

Service Orders

WRKSYCORDP - Work with Service Orders by Premise

File Edit Functions Go Help

Work with S/O

Premise: 090292736 5 Starwood Ct
 Account: 934399 Jordan Cheryl
 All Times: Central
 Open Only: Yes No
 Position to order number: _____

S/O Number	Scheduled	Type	Account	Closed	Close Date	Appt	Crew	Sts
3017812	11/30/2011 12:51 PM	ONNP	934399	Y	11/30/2011	N	09999	
3013765	11/28/2011 Undated	NPOFF	934399	Y	11/30/2011	N	09C00	
2901273	08/04/2011 09:17 AM	EMERG	934399	Y	08/04/2011	N	09999	
2889132	07/26/2011 01:30 PM	MTRCH	934399	Y	07/26/2011	N	09C00	
2888155	07/26/2011 01:30 PM	HILOW	934399	Y	07/26/2011	N	09C00	
2846734	06/15/2011 Undated	BILRD	934399	Y	06/16/2011	N	09C00	
2781968	04/12/2011 08:00 AM	ON	934399	Y	04/12/2011	N	09C00	
2781968	04/12/2011 All Day	ON	459778	C	04/11/2011	N	09C00	
2656413	11/30/2010 All Day	OFF	459778	Y	11/30/2010	N	09SPH	
2496810	07/08/2010 All Day	RFINS	459778	C	07/08/2010	N	09C00	

Buttons: New S/O, Select, Copy, Print, Close, S/O Log, Cancel, Comments, OK, Cancel

OFFICIAL FILE

I.C.C. DOCKET NO. 13-0124

IAWC Exhibit No. 9.0

Witness _____

Date 11/9/13 Reporter _____

S/O Maintenance by Account (SOTR) - CIS3025 - Illinois ...

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Path [] Account # 459778-7 Name Jordan, Cheryl

Billed Svc List |
 S/O Acct Info | S/O Comments | S/O Services | Dep Refund | Misc Chrg List | Contract Entry | Fixed Chrg List |

Service Order Type RFINS Radio Frequency Installation Service Order Number 2496810
 Contact # 34316450

Comment Lines	Type
Customer received letter informing them to schedule appt to install or maintain radio read device.	S
Customer received letter informing them to schedule appt to install or maintain radio read device.	C
SEE IF METER IS DEAD.. THANKS	S
7-8-10 Customer already radio read technology no meter change required. read is 0248 per fsr clc/frcc.	S
7/9/10 meter shows usage. cb	S

Fold/Unfold

E-LIS V3/HTMB

OK Cancel

S/O Maintenance by Account (SOTR) - CIS3025 - Illinois ...

File Edit Functions Go Help



Path Account # 459778-7 Name Jordan, Cheryl

Billed Svc List

S/O Acct Info S/O Comments S/O Services Dep Refund Misc Chrg List Contract Entry Fixed Chrg List

Service Order Type OFF Final Read - Close Account Service Order Number 2656413

Contact # 34745943

Comment Lines	Type
Customer requests service to be discontinued(closed) and a final bill issued.	S
Turn water off.	S
Please SH for 11/30 or asap thereafter. First avail was given as 12/7***	S
Cheryl called in to deactivate. OFF SH 11/30 or asap. Asked phone # alt # decl pmt	C
Rescheduled Reason: CSC- Special Handling Future Day	S
W001 Meter reading: 254.	S
Could not locate B-box to turn off water. Got final read.	S
Anthony Holden 11/30/10	S
Read Only	S

Fold/Unfold

S/O Maintenance by Account (SOTR) - CIS3025 - Illinois ...

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Path Account # 459778-7 Name Jordan, Cheryl

Billed Svc List |
 S/O Acct Info | S/O Comments | S/O Services | Dep Refund | Misc Chrg List | Contract Entry | Fixed Chrg List |

Service Order Type ON Turn On Water Service Order Number 2781968

Comment Lines	Type
Get read to start billing.	S
Turn on water.	S
Advised customer of \$ 10.00 applicable fee.	S
For appraisal only. Clean and show	S
Cancelled order. issued new for onexs	S
c	S

Fold/Unfold

OK Cancel

E-LIS VSH/TMG

S/O Maintenance by Account (SOTR) - CIS3025 - Illinois ...

