Utility Contacts by Account # (UCAC) - CIS3315 - Illinois American (ILPR) Production

File Edit Functions Go Path Help

Path Account 934399 Name Jordan, Cheryl

UC List/Acct # | UC Acct Info | New/Edit S/O | UC Comment Entr | UC Del/Response

Contact Number 36150227 Contact Type GNINQ General Inquiry

Print Date Print Amount

Print Comment 1

Print Comment 2

Print Comment 3

Comment Lines	Type
Cheryl called still wanting to dispute the bill due to the proper	C
ty being vacant. Per prior notes copper wire was stolen causing	C
leak at the property cusotmer wanted to find out what her adjustm	C
ent was based on advised 296 units that she was billed for we gav	C
e a adjustment of 50% of that. Expalined that in instance where	C
cusotmer have a leak and we issue a credit we neve issue a credit	C
for the full balance it is always only a portion. Customer want	C
s to put this back into dispute because of the sistuation that oc	C
ccured she is currently unemployed and cannot pay bill advised we	C

Investigate Fold/Unfold

E-CIS V5F1M8

OK Cancel

Utility Contacts by Account # (UCAC) - CIS3315 - Illinois American (ILPR) Production

File Edit Functions Go Path Help

Path Account 934399 Name Jordan, Cheryl

UC List/Acct # | UC Acct Info | New/Edit S/O | UC Comment Entr | UC Def/Response

Contact Number 36150227 Contact Type GNINQ General Inquiry

Print Date Print Amount

Print Comment 1

Print Comment 2

Print Comment 3

Comment Lines	Type
scan do payment arrangement. Cusotmer not satisfied with outcome	C
please send to disputes. Placed accoutn on hold for 30 days pendi	C
ng decision for disputes. Noticed I was working specialty call af	C
ter I had already spoke to the cusotmer. Per sharon is specialty a	C
dvised to close my contact and she would take care of sending the	C
dispute	C

Investigate Fold/Unfold

E-OS V5R1M0 OK Cancel

Utility Contacts by Account # (UCAC) - CIS3315 - Illinois American (ILPR) Production

File Edit Functions Go Path Help

Path Account 934399 Name Jordan, Cheryl

UC List/Acct # | UC Acct Info | New/Edit S/O | UC Comment Entr | UC Def/Response

