

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
312602	2407 N 2nd St	20090505	3		Issued Distribution Order	37939	11/1/02 JM READ ONLY R-0994 KFM 11/1/02	Y
320333	300 N MARKET ST	20090511	3		Order already issued	2075434	Repair or install remote and/or verify outside reading device is	Y
			3				Molly called to reschedule REM	Y
			3				FRCC SUPPORT PUT IN BATCH DUE TO ESTIMATES....DC5.20	Y
			3				Repair or install remote and/or verify outside reading device is	Y
			3				accurate with inside meter reading.	Y
			3				Please get a read to stop estimates on account 3 consecutive esti	Y
			3				mates.	Y
			3				W001 Meter reading: 1064.	Y
			3				WIRE TO ARB DAMAGED. WILL CHANGE METER. KP	Y
			3				Other	Y
325021	939 CHESHIRE DR #A	20090513	3			0		
337725	1008 N Goodwin Ave	20090918	3			0		
338839	903 N Division Ave	20090921	3		Order already issued	2218546	**** 10 am appointment *** ok per CR	Y
			3				Added to closer batch - estimates...CV/OPS 9.25.09	Y
			3				repair or change meter. Kelly will meet us there or the tenant wi	Y
			3				ll be aware we are coming.	Y
			3				W001 Out meter reading: 20.	Y
			3				W001 In meter ID: 87722548N reading: 0.	Y
			3				ml	Y
			3				W001 Remote ID entered: 1830357381.	Y
340702	812 E University Ave	20090923	3		Called, left message	0		
340970	206 Carrie Ave	20090521	3		Sent letter to gain access	0		
341544	614 ROSEWOOD DR	20090923	3		Issued EST/ZERO Svc Order	2220756	Rescheduled Reason: FRCC - Reschedule Expired Order	Y
			3				W001 Meter reading: 52.	Y
			3				RF# WAS NOT CORRECT CHANGED # READ OUT. CE	Y
			3				Read Only	Y
			3				W001 Remote ID entered: 1830102144.	Y
			3				RF# is ok. Added to closer batch - estimates....CV/OPS 10.2.09	Y
			3				"it	se ch
			3				"2 consecutive estimates as of 9/23/2009	will ne
341871	502 Chestnut Dr	20090924	3		Order already issued	2222215	W001 Remote ID entered: 1830371878.	Y
			3				Added to closer batch - estimates...CV/OPS	Y
			3				pair and get a read.	Y
			3				Rescheduled Reason: FRCC - Reschedule Expired Order	Y
			3				W001 Out meter reading: 554.	Y
			3				W001 In meter ID: 87722897N reading: 0.	Y
			3				jm	Y

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341871	502 Chestnut Dr	20090924	3		Order already issued	2222215	Changed Meter	Y
			3				W001 Found service on.	Y
			3				W001 Left service on.	Y
			3				"3 consecutive estimates outside reading device won't read out	re"
341925	503 Chestnut Dr	20090924	3			0		
342001	505 Laurel Dr	20090924	3			0		
342550	510 N Elm St	20090924	3			0		
342789	407 Paul Ct	20090924	3			0		
351564	701 W Ohio St	20090401	3			0		
357356	500 S 3rd St IRRIG	20090602	3		Issued EST/ZERO Svc Order	2101122	W001 Incompletion reason: Curb Box Needs Located.	C
			3				I blocked by construction to park.	C
			3				Rescheduled Reason: FRCC - Reschedule Expired Order	C
			3				Rescheduled Reason: FRCC - Reschedule Expired Order	C
			3				Rescheduled Reason: FRCC - Reschedule Expired Order	C
			3				Rescheduled Reason: FRCC - Reschedule Expired Order	C
			3				Rescheduled Reason: FRCC - Reschedule Expired Order	C
			3				Rescheduled Reason: FRCC - Reschedule Expired Order	C
			3				"n get to it now	AD. C
			3				"m.o. 31741	ga"
			3				"3 consecutive estimates	ot rea
362721	51 E Chalmers St	20090804	3		Order already issued	2168182	Remote meter ID had been enterd wrong now correct see if you can	Y
			3				Rescheduled Reason: FRCC - Reschedule Expired Order	Y
			3				W001 Meter reading: 21.	Y
			3				Read Only	Y
			3				Sent to bill batch for 3 estimates JR 8/14	Y
			3				"changed RF number in second page	ds ou
			3				"get a read	se ca
			3				"3 consecutive estimates as of 8/4/09	vill no
367742	501 Haines Bl	20090406	4		Order already issued	2035983	CLOSED ORDER JR 4/06	Y
			4				CANNOT CLOSE.IN METER READ B. FOR TODAY.....JR	Y
			4				DOUBLE-CHECKING WITH LOCAL OPPTS TO SEE IF METER READINGS PROVIDED	Y
			4				ABOVE ARE CORRECT. JR 4/7	Y
			4				Rescheduled Reason: FRCC - Reschedule Expired Order	Y
			4				W001 Out meter reading: 1495.	Y
			4				W001 In meter ID: 87201545N reading: 1495.	Y
			4				CE	Y
			4				Changed Meter	Y
			4				W001 Remote ID entered: 1830166008.	Y
			4				W001 Closing Error: Service is in a meter read batch.	Y

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367742	501 Haines Bl	20090406	4		Order already issued	2035983	"3 consecutive estimates	meter
			4				"	going
367899	805 Dodds Dr	20090406	3		Sent letter to gain access	0		
368112	1402 1/2 W Springfield Ave	20090406	3		Sent letter to move reading device	0		
371373	1006 1/2 Crescent Dr	20090408	3		Called, left message	0		
372252	1004 Westfield Dr	20090609	3		Called, left message	0		
376883	1908 Woodfield Rd	20090414	3		Called, left message	0		
383445	810 Phoenix Dr	20090821	3		Letter already issued	0		
386698	2103 Grange Dr	20090824	3		Sent letter to gain access	0		
390915	906 Curtis Rd	20090626	3			0		
432499	1322 Fairfax Dr #B	20090903	3		Order already issued	2204883	be repaired or changed. Please get a read. Anabel from Campus p	Y
			3				roperty managemetwill meet us there.	Y
			3				W001 Meter reading: 1727.	Y
			3				Read Only	Y
			3				Sent to bill batch for 3 estimates JR 9/11	Y
			3				"BAD DIAL	ME
			3				**** 9:30 appointment *** 2 consecutive estimates	need
479959	212 N Vine St	20090923	3			0		
509644	19 Ivanhoe Dr	20090506	3		Issued EST/ZERO Svc Order	2073731	please repair and get a read.	Y
			3				W001 Meter reading: 82.	Y
			3				jm	Y
			3				Repaired / Rewired Touchpad	Y
			3				SENT TO BILL BATCH FOR 3 ESTIMATES JR 5/13	Y
			3				"3 consecutive estimates	evice
557570	403 W University Ave	20090916	3		Letter already issued	0		
564195	2307 N 2nd St	20090505	4		Sent letter to gain access	0		
613358	1908 Summit Dr	20090427	3			0		
614410	2202 Easy St	20090728	3		Letter already issued	0		
659890	1105 Brighton Dr	20090824	3		Sent letter to gain access	0		
661670	1718 Burnetta St	20090508	3		Sent letter to move reading device	0		
665071	1606 Sangamon Dr	20090608	3			0		
699882	1339 N Lincoln Ave #HSE	20090518	3			0		
714576	1716 W University Ave	20090513	3			0		
723365	1004 Frank Dr	20090408	3		Issued EST/ZERO Svc Order	2048427	W001 Meter reading: 869.	Y
			3				REA ONLY HAVING METER CHANGE ORDER DROPPED. CE	Y
			3				Read Only	Y

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723365	1004 Frank Dr	20090408	3		Issued EST/ZERO Svc Order	2048427	SENT TO BILL BATCH 3 ESTIMATES JR 4/16	
			3				"I be home	change
			3				***** 8:30 appointment ***** 3 consecutive estimates	omer
738156	1910 Country Squire Dr	20090327	3		Order already issued	2037022	Turn water on after non-pay. Cust pd \$XXX.XX plus \$XX.XX	C
			3				Scheduled ONNP service order for Bob.	C
			3				W001 Incompletion reason: No adult at premise.	C
			3				Turn water on after non-pay. Cust pd \$75.47 waive \$32.00	C
			3				reconnect fee showing as unposted cash.	C
			3				W001 Meter reading: 225.	C
			3				read only no adult at address tried calling contact # no	C
			3				answer left off left hanger	C
			3				W001 Found service off.	C
			3				W001 Left service off.	C
			3				"First NPOFF of the year	nect
765014	3718 Balcary Bay #IRRIG	20090508	3		Called, left message	0		
769301	514 Chestnut Dr	20090924	3			0		
775700	1105 Baytowne Dr #11	20090702	3		Issued EST/ZERO Svc Order	2133387	W001 Meter reading: 35.	Y
			3				REMOTE ID WAS NOT THERE....RG	Y
			3				Verified read OK	Y
			3				W001 Remote ID entered: 1830104871.	Y
			3				Sent to bill batch for 3 estimates.Updated remote id information	Y
			3				JR 7/10	Y
			3				"and repair	t read
			3				"2 consecutive estimates RF meter will not transmit	se ch
781642	610 E Vine St	20090917	3			0		
781738	1200 W Windsor Rd IRRIG	20090417	4			0		
781876	2709 Rachel Rd	20090511	3		Sent letter to gain access	0		
785638	1402 W Springfield Ave MULTI	20090406	3		Issued EST/ZERO Svc Order	2045928	W001 Meter reading: 174.	Y
			3				ga	Y
			3				Read Only	Y
			3				SENT TO CLOSER BATCH FOR 3 ESTIMATES JR 4/14	Y
			3				"3 consecutive estimates	cover
			3				"se check and get a read if possible	infor
786034	2504 Worcester Dr	20090615	3			0		
786767	1901 E Michigan Ave	20090925	3		Issued EST/ZERO Svc Order	2227687	3 consecutive estimates change meter to RF meter to iliminate out	C
			3				e all day.	C
			3				W001 Meter reading: 3302.	C
			3				CUSTOMER DOSENT WANT THE METER CHANGED TODAY BUT SAID HE WILL	C

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786767	1901 E Michigan Ave	20090925	3		Issued EST/ZERO Svc Order	2227687	GET THE GATE FIXED SO METER READERS CAN GET IN FENCED AREA TO	C
			3				Read Only	C
			3				W001 Incompletion reason: Cust. will call to reschedule.	C
			3				"GET A READ	MB"
			3				"side reading device	con c
787307	3812 Liberty Cir	20090831	3			0		
789520	503 S Locust St #B	20090402	3		Sent letter to gain access	0		
794095	1125 Baytowne Dr #32	20090902	3		Sent letter to gain access	0		
796396	1007 S 1st St #1	20090804	3		Issued EST/ZERO Svc Order	2173328	ease repair and get a read to stop estimates on this account. Cal	Y
			3				I Sara if you cannot repair	Y
			3				W001 Meter reading: 12.	Y
			3				MB	Y
			3				Repaired / Rewired Touchpad	Y
			3				Sent to bill batch for 3 estimates JR 8/21	Y
			3				" 3 consecutive estimates	evic v
796859	606 W Healey St #4	20090604	3			0		
802457	105 S Wright St #211	20090515	3		Issued EST/ZERO Svc Order	2083755	and GET A READ.	Y
			3				W001 Meter reading: 12.	Y
			3				1821108696	Y
			3				Other	Y
			3				SENT TO BILL BATCH FOR 3 ESTIMATES.UPDATED RF INFORMATION JR 5/22	Y
			3				"3 CONSECUTIVE ESTIMATES	will no
			3				"RF# WAS ENTERED WRONG	GITS
804449	308 N Orchard St #6	20090721	3			0		
806163	7 Fisher Ct	20090330	3		Issued EST/ZERO Svc Order	2039959	se repair or change meter and get a read. Customer will be home.	Y
			3				Rescheduled Reason: FRCC - Reschedule Expired Order	Y
			3				W001 Meter reading: 104.	Y
			3				COULD NOT REPAIR HAVING METER ORDER CHANGED. CE	Y
			3				Read Only	Y
			3				SENT TO BILL BATCH FOR 3 ESTIMATES JR 5/4	Y
			3				"3 consecutive estimates	will no
809639	2006 EMERALD DR	20090414	3		Called, left message	0		
834978	2007 Brownfield Rd	20090904	3		Order already issued	2207357	o RF meter to iliminate outside reading device.	Y
			3				W001 Meter reading: 1033.	Y
			3				Read Only	Y
			3				Sent to bill batch for 3 estimates JR 9/14	Y
			3				"CUT WIRE	RF M
			3				"**** 9am appointment **** 2 consecutive estimates	ge me

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Unique Accounts: 58

New Accounts: 55

Number With No Action: 20

New With No Action: 19