

Comment Code	Date/Time Entered	Comments
Account Information	11/16/2022 9:10:14 AM	Received a hearing request form. But no information about why they want a hearing. Called left a message to resubmit.
High Note Response	10/31/2022 12:33:53 PM	used when a customer reacts to a previously sent High Consumption letter DONALD CALLED. HE SAID THEY FIXED TOILETS & A TUB. HE STATED THIS IS A 17-UNIT APT BLDG & THE TENTS DON'T SPEAK MUCH ENGLISH & DON'T REPORT WHEN THINGS ARE LEAKING. HE WANTED US TO GO GET A METER READING TODAY, I ASKED HIM TO GET THE READING. HE FLAT OUT REFUSED BECAUSE HE SAID IT'S UNDERNEATH A COUNTER & HE HAS TO USE A MIRROR. HE SAID HE'S NOT GOING TO DO THAT. I TOLD HIM THAT WE'D GET ONE THIS WEEK. HE WANTED MORE DETAILED INFORMATION/REPORTS ABOUT THE READINGS. TRANSFERRED HIM TO METER OPS. HE ALSO ASKED ABOUT DISPUTING THIS BILL, I TOLD HIM HE COULD REQUEST A HEARING. MKO 11/3/22 DONALD CALLED -GAVE HIM THE VERI READING WE TOOK ON 11/1, 168 UNITS USED IN 20 DAYS. TOLD HIM THERE'S STILL A CONTINUOUS LEAK. HE'S CURRENTLY IN ARIZONA & ASKED THAT I EMAIL THE HEARING REQUEST LETTER, WHICH I DID. MKO 10/31/22 SPOKE TO DON- ASKING FOR A VERIFY READ IF LEAKS HAS STOP. SAID SOME REPAIRS HAS BEEN MADE POSS 2-3 WEEKS AGO. A VERIFY READ WAS ALREADY ENTERED IN. HE WILL CALL BACK ONCE WE GET A READING- NM
Unusual Consumption	6/7/2022 10:06:54 AM	DONALD CALLED REGARDING READINGS. 89 UNITS USED IN 10 DAYS. 89/10=8.9 X 30=267. CONS STILL HIGH. HE'S GOING TO GIVE THAT PLUMBER A CALL. MKO
High Usage Resolved	5/26/2022 11:03:18 AM	06/07/22 6/6/22 13093134 CONTINUOUS 05/26/22 SPOKE TO DONALD - HE HAD A PLUMBER IN ON 05/14/22. I'M GETTING TWO RDG TO MAKE SURE THINGS ARE FIXED. ARS
Account Information	4/26/2022 10:58:13 AM	WAIVED L/C 74.18 PER DONALD SOBANIA - DM
Billing/Cust notes	2/8/2021 9:11:33 AM	LEAKS FOUND AND REP'D PER DON THE OWNER
Billing/Cust notes	12/10/2018 10:25:42 AM	12/10/18 UPDATED MAILING ADDR PER OWNER DONALD SOBANIA. MKO
Unusual Consumption	1/26/2018 11:56:30 AM	01/26/2018 SPOKE TO DONALD. CONCERNED ABOUT HIGH USAGE. HAVING METER SHOP CONTACTING HIM. LDP
Unusual Consumption	5/19/2017 10:44:34 AM	DON WILL HAVE MAINTANENCE GO OUT AND CHECK FOR TOILET LEAKS AT THE PROPERTY
Billing/Cust notes	6/11/2015 12:22:31 PM	06/11/15 PER CHRIS AT COLLIERS INTERNATIONAL THIS PROPERTY WENT INTO FORECLOSURE AND NOW THEY ARE HANDLING IT ADDING MAILING ADDRESS. TRU
Account Information	4/3/2015 3:02:17 PM	KEVIN WILL BRING A CHECK IN 4/6/15
Billing/Cust notes	4/2/2015 9:21:10 AM	04/02/15 SPOKE TO CHRIS C. (612-250-1329) WITH SERVICE REALTY, PROPERTY MANAGEMENT FOR BANK AND COLLIERS. E-MAILING A BILL. LDP
Account Information	4/2/2015 8:31:40 AM	04/02/15 SPOKE TO KEVIN CHAVANU WITH GREAT SOUTHERN BANK. 763-255-1415. WHEN I FIRST ANSWERED THE PHONE, KEVIN'S COMMENT, "HOW CAN YOU TURN OF THE WATER WITHOUT NOTIFYING THE RECEIVER" I EXPLAINED THE PROPERTY RECEIVED A POSTING. KEVIN'S COMMENT, "IM GETTING JUDGES INVOLVED." KEVIN TOLD ME I WAS INCOMPITANT. KEVIN CHAVANU PROVIDED ME WITH AN ADDRESS FOR THE BANK. LDP
