Comment Code	Date/Time Entered	Comments	User ID	Expiration Date	Action ID	Active?	Comment Status
Account Information	5/12/2025 3:08:08 PM	Tom Cullen (owner) called in on Friday Jordyn and Jen. I was asked to call Tom back regarding late fees. Tom says the tenant was getting the bills and throwing them away. A past due notice would go to the tenant and the owner which is when he would get the information about the water bill. Tom wants all late charges waived. I will not waive them due to once phone stating he was the owner and wanted the bill would have stopped this issue. Tom didn't even call to say he was the owner we took the information off of a title check. Otherwise notices wouldn't have been sent to Grandpa Fix It.	Derek Olson	5/12/2025		FALSE	None
Account Information	5/12/2025 2:57:01 PM	Owner Tom Cullen called. Talked to Jordyn and she transfered the call to me. Owner bought the property but did not move the new owner in until March of 2022. The bill was in the tenants name prior to new ownership. CSR moved the tenants back in after the change in ownership. Both owner under Grandpafixit and the tenants are in the property. Bills are sent to the tenants in the property and owner gets copies of the late notice. Owner paying the bill when he gets the late notice. Owner not aware that the bills were being sent to the tenant. Owner stated that his tenants were throwing the bill away and not giving them to the owner. Owner stated that he did not know why the bill was put into the tenants name. Owner was upset that he has been paying the bill late for 3 years but acknowledged the bills in his possession were all late notices. Wanted credit for all the late fees that he has paid since he purchased the property. I explained that as the owner he was responsible for the water and asked why he did not know that the account was in the tenants name. He stated that we were in the wrong for that. Asked 3 times if he would like me to put the bill into his name and he refused to answer me. Told him that I could not authorize the credit for 3 years worth of late fees but would have the manager Derek to call him on monday (5/12/25) and talk to him	Jennifer Guertin			TRUE	None
Move Out Comments	5/12/2025 2:56:12 PM	owner bal trans actual read 4/29/25 0375	Jennifer Guertin	5/17/2025		FALSE	None
Account Information	5/12/2025 2:46:10 PM	i spoke with owner of Grampafixit. He called upset because a meter replacement letter was sent and addressed to the tenant, modern screen & design. I explained it was addressed to them because that is who we have listed as an active account. He said "well why are you giving my tenant authority to schedule when I own the property". He said that the account is in his name and he pays the bill. I explained this account has been in his tenant's name since 3/14/22. I also explained that he does have an account under his name, which is inactive when in a tenant's name, and all payments are made on the tenant's account beause that is who is active and using water. He said that he pays the bill when he gets the letter, which is addressed to grampafixit. I explained to him that the original bill goes to the tenant, and when the account falls 30 days past due, owner grampafix it get a late notice sent under his name. He kept yelling and just telling us we are wrong and that we have something seriously messed up with his account at the water department. He kept talking over me and would not let me finish. He just wanted to argue that we are wrong and the account is in his name. I asked him multiple times if he would like us to take the account out of his tenant's name and send the bill to him as the owner, seeing as he is paying the bill every 3 months after late charges are applied. I also offered to add a mailing address if he wanted the late notice to be sent somewhere else to him. He was argumentative and I was not able to reach a solution. I ended up telling him I would transfer him to a supervisor to further assist him. I did transfer him to Jen. Jen had to transfer him to derek. JA	Jordyn Amundson			TRUE	None
REFER TO MTR OPS	12/18/2024 1:44:38 PM	MTR OPS NEEDS TO MAKE AN APPT WITH CUSTOMER. PLEASE REFER CUSTOMER TO MTR OPS - Register Replacement project	Gayle Moser		Registers Re	TRUE	Forced
Move Out Comments	3/17/2022 1:58:51 PM	OWNER BALANCE TRANSFER 3/14/22 CUST READ 031175617 PLEASE DO NOT SEND FINAL BILL TO TENANT. NEW OWNER AS OF JULY 2021-WAS NEVER MOVED IN. (TENANT HAS BEEN THERE FOR MANY YEARS) WILL MOVE TENANT BACK IN AFTER NEW OWNER IS IN. MKO	Mary Obey	3/22/2022		FALSE	None