2018 6:21:17 AM	09/05/2018 JL Talked to Isaac regarding the high usage and constant leak, he will repair both toilets in his building. Isaac thanked us for the call.		9/5/2018		FALSE	None
Billing/Cust notes	9/7/2012 2:25:35 PM	Disc on 8/28/12 (no rdg) -Used est rdg of 115 for disc. 51 in 88 days (Sept 2011) = 51 in 88 (6/1 to 8/28)		9/7/2012		FALSE	None
Meter Comments	11/1/2009 11:49:09 PM	REPAIRED WIRE-HTOK 06/24/97METER NOT LEAKING POSSIBLE LEAD PIPE UNDER FLOOR-07/08/92		9/20/2016		FALSE	None
Account Info UB55	11/1/2009 11:45:24 PM	2 FM OWN ISAAC & SUSAN ERICKSON 353-7537 556 WHEELLOCK PKWY E 55130				TRUE	None
Billing/Cust notes	8/12/2009 12:00:00 AM	SO RP & TO 08/11/09 - 703 CASE AVE - OFF/ #0922915CMMS		8/12/2009		FALSE	None
Billing/Cust notes	6/16/2009 12:00:00 AM	SENT DPAY FORM TO SUSAN ERICKSON KLC		6/16/2009		FALSE	None
Name Change Notes	4/21/2009 12:00:00 AM	Prev Service Name: ISAAC & SUSAN ERICKSONPrev Bill Name: Prev Bill Address: Reason: ADD CHGCaller Name: SUSAN THE OWNERRelation:		4/21/2009		FALSE	None
Name Change Notes	3/24/2009 12:00:00 AM	Prev Service Name: CITI MORTGAGEPrev Bill Name: CITI MORTGAGEPrev Bill Address: 1000 TECHONOLGY DR SAINT CHARLES MO 63304-2239Reason: SPECIALCaller Name: TERRYRelation: PREV REP ON FORECLOSURE		3/24/2009		FALSE	None
Billing/Cust notes	3/23/2009 12:00:00 AM	SP SAME AS REG DLO		3/23/2009		FALSE	None
Billing/Cust notes	3/19/2009 12:00:00 AM	O/P SP 2056 N/O:ISAAC & SUSAN ERICKSON CMDCALLER NAME:TERRY CALLER IS:PREV REP ON FOCMD		3/19/2009		FALSE	None

Name Change Notes	12/30/2008 12:00:00 AM	Prev Service Name: JOE LORRAINE DUCHENEPrev Bill Name: JOE LORRAINE DUCHENEPrev Bill Address: 9313 AVALON PATH INVER GROVE MN 55077-4432Reason: VERY NASTY ON PH SAID SOLD PROP GAVE WRONG RDG & DID NOT HAVE BANK ADDR/CHANGED TO MATCH TAX RECORDSCaller Name: LORRAINERelation:		12/30/2008		FALSE	None
Name Change Notes	5/14/2002 12:00:00 AM	Prev Service Name: JACK OMANPrev Bill Name: Prev Bill Address: Reason: SPECIALCaller Name: LORRAINERelation: NEW OWNER		5/14/2002		FALSE	None
Billing/Cust notes	5/1/2002 12:00:00 AM	O/P SP 1083 04/30/02 N/O:JOE LORRAINE DUCHECMDPER SPEC: # PEOPLE NOW 005 # PEOPLE BEFORE 005 CMDCALLER NAME:LORRAINE CALLER IS:NEW OWNER CMD		5/1/2002		FALSE	None
Billing/Cust notes	1/5/2001 12:00:00 AM	1 PER TIL 9/00 THEN 3 PERS TIL 12/00 THEN 5 PERS-OWNLL		1/5/2001		FALSE	None
Name Change Notes	1/5/2001 12:00:00 AM	Prev Service Name: TERRY J BELLINGERPrev Bill Name: TERRY J BELLINGERPrev Bill Address: 8213 JODY AVE S COTTAGE GROVE MN 55016-4984Reason: SP DONE BUT FOR SOME REASON N/C DID NOT GO THRU?? DID N/C NO RBLL NEC PER N/OCaller Name: MRS OMAN THE N/ORRelation:		1/5/2001		FALSE	None
Name Change Notes	9/17/1997 12:00:00 AM	Prev Service Name: Prev Bill Name: TERRY J BELLINGERPrev Bill Address: 8213 JODY AVE COTTAGE GROVE MN 55016Reason: JUST BILLING ADDRESS CHANGEDCaller Name: Relation: UB11		9/17/1997		FALSE	None