

## SERVICE HISTORY

Service Order #	Type of Service Order	Service Message	Print Date	Date Work Completed	Created By	Date/Time Created	Completion Code	Assigned To	Assigned To Department	Printed By	Date/Time Printed	Work Done By	Completed Timestamp	Preferred Reading From	Preferred Reading To	Customer #	Progress Notes	Closing Notes	Action ID
795298	METER CHECK-IN	Please review Disconnect Readings and verify mtr/remote numbers. - FOUND OFF FROZEN MTR.Meter Reading: 186315.094 LF Reading: Field Notes: RMWO froze meter, charge	3/23/2026	3/24/2026	NATHAN PEARL	3/23/2026 1:43:06 PM	CHECK IN COMPLETED (TCSC)		Meter Shop			Al Benson	3/24/2026 7:57:29 AM			533164	CHARGE frozen 5/4	CHARGE frozen 5/4 body	Generate Meter Check-in Service Order
795077	PRIVATE PROPERTY SERVICE MATER	Investigate service material inside the property. Take a picture of the meter setting. Recorded Inside Property Material: Copper	3/20/2026	3/23/2026	Gayle Moser	3/20/2026 8:14:31 AM	COPPER (SMCO)		Meter Office	Gayle Moser		NATHAN PEARL	3/23/2026 1:42:14 PM			533164	Inside Property Ma		Create Property Material Investigation a SO
795076	REMOVE METER WATER WAS DISC	RMWO ~ APPT 3/23/2026 1-3 << PLEASE CALL BEFORE GOING - SUNN #651-356-1198 >> Investigate material inside property. Recorded Inside Property Material: Copper. Take picture of the meter setting.	3/20/2026	3/23/2026	Gayle Moser	3/20/2026 8:13:32 AM	FOUND OFF FROZEN MTR (FMOF)		Meter Office			NATHAN PEARL	3/23/2026 1:43:06 PM	3/23/2026 1:00:00 PM	3/23/2026 3:00:00 PM	533164	EXISTING/DISCON	3/23/2026 - RMWO / DISCONNECT READING OF FROZEN METER - 186315.094	
792301	RECONNECT DISPATCH	(HFC FOR TURN ON) - OFF REPAIR.HOUSE HAS FROST ON THE INSIDE OF THE WINDOWS - OWNER REQUESTED WATER TO BE LEFT ON BUT WHEN TRONSON TURNED ORISEAL ON HE COULD HEAR WATER RUNNING - LEFT OFF 2/25/26	2/25/2026		Donald Graf	2/25/2026 9:18:08 AM			Dispatch				3/20/2026 8:13:30 AM			533164			Off Repair
792276	DISCONNECT - REPAIR/REQUEST	TURN OFF PER TRONSON 398 MISSISSIPPI BLVD S.	2/25/2026	2/25/2026	Chris Cullen	2/25/2026 7:35:02 AM	OFF REPAIR (OFFR)		Dispatch			JOSEPH TRONSO	2/25/2026 9:18:08 AM			533164		HOUSE HAS FROST ON THE INSIDE OF THE WINDOWS - OWNER REQUESTED WATER TO BE LEFT ON BUT WHEN TRONSON TURNED ORISEAL ON HE COULD HEAR WATER RUNNING -	
792262	VERIFICATION RECHECK HIGH USE	PLEASE GET A READING TO CHECK IF USAGE HAS GONE DOWN AFTER SPRWS CONTACTED CUSTOMER ABOUT HIGH USE. - NEEDS HIGH USAGE LETTER W/RDGS.	3/4/2026	3/5/2026	Joe Schmitz	2/25/2026 7:25:06 AM	RESOLVED-USAGE DROPPED (HVRC)		Meter Reading	Gayle Moser	2/26/2026 6:02:17 AM	Joe Schmitz	3/5/2026 7:20:30 AM			533164		3/4/26 186315.09	Verification Recheck High Use Service Order
792261	LEAK AUDIT PROGRAM		2/25/2026	2/25/2026	Joe Schmitz	2/25/2026 7:24:55 AM	NEEDS HIGH USAGE LETTER W/RDGS (HURD)		Meter Reading			Joe Schmitz	2/25/2026 7:25:05 AM			533164			
651522	METER INVESTIGATION	Meter Investigation Requested ~ STOPT METER OR VACANT PROPERTY? 3/29/2023 11313312 02/24/2023 11313312 ( 0 UNITS ) 11/23/2023 11313287 ( 54 UNITS ) CHECK PROPERTY SERVICE MATERIAL. Recorded Material: Copper	3/30/2023	4/3/2023	Gayle Moser	3/30/2023 6:06:56 AM	PROPERTY LOW TO NO USE / NO READING (PLNU)		Meter Office			Lauryn Buda	4/3/2023 10:46:30 AM			533164	STOPT METER OR	4/3/23 - 651-356-1198 - PROPERTY IS CURRENTLY VACANT - KEEP OFF AT VALVES INSIDE - THEY RESIDE NEXT DOOR AND MAY USE THE SPRINKLER IN THE SUMMER	CODE VIOLATION STEP 1 - LOW OR NO USAGE
649500	VERIFICATION READING	LOW CONSUMPTION: 02/24/2023 11313312 11/23/2023 11313287	3/1/2023	3/29/2023	Deana Masiello	3/1/2023 8:25:05 AM	Deana Masiello - REVIEW READING (RDDM)		Meter Office	Lauryn Buda	3/1/2023 1:37:12 PM	Xue Vang	3/30/2023 12:11:00 PM			533164	LOW CONSUMPTI	3/29/23 VERI READ 11313312	
629278	VERIFICATION READING	NEED A READING TO CHECK THE CONSUMPTION. LDP 08432847 5/23/2022 08432750 2/23/2022	5/24/2022	6/13/2022	Lori Petricka	5/24/2022 8:55:00 AM	Lori Petricka - REVIEW READING (RDCS)		Meter Office	Gayle Moser	5/24/2022 9:49:08 AM	Xue Vang	6/13/2022 3:34:23 PM			533164		6/13/2022 - READING 08432920	