

Comment Code	Date/Time Entered	Comments
Account Information	3/4/2025 9:59:36 AM	Spoke with Brandon after her spoke with Lori. Brandon raised a concern of why he wasn't notified earlier about the high usage. I talked to Brandon about the meter replacement project. Reassuring the meters are accurate. We can't deduct charges from the bill. Brandon requested a hearing. A letter was sent. I had Joe do a data log of the meter. Usage is still showing a random leak. See data logs.
Unusual Consumption	3/4/2025 8:41:11 AM	03/04/25 I SPOKE TO BRANDON. THREE (3) OCCUPANTS RESIDE HERE. NO BURST PIPES. ADVISED: TO CHANGE ALL FOUR (4) TOILETS. AFTER REPLACED, CALL WITH A READING FROM THE METER. HE WAS UPSET, WE DIDN'T CATCH THIS EARLIER. I DID EXPLAIN; WE WILL CHANGE IN THE FUTURE. NO ADJUSTMENT ON THE WATER BILL. WE NEED APPROVAL FOR AN ARRANGEMENT/LONG TERM ARRANGEMENT. REVIEW AND RESET THE SEWER RATE. HE REQUESTED TO SPEAK TO A SUPERVISOR. LDP
COVID19 ENTRY OCC	3/8/2021 1:24:54 PM	COVID-19 ENTRY - PROPERTY OCCUPIED (CUSTOMER WAS AT PROPERTY WHEN SPRWS ENTERED PROPERTY)np head change
REFER TO MTR OPS	2/18/2021 8:50:54 AM	MTR OPS NEEDS TO MAKE AN APPT WITH CUSTOMER. PLEASE REFER CUSTOMER TO MTR OPS - NO READING OBTAINED (NO RADIO SIGNAL)
Billing/Cust notes	11/26/2012 9:19:10 AM	SENT OUT AUTO PAY APPL. AS JON IS SWITCHING BANKS TOLD IM TO RETURN BEFORE 12/11/12
Meter Comments	11/1/2009 11:49:11 PM	METER STARTS AT 029030 4/9/03
Account Info UB55	11/1/2009 11:45:29 PM	1F OWN J WALSH 645-7106
Billing/Cust notes	4/9/2003 12:00:00 AM	DISC 176655 LD REPL NM 029030 MS

User ID	Expiration Date	Action ID	Active?	Comment Status
Derek Olson	3/4/2025		FALSE	None
Lori Petricka	3/3/2025		FALSE	None
NATHAN PEARL			TRUE	None
Gayle Moser	3/10/2021	CODE VIOLA	FALSE	Forced
Kris Callinan	11/26/2012		FALSE	None
converted data	9/20/2016		FALSE	None
converted data			TRUE	None
converted data	4/9/2003		FALSE	None