Billing/Cust notes	1/29/2015 12:53:03 PM	ON S/O 1/29/15 PAID \$1,000 OK PER MKW, BAL OF \$922.07 IN DB TONIGHT 1/29/15 OR ACCT WILL BE PUT ON THE SHUT OFF LIST AGAIN PER MKW/LAL I WILL BE WATCHING THIS ONE**
Billing/Cust notes	10/21/2014 7:49:39 AM	10/21/2014 SPOKE TO PEGGY CHUN, MUST PAY \$2067.71 BY 11/03/14. LDP
Account Information	10/20/2014 9:09:48 AM	PLACARD THE PROPERTY FOR SHUT OFF AS OF 11-03-14.ARS BROKEN ARRANGEMENT
Account Information	6/18/2014 8:49:16 AM	06/18/14 SPOKE TO RANDALL (PEGGY CHUNS HUSBAND) IN PERSON. PER RANDALL, PEGGY WOULD LIKE TO MAKE PAYMENT ARRANGEMENTS WITH STEVE AND MUST BE TODAY. LDP
Billing/Cust notes	1/28/2014 3:33:13 PM	PER PEGGY CHUNG - SENDING CK FOR 1922.15 - MARIE SAID WE WILL GIVE IT A WEEK, TIL 2/4, TO RECEIVE THE CHECK. SA
Account Information	1/15/2014 9:12:04 AM	1922.15 DUE BY 1/29/14 NO EXCEPTIONS, AMOUNT IS FIRM
Billing/Cust notes	12/16/2013 3:35:58 PM	PEGGY STILL OWES 960.00 I SPOKE WITH MARIE DECEMBER DUE AND JANUARY DUE 1190.12 TOTAL DUE JANUARY 2150.12
Account Information	11/25/2013 2:03:22 PM	SPOKE TO PEGGY - TOLD HER THAT HER NOVEMBER PAYMENT IS LATE, SO MARIE COULD BE PUTTING THIS UP FOR SHUT OFF - TOLD HER THAT HER NOVEMBER PAYMENT IS FOR \$1198.00 AND THAT HER DECEMBER PAYMENT IS FOR \$964.44 PER MARIE'S ARRANGEMENT. SA
Account Information	10/16/2013 9:00:49 AM	960.00 DECEMBER DUE AND JANUARY DUE 1190.12 TOTAL DUE JANUARY 2150.12 DECEMBER PAYMENT 1071.00 PLACARDED PROPERTY FOR 2271.00 BY 12/16 paid 1311.00 still owes balance
Account Information	9/16/2013 8:51:29 AM	NEXT PAYMENT 1553.80 ON 10/10/13
Account Information	7/22/2013 8:07:29 AM	DO NOT MAKE ARRANGMENT SHE MUST PAY THE 1220.08 TO GET TURNED ON. REMIND HER THAT THE NEXT PAYMENT IS DUE TOMORROW 8/22/13 FOR 1440.04 FOR THE JULY BILL AND AUGUST PAYMENT. PLACARD FOR 1220.08 8/12/13
Account Information	4/29/2013 4:00:52 PM	04/29/13 SPOKE TO CAROL FROM ST PAUL PUBLIC HOUSING, EXPLAINED WILL BE SHUT OFF ANYTIME. LDP
Billing/Cust notes	3/4/2013 8:34:46 AM	ON S/O 3/4/13 PAID PER LAL WATER STILL ON
Account Information	1/31/2013 8:04:49 AM	LEFT WATER ON WILL BE IN ON FRIDAY TO PAY OR

Billing/Cust notes	1/31/2013 7:59:45 AM	PEGGY CALLED AND WANTED AN EXTENSION UNTIL TMR I EXPLAINED THAT THE ACCT IS ON THE SHUT OFF LIST FOR TODAY AND NO I CAN NOT EXTEND IT SHE ASKED FOR A SUPERVISOR REFERRED HER TO MKW
Billing/Cust notes	12/6/2012 8:44:27 AM	tried to run card 2x 2 differnet amounts exceeds limit mary m said she needs to pay full amount.
Account Information	11/27/2012 12:41:05 PM	11/27/12 I SPOKE TO THE JOHN SCHUSTER GROUP, RECEIVED THIS BILL BECAUSE OF THE BIG HEAD. EDITED M/A RESENT CURRENT BILL. LDP
Billing/Cust notes	9/26/2012 8:32:42 AM	09/26/12 SPOKE TO PEGGY CHUN, CREDIT CARD DECLINED FOR \$825.80, COMING IN PERSON WITH PAYMENT. LDP
Account Information	8/28/2012 9:03:33 AM	PEGGYS CARD DECLINED. SHE IS BRINGING A CHECK INTO OFFICE. TRY TO COLLECT ALL \$1055.59 BUT I ACCIDENTALLY TOLD HER SHE NEEDED TO PAY \$1039.18
Account Information	6/20/2012 3:04:45 PM	PLACARDED FOR 7/3/12 SHUT OFF.
