

Billing Investigation Report for the Champaign District

| Account Number | Service Address         | Current Read Date | Consec. Estimate Counter | Premises Comment | Office Action/Comment              | Estimate Service Order No. | Service Order Comments/Field Investigation                       | S/O Ind |
|----------------|-------------------------|-------------------|--------------------------|------------------|------------------------------------|----------------------------|--|---------|
| 312702         | 302 Wilbur Ave          | 20081105          | 3                        |                  |                                    | 0                          |  |         |
|                |                         | 20090106          | 4                        |                  |                                    |                            |  |         |
| 313037         | 78 Northwood Dr         | 20090107          | 3                        |                  |                                    | 0                          |  |         |
| 313480         | 2402 Mary Lou Dr        | 20090107          | 3                        |                  |                                    | 0                          |  |         |
| 315054         | 1909 N Cunningham Ave   | 20090107          | 3                        |                  |                                    | 0                          |  |         |
|                |                         | 20090306          | 4                        |                  |                                    |                            |  |         |
| 317786         | 1213 Redwood Dr         | 20081107          | 3                        |                  | Called, left message               | 0                          |  |         |
| 319726         | 2100 N Mattis Ave IRRIG | 20090112          | 3                        |                  | Order already issued               | 1925234                    | pair get a read  | C       |
|                |                         |                   | 3                        |                  |                                    |                            | Rescheduled Reason: FRCC - Reschedule Expired Order              | C       |
|                |                         |                   | 3                        |                  |                                    |                            | W001 Meter reading: 79.  | C       |
|                |                         |                   | 3                        |                  |                                    |                            | NEED FURTHER DIRECTION BEFORE REPAIR METER IS OUT OF SETTING     | C       |
|                |                         |                   | 3                        |                  |                                    |                            | SARA IS FOLLOWING UP ON THIS ORDER. CE                           | C       |
|                |                         |                   | 3                        |                  |                                    |                            | W001 Incompletion reason: Other.                                 | C       |
|                |                         |                   | 3                        |                  |                                    |                            | "2 consecutive estimates   | evice   |
|                |                         | 20090311          | 4                        |                  | Called, left message               | 0                          |  |         |
| 320393         | 105 Ash St              | 20081110          | 3                        |                  | Issued EST/ZERO Svc Order          | 1910526                    | and get a read. Back office review with reading to stop estimate | Y       |
|                |                         |                   | 3                        |                  |                                    |                            | s.   | Y       |
|                |                         |                   | 3                        |                  |                                    |                            | W001 Out meter reading: 4.                                       | Y       |
|                |                         |                   | 3                        |                  |                                    |                            | W001 In meter ID: 86709347N reading: 0.                          | Y       |
|                |                         |                   | 3                        |                  |                                    |                            | jm   | Y       |
|                |                         |                   | 3                        |                  |                                    |                            | Changed Meter  | Y       |
|                |                         |                   | 3                        |                  |                                    |                            | W001 Remote ID entered: 1821106423.                              | Y       |
|                |                         |                   | 3                        |                  |                                    |                            | "3 consecutive estimates   | ve RF   |
| 320426         | 404 S Market St         | 20081110          | 3                        |                  | Sent letter to gain access         | 0                          |  |         |
| 321124         | 615 Crestwood Dr        | 20081112          | 3                        |                  | Issued EST/ZERO Svc Order          | 1917898                    | **** 9:30 appointment **** RF meter set in June defective repair | C       |
|                |                         |                   | 3                        |                  |                                    |                            | imates.  | C       |
|                |                         |                   | 3                        |                  |                                    |                            | W001 Meter reading: 35.  | C       |
|                |                         |                   | 3                        |                  |                                    |                            | W001 Incompletion reason: Other.                                 | C       |
|                |                         |                   | 3                        |                  |                                    |                            | "or change meter   | t A re  |
|                |                         |                   | 3                        |                  |                                    |                            | "rf meter has a low battery                                      | hang    |
| 323576         | 1215 Mimosa Dr          | 20090114          | 3                        |                  | Sent letter to move reading device | 0                          |  |         |
| 325529         | 108 S Mattis Ave        | 20090115          | 3                        |                  |                                    | 0                          |  |         |
| 326734         | 702 W Maple St          | 20090115          | 3                        |                  |                                    | 0                          |  |         |
| 335940         | 309 N Busey Ave MULTI   | 20090319          | 3                        |                  |                                    | 0                          |  |         |
| 337753         | 901 N Gregory St        | 20090121          | 3                        |                  | Issued EST/ZERO Svc Order          | 1973734                    | MB   | Y       |
|                |                         |                   | 3                        |                  |                                    |                            | Changed Meter  | Y       |
|                |                         |                   | 3                        |                  |                                    |                            | W001 Remote ID entered: 1830100020.                              | Y       |

