

Comment Code	Date/Time Entered	Comments	User ID	Expiration Date	Comment Status
Account Information	2/6/2025 8:46:01 AM	I SPOKE WITH SULEIMAN ABOUT HIS HIGH BILL. I EXPLAINED THERE IS SOMETHING LEAKING AT HIS PROPERTY AND TO DYE TEST THE TOILET IF HE DOESNT PHYSICALLY SEE SOMETHING LEAKING. HE SAID THERE ARE NO LEAKS. HE HAS A MAINTENANCE MAN CAME ONCE A MONTH TO CHECK. I TOLD HIM I CAN HAVE JOE COME OUT AND LOG THE METER. HE SAID HE IS GOING TO CITY COUNCIL AND THE MAYOR. WE SEE HIS NAME AND JUST CHARGE HIM HIGH BECAUSE HE IS SAMOLI. I EXPLAINED WE DRIVE BY AND GET A SIGNAL FROM HIS METER AND IT IS NOT ATTACHED TO A MANE UNTIL DOWNLOADED IN OFFICE. JOE IS GOING TO CALL HIM	Holly Overton	2/5/2025	None
Account Information	2/6/2025 8:20:28 AM	PER SULEIMAN ARGUING USAGE MARKED BY METER. ADVISED CHECKING FOR LEAKS, DYE TESTING, ETC. IT'S NOT JUST DOUBLE IT'S CONSIDERABLY HIGHER, MORE THAN TEN TIMES THE TYPICAL AMOUNT AND THE METER DETECTING INTERMITTENT LEAK. HE'S INSISTING THERE'S NO LEAK AND THEY COULDN'T HAVE USED THAT MUCH WATER. HE WANTS US TO PROVE HE USED THAT MUCH WATER AND I TOLD HIM THAT'S WHAT THE METER IS FOR. IF THERE WAS AN ISSUE WITH THE METER, WHICH CAN HAPPEN, IT WOULD STOP MARKING USAGE, NOT SUDDENLY START MARKING AN INCREASE IN USAGE THAT DOESN'T FLOW THROUGH IT. HE REMAINED ARGUMENTATIVE THROUGHOUT THE WHOLE CONVERSATION AND ULTIMATELY ASKED FOR A	F Fernandez-Chavarin	2/6/2025	None
High Usage Unresolvd	1/29/2025 7:04:59 AM	Letter	JOSEPH TRONSON		None
High Usage Alert	1/20/2025 7:20:14 PM	jk 2-20-25, letter sent, hung tag	Joel Koppendrayer		None
Waive Late Fee COVID	6/4/2021 8:18:00 AM	Late Fee waived - COVID 19 - 7.59 PER SULEIMAN AWL ISSE - DM	Deana Masiello	6/4/2021	None
Account Information	5/13/2019 1:49:53 PM	PER SULEIMAN - TOO SOON FOR AN ARRANGEMENT - SULEIMAN WILL CALL BACK TO MAKE A PAYMENT ON OR BEFORE WEEK OF 05/28/2019 - DM	Deana Masiello	5/13/2019	None
High Usage Alert	5/16/2018 7:43:55 AM	05/16/2018 JL talked to Suleiman regarding the high usage, I explained that not only did this bill go higher but the last quarter as well. Suleiman will track his usage for a week and call me back if he would like to have the meter tested	Jerry Ludden	5/16/2018	None
Unusual Consumption	5/15/2018 2:03:36 PM	05/15/18 SPOKE TO SULEIMAN AWL ISSE, FIVE (5) OCCUPANTS RESIDE HERE. NOTHING IS WRONG WITH THE METER/NO ADJUSTMENT ON THE WATER BILL. 05/15/18 CUSTOMER READ 046591879 12 UNITS OF WATER IN 27 DAYS = 40 UNITS. PER SULEIMAN, FAMILY WAS OUT OF TOWN FOR A WHILE. NO LEAKS WERE FIXED. HAVING JERRY CONTACTING OWNER LDP	Lori Petricka	5/14/2018	None
Account Information	4/17/2018 12:23:04 PM	PER OWN ACCT STATUS. DLD	David Denton	4/17/2018	None
Account Information	7/24/2017 10:34:28 AM	07/24/17 I SPOKE TO SULEIMAN AWL. PER SULEIMAN'S COMMENT, "YOU ARE SHUTTING WATER OFF BECAUSE OF MY COLOR". I UPDATED HIS PHONE NUMBER. LDP	Lori Petricka	7/23/2017	None
Account Information	6/27/2017 1:12:20 PM	PROPERTY PLACARD FOR SHUT-OFF 07-10-17 KA	Krista Anderson	7/11/2017	Forced
Account Information	3/30/2017 11:07:46 AM	property placard for shut off 04/11/2017. jmr	Justina Ross	4/12/2017	Forced
Account Information	9/27/2016 10:28:01 AM	PROPERTY PLACARD FOR SHUT OFF 10/10/16 HAO	Holly Overton	10/11/2016	Forced
Billing/Cust notes	2/11/2015 11:12:59 AM	02/11/15 SPOKE TO LOUIS, PROPERTY WAS VACANT PRIOR TO THE SALE. SENT OUT FOR VERIFICATION. LDP	Lori Petricka	2/18/2015	None
Account Information	2/8/2010 10:48:01 AM	02/08/10 SPOKE TO ROSEMARY AT 714-2998. SHE REQUESTING ASSISTANCE ON CHECKING FOR LEAKS. TRANSFERRED TO METER SHOP. LDP	Lori Petricka	2/7/2010	None
Account Info UB55	11/1/2009 11:45:45 PM	1 FAM/OWN R MCARDELL	converted data		None
Billing/Cust notes	7/21/2009 12:00:00 AM	ID MISMATCH-CAPTURED ID 0997-- RDG 2055	converted data	7/21/2009	None
Billing/Cust notes	12/8/2005 12:00:00 AM	WAIVE L/C #3 GOOD HISTORY MKW	converted data	12/8/2005	None
Billing/Cust notes	2/4/2002 12:00:00 AM	OPH RDG 155120 1 PERS USES WTR STILL HIGH CMD	converted data	2/4/2002	None
Billing/Cust notes	1/24/2002 12:00:00 AM	ID MISMATCH-CAPTURED ID 28---- RDG 1547	converted data	1/24/2002	None
Name Change Notes	10/14/1997 12:00:00 AM	Prev Service Name: JOS N MEYERS/ROBERT J STEIGAUFPrev Bill Name: Prev Bill Address: Reason: SPECIAL Caller Name: LOUIS CASBYRelation: N/O DAUGHTER	converted data	10/14/1997	None