Account Information	5/7/2012 4:12:23 PM	PLACARD THE PROPERTY FOR SHUT OFF AS OF 05-21-12. PLEASE NO LONG TERM ARRG., PLACARD FOR BROKEN ARRG. ARS PER MCM, SHE ALSO HAD A PLACARD PRINT. WE ARE GOING FOR THE LARGER AMOUNT TO BE COLLECTED. ARS
Billing/Cust notes	2/29/2012 7:53:54 AM	ON S/O 2/29/12 PAID PER LAL WATER STILL ON
Billing/Cust notes	7/29/2011 3:47:26 PM	PEGGY CALLED AT 3:46 PM STUCK IN TRAFFIC IN MPLS SHE WILL BE IN 8/1/11 WITH \$1,405.00 WHEN SHE COMES IN PLEASE HAVE HER TALK WITH MKW ABOUT ARRANGEMENTS FOR THE BALANCE DUE LAL
Account Information	7/22/2011 3:23:40 PM	POSTED FOR 8/8/11 SHUT OFF BECAUSE BILLS ARE MAILED TO ANOTHER ADDRESS.
Billing/Cust notes	1/13/2010 11:12:33 AM	1/11/10 - CHANGED ERT / READING 0000002465 - TRK 677
Billing/Cust notes	12/7/2009 11:35:48 AM	GREG MILLER AND JERRY LUDDEN WENT TO MS. CHUN'S PROPERTY, SEVERAL TIMES, WE TESTED THE METER THAT WAS AT THE PROPERTY AND THE METER THAT WAS SET, AS THE REPLACEMENT. BOTH METERS TESTED OUT AT 100%. WE MET WITH THE CARETAKER AND INVESTIGATED THE PROPERTY, WE FOUND A CROSS CONNECTION BETWEEN THE HOT WATER HEATER AND THE BOILER THAT WAS FEEDING WATER DIRECTLY INTO THE HEATING SYSTEM AND WE FOUND ONE TOILET THAT WAS LEAKING AND ONE THAT WAS RUNNING CONSTANTLY. WE GAVE THE CARETAKER THE INSTRUCTIONS FOR REPLACING THE TOILET PARTS AND RECOMMENDED REPLACING THE FLAPPERS EVERY FIVE YEARS. THE TOILET THAT WE FOUND RUNNING WAS FLOWING AT 4 GALLONS/MIN, THAT ALONE WOULD RUN THE USAGE UP AN EXTRA 230 UNITS/MONTH, ADD THAT TO THE NORMAL USAGE AND THAT WOULD ACCOUNT FOR THE HIGH BILLES. JERRY LUDDEN LEFT SEVERAL MESSAGES FOR MS. CHUN AND HAS NOT GOTTEN A RESPONSE. JERRY TALKED TO BETTY SPURR, FILLING HER IN ON HIS FINDINGS AND HAD HER PUT A NOTE ON THE ACCOUNT THAT MS. CHUN NEEDS TO PAY THE BILL. IF SHE WOULD LIKE TO ARGUE THE USAGE MS. CHUN NEEDS TO TALK TO JERRY LUDDEN.
Account Information	11/5/2009 3:29:33 PM	11/5/09 in office per Peggy Chun had a toilet leak repaired last week/disputing bill says new meter reading incorrectly/may be requesting hearing
Meter Comments	11/1/2009 11:49:15 PM	METER STARTS AT 461387/0 / ERT SET - 08/24/2009 MTR STRTS @ 0698240 9-15-97 INSTALLED ITRON RR (1) 1-11-02 TEST RESULTS FOR METER # 30761455 - 101.62 / 101.14 / 104.60 = AVG 101.41% TEST RESULTS FOR METER # 31812070 - 101.01 / 101.09 / 100.93
Account Info UB55	11/1/2009 11:45:44 PM	17 APTS OWN CHUN 755-5573 TAGL HOLD 1-07-10 AUG,SEPT,OCT BAS 17 APTS 11-25-09 PER JERRY LUDDEN CUST HAS TOILET LEAKS/METER CHECKS 100%. CUSTOMER NEEDS TO PAY BILL. IF CUSTOMER STARTS COMPLAINING TRANSFER TO JERRY AT 66853 OR 775-3026/BAS
Billing/Cust notes	8/25/2009 12:00:00 AM	BROKEN 08/24/09 - DISCONNECT READING #0914414CMMS
Billing/Cust notes	8/24/2009 12:00:00 AM	DISC 2012740 PT NM 4613870 ERT INST MS
Billing/Cust notes	8/17/2009 12:00:00 AM	8/11 PBM RDG 19440 MTR NOT FIX YET EST ON ACCOUNT TRUBROKEN ERT OR STOPPED MTR ?? SR#0923657 TRU
Billing/Cust notes	8/4/2009 12:00:00 AM	FINAL METER LETTER SENT
Billing/Cust notes	7/16/2009 12:00:00 AM	FINAL METER LETTER SENT
Billing/Cust notes	7/15/2009 12:00:00 AM	7/10 PBM RDG 19440 EST ON ACCT TILL MTR FIX TRUUPDATE SYNERGEN SCREEN 3 MONTH IN A ROW NO CONS TRU
Billing/Cust notes	7/14/2009 12:00:00 AM	SO NP & TO 07/13/09 - SO NP & TO #0919776 CMMS
Billing/Cust notes	7/9/2009 12:00:00 AM	NO ACCESS METER LETTER SENT
Billing/Cust notes	6/12/2009 12:00:00 AM	6/8 PBM RDG 19440 EST ON ACCT TILL MTR FIX TRU
Billing/Cust notes	5/15/2009 12:00:00 AM	5/11 PBM RDG 19440 TRUERT RDG 0000019440 BROKEN ERT PER NK TRUBROKEN ERT ?? SR#0914414 TRU
Billing/Cust notes	11/17/2008 12:00:00 AM	WORK ORDER REPAIRED MKW
Billing/Cust notes	10/29/2008 12:00:00 AM	CANCEL SO 10/27/08 - 1660 CUMBERLAND ST #0834966CMMS
Billing/Cust notes	1/3/2008 12:00:00 AM	BROKEN 1/2/08 - READING 0000177100 - #0739961CMMS
Billing/Cust notes	1/2/2008 12:00:00 AM	MIOP 0000177100 HTOK MS
Billing/Cust notes	12/21/2007 12:00:00 AM	MTR IS UNDER THEY LAUNDRY TUB & OWN IS NOT ABLE TO READ IT-GEM WILL HAVE CREW GO OUT TO PROPERTY LAL
Billing/Cust notes	12/20/2007 12:00:00 AM	OWN WILL C/B W/RDG NEED TO DETERMINE IF BROKEN ERT OR STOPPED METER LAL
Billing/Cust notes	12/11/2007 12:00:00 AM	12/8 PBM RDG 17450 EST ON ACCT TILL MTR FIX TRUUPDATE SYNERGEN FOR STILL NO CONS TRU
Billing/Cust notes	11/16/2007 12:00:00 AM	RDG 0000174500 RDG STILL THE SAME PER NK TRUBROKEN ERT OR STOPT MTR?? VERY LOW CONS SR#0739961 TRU
Billing/Cust notes	6/22/2007 12:00:00 AM	SO NP & TO 06/21/07 - SO NP & TO #0721825 CMMS
Billing/Cust notes	10/25/2006 12:00:00 AM	SO NP & TO 10/24/06 - SO NP & TO #0626246 CMMS
Name Change Notes	8/22/2006 12:00:00 AM	Prev Service Name: PEGGY CHUNPrev Bill Name: PEGGY CHUNPrev Bill Address: 678 HOLLY AVE SAINT PAUL MN 55104-7158Reason: BILL ADDRESS CHGCaller Name: PEGGYRelation:
Billing/Cust notes	8/9/2006 12:00:00 AM	SO NP & TO 08/07/06 - SO NP & TO #0619166 CMMS

Billing/Cust notes	7/13/2006 12:00:00 AM	PER ACH RET 7/10/06 ACCT CLOSED ALREADY OFF DPAY, SENTLTR AND RECHARGED ACCT 961.40	MKW
Billing/Cust notes	2/13/2004 12:00:00 AM	2/9 RDG 12420 IT'S ALREADY COPY TO NK ***WATCH AGAIN**	
Name Change Notes	4/2/2003 12:00:00 AM	Prev Service Name: DONALD E SOBANIAPrev Bill Name: Prev Bill Address: Reason: SPECIALCaller Name: DON SOBANIARelation: O/O	
Billing/Cust notes	3/26/2003 12:00:00 AM	VERI SP00117400 N/O:PEGGY CHUN	MCMCALLER NAME:DON SOBANIA CALLER IS:O/O MCM
Billing/Cust notes	2/14/2003 12:00:00 AM	E-MAIL PER NK RDG 0000116400MIOP 0000116400	HTOK MS
Billing/Cust notes	1/11/2002 12:00:00 AM	ERT INST 0000107400	MS