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| 337753         | 901 N Gregory St           | 20090121          | 3                        |                  | Issued EST/ZERO Svc Order  | 1973734                    | SENT CLOSER BATCH FOR 3 ESTIMATES .UPDATED SRVM JR 2/09            | Y       |
|                |                            |                   | 3                        |                  |                            |                            | reading device not working and has been checked and determined met | Y       |
|                |                            |                   | 3                        |                  |                            |                            | er inside needs to be check for repair. Please repair meter or ch  | Y       |
|                |                            |                   | 3                        |                  |                            |                            | ange meter. Get a read. Appointment time ok per CR.                | Y       |
|                |                            |                   | 3                        |                  |                            |                            | SPECIAL HANDLE FOR SATURDAY 02/07/09                               | Y       |
|                |                            |                   | 3                        |                  |                            |                            | Rescheduled Reason: FRCC - Reschedule Expired Order                | Y       |
|                |                            |                   | 3                        |                  |                            |                            | Rescheduled Notes: S/H PER NOTES EKD/TC                            | Y       |
|                |                            |                   | 3                        |                  |                            |                            | W001 Out meter reading: 187.                                       | Y       |
|                |                            |                   | 3                        |                  |                            |                            | W001 In meter ID: 87006484N reading: 0.                            | Y       |
| 338059         | 902 N Busey Ave            | 20081119          | 3                        |                  | Sent letter to gain access | 0                          |  |         |
| 338283         | 810 W University Ave IRRIG | 20090320          | 3                        |                  |                            | 0                          |  |         |
| 340411         | 1308 E Kerr Ave            | 20090324          | 3                        |                  | Called, left message       | 0                          |  |         |
| 342125         | 407 N 8th St               | 20090325          | 3                        |                  | Issued EST/ZERO Svc Order  | 2025481                    | bankruptcy case# 09-80694 ch 13 file date 3/6/09                   | Y       |
|                |                            |                   | 3                        |                  |                            |                            | trf 0  | Y       |
| 342443         | 402 N Elm St               | 20090126          | 3                        |                  | Issued EST/ZERO Svc Order  | 1977593                    | SENT TO CLOSER BATCH FOR 3 ESTIMATES JR 2/12                       | Y       |
|                |                            |                   | 3                        |                  |                            |                            | 2 codes indicateing outside reading device is broken or it is mis  | Y       |
|                |                            |                   | 3                        |                  |                            |                            | Rescheduled Reason: FRCC - Reschedule Expired Order                | Y       |
|                |                            |                   | 3                        |                  |                            |                            | W001 Meter reading: 394.   | Y       |
|                |                            |                   | 3                        |                  |                            |                            | Changed Touchpad   | Y       |
|                |                            |                   | 3                        |                  |                            |                            | "sing  | for in  |
|                |                            |                   | 3                        |                  |                            |                            | "3 consecutive estimates   | des u   |
|                |                            |                   | 3                        |                  |                            |                            | "annd get repair   | d on t  |
|                |                            |                   | 3                        |                  |                            |                            | " review read to stop estimates on acount                          | ."      |
| 342568         | 1308 Peters Dr             | 20081124          | 3                        |                  | Sent letter to gain access | 0                          |  |         |
| 342940         | 406 S Elm St               | 20090325          | 4                        |                  | Issued EST/ZERO Svc Order  | 2035491                    | W001 Meter reading: 888.   | Y       |
|                |                            |                   | 4                        |                  |                            |                            | METER....RG  | Y       |
|                |                            |                   | 4                        |                  |                            |                            | Read Only  | Y       |
|                |                            |                   | 4                        |                  |                            |                            | 4/01/09 REGIONAL STAFF OFFICE REVIEW IN C/BATCH PSB                | Y       |
|                |                            |                   | 4                        |                  |                            |                            | "HAD TO PUMP OUT PIT AND DIG UP RING...BAD DIAL                    | ANGI    |
|                |                            |                   | 4                        |                  |                            |                            | "  | repair  |
|                |                            |                   | 4                        |                  |                            |                            | "4 consecutive estimates   | evice   |
| 348323         | 901 E Main St              | 20090129          | 3                        |                  | Issued EST/ZERO Svc Order  | 1981545                    | **** 8:30 appointment ***** 3 consecutive estiamtes please check   | Y       |
|                |                            |                   | 3                        |                  |                            |                            | and repair or replace meter. Get aread                             | Y       |
|                |                            |                   | 3                        |                  |                            |                            | W001 Meter reading: 152.   | Y       |
|                |                            |                   | 3                        |                  |                            |                            | ml repaired ok now nobody showed up ????                           | Y       |
|                |                            |                   | 3                        |                  |                            |                            | Read Only  | Y       |
|                |                            |                   | 3                        |                  |                            |                            | SENT TO CLOSER BATCH FOR 3 ESTIMATES JR 2/11                       | Y       |
| 350037         | 715 S Walnut St            | 20081126          | 3                        |                  | Issued EST/ZERO Svc Order  | 1925546                    | Rescheduled Reason: FRCC - Reschedule Expired Order                | C       |

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| 350037         | 715 S Walnut St      | 20081126          | 3                        |                  | Issued EST/ZERO Svc Order  | 1925546                    | ml  | C         |
|                |                      |                   | 3                        |                  |                            |                            | W001 Incompletion reason: Knock / Ring Left Card.                 | C         |
|                |                      |                   | 3                        |                  |                            |                            | "outside reading device won't read out repair                     | a rea     |
| 351445         | 608 W Michigan Ave   | 20081201          | 3                        |                  | Called, left message       | 0                          |   |           |
| 351566         | 611 W Ohio St        | 20081202          | 3                        |                  | Issued EST/ZERO Svc Order  | 1929352                    | change meter get a read.  | C         |
|                |                      |                   | 3                        |                  |                            |                            | Rescheduled Reason: FRCC - Reschedule Expired Order               | C         |
|                |                      |                   | 3                        |                  |                            |                            | Rescheduled Reason: FRCC - Reschedule Expired Order               | C         |
|                |                      |                   | 3                        |                  |                            |                            | W001 Incompletion reason: Knock / Ring Left Card.                 | C         |
|                |                      |                   | 3                        |                  |                            |                            | "need access to meter   | ga"       |
|                |                      |                   | 3                        |                  |                            |                            | "3 consecutive estimates  | nstall    |
| 352416         | 403 W Oregon St      | 20090202          | 3                        |                  |                            | 0                          |   |           |
| 359640         | 707 S 6th St         | 20090203          | 3                        |                  | Issued EST/ZERO Svc Order  | 1985016                    | e get this repaired and get a read.                               | Y         |
|                |                      |                   | 3                        |                  |                            |                            | Rescheduled Reason: FRCC - Reschedule Expired Order               | Y         |
|                |                      |                   | 3                        |                  |                            |                            | Rescheduled Reason: FRCC - Reschedule Expired Order               | Y         |
|                |                      |                   | 3                        |                  |                            |                            | W001 Meter reading: 508.  | Y         |
|                |                      |                   | 3                        |                  |                            |                            | Read Only   | Y         |
|                |                      |                   | 3                        |                  |                            |                            | SENT TO CLOSER BATCH FOR 3 ESTIMATES JR 2/13                      | Y         |
|                |                      |                   | 3                        |                  |                            |                            | "3 consecutive estimates  | g dev     |
|                |                      |                   | 3                        |                  |                            |                            | "changed meter  | s faul    |
| 359715         | 706 S 1st St         | 20090203          | 3                        |                  | Issued EST/ZERO Svc Order  | 1985028                    | 3 consecutive estimates outside reading device is missing or brok | Y         |
|                |                      |                   | 3                        |                  |                            |                            | Rescheduled Reason: FRCC - Reschedule Expired Order               | Y         |
|                |                      |                   | 3                        |                  |                            |                            | Rescheduled Reason: FRCC - Reschedule Expired Order               | Y         |
|                |                      |                   | 3                        |                  |                            |                            | W001 Meter reading: 2994.   | Y         |
|                |                      |                   | 3                        |                  |                            |                            | rewired tpad and attached back to the building. le                | Y         |
|                |                      |                   | 3                        |                  |                            |                            | Repaired / Rewired Touchpad                                       | Y         |
|                |                      |                   | 3                        |                  |                            |                            | SENT TO CLOSER BATCH FOR 3 ESTIMATES.UPDATED SRVM JR 2/13         | Y         |
|                |                      |                   | 3                        |                  |                            |                            | "en   | repai     |
| 365031         | 1317 S State St      | 20081003          | 3                        |                  |                            | 0                          |   |           |
| 367015         | 407 S New St MULTI   | 20081006          | 3                        |                  | Sent letter to gain access | 0                          |   |           |
| 367639         | 911 S Lynn St        | 20090205          | 3                        |                  | Order already issued       | 1986754                    | Please come b4 10 customer because customer must go to work.      | Y         |
|                |                      |                   | 3                        |                  |                            |                            | Rescheduled Reason: FRCC - Reschedule Expired Order               | Y         |
|                |                      |                   | 3                        |                  |                            |                            | Rescheduled Reason: FRCC - Reschedule Expired Order               | Y         |
|                |                      |                   | 3                        |                  |                            |                            | W001 Meter reading: 775.  | Y         |
|                |                      |                   | 3                        |                  |                            |                            | wire was cut during plumbing work. changed meter to rf. le        | Y         |
|                |                      |                   | 3                        |                  |                            |                            | Read Only   | Y         |
|                |                      |                   | 3                        |                  |                            |                            | SENT TO CLOSER BATCH FOR 3 ESTIMATES.UPDATED SRVM JR 2/13         | Y         |
| 367693         | 1000 S Pine St IRRIG | 20081204          | 3                        |                  | Sent letter to gain access | 0                          |   |           |
|                |                      |                   | 3                        |                  | Order already issued       | 1952245                    | **** Call Deb @ 351-3996 30-45 minutes prior to going and she wil | Y         |

