

COMMENTS

Comment Code	Date/Time Entered	Comments	User ID	Expiration Date	Action ID	Active?	Comment Status
Account Information	7/16/2025 11:31:26 AM	Called Alex to verify I received their hearing request form. At that time Alex asked if he could be on the account. I did add his name to the account.	Derek Olson	7/16/2025		FALSE	None
Billing/Cust notes	7/15/2025 11:23:15 AM	07/15/25 PER ALEX, MAILED A THE CORR LETTER (REQUEST FOR HEARING) ON 07/10/25. AS OF RIGHT NOW, NO LETTER. LDP	Lori Petricka	7/14/2025		FALSE	None
Account Information	7/1/2025 8:55:28 AM	SPOKE TO DEEDRA ABOUT HER BILL. SHE STILL ISNT HAPPY WE JUST "CAME UP " WITH AN AMOUNT. SHE WANTS TO APPEAL THE BILL.	Holly Overton	6/30/2025		FALSE	None
Account Information	7/1/2025 8:24:59 AM	PER DEEDRA NOT HAPPY WITH A SUDDEN \$500 BALANCE. ADVISED PREVIOUS READINGS WERE ESTIMATES AND THEY WERE ALL ZERO. NOW THAT METER IS REPLACED WE USED RECENT READINGS TO ESTIMATE PAST BILLS. SHE SAYS THAT'S NOT HER FAULT, SO SHE SHOULDN'T BE RESPONSIBLE BUT WE COULDN'T GET ACTUAL READINGS BEFORE. SHE WANTS A SUPERVISOR, TRANSFERRED TO HOLLY. PF	F Fernandez-Cha	7/1/2025		FALSE	None
Account Information	6/30/2025 11:08:56 AM	Cancel rebilled back to January 2024. Used new meter readings in Neptune to estimate all bills. 3 units in 25 days = .12 per day.	Derek Olson	6/30/2025		FALSE	None
REFER TO MTR OPS	5/20/2025 4:14:37 PM	MTR OPS NEEDS TO MAKE AN APPT WITH CUSTOMER. PLEASE REFER CUSTOMER TO MTR OPS - ~ STOP METER OR VACANT PROPERTY? 5/20/2025 03216963 04/15/2025 03216963 (0 UNITS) 01/15/2025 03216963 (0 UNITS)	Gayle Moser	6/5/2025	CODE VIOLA	FALSE	Forced