

Comment Code	Date/Time Entered	Comments	User ID	Expiration Date
Billing/Cust notes	9/11/2023 8:14:24 AM	PER CHARLES BROST (651-699-8830) PROPERTY WAS SOLD TO THE CURRENT TENANT EARLY BIRD AUTO SERVICES ON 09/01/23 NO MOVE IN / OUT NEED IT CHANGE FROM TENANT TO OWNER TRU	True Johnson	9/11/2023
Account Information	1/6/2021 10:26:58 AM	IF CUSTOMER CALLS AND WOULD LIKE TO HAVE ACCOUNT PLACED ON AUTOMATIC BILL PAY, WE WILL NEED TO RECEIVE A NEW SIGN UP BROCHURE. TRIED MULTIPLE ATTEMPTS TO REACH CUSTOMER UNSUCCESSFULLY, PLEASE SEE COMMENTS AND LETTER DATED 09/11/2019. ORIGINAL ACH BROCHURE DATED 05/30/2019 HAS BEEN SHREDDED. DM	Deana Masiello	1/6/2021
Billing/Cust notes	8/27/2019 10:08:20 AM	\$213.01 IS DUE ON 4/17/20 PER LAL 4/6/20	Lisa Lervoog	5/2/2020
Account Information	8/2/2019 1:13:03 PM	2ND MESSAGE TO ALI HOLA #651-500-6044 EXPLAINING THE ACCOUNT IS ON A LONG TERM ARRANGEMENT THEREFORE UNABLE TO BE SIGNED UP FOR ACH WITHDRAWL AT THIS TIME - DM	Deana Masiello	8/2/2019
Account Information	7/15/2019 11:25:29 AM	LEFT MESSAGE @ 651-500-6044 FOR CALL BACK. WILL NOT BE ABLE TO SIGN UP ACCOUNT FOR ACH W/D DUE TO LONG TERM PAY ARRANGEMENT PLACED ON ACCOUNT - DM	Deana Masiello	7/15/2019
Billing/Cust notes	7/11/2019 2:48:16 PM	ON S/O 7/11/19 WATER STILL ON, TEE OUT OF BOX PER JAKE LAL 7/11/19	Lisa Lervoog	7/17/2019
Unusual Consumption	7/3/2019 1:22:30 PM	07/03/2019 SPOKE TO ALI HOLA. 07/03/19 CUSTOMER READ 066596439 NO ASSISTANCE, MUST CONTACT US BY 07/09/19. LDP	Lori Petricka	7/2/2019
Unusual Consumption	6/26/2019 2:29:10 PM	ALI HOLA CALLED IN WITH A READING: 6/19/19 066575007 - (SAME AS THE LAST 2 READINGS) & TO REPORT THAT HE REPLACED THE FLAPPER & FLUSHING MECHANISM ON THE TOILET MKO	Mary Obey	
Billing/Cust notes	4/29/2019 11:38:59 AM	ALI THE TENANT CALLED BACK, HE IS THE ONE THAT TALKED WITH JERRY ORIGINALLY NOT THE OWNER....HE STATES THAT THEY DID NOT REPLACE ANY PARTS INSIDE THE TOILET TANK YET THE CONS IS BACK DOWN FROM 2/28/19 TO 4/9/19, I LOOKED UP THE MTR REPORTS AND ENTERED THE DATA UNDER NOTES....I EXPLAINED TO ALI THAT THE CONS IS BACK DOWN BUT UNKNOWN AS TO WHY SO HIGH BEFORE, UNFORTUNATELY NO ADJ CAN BE DONE WITH THE EXTREMELY HIGH BILL, WATER WAS USED AND WENT THROUGH THE METER, NO ADJ WARRANTED, OK TO MAKE LONG TERM ARRANGEMENTS THOUGH, ALI ASKED TO TALK WITH JERRY L AGAIN, I TRANSFERRED HIM TO JERRY L, VERI 5/10/19 TO CONFIRM THAT	Lisa Lervoog	4/2/2019
Unusual Consumption	4/10/2019 12:53:37 PM	LEFT MESSAGE AT 651-500-6044 REGARDING APRIL READ, HIGH CONSUMPTION. ASKED FOR CALL BACK - DM	Deana Masiello	4/10/2019
High Usage Alert	2/28/2019 3:32:02 PM	02/28/2019 JL Talked to the owner regarding the high bill he gave me a reading of 065958.437, he said the leak flag was solid. He will replace the flapper and fill valve and track the usage closely.	Jerry Ludden	2/28/2019
Billing/Cust notes	5/29/2018 11:19:37 AM	PER CUSTOMER WAIVED A LATE FEE OF \$7.27 1 TIME PER CUSTOMER. TRU	True Johnson	5/28/2018
Account Information	1/8/2018 11:25:31 AM	PET TNT ACCT STATUS. DLD	David Denton	1/8/2018