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| 367693         | 1000 S Pine St IRRIG | 20081204          | 3                        |                  | Order already issued       | 1952245                    | I have one of the workers meet us at the address to let in.       | Y       |
|                |                      |                   | 3                        |                  |                            |                            | W001 Meter reading: 1114.   | Y       |
|                |                      |                   | 3                        |                  |                            |                            | jm  | Y       |
|                |                      |                   | 3                        |                  |                            |                            | Repaired / Rewired Touchpad                                       | Y       |
|                |                      |                   | 3                        |                  |                            |                            | SENT TO CLOSER BATCH FOR 3 ESTIMATES JR 1/9/09                    | Y       |
|                |                      |                   | 3                        |                  |                            |                            | "3 consecutive estimates  | read    |
| 367742         | 501 Haines Bl        | 20090205          | 3                        |                  | Letter already issued      | 0                          |   |         |
| 369703         | 1404 W William St    | 20090206          | 3                        |                  | Sent letter to gain access | 0                          |   |         |
| 369712         | 1501 W William St    | 20081007          | 3                        |                  | Issued EST/ZERO Svc Order  | 1878040                    | read.   | Y       |
|                |                      |                   | 3                        |                  |                            |                            | W001 Meter reading: 31.   | Y       |
|                |                      |                   | 3                        |                  |                            |                            | THIS IS A TOUCH PAD METER WITH TOUCH PAD ON THE NORTH SIDE OF     | Y       |
|                |                      |                   | 3                        |                  |                            |                            | THE HOUSE BY THE GAS METER....RG                                  | Y       |
|                |                      |                   | 3                        |                  |                            |                            | Read Only   | Y       |
|                |                      |                   | 3                        |                  |                            |                            | SENT TO CLOSER BATCH FOR 3 ESTIMATES JR 10/15                     | Y       |
|                |                      |                   | 3                        |                  |                            |                            | "effective installed in May 08                                    | r regi  |
|                |                      |                   | 3                        |                  |                            |                            | **** 12:30 appointment**** 3 consecutive estimates                | meter   |
| 370056         | 1104 Cambridge Dr    | 20081205          | 3                        |                  | Issued EST/ZERO Svc Order  | 1932504                    | W001 Remote ID entered: 1820593931.                               | Y       |
|                |                      |                   | 3                        |                  |                            |                            | SENT TO CLOSER BATCH FOR 3 ESTIMATES JR 12/12                     | Y       |
|                |                      |                   | 3                        |                  |                            |                            | view to stop estimates.   | Y       |
|                |                      |                   | 3                        |                  |                            |                            | Rescheduled Reason: FRCC - Reschedule Expired Order               | Y       |
|                |                      |                   | 3                        |                  |                            |                            | Rescheduled Notes: fsr suspended order for later.                 | Y       |
|                |                      |                   | 3                        |                  |                            |                            | W001 Out meter reading: 8.  | Y       |
|                |                      |                   | 3                        |                  |                            |                            | W001 In meter ID: 85702829N reading: 0.                           | Y       |
|                |                      |                   | 3                        |                  |                            |                            | jm  | Y       |
|                |                      |                   | 3                        |                  |                            |                            | Changed Meter   | Y       |
|                |                      |                   | 3                        |                  |                            |                            | "repair device or change meter                                    | d for   |
|                |                      |                   | 3                        |                  |                            |                            | "3 consecutive estimates outside reading device will not read out | "       |
| 370108         | 1602 W KIRBY AVE     | 20090206          | 3                        |                  | Called, left message       | 0                          |   |         |
| 370714         | 1002 S Mattis Ave    | 20081208          | 3                        |                  | Called, left message       | 0                          |   |         |
| 375768         | 1202 MUIRFIELD PT    | 20081010          | 3                        |                  | Issued EST/ZERO Svc Order  | 1881309                    | SENT TO CLOSER BATCH FOR 3 ESTIMATES JR 10/20                     | Y       |
|                |                      |                   | 3                        |                  |                            |                            | of findings.  | Y       |
|                |                      |                   | 3                        |                  |                            |                            | Rescheduled Reason: FRCC - Reschedule Expired Order               | Y       |
|                |                      |                   | 3                        |                  |                            |                            | Rescheduled Reason: FRCC - Reschedule Expired Order               | Y       |
|                |                      |                   | 3                        |                  |                            |                            | Rescheduled Reason: FRCC - Reschedule Expired Order               | Y       |
|                |                      |                   | 3                        |                  |                            |                            | W001 Meter reading: 1432.   | Y       |
|                |                      |                   | 3                        |                  |                            |                            | ARB BOX WAS BLOCKED BY A WOOD PILE MOVED WOOD GOT READ. E         | Y       |
|                |                      |                   | 3                        |                  |                            |                            | Read Only   | Y       |
|                |                      |                   | 3                        |                  |                            |                            | " what is blocking please check                                   | et a r  |