File Edit Functions Go Help

Path Account # 934399-7 Name JORDAN, CHERYL

Billed Svc List | S/O Acct Info | S/O Comments | S/O Services | Dep Refund | Misc Chrg List | Contract Entry | Fixed Chrg List |

Service Order Type ON Turn On Water Service Order Number 2761984
 Contact # 35124987

Comment Lines	Type
Get read to start billing.	S
Turn on water.	S
Advised customer of \$ 10.00 applicable fee.	S
CLEAN AND SHOW ONLY	S
Will have to contact realtor to meet at property	S
verified mailing address and phone number	S
Updated the service order.	S
W001 Meter reading: 254.	S
joe w 4-12-11 found water on,	S
Other	S
W001 Found service on.	S
W001 Left service on	S

Fold/Unfold

E-LIS V06/11/08

OK Cancel

S/O Maintenance by Premise (SOPR) - CIS3025 - Illinois American (ILPR) Production

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Path: [] Account #: 934399.7 Name: Jordan, Cheryl

Misc Chrg List | Fixed Chrg List | Contract Entry | Billed Svc List

Work with S/O | New/Edit S/O | S/O Acct Info | Premises Addr | S/O Prefet Cmnl | S/O Comments | S/O Services

Service Order Type: BILAD Read (Billing) Service Order Number: 2846734

Contact #: 35124987

Comment Lines	Type
Please verify read causing high bill.	S
Previous read 5/12/11--254	S
Current read 6/13/11--489	S
W001 Meter reading: 552.	S
LP 6 16 11 T OFF AT B BOX VACANT HUGE AMOUNT OF WATER USED	S
W001 Found service on.	S
W001 Left service on.	S

Fold/Unfold

E-CIS V58P1M8

OK Cancel

File Edit Functions Go Help



Path [] Account # 934399.7 Name Jordan Cheryl

Misc Chrg List Fixed Chrg List Contract Entry Billed Svc List

Work with S/O New Edit S/O S/O Acct Info Premises Addtl S/O Prefet Cmnt S/O Comments S/O Services

Service Order Type HILOW ReRead and/or Inspect for Leak Service Order Number 2888155

Comment Lines	Type
Re-read/inspect meter and check for leaks; customer has high bill. Customer has refused leak kit.	S
Customer states home has been vacant and shut off valve has been turned off.	S
W001 Out meter reading: 552.	S
W001 In meter ID: 089715636N reading: 0.	S
ALL PLUMBING IN BASEMENT WAS STOLEN...UNABLE TO DETERMINE ANY LEAKS.....I CALLED ALICE AND EXPLAINED PROBLEM AND SHE SAID TO HAVE METER TESTED.....RN	S
Changed Meter	S
W001 Found service on.	S
W001 Left service on.	S

Fold/Unfold

E-QS V561118

OK Cancel

S/O Maintenance by Account (SOTR) - CIS3025 - Illinois ...

File Edit Functions Go Help



Path Account # 934399-7 Name JORDAN, CHERYL

Billed Svc List |
 S/O Acct Info | S/O Comments | S/O Services | Dep Refund | Misc Chrg List | Contract Entry | Fixed Chrg List |
 Service Order Type MTRCH Meter Change-out Service Order Number 2889132

Comment Lines	Type
Spinoff order created from 2888155.	S
Re-read/inspect meter and check for leaks; customer has high bill. Customer has refused leak kit.	S
Customer states home has been vacant and shut off valve has been turned off.	S
W001 Out meter reading: 552.	S
W001 In meter ID: 089715636N reading: 0.	S
ALL PLUMBING IN BASEMENT WAS STOLEN...UNABLE TO DETERMINE ANY LEAKS.....I CALLED ALICE AND EXPLAINED PROBLEM AND SHE SAID TO HAVE METER TESTED.....AM	S
Changed Meter	S
W001 Found service on	S

Fold/Unfold

LEIS VOHTINE

OK Cancel

File Edit Functions Go Help



Path: [] Account # 934399-7 Name Jordan, Cheryl

Misc Chrg List | Fixed Chrg List | Contract Entry | Billed Svc List

Work with S/O | New/Edit S/O | S/O Acct Info | Premises Addr | S/O Predef Emnt | S/O Comments | S/O Services

Service Order Type: EMERG Emergency (No Wtr Leak etc) Service Order Number: 2901273

Comment Lines	Type
Reports no water, all taps. Alerts checked: no information found.	S
Neighbors (with) water. No recent plumbing work. No	S
water for ?? hours. Customer can be contacted at 630-291-5560	S
W001 Meter reading: 0.	S
LP 8 4 11 FOUND B BOX IN OFF POSITION T ON	S
W001 Found service off.	S
W001 Left service on.	S

Fold/Unfold

AWW Account Snapshot Path - CIS1008 - Illinois America...

File Edit Functions Go Path Help



Path Account # 934399-7 Name JORDAN, CHERYL

Snapshot Scrn 1 | Snapshot Scrn 2 | Special Billing | Usage Hist Comp | Usage Hist Comp | Fixed Chrg List | Tax Code List |
 M/R Lomm Codes | Zero Consp | Consec Estimate | Work with S/D

Premises 5 Starwood Ct Bolingbrook, IL Meter Number 089715636N

Meter Read Zone			
Ind	Comment Codes	Ind	Instruction Codes (Account)
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	
Ind	Comment Codes	Ind	Instruction Codes (Premises)
<input type="checkbox"/>	RF# 1831281716	<input type="checkbox"/>	09 Inside
<input type="checkbox"/>		<input type="checkbox"/>	17 Radio Reading
<input type="checkbox"/>		<input type="checkbox"/>	

E-LIS VSH/TMB

OK Cancel