

Comment Code	Date/Time Entered
Off for over 30 days	7/4/2021 3:00:30 AM
Account Information	6/10/2021 4:04:21 PM
Unusual Consumption	6/10/2021 2:26:57 PM
Other	6/4/2021 3:47:34 PM
High Usage Resolved	6/4/2021 2:17:41 PM
High Usage Alert	5/28/2021 7:50:36 AM

Comments

Service has been disconnected for 30 DAYS or longer. Reconnects go to the Meter Office only, except for discretion of night and weekend personnel.

Spoke w/ Yer Yang. She said there were previously tenants here but it has been vacant for awhile now, & they're working on remodeling. She insisted there were no leaks. She also said one of her neighbors has been using her outside spigot, sounds like on a regular basis. Told her the service order stated that the water was running & the property appeared vacant, so we shut it off -on 6/4/21 -high usage courtesy shut-off. No charge for turning it back on. The neighbors may have left the water running?? There are 2 toilets there -advised her to do the dye test, but need to get the water turned on first. No adjustment on the bill. Also sending her info for assistance. MKO

06/10/21 I SPOKE YER YANG, I EXPLAINED THE CONT LEAK/WATER IS SHUT OFF. I EXPLAINED THE BILL IS CORRECT. PER YER YANG, SHE IS DISPUTING THE BILL. I TRANSFERRED TO THE SUPERVISOR. LDP

* WATER SHUT OFF AS HIGH USE COURTESY - NO CHARGE FOR TURN ON - PROPERTY LOOKS VACANT ** METER OPS

LEFT TAG

05/28/2021 JJ Left a message and text regarding the high usage and continuous leak. Needs a tag.

06/04/2021 reading of 108951.68 Tag still on the front door
SEND A HIGH USAGE ALERT LETTER.

User Id	Expiration Date
CIS Scheduler	
Mary Obey	
Lori Petricka	6/9/2021
Lauryn Buda	
Ben Robetor	
Josh Jonas	