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| 375768         | 1202 MUIRFIELD PT    | 20081010          | 3                        |                  | Issued EST/ZERO Svc Order  | 1881309                    | "3 consecutive estimates   |              |
| 376404         | 4313 Creston Dr      | 20081014          | 3                        |                  | Issued EST/ZERO Svc Order  | 1883289                    | ng.Repair get read if possible. Thank you.                       | C            |
|                |                      |                   | 3                        |                  |                            |                            | Rescheduled Reason: FRCC - Reschedule Expired Order              | C            |
|                |                      |                   | 3                        |                  |                            |                            | WOULD NOT READ OUT NO ADULT HOME SPOKE WITH SON AND GAVE HIM TAG | C            |
|                |                      |                   | 3                        |                  |                            |                            | FOR HIS PARENTS TO CALL IN AND SET UP APPT. CE                   | C            |
|                |                      |                   | 3                        |                  |                            |                            | W001 Incompletion reason: Knock / Ring Left Card.                | C            |
|                |                      |                   | 3                        |                  |                            |                            | "3 consecutive stimates  | stom         |
|                |                      |                   | 3                        |                  |                            |                            | "pair meter in house   | not re       |
|                |                      |                   | 3                        |                  |                            |                            | "en checked  | ed no        |
| 378223         | 2503 Trafalgar Sq    | 20081016          | 3                        |                  | Issued EST/ZERO Svc Order  | 1886548                    | W001 Meter reading: 36.  | Y            |
|                |                      |                   | 3                        |                  |                            |                            | Repaired / Rewired Touchpad                                      | Y            |
|                |                      |                   | 3                        |                  |                            |                            | SENT TO CLOSER BATCH FOR 3 ESTIMATES JR 10/24                    | Y            |
|                |                      |                   | 3                        |                  |                            |                            | **** 12:30 appointment *** defective RF meter                    | cutiv        |
|                |                      |                   | 3                        |                  |                            |                            | "ates  | eter a       |
| 378900         | 2406 High Meadow Ln  | 20090213          | 3                        |                  | Issued EST/ZERO Svc Order  | 1994237                    | ir or change meter Get a Read. **** Customer will be home****    | Y            |
|                |                      |                   | 3                        |                  |                            |                            | W001 Out meter reading: 66.                                      | Y            |
|                |                      |                   | 3                        |                  |                            |                            | W001 In meter ID: 87007187N reading: 0.                          | Y            |
|                |                      |                   | 3                        |                  |                            |                            | jm   | Y            |
|                |                      |                   | 3                        |                  |                            |                            | Changed Meter  | Y            |
|                |                      |                   | 3                        |                  |                            |                            | W001 Remote ID entered: 1830093583.                              | Y            |
|                |                      |                   | 3                        |                  |                            |                            | SENT TO CLOSER BATCH FOR 3 ESTIMATES JR 2/23                     | Y            |
|                |                      |                   | 3                        |                  |                            |                            | "3 consecutive estimates   | will no      |
| 379337         | 1624 Ridgeland Dr    | 20090213          | 3                        |                  | Issued EST/ZERO Svc Order  | 1994249                    | or change meter Get a read. Grandmother will be there.           | Y            |
|                |                      |                   | 3                        |                  |                            |                            | W001 Out meter reading: 87.                                      | Y            |
|                |                      |                   | 3                        |                  |                            |                            | W001 In meter ID: 87007185N reading: 0.                          | Y            |
|                |                      |                   | 3                        |                  |                            |                            | jm   | Y            |
|                |                      |                   | 3                        |                  |                            |                            | Changed Meter  | Y            |
|                |                      |                   | 3                        |                  |                            |                            | W001 Remote ID entered: 1830096927.                              | Y            |
|                |                      |                   | 3                        |                  |                            |                            | SENT TO CLOSER BATCH FOR 3 ESTIMATES.UPDATED SRVM JR 2/23        | Y            |
|                |                      |                   | 3                        |                  |                            |                            | "3 consecutive estimates   | will n       |
| 379364         | 1614 Parkside Ter    | 20090213          | 3                        |                  | Letter already issued      | 0                          |  |              |
| 379563         | 1814 Crescent Dr     | 20081215          | 3                        |                  |                            | 0                          |  |              |
| 380320         | 2109 Clover Ct       | 20081017          | 3                        |                  | Sent letter to gain access | 0                          |  |              |
| 382778         | 1405 Broadmoor Dr #A | 20081020          | 3                        |                  | Sent letter to gain access | 0                          |  |              |
| 385514         | 704 Burkwood Dr      | 20081023          | 3                        |                  |                            | 0                          |  |              |
| 387532         | 1108 Mitchem Dr      | 20081023          | 3                        |                  |                            | 0                          |  |              |
| 389946         | 1807 Lyndhurst Dr    | 20081229          | 3                        |                  | Issued EST/ZERO Svc Order  | 1944383                    | *** 8:30 appointment **** 2 consecutive estimates meter needs to | Y            |
|                |                      |                   | 3                        |                  |                            |                            | Rescheduled Reason: FRCC - Reschedule Expired Order              | Y            |

