

Utility Contacts by Account # (UCAC) - C153315 - Illinois American (10/2/03)

File Edit Functions Go Path Help

Path Account 493305 Name CASEY, TRACI

UC List/Acct # | UC Acct Info | UC Comment Entry | UC Def/Response

Contact Number 7120338 Contact Type ACINQ General Account Inquiry

Print Date Print Amount

Print Comment 1

Print Comment 2

Print Comment 3

Comment Lines	Type
6/25--Owner had filed an ICC issue back in Nov. 02 - follow-up	C
results: New meter set for ONEXS done on 6/20/03. No leaks were	C
found. I had the old meter T-76428640 tested on 6/24 & results	C
are: H-100.1% M-99.5% L-100.0% = 99.87% average & tested	C
good. 6/25 at 4:15 pm spoke w/Ken K/ICC and gave him the test	C
results and w/Richard Williams recommendation - we are giving the	C
customer a ONE-TIME COURTESY CREDIT AT 50% REDUCED RATE. I will	C
call the customer and let her know the credit amount. Already	C
informed Ken K/ICC what we are doing. He is satisfied w/our -->	C

Investigate Fold/Unfold

OK Cancel

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decision and asked that I call the customer and explain the test results, the credit, etc... TDuba/supv. X-4183	C
*** Credit entered on the old account #441127-8 *** TJD	C
customer will have a credit balance owed to her by the company & most likely would want a cash refund sent, since she is in CA.	C
TOTAL CREDIT = \$414.25 ENTERED ON #441127 & AT 5:37 PM I left a voice message for Ms. Casey to call me THur. TDuba/supv. x-4183	C

Investigate Fold/Unfold

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OK Cancel

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