

Billing Investigation Report for the Chicago District

Account Number	Service Address	Current Read Date	Consec. Zero Counter	Premises Comment	Office Action/Comment	Zero Service Order No.	Service Order Comments/Field Investigation	S/O Ind
10023	26W286 BLACKHAWK DR	20100304	3		Order already issued	2378874	Repair or install remote and/or verify outside reading device is accurate with inside meter reading.	Y
			3				W001 Meter reading: 124.	Y
			3				ROB.R 3/12/10 OLD RF 1420094898 NEW RF#1482223762	Y
			3				Installed Radio Reading Device	Y
			3				W001 Remote ID entered: 1482223762.	Y
			3				Updated RF in SRVM. Added to closer batch - estimates...CV/OPS	Y
			3				3.14.10	Y

Unique Accounts: 92

New Accounts: 81

Number With No Action:

New With No Action:

10594	600 Greenwood Dr	20091001	4		Sent letter to gain access	0		
		20091102	5		Issued EST/ZERO Svc Order	2267781	Please shut off water. Customer has not responded to the 3 letters sent to call in for appt to check meter to stop estimates.	Y
			5				Rescheduled Reason: FRCC - Reschedule Expired Order	Y
			5				DON C. 11/11/09	Y
			5				Turned off at curbstop	Y
			5				W001 Operated curb stop.	Y
			5				W001 Found service on.	Y
			5				W001 Left service off.	Y
		20091202	6			2294606	Closing order to final account as of 11.11.09 r89 per COTRM.....	Y
			6				...CV/OPS 12.9.09	Y
11846	1019 Boxwood Dr	20091207	3		Sent letter to gain access	0		
12036	1124 Boxwood Dr ##A	20091106	3		Sent letter to gain access	0		
		20091207	4					
719631	1076 Cove Dr #C	20091001	3		Sent letter to gain access	0		
726767	913 Moki Ln	20091001	3		Sent letter to gain access	0		
748170	211 Riverfront Dr	20091001	3		Sent letter to gain access	0		
846105	377 INLAND DR #35	20100104	3		Order already issued	2310786	please check meter. haven't been able to get reading from remote device. please repair if necessary	Y
			3				Alt # 847-271-9085	Y
			3				W001 Meter reading: 423.	Y
			3				REPLACED DEAD BATTERY ON RF UNIT. DON C. 1/04/10	Y
			3				Other	Y
			3				Added to closer batch to stop estimates....CV/OPS 1.9.10	Y

Billing Investigation Report for the Suburban District

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Unique Accounts: 92 New Accounts: 81 Number With No Action: New With No Action:

761672	941 North Ave #C	20100203	3		Order already issued	2350448	Please get read to stop estimate and fix or replace remote reader	Y
			3				per letter left at the property. Thank you	Y
			3				W001 Meter reading: 474.	Y
			3				ROB.R 2/12/10 BAD RF INSTALLED NEW RF NEW RF#1830487123	Y
			3				Installed Radio Reading Device	Y
			3				W001 Remote ID entered: 1830487123.	Y
			3				Updated RF in SRVM and added to closer batch - estimates...CV/OPS	Y
			3				2.14.10	Y

Unique Accounts: 92 New Accounts: 81 Number With No Action: New With No Action:

18316	22 W 440 Sycamore Dr	20091223	3		Sent letter to gain access	0		
		20100125	4					

Unique Accounts: 92 New Accounts: 81 Number With No Action: New With No Action:

22351	935 Anderson Ter S	20091001	4		Order already issued	0		
519450	20 Walnut St	20091001	3		Sent letter to gain access	0		
740064	1621 Carboy Rd	20100201	3	Outside Meter Inaccessible	Zero usage okay	2343311	1/4/10 Paul said the meter was removed.	C
			3	Outside Meter Inaccessible			regarding this. NMR	C
			3	Outside Meter Inaccessible			This was worked.	C
			3	Outside Meter Inaccessible			"Refer to the previous 2 service orders for further information	"
		20100301	4	Outside Meter Inaccessible		0		
740071	1633 Carboy Rd	20100201	3	Outside Meter Inaccessible	Zero usage okay	2343313	On 2/1/10 Paul said the meter was removed. Refer to the previous	C
			3	Outside Meter Inaccessible			service order for further information.	C
			3	Outside Meter Inaccessible			This was worked.	C
		20100301	4	Outside Meter Inaccessible		0		