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| 389946         | 1807 Lyndhurst Dr             | 20081229          | 3                        |                  | Issued EST/ZERO Svc Order  | 1944383                    | W001 Meter reading: 1095.   | Y       |
|                |                               |                   | 3                        |                  |                            |                            | having meter change order dropped. ce                             | Y       |
|                |                               |                   | 3                        |                  |                            |                            | Read Only   | Y       |
|                |                               |                   | 3                        |                  |                            |                            | SENT TO CLOSER BATCH FOR 3 ESTIMATES JR 1/5/09                    | Y       |
|                |                               |                   | 3                        |                  |                            |                            | "be changed   | eter g  |
| 392273         | 2708 Lakeview Dr              | 20081231          | 3                        |                  |                            | 0                          |   |         |
| 489848         | 1601 Bentbrook Dr             | 20090212          | 3                        |                  | Called, left message       | 0                          |   |         |
| 494040         | 208 W TOMARAS AVE             | 20090102          | 3                        |                  | Issued EST/ZERO Svc Order  | 1954348                    | r replace meter Get a Read. Customer WILL be home.                | Y       |
|                |                               |                   | 3                        |                  |                            |                            | W001 Meter reading: 433.  | Y       |
|                |                               |                   | 3                        |                  |                            |                            | le  | Y       |
|                |                               |                   | 3                        |                  |                            |                            | Read Only   | Y       |
|                |                               |                   | 3                        |                  |                            |                            | SENT TO CLOSER BATCH FOR 3 ESTIMATES JR 1/13/09                   | Y       |
|                |                               |                   | 3                        |                  |                            |                            | " has been checked determined meter inside needs repairs          | repair  |
|                |                               |                   | 3                        |                  |                            |                            | "3 consecutive estimates cannot get a read on outside device      | this"   |
| 494226         | 2005 Three Heirarchs Ct IRRIG | 20081218          | 3                        |                  | Issued EST/ZERO Svc Order  | 1924144                    | <NPOFF SO#001899839> W001 Meter reading: 1084.                    | Y       |
|                |                               |                   | 3                        |                  |                            |                            | "Account closed for nonpayment                                    | cted    |
| 494339         | 2111 Strand Dr                | 20090211          | 3                        |                  | Order already issued       | 1990107                    | Verify outside reading device is accurate with inside meter.      | C       |
|                |                               |                   | 3                        |                  |                            |                            | Customer not sure where meter is.                                 | C       |
|                |                               |                   | 3                        |                  |                            |                            | Customer got a notice on the door. Martha wife calling about post | C       |
|                |                               |                   | 3                        |                  |                            |                            | ing on door. PH: 217-356-9145 Remote error needs actual read.     | C       |
|                |                               |                   | 3                        |                  |                            |                            | customer will not be able to make it                              | C       |
| 508871         | 103 S Poplar St               | 20081126          | 3                        |                  | Issued EST/ZERO Svc Order  | 1925613                    | Rescheduled Reason: FRCC - Reschedule Expired Order               | C       |
|                |                               |                   | 3                        |                  |                            |                            | need to make appt. apt. building                                  | C       |
|                |                               |                   | 3                        |                  |                            |                            | W001 Incompletion reason: Other.                                  | C       |
|                |                               |                   | 3                        |                  |                            |                            | "3 consecutive estimates outside reading device won't read out    | ch"     |
|                |                               |                   | 3                        |                  |                            |                            | "eck to see if customer is home repair                            | a rea   |
| 538667         | 1005 N Randolph St            | 20081114          | 3                        |                  | Issued EST/ZERO Svc Order  | 1917920                    | **** 12:30 appointment**** 3 consecutive estimates outside readin | Y       |
|                |                               |                   | 3                        |                  |                            |                            | to a RF meter and get a read.                                     | Y       |
|                |                               |                   | 3                        |                  |                            |                            | W001 Meter reading: 60.   | Y       |
|                |                               |                   | 3                        |                  |                            |                            | read off of meter. le   | Y       |
|                |                               |                   | 3                        |                  |                            |                            | Read Only   | Y       |
|                |                               |                   | 3                        |                  |                            |                            | SENT TO CLOSER BATCH FOR 3 ESTIMATES JR 11/25                     | Y       |
|                |                               |                   | 3                        |                  |                            |                            | "customer put fence up that has no gate                           | o RF    |
|                |                               |                   | 3                        |                  |                            |                            | "g device is enclosed in a gated locked area                      | hang    |
| 543518         | 3924 Englewood Dr             | 20081210          | 3                        |                  |                            | 0                          |   |         |
| 546048         | 1517 Rutledge Dr              | 20081125          | 3                        |                  |                            | 0                          |   |         |
| 555549         | 403 W Vermont Ave             | 20081001          | 4                        |                  | Sent letter to gain access | 0                          |   |         |
| 563463         | 913 N Harvey St               | 20090319          | 4                        |                  |                            | 0                          |   |         |

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|----------------|---------------------|-------------------|--------------------------|------------------|----------------------------|----------------------------|---|---------|
| 564195         | 2307 N 2nd St       | 20090305          | 3                        |                  |                            | 0                          |   |         |
| 580332         | 2707 E High St      | 20081124          | 4                        |                  | Sent letter to gain access | 0                          |   |         |
| 581607         | 1302 Montgomery St  | 20081125          | 3                        |                  |                            | 0                          |   |         |
| 583566         | 1008 Frank Dr       | 20090209          | 3                        |                  |                            | 0                          |   |         |
| 590775         | 513 Clearwater Dr   | 20090312          | 3                        |                  | Sent letter to gain access | 0                          |   |         |
| 618939         | 2710 SANTA ANA RD   | 20090113          | 3                        |                  | Issued EST/ZERO Svc Order  | 1964191                    | outside reading device Get A Read Send for back office review.f   | Y       |
|                |                     |                   | 3                        |                  |                            |                            | or estimates.   | Y       |
|                |                     |                   | 3                        |                  |                            |                            | W001 Meter reading: 623.  | Y       |
|                |                     |                   | 3                        |                  |                            |                            | MB  | Y       |
|                |                     |                   | 3                        |                  |                            |                            | Repaired / Rewired Touchpad                                       | Y       |
|                |                     |                   | 3                        |                  |                            |                            | SENT TO CLOSER BATCH FOR 3 ESTIMATES JR 1/21/09                   | Y       |
|                |                     |                   | 3                        |                  |                            |                            | "3 consecutive estimates  | set R   |
| 646344         | 1101 Maplepark Dr   | 20081009          | 3                        |                  | Called, left message       | 0                          |   |         |
| 648960         | 2518 Leeper Dr #A   | 20081029          | 3                        |                  |                            | 0                          |   |         |
| 649271         | 606 N Broadway Ave  | 20081119          | 3                        |                  | Issued EST/ZERO Svc Order  | 1919434                    | 3 consecutive estimates outside reading device is missing or brok | C       |
|                |                     |                   | 3                        |                  |                            |                            | W001 Incompletion reason: Other.                                  | C       |
|                |                     |                   | 3                        |                  |                            |                            | "ARB IS MISSING   | OUS     |
|                |                     |                   | 3                        |                  |                            |                            | "er   | se re   |
| 659082         | 512 E John St MULTI | 20081002          | 4                        |                  | Issued EST/ZERO Svc Order  | 1872889                    | er. Get A read  | Y       |
|                |                     |                   | 4                        |                  |                            |                            | W001 Meter reading: 423.  | Y       |
|                |                     |                   | 4                        |                  |                            |                            | LE  | Y       |
|                |                     |                   | 4                        |                  |                            |                            | Read Only   | Y       |
|                |                     |                   | 4                        |                  |                            |                            | SENT TO CLOSER BATCH FOR 4 ESTIMATES JR 10/9                      | Y       |
|                |                     |                   | 4                        |                  |                            |                            | "ates   | Aprils  |
|                |                     |                   | 4                        |                  |                            |                            | "*** scheduled 9:30 appointment *** ok per CR                     | cutiv   |
|                |                     |                   | 4                        |                  |                            |                            | "play   | cess    |
| 661504         | 1005 W White St     | 20090115          | 3                        |                  |                            | 0                          |   |         |
| 662916         | 1717 Paula Dr       | 20090109          | 3                        |                  |                            | 0                          |   |         |
| 663574         | 2904 W John St #B   | 20081209          | 3                        |                  | Issued EST/ZERO Svc Order  | 1934766                    | pair Get a read send for back office review for read to stop esti | C       |
|                |                     |                   | 3                        |                  |                            |                            | Rescheduled Reason: FRCC - Reschedule Expired Order               | C       |
|                |                     |                   | 3                        |                  |                            |                            | Rescheduled Reason: FRCC - Reschedule Expired Order               | C       |
|                |                     |                   | 3                        |                  |                            |                            | wont read out. jm   | C       |
|                |                     |                   | 3                        |                  |                            |                            | No answer / Left card   | C       |
|                |                     |                   | 3                        |                  |                            |                            | W001 Incompletion reason: Knock / Ring Left Card.                 | C       |
|                |                     |                   | 3                        |                  |                            |                            | "3 consecutive estimates outside reading device won't read out    | re"     |
|                |                     |                   | 3                        |                  |                            |                            | "mates  | ."      |
|                |                     | 20090217          | 4                        |                  |                            | 1998928                    | 4 consecutive estimates outside reading device not working please | C       |
|                |                     |                   | 4                        |                  |                            |                            | repair. Get a read  | C       |

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| 663574         | 2904 W John St #B    | 20090217          | 4                        |                  | Issued EST/ZERO Svc Order  | 1998928                    | new so  | C       |
| 668519         | 103 W Briarcliff Dr  | 20081124          | 3                        |                  | Called, left message       | 0                          |   |         |
| 672874         | 901 1/2 N Market St  | 20081117          | 4                        |                  | Sent letter to gain access | 0                          |   |         |
| 673804         | 2111 Lantern Hill Dr | 20081125          | 3                        |                  |                            | 0                          |   |         |
| 674014         | 801 Haines Bl        | 20090205          | 3                        |                  | Issued EST/ZERO Svc Order  | 1986733                    | nd get read.  | C       |
|                |                      |                   | 3                        |                  |                            |                            | Rescheduled Reason: FRCC - Reschedule Expired Order             | C       |
|                |                      |                   | 3                        |                  |                            |                            | Rescheduled Reason: FRCC - Reschedule Expired Order             | C       |
|                |                      |                   | 3                        |                  |                            |                            | W001 Incompletion reason: Knock / Ring Left Card.               | C       |
|                |                      |                   | 3                        |                  |                            |                            | "customer to call and schedule an appointment                   | ga"     |
|                |                      |                   | 3                        |                  |                            |                            | "2 consecutive estimates  | mittir  |
| 694833         | 2611 W William St    | 20090209          | 3                        |                  |                            | 0                          |   |         |
|                |                      |                   | 3                        |                  | Order already issued       | 1989974                    | r and get read.   | Y       |
|                |                      |                   | 3                        |                  |                            |                            | W001 Meter reading: 77.   | Y       |
|                |                      |                   | 3                        |                  |                            |                            | READS FINE...RG   | Y       |
|                |                      |                   | 3                        |                  |                            |                            | Read Only   | Y       |
|                |                      |                   | 3                        |                  |                            |                            | 2/16/09 kfm sent to closer batch to stop estimates              | Y       |
|                |                      |                   | 3                        |                  |                            |                            | "3 consecutive estimates  | will ne |
| 695417         | 614 Pomona Dr        | 20090113          | 3                        |                  | Order already issued       | 1959854                    | ga  | C       |
|                |                      |                   | 3                        |                  |                            |                            | W001 Incompletion reason: Knock / Ring Left Card.               | C       |
|                |                      |                   | 3                        |                  |                            |                            | "2 consecutive estimates RF meter will not transmit             | se re   |
|                |                      |                   | 3                        |                  |                            |                            | "   | a rea   |
| 698191         | 2507 Sangamon Dr     | 20090209          | 3                        |                  |                            | 0                          |   |         |
| 704845         | 1605 Sheffield Rd    | 20081107          | 3                        |                  | Issued EST/ZERO Svc Order  | 1908643                    | W001 Remote ID entered: 1821094956.                             | Y       |
|                |                      |                   | 3                        |                  |                            |                            | W001 Closing Error: Inbound meter has an install or scrap date. | Y       |
|                |                      |                   | 3                        |                  |                            |                            | W001 Closing Error: In bound meter cannot equal the out bound   | Y       |
|                |                      |                   | 3                        |                  |                            |                            | meter.  | Y       |
|                |                      |                   | 3                        |                  |                            |                            | Sent email to local ops to confirm if meter was changed or if   | Y       |
|                |                      |                   | 3                        |                  |                            |                            | register was just change.same serial# given that's already on   | Y       |
|                |                      |                   | 3                        |                  |                            |                            | record. jr 11/17  | Y       |
|                |                      |                   | 3                        |                  |                            |                            | CORRECT INFROMATION: REMOVED METER R-0243.SET NEW METER         | Y       |
|                |                      |                   | 3                        |                  |                            |                            | 086709352 R-0000 JR 11/17                                       | Y       |
|                |                      |                   | 3                        |                  |                            |                            | Rescheduled Reason: FRCC - Reschedule Customer Appt             | Y       |
|                |                      |                   | 3                        |                  |                            |                            | Rescheduled Reason: FRCC - Reschedule Expired Order             | Y       |
|                |                      |                   | 3                        |                  |                            |                            | W001 Out meter reading: 243.                                    | Y       |
|                |                      |                   | 3                        |                  |                            |                            | W001 In meter ID: 81987225N reading: 0.                         | Y       |
|                |                      |                   | 3                        |                  |                            |                            | CE  | Y       |
|                |                      |                   | 3                        |                  |                            |                            | Changed Meter   | Y       |
|                |                      |                   | 3                        |                  |                            |                            | Office review required.   | Y       |

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|----------------|------------------------|-------------------|--------------------------|------------------|----------------------------|----------------------------|--|--|
| 704845         | 1605 Sheffield Rd      | 20081107          | 3                        |                  | Issued EST/ZERO Svc Order  | 1908643                    | "3 consecutive estimates<br>" back office review   | e the<br>ed to                             |
| 721890         | 716 Sedgegrass Dr      | 20090112          | 3                        |                  | Called, left message       | 0                          |  |  |
| 723436         | 1204 N Eastern Ave     | 20090123          | 3                        |                  | Sent letter to gain access | 0                          |  |  |
| 732093         | 1224 Joanne Ln         | 20090109          | 3                        |                  |                            | 0                          |  |  |
| 736924         | 1522 W Green St        | 20081007          | 3                        |                  | Issued EST/ZERO Svc Order  | 1878045                    | of findings.Get A READ<br>W001 Meter reading: 411.<br>INSTALLED NEW TOUCH PAD...RG<br>Repaired / Rewired Touchpad<br>SENT TO CLOSER BATCH FOR 3 ESTIMATES JR 10/14<br>" shows it was repaired on 9/19/2008<br>"t read please investigate<br>"estimates on account  | Y<br>Y<br>Y<br>Y<br>d on<br>if ne<br>devic |
| 737262         | 1108 S Busey Ave #B    | 20090202          | 3                        |                  |                            | 0                          |  |  |
| 738102         | 806 S Webber St        | 20080929          | 3                        |                  | Called, left message       | 0                          |  |  |
| 738913         | 1009 S Mattis Ave #4-2 | 20090209          | 3                        |                  |                            | 0                          |  |  |
| 740519         | 710 E University Ave   | 20090123          | 3                        |                  | Issued EST/ZERO Svc Order  | 1975705                    | meter set RF meter get a read.<br>Rescheduled Reason: FRCC - Reschedule Expired Order<br>CLD FSR RUNNING LATE<br>Rescheduled Reason: FRCC - Reschedule Expired Order<br>WIRE TO ARB MISSING WILL SET RADIO READ METER. KP<br>Other<br>SENT TO CLOSER BATCH FOR 3 ESTIAMTES JR 2/03<br>"**** 8:30 appointment **** 3 consecutive estimates                                      | Y<br>Y<br>Y<br>Y<br>Y<br>Y<br>e cha        |
| 742207         | 1103 S Busey Ave       | 20081202          | 3                        |                  | Issued EST/ZERO Svc Order  | 1929373                    | Rescheduled Reason: FRCC - Reschedule Expired Order<br>Rescheduled Reason: FRCC - Reschedule Expired Order<br>W001 Incompletion reason: Knock / Ring Left Card.<br>" transmit<br>"need access to meter<br>"3 consecutive estimates   | C<br>C<br>C<br>r and<br>ga"<br>n stall     |
| 750660         | 804 W Oregon St        | 20081202          | 3                        |                  |                            | 0                          |  |  |
| 753081         | 3801 Glenn Brooke Rd   | 20081010          | 3                        |                  | Issued EST/ZERO Svc Order  | 1881306                    | 3 consecutive estimates outside reading device won't read out rep<br>SENT TO CLOSER BATCH FOR 3 ESTIMATES JR 10/20<br>Rescheduled Reason: FRCC - Reschedule Expired Order<br>Rescheduled Reason: FRCC - Reschedule Expired Order<br>Rescheduled Reason: FRCC - Reschedule Expired Order<br>W001 Meter reading: 620.<br>HAVIING METER CHANGE ORDER DROPPED COULD NOT REPAIR. CE | Y<br>Y<br>Y<br>Y<br>Y<br>Y                 |

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|----------------|-----------------------|-------------------|--------------------------|------------------|----------------------------|----------------------------|---|-----------|
| 753081         | 3801 Glenn Brooke Rd  | 20081010          | 3                        |                  | Issued EST/ZERO Svc Order  | 1881306                    | Read Only   |           |
|                |                       |                   | 3                        |                  |                            |                            | "air  | a re      |
| 760390         | 838 Sedgegrass Dr     | 20081110          | 3                        |                  | Sent letter to gain access | 0                          |   |           |
| 760391         | 836 Sedgegrass Dr     | 20081110          | 3                        |                  | Sent letter to gain access | 0                          |   |           |
| 764100         | 22 Colony West Dr     | 20081021          | 3                        |                  | Sent letter to gain access | 0                          |   |           |
| 764281         | 9 Greencroft Dr IRRIG | 20090206          | 3                        |                  | Issued EST/ZERO Svc Order  | 1988348                    | Rescheduled Reason: FRCC - Reschedule Expired Order             | C         |
|                |                       |                   | 3                        |                  |                            |                            | Rescheduled Reason: FRCC - Reschedule Expired Order             | C         |
|                |                       |                   | 3                        |                  |                            |                            | Rescheduled Notes: found on tb - - dbs - ekd/tc                 | C         |
|                |                       |                   | 3                        |                  |                            |                            | final read is scheduled   | C         |
|                |                       |                   | 3                        |                  |                            |                            | "ut   | and       |
|                |                       |                   | 3                        |                  |                            |                            | "3 consecutive estimates  | pleas     |
| 765064         | 126 W Main St         | 20090130          | 3                        |                  | Sent letter to gain access | 0                          |   |           |
| 767813         | 402 S Johnson Ave     | 20080930          | 3                        |                  | Issued EST/ZERO Svc Order  | 1870137                    | Rescheduled Reason: FRCC - Reschedule Expired Order             | Y         |
|                |                       |                   | 3                        |                  |                            |                            | W001 Meter reading: 433.  | Y         |
|                |                       |                   | 3                        |                  |                            |                            | LE  | Y         |
|                |                       |                   | 3                        |                  |                            |                            | Read Only   | Y         |
|                |                       |                   | 3                        |                  |                            |                            | SENT TO CLOSER BATCH FOR 3 ESTIMATES JR 10/6                    | Y         |
|                |                       |                   | 3                        |                  |                            |                            | "d on 9/30 Investigate  | if ne     |
|                |                       |                   | 3                        |                  |                            |                            | "s it was repaired this day                                     | d on c    |
|                |                       |                   | 3                        |                  |                            |                            | "outside reading device not reading out                         | read      |
| 768313         | 1738 Westhaven Dr     | 20081218          | 3                        |                  | Sent letter to gain access | 0                          |   |           |
| 773155         | 1609 Williamsburg Dr  | 20081107          | 3                        |                  | Called, left message       | 0                          |   |           |
| 777130         | 1904 Cynthia Dr       | 20090310          | 3                        |                  |                            | 0                          |   |           |
| 777784         | 901 E Delaware Ave    | 20080929          | 3                        |                  | Sent letter to gain access | 0                          |   |           |
| 779544         | 3408 Boulder Ridge Dr | 20081110          | 3                        |                  | Sent letter to gain access | 0                          |   |           |
| 779669         | 1215 Paula Dr         | 20090109          | 3                        |                  |                            | 0                          |   |           |
| 780539         | 411 W Illinois St     | 20081201          | 3                        |                  | Issued EST/ZERO Svc Order  | 1927924                    | t repair and get a read.  | C         |
|                |                       |                   | 3                        |                  |                            |                            | ga  | C         |
|                |                       |                   | 3                        |                  |                            |                            | W001 Incompletion reason: Knock / Ring Left Card.               | C         |
|                |                       |                   | 3                        |                  |                            |                            | "3 consecutive estimates  | evice     |
| 785771         | 702 S Vine St         | 20090130          | 3                        |                  |                            | 0                          |   |           |
| 787704         | 1806 Vale St          | 20090211          | 3                        |                  | Letter already issued      | 0                          |   |           |
| 787737         | 1502 Rockingham Ln    | 20081110          | 3                        |                  | Sent letter to gain access | 0                          |   |           |
| 787746         | 1506 Stonebluff Ct    | 20081110          | 3                        |                  | Sent letter to gain access | 0                          |   |           |
| 793318         | 1728 Westhaven Dr     | 20090218          | 3                        |                  | Issued EST/ZERO Svc Order  | 1999194                    | tside reading device.   | Y         |
|                |                       |                   | 3                        |                  |                            |                            | W001 Out meter reading: 111.                                    | Y         |
|                |                       |                   | 3                        |                  |                            |                            | W001 In meter ID: 87007021N reading: 0.                         | Y         |
|                |                       |                   | 3                        |                  |                            |                            | no access to remote in backyard. no gate on fence. i changed to | Y         |

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| 793318         | 1728 Westhaven Dr     | 20090218          | 3                        |                  | Issued EST/ZERO Svc Order  | 1999194                    | rf meter. jm   | Y       |
|                |                       |                   | 3                        |                  |                            |                            | Changed Meter  | Y       |
|                |                       |                   | 3                        |                  |                            |                            | W001 Remote ID entered: 1830101216.                            | Y       |
|                |                       |                   | 3                        |                  |                            |                            | SENT TO CLOSER BATCH FOR 3 ESTIMATES.UPDATED SRVM JR 2/27      | Y       |
|                |                       |                   | 3                        |                  |                            |                            | RF meter to illiminate outside reading device. Get a Read.     | Y       |
|                |                       |                   | 3                        |                  |                            |                            | "all ahead so she can put dog away. 3 consecutive estimates    | set a   |
|                |                       |                   | 3                        |                  |                            |                            | ***** 2:30 appointmnet *** ok per CR                           | ll be   |
| 793969         | 406 W Green St        | 20090204          | 3                        |                  | Sent letter to gain access | 0                          |  |         |
| 795964         | 1209 Kenwood Rd       | 20090209          | 3                        |                  |                            | 0                          |  |         |
| 797176         | 502 S MATTIS AVE #O   | 20090205          | 3                        |                  | Called, left message       | 0                          |  |         |
| 797704         | 502 E Healey St #2    | 20090203          | 3                        |                  | Issued EST/ZERO Svc Order  | 1985044                    | r and get a read.  | C       |
|                |                       |                   | 3                        |                  |                            |                            | Rescheduled Reason: FRCC - Reschedule Expired Order            | C       |
|                |                       |                   | 3                        |                  |                            |                            | CANCELED - SORD NO LONGER NEEDED.EST SORD CLOSED AND METER WAS | C       |
|                |                       |                   | 3                        |                  |                            |                            | CHANGED JR 2/12  | C       |
|                |                       |                   | 3                        |                  |                            |                            | "3 consecutive estimates                                       | ill no  |
| 800152         | 1203 Maplepark Dr     | 20081209          | 3                        |                  | Issued EST/ZERO Svc Order  | 1934979                    | nge meter and get a read                                       | C       |
|                |                       |                   | 3                        |                  |                            |                            | jm   | C       |
|                |                       |                   | 3                        |                  |                            |                            | No answer / Left card  | C       |
|                |                       |                   | 3                        |                  |                            |                            | W001 Incompletion reason: Knock / Ring Left Card.              | C       |
|                |                       |                   | 3                        |                  |                            |                            | "3 consecutive estimates defective RF meter installed in 6/08  | cha"    |
| 803100         | 404 E Clark St #6     | 20090318          | 3                        |                  | Issued EST/ZERO Svc Order  | 2028372                    | Changed Meter  | Y       |
|                |                       |                   | 3                        |                  |                            |                            | W001 Remote ID entered: 1830092772.                            | Y       |
|                |                       |                   | 3                        |                  |                            |                            | SENT TO CLOSER BATCH FOR 3 ESTIMATES JR 3/25                   | Y       |
|                |                       |                   | 3                        |                  |                            |                            | Go by Campus property Mnagement @ 303 E. Green to Maintence of | Y       |
|                |                       |                   | 3                        |                  |                            |                            | m. Key at site will not open Door                              | Y       |
|                |                       |                   | 3                        |                  |                            |                            | Rescheduled Reason: FRCC - Reschedule Expired Order            | Y       |
|                |                       |                   | 3                        |                  |                            |                            | Rescheduled Reason: FRCC - Reschedule Expired Order            | Y       |
|                |                       |                   | 3                        |                  |                            |                            | W001 Out meter reading: 1649.                                  | Y       |
|                |                       |                   | 3                        |                  |                            |                            | W001 In meter ID: 87007337N reading: 0.                        | Y       |
|                |                       |                   | 3                        |                  |                            |                            | "3 consecutive estimates                                       | meter   |
|                |                       |                   | 3                        |                  |                            |                            | "PUT NEW KEY IN KEYBOX FOR METER ROOM                          | MB"     |
|                |                       |                   | 3                        |                  |                            |                            | "fice  | o use   |
| 803916         | 306 1/2 E Green St #3 | 20090203          | 3                        |                  | Issued EST/ZERO Svc Order  | 1985039                    | SENT TO CLOSER BATCH FOR 3 ESTIMATES.UPDATED SRVM JR 2/13      | Y       |
|                |                       |                   | 3                        |                  |                            |                            | a read.  | Y       |
|                |                       |                   | 3                        |                  |                            |                            | Rescheduled Reason: FRCC - Reschedule Expired Order            | Y       |
|                |                       |                   | 3                        |                  |                            |                            | W001 Meter reading: 32.  | Y       |
|                |                       |                   | 3                        |                  |                            |                            | RF# was not in the remote ID slot so the meter readers could   | Y       |
|                |                       |                   | 3                        |                  |                            |                            | be good to go now. le  | Y       |

### Billing Investigation Report for the Champaign District

| Account Number | Service Address       | Current Read Date | Consec. Estimate Counter | Premises Comment | Office Action/Comment     | Estimate Service Order No. | Service Order Comments/Field Investigation | S/O Ind Y |
|----------------|-----------------------|-------------------|--------------------------|------------------|---------------------------|----------------------------|--|-----------|
| 803916         | 306 1/2 E Green St #3 | 20090203          | 3                        |                  | Issued EST/ZERO Svc Order | 1985039                    | Read Only                                  | Y         |
|                |                       |                   | 3                        |                  |                           |                            | W001 Remote ID entered: 1820611573.        | Y         |
|                |                       |                   | 3                        |                  |                           |                            | "3 consecutive estimates                   | ill no    |
|                |                       |                   | 3                        |                  |                           |                            | "probably not get a reading                | urrent    |

Unique Accounts: 118

New Accounts: 108

Number With No Action: 34

New With No Action: 31