Unique Accounts: 92 New Accounts: 81 Number With No Action: New With No Action:

Billing Investigation Report for the Country Club District

Account Number	Service Address	Current Read Date	Consec. Zero Counter	Premises Comment	Office Action/Comment	Zero Service Order No.	Service Order Comments/Field Investigation	S/O Ind
22835	3N455 VIRGINIA LN	20091023	5		Issued EST/ZERO Svc Order	0		
		20091120	6					
23092	3N435 WILSON ST	20100325	3		Order already issued	2389339	Repair or install remote and/or verify outside reading device is	Y
			3				Office review required.	Y
			3				W001 Remote ID entered: 1482212206.	Y
			3				Currently in bill batch. Will make sure estimates stop...CV/OPS	Y
			3				Added to closer batch - estimates.....CV/OPS 3.30.10	Y
			3				accurate with inside meter reading.	Y
			3				Verify outside reading device is accurate with inside meter.	Y
			3				Install reading device.	Y
			3				W001 Meter reading: 506.	Y
			3				ROB.R 3/29/20 CHANGED OUT BAD RF BOX OLD RF#1420404432 NEW	Y
			3				RF#1482212206	Y
			3				Installed Radio Reading Device	Y
			3				"Over Estimated	Y

Unique Accounts: 92 New Accounts: 81 Number With No Action: New With No Action:

23162	9450 167th St	20090928	3		Sent letter to gain access	0		
24779	16729 90TH AVE	20091028	3		Called, left message	0		
25591	16900 Haven Ave	20091229	3		Sent letter to gain access	0		
		20100128	4		Order already issued	2342777	Register change out at 164 set zero on meter 083695833n	Y
			4				kfm 2/1/10	Y
			4				Can't close in a bb	Y
			4				Sent to closer batch to stop est.	Y
501114	16550 Leslie Dr	20091201	3			0		

Unique Accounts: 92 New Accounts: 81 Number With No Action: New With No Action:

860844	910 59th St	20100203	3		Order already issued	2362680	please repair meter per card left at door. thanks	Y
			3				W001 Meter reading: 394.	Y
			3				ROB.R 3/3/10 BAD RF REPLACED WITH NEW RF HEAD OLD RF#1400270982	Y
			3				NEW RF# 1830402501	Y
			3				Installed Radio Reading Device	Y
			3				W001 Remote ID entered: 1830402501.	Y
			3				Issued MTRCH order to complete head change per above...CV/OPS	Y

Billing Investigation Report for the Dupage District

Account Number	Service Address	Current Read Date	Consec. Zero Counter	Premises Comment	Office Action/Comment	Zero Service Order No.	Service Order Comments/Field Investigation	S/O Ind
860844	910 59th St	20100203	3		Order already issued	2362680	3.8.10	Y
		20100302	4				please repair meter per card left at door. thanks	Y
			4				W001 Meter reading: 394.	Y
			4				ROB.R 3/3/10 BAD RF REPLACED WITH NEW RF HEAD OLD RF#1400270982	Y
			4				NEW RF# 1830402501	Y
			4				Installed Radio Reading Device	Y
			4				W001 Remote ID entered: 1830402501.	Y
			4				Issued MTRCH order to complete head change per above...CV/OPS	Y
			4				3.8.10	Y

Unique Accounts: 92

New Accounts: 81

Number With No Action:

New With No Action:

28048	112 Greentree Ct	20091221	3		Order already issued	2303434	Rescheduled Reason: FRCC - Reschedule Expired Order	Y
			3				Changed Meter	Y
			3				Installed Radio Reading Device	Y
			3				W001 Found service on.	Y
			3				W001 Left service on.	Y
			3				W001 Remote ID entered: 1830393806.	Y
			3				Rescheduled Reason: FRCC - Reschedule Expired Order	Y
			3				Rescheduled Reason: FRCC - Reschedule Expired Order	Y
			3				W001 Out meter reading: 15.	Y
			3				W001 In meter ID: 087947180N reading: 0.	Y
			3				WAS NOT ABLE TO PICK UP READ FOR SOME REASON. DISPLAY WAS	Y
			3				ABLE TO GET THE READ REMOTELY. REPLACED WITH NEW ONE. IS WORKING	Y
			3				FINE. DOM 1/9/10	Y
			3				"WORKING AND METER SEEMED FINE	Y
29048	435 Mallview Ln	20091022	3		Sent letter to gain access	0		
		20091119	4					
		20091221	5					
		20100121	6					
29475	248 Oakridge Ct	20100311	3		Order already issued	2377930	3/10/10 FSR CHANGED METER HEAD - WILL ESTIMATE OUT NEW R-0 BMW	Y
			3				3/11/10 CANNOT CLOSE IN MB FOR TODAY BMW 3/11	Y
			3				3/12/10 CANNOT CLOSE LOCKED IN BB BMW 3/12	Y
			3				Closing order. Sent UCAC to billing for dead meter...CV/OPS	Y
			3				3.14.10	Y
29951	196 Briarcliff Pl	20091020	3		Letter already issued	0		
		20091118	4		Order already issued	2254468	Customer received letter for periodic meter change; set new meter	Y

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Account Number	Service Address	Current Read Date	Consec. Zero Counter	Premises Comment	Office Action/Comment	Zero Service Order No.	Service Order Comments/Field Investigation	S/O Ind
29951	196 Briarcliff Pl	20091118	4		Order already issued	2254468	W001 Remote ID entered: 1830389863.	Y
			4				and reading device.	Y
			4				W001 Out meter reading: 1089.	Y
			4				W001 In meter ID: 087947683N reading: 0.	Y
			4				DOM 12/21/09	Y
			4				Changed Meter	Y
			4				Installed Radio Reading Device	Y
			4				W001 Found service on.	Y
			4				W001 Left service on.	Y
32771	153 Richmond Dr	20091116	3		Sent letter to gain access	0		
		20091216	4					
		20100118	5					
34112	263 Blackberry Dr	20091120	3		Sent letter to gain access	0		
		20091222	4					
		20100122	5					
34349	125 Larchmont Way	20100122	3		Sent letter to gain access	0		
35618	232 Dakota Ct S #D	20091021	4		Letter already issued	0		
		20091119	5		Called, left message			
		20091221	6		Sent letter to gain access			
		20100121	7					
		20100218	8					
		20100322	9		Order already issued	2394593	CUSTOMER WAS HOME AND ALLOWED ACCESS TO CHANGE THE METER. NEW	C
			9				METER INFO CAN BE FOUND ON THE MCSPT ORDER. DOM 3/31/10	C
			9				W001 Operated curb stop.	C
			9				W001 Found service on.	C
			9				W001 Left service on.	C
			9				W001 Incompletion reason: Other.	C
			9				Please shut off for non-compliance to the 3 letters sent to	C
			9				customer for continued estimates on account.	C
			9				Please shut off and tag. 8 estimates on account. No more chances.	C
			9				We have got to get this changed.	C
			9				Rescheduled Reason: FRCC - Reschedule Expired Order	C
			9				Rescheduled Reason: FRCC - Reschedule Expired Order	C
38713	652 Briarcliff Pl	20091026	3		Sent letter to gain access	0		
		20091125	4		Issued EST/ZERO Svc Order	2300402	Please get read to stop estimates. Just changed the meter in	Y
			4				November so we should be ok now.	Y
			4				W001 Meter reading: 1.	Y
			4				LP 12 17 09	Y
			4				"12.18.9 Put in closer batch	st. dr

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Account Number	Service Address	Current Read Date	Consec. Zero Counter	Premises Comment	Office Action/Comment	Zero Service Order No.	Service Order Comments/Field Investigation	S/O Ind
38922	102 Thackeray Ln	20091026	3		Sent letter to gain access	0		
42002	Delaware & Boughton IRRG	20090929	3		Sent letter to gain access	0		
			3					
42795	163 Penny Ln	20100315	3		Order already issued	2377168	per service order 2355150 not able to obtain meter read. received	C
			3				letter to gain to check meter.	C
			3				Karen called stating that she received letter to check meter due	C
			3				to not able to obtain meter reading. offered to take payment and	C
			3				customer not able to be at property	C
			3				"eft	cline
43778	231 Paddington Ln	20091014	4		Sent letter to gain access	0		
44482	277 Fox Bend Cir	20091116	3		Sent letter to gain access	0		
		20091216	4		Issued EST/ZERO Svc Order	2302900	Closing order to complete head change per RFINS order. Out	Y
			4				read 142. New start read 0000. New RF# is 1830592722. Added	Y
			4				to closer batch - estimates....CV/OPS 12.21.09	Y
448574	101 W Briarcliff South Fountain	20100223	3	Inside Meter Inaccessible	Zero usage okay	2308651	Please get read and repair on report meter removed.	Y
			3	Inside Meter Inaccessible			Last year disconnected for the winter	Y
			3	Inside Meter Inaccessible			METER IS REMOVED THER E IS NO READ KEN 12/31/09	Y
			3	Inside Meter Inaccessible			Other	Y
			3	Inside Meter Inaccessible			Updated snap to inaccessible meter as of 12.31.09...CV/OPS 2.1.10	Y
		20100326	4	Inside Meter Inaccessible			Please get read and repair on report meter removed.	Y
			4	Inside Meter Inaccessible			Last year disconnected for the winter	Y
			4	Inside Meter Inaccessible			METER IS REMOVED THER E IS NO READ KEN 12/31/09	Y
			4	Inside Meter Inaccessible			Other	Y
			4	Inside Meter Inaccessible			Updated snap to inaccessible meter as of 12.31.09...CV/OPS 2.1.10	Y
45386	718 Rebecca Ln	20091027	3		Sent letter to gain access	0		
45641	862 Rebecca Ln	20091123	3		Sent letter to gain access	0		
477841	220 Bedford Ln	20091007	4		Letter already issued	0		
488969	342 Evergreen Dr	20091015	3		Sent letter to gain access	0		
		20091113	4					
		20091221	5					
508564	100 W Briarcliff Rd North Fountain	20100326	3	Outside Meter Inaccessible	Zero usage okay	2339015	This was worked.	C
			3	Outside Meter Inaccessible			"Per the 1/27/10 meter reader	was
582904	1025 Churchill Dr	20091118	3			0		
		20091218	4		Sent letter to gain access			
		20100120	5					
603165	356 Walnut Cir	20091029	3		Sent letter to gain access	0		
658445	516 ALCOTT LN	20091027	3		Sent letter to gain access	0		
704435	460 Springwood Way	20100315	3		Called, left message	0		

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709589	19 Fernwood Dr #U	20091021	3		Sent letter to gain access	0		
		20100218	3					
740507	473 Woodcreek Dr IRRG	20100120	3	Outside Meter Inaccessible	Zero usage okay	2307136	review this order so we can remove from system. If meter is	Y
			3	Outside Meter Inaccessible			LP 12 29 09 METER PULLED FOR WINTER NO READ AVAILABLE	Y
			3	Outside Meter Inaccessible			Coded as meter inaccessible per notes above...CV/OPS 3.1.10	Y
			3	Outside Meter Inaccessible			"Please verify meter has been removed. If removed	se of
			3	Outside Meter Inaccessible			"still here	verify
		20100217	4	Outside Meter Inaccessible		0		
		20100318	5	Outside Meter Inaccessible		2307136	review this order so we can remove from system. If meter is	Y
			5	Outside Meter Inaccessible			LP 12 29 09 METER PULLED FOR WINTER NO READ AVAILABLE	Y
			5	Outside Meter Inaccessible			Coded as meter inaccessible per notes above...CV/OPS 3.1.10	Y
			5	Outside Meter Inaccessible			"still here	verify
			5	Outside Meter Inaccessible			"Please verify meter has been removed. If removed	se of
777344	447 W Boughton Rd	20091021	3	Inside Meter Inaccessible	Issued EST/ZERO Svc Order	0		
		20091118	4	Inside Meter Inaccessible				
		20091221	5	Inside Meter Inaccessible	Issued EST/ZERO Svc Order	2307137	Please get read to stop estimates. Fix read device if needed.	C
			5	Inside Meter Inaccessible			cancelled per foreman jim	C
			5	Inside Meter Inaccessible			"1/22/10 This is on the Inaccessible list	n F.
		20100120	6	Inside Meter Inaccessible	Zero usage okay	0		
		20100217	7	Inside Meter Inaccessible	Order already issued	2307137	Please get read to stop estimates. Fix read device if needed.	C
			7	Inside Meter Inaccessible			cancelled per foreman jim	C
			7	Inside Meter Inaccessible			"1/22/10 This is on the Inaccessible list	n F.
		20100318	8	Inside Meter Inaccessible	Zero usage okay	2330917	This was worked.	C
			8	Inside Meter Inaccessible			"1/20/10 per Iggy	Bad
790088	271 Old Elm Dr	20090930	3		Sent letter to gain access	0		
807779	264 Canterbury Ln #2	20100115	10	Inside Meter Inaccessible	Sent letter to gain access	0		
		20100212	11	Inside Meter Inaccessible	Issued EST/ZERO Svc Order	2367005	"Please call ahead to Koyan Douglas. Customer	ica D
			11	Inside Meter Inaccessible			Please get read to stop estimates. Fix read device if needed.	Y
			11	Inside Meter Inaccessible			ACTUAL READ ON OLD METER IS: 0057. BY REPLACING THE HEAD AND	Y
			11	Inside Meter Inaccessible			DOM 3/5/10	Y
			11	Inside Meter Inaccessible			Installed Radio Reading Device	Y
			11	Inside Meter Inaccessible			Office review required.	Y
			11	Inside Meter Inaccessible			W001 Found service on.	Y
			11	Inside Meter Inaccessible			W001 Left service on.	Y
			11	Inside Meter Inaccessible			W001 Remote ID entered: 1830614187.	Y
			11	Inside Meter Inaccessible			3/8/10 OFFICE REVIEWED CHANGED AND ADDED TO CLOSER BATCH DUE	Y
			11	Inside Meter Inaccessible			TO ESTIMATES. BMW 3/8	Y
			11	Inside Meter Inaccessible			stated this is her landlord but I think it might be her boyfriend	Y
			11	Inside Meter Inaccessible			. It doesn't matter as long as we can get in to check/fix the	Y

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Account Number	Service Address	Current Read Date	Consec. Zero Counter	Premises Comment	Office Action/Comment	Zero Service Order No.	Service Order Comments/Field Investigation	S/O Ind
807779	264 Canterbury Ln #2	20100212	11	Inside Meter Inaccessible	Issued EST/ZERO Svc Order	2367005	meter. 11 estimates on account!	Y
			11	Inside Meter Inaccessible			W001 Meter reading: 57.	Y
			11	Inside Meter Inaccessible			REMOTE ID TO: 1830614187. PUT A NEW BATTERY ON OLD HEAD AND WAS	Y
			11	Inside Meter Inaccessible			"REMOTE	EEN
			11	Inside Meter Inaccessible			"BATTERY WAS DEAD	ER W
			11	Inside Meter Inaccessible			"ABLE TO GET ACTUAL READ	GET
			11	Inside Meter Inaccessible			"A LONG TIME	3 UN
		20091015	7	Inside Meter Inaccessible	Zero usage okay	0		
		20091118	8	Inside Meter Inaccessible	Sent letter to gain access			
		20091221	9	Inside Meter Inaccessible				
809558	21 Elm Ct	20090929	3		Sent letter to gain access	0		
815754	137 Mayfield Dr	20100115	3		Sent letter to gain access	0		
847965	716 Linden Ct	20091120	3		Sent letter to gain access	0		
864311	625 Ponderosa Dr	20100113	3	Inside Meter Inaccessible	Zero usage okay	0		
		20100210	4	Inside Meter Inaccessible				
		20100310	5	Inside Meter Inaccessible				
871211	128 Delmar Dr	20100223	3		Sent letter to gain access	0		

Unique Accounts: 92 New Accounts: 81 Number With No Action: New With No Action:

46644	9422 Hawthorn Ave	20091014	3		Sent letter to gain access	0		
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Unique Accounts: 92 New Accounts: 81 Number With No Action: New With No Action:

514638	26W423 COOLEY AVE	20091112	3		Order already issued	2271162	Verify outside reading device is accurate with inside meter.	Y
			3				11/19/09 kmf rf information ok	Y
			3				Sent to closer batch to stop est.	Y
			3				Repair or install remote and/or verify outside reading device is	Y
			3				accurate with inside meter reading. last two bill have been estim	Y
			3				W001 Meter reading: 316.	Y
			3				REPLACED DEAD RF UNIT OUTSIDE. DON C. 11/18/09	Y
			3				Installed Radio Reading Device	Y
			3				W001 Remote ID entered: 1480996442.	Y
			3				"ated	to ob
58309	0N073 COUNTY FARM RD	20091014	3		Sent letter to gain access	0		

Billing Investigation Report for the Liberty Ridge District

Account Number	Service Address	Current Read Date	Consec. Zero Counter	Premises Comment	Office Action/Comment	Zero Service Order No.	Service Order Comments/Field Investigation	S/O Ind
58422	ON156 ELMWOOD ST	20091112	3		Sent letter to gain access	0		

Unique Accounts: 92 New Accounts: 81 Number With No Action: New With No Action:

777109	6816 Kristines	20091020	4		Issued EST/ZERO Svc Order	0		
		20091118	5		Sent letter to gain access			
		20091218	6					
803550	441 Lathrop Ter	20091013	3		Letter already issued	0		
835181	403 Oak Grove Ave	20100312	3		Order already issued	2381996	Customer received letter for periodic meter change; set new meter	C
			3				W001 Closing Error: Inbound meter has an install or scrap date.	C
			3				W001 Closing Error: New meter service type is different from the	C
			3				existing service.	C
			3				cancel just set rf device kfm	C
			3				sent to billing for adjustment	C
			3				and reading device.	C
			3				W001 Out meter reading: 217.	C
			3				W001 In meter ID: reading: 0.	C
			3				Installed Radio Reading Device	C
			3				W001 Found service on.	C
			3				W001 Left service on.	C
			3				W001 Remote ID entered: 1830522596.	C
			3				W001 Closing Error: A meter number is required.	C

Unique Accounts: 92 New Accounts: 81 Number With No Action: New With No Action:

459206	138 Jerome Ln	20100310	3		Order already issued	2378813	Please get read and repair. No radio read on 3/10/10. Leave	C
			3				W001 Incompletion reason: Knock / Ring Left Card.	C
			3				3/15/10 spoke to Andrea looks like possible mtrch but no record o	C
			3				of new meter..kgm	C
			3				3/16/10 OFFICE REVIEWED EMAILED LOCAL OFFICE TO GET NEW METER	C
			3				INFO. BMW 3/16	C
			3				tag.	C
			3				Rescheduled Reason: FRCC - Reschedule Expired Order	C
			3				METER MUST OF BEEN CHANGED OUT TO A RAIDO READ AND THERE IS NO	C
			3				Office review required.	C
			3				W001 Found service on.	C

Billing Investigation Report for the Bolingbrook East-West District

Account Number	Service Address	Current Read Date	Consec. Zero Counter	Premises Comment	Office Action/Comment	Zero Service Order No.	Service Order Comments/Field Investigation	S/O Ind C
459206	138 Jerome Ln	20100310	3		Order already issued	2378813	W001 Left service on.	
			3				"TO GET NEW METER INFORMATION	EA 3-
			3				"NEW INFORMATION ON THIS ACCOUNT TO GET A READ	CAL
459605	352 PHEASANT CHASE DR	20100208	3		Sent letter to gain access	0		
462484	109 S Palmer Dr	20100210	3		Order already issued	2360420	Rescheduled Reason: FRCC - Reschedule Expired Order	Y
			3				W001 Out meter reading: 505.	Y
			3				W001 In meter ID: 048267339N reading: 0.	Y
			3				JOE W 2-22-10 OLD: 48953366	Y
			3				1460411506 (BAD RF) NEW 48267339 1821050626	Y
			3				Changed Meter	Y
			3				Installed Radio Reading Device	Y
			3				W001 Remote ID entered: 1821050626.	Y
			3				Added to closer batch - estimates.....CV/OPS 2.28.10	Y
462512	1454 Hawk Dr	20100308	3		Order already issued	2382625	Rescheduled Reason: FRCC - Reschedule Expired Order	Y
			3				W001 Out meter reading: 0.	Y
			3				W001 In meter ID: 051182288N reading: 0.	Y
			3				PP 3/16/10	Y
			3				Changed Meter	Y
			3				W001 Remote ID entered: 1820101520.	Y
			3				Added to closer batch - estimates.....CV/OPS 3.16.10	Y
			3				Added to closer batch - estimates.....CV/OPS 3.20.10	Y
463747	435 Justine Ave	20091117	3		Order already issued	2283926	please check meter. unable to get reading from radio device. ca	Y
			3				rd left at property	Y
			3				W001 Out meter reading: 0.	Y
			3				W001 In meter ID: 087599818N reading: 0.	Y
			3				PP 12/4/9	Y
			3				Changed Meter	Y
			3				W001 Remote ID entered: 1830257014.	Y
464196	6 Michele Ct	20100311	3		Sent letter to gain access	0		
464790	685 Lakewood Farms Dr	20100309	3		Sent letter to gain access	0		
467197	1544 Suncrest Ln	20091204	3		Sent letter to gain access	0		
		20100107	4					
		20100204	5		Issued EST/ZERO Svc Order	2366694	Please shut off for non-compliance to the 3 letters sent to	Y
			5				customer for continued estimates on account.	Y
			5				Please shut off and tag.	Y
			5				DOM 3/1/10	Y
			5				Turned off at curbstop	Y
			5				W001 Operated curb stop.	Y

Billing Investigation Report for the Bolingbrook East-West District

Account Number	Service Address	Current Read Date	Consec. Zero Counter	Premises Comment	Office Action/Comment	Zero Service Order No.	Service Order Comments/Field Investigation	S/O Ind
467197	1544 Suncrest Ln	20100204	5		Issued EST/ZERO Svc Order	2366694	W001 Found service on.	Y
			5				W001 Left service off.	Y
527152	731 COUNTRYSIDE DR	20100208	3		Sent letter to gain access	0		
534127	335 Homewood Dr	20091012	4		Letter already issued	0		
		20091111	5		Order already issued	2273415	Customer received letter for periodic meter change; set new meter	Y
			5				and reading device.	Y
			5				Customer will be at premise.	Y
			5				W001 Out meter reading: 0.	Y
			5				W001 In meter ID: 087599888N reading: 0.	Y
			5				PP 11/20/9	Y
			5				Changed Meter	Y
			5				W001 Remote ID entered: 1830270681.	Y
537519	4 Langford Ct	20091124	3		Sent letter to gain access	0		
585236	410 MARSHALL ASH ST	20091109	3		Sent letter to gain access	0		
		20091208	4					
591684	227 S Cranberry St	20100208	3		Order already issued	2351495	"REMOTE	ME
			3				Customer received letter for periodic meter change; set new meter	C
			3				W001 Found service on.	C
			3				W001 Left service on.	C
			3				W001 Remote ID entered: 1482099648.	C
			3				W001 Closing Error: A meter number is required.	C
			3				W001 Closing Error: Inbound meter has an install or scrap date.	C
			3				W001 Closing Error: New meter service type is different from the	C
			3				existing service.	C
			3				2/17/10 UPDATED RF# IN MINV BMW 2/17	C
			3				.	C
			3				and reading device.	C
			3				W001 Out meter reading: 286.	C
			3				W001 In meter ID: reading: 0.	C
			3				CHANGE THE REMOTE DEVICE. ONCE I WAS ABLE TO INSTALL A NEW	C
			3				BUT REMOTE ID HAS CHANGED TO: 1482099648. DOM 2/17/10	C
			3				Installed Radio Reading Device	C
			3				"WAS UNABLE TO GET READ. AFTER INSPECTING WIRING	IDED
660540	550 Lavina Dr	20091203	3		Issued EST/ZERO Svc Order	2296386	Closing order to complete head change per REM s/o 2271646.	Y
			3				Est out read 239. New start read 0000. New RF#1820749403.	Y
			3				Added to closer batch to correct bill....CV/OPS 12.11.09	Y
729536	1347 Alexander Dr	20091110	3			0		
780213	324 Bedford Ln	20091006	3		Sent letter to gain access	0		

Billing Investigation Report for the Bolingbrook East-West District

Account Number	Service Address	Current Read Date	Consec. Zero Counter	Premises Comment	Office Action/Comment	Zero Service Order No.	Service Order Comments/Field Investigation	S/O Ind
786438	707 Crestview Dr	20091016	7		Issued EST/ZERO Svc Order	0		
787253	2080 Mark Cir	20091110	3		Issued EST/ZERO Svc Order	2273165	Please try to get read to stop estimates. Fix read device if possible.	C
			3				11/17/09 OFFICE REVIEWED NO ACTION REQUIRED BMW 11/17	C
			3				PP 11/16/9	C
			3				Left Notice / Posting	C
			3				Additional work required.	C
			3				W001 Incompletion reason: Faulty Outside Reading Device.	C
			3				11/17/09 kmf no reading faulty reading device	C
		20091210	4		Sent letter to gain access	0		
		20100112	5					
788478	425 SWORD WY	20100120	3		Sent letter to gain access	0		
867204	243 Clubhouse St	20100111	3		Sent letter to gain access	0		

Unique Accounts: 92

New Accounts: 81

Number With No Action:

New With No Action:

51127	13829 Teakwood Dr	20100203	3		Sent letter to gain access	0		
52042	13636 Shannon Dr	20091103	3		Sent letter to gain access	0		
52357	14364 Pebble Creek Ct	20100302	3		Sent letter to gain access	0		
53065	14409 Elizabeth Ln	20091103	3		Sent letter to gain access	0		
		20091209	4					
		20100105	5					
54111	13019 Morning Glory Ct	20091207	3		Sent letter to gain access	0		
55714	15030 Greenbriar Ln	20091207	3		Sent letter to gain access	0		
		20100105	4					
753584	15005 Sunset Ct	20091002	3		Sent letter to gain access	0		
791197	16100 S Parker Rd	20091202	3		Sent letter to gain access	0		
		20100105	4					
		20100203	5		Called, left message			
834542	14447 W Iz Brook Dr	20091002	5		Letter already issued	0		
846874	13859 Stoneoak Way	20091103	3		Sent letter to gain access	0		

Unique Accounts: 92

New Accounts: 81

Number With No Action:

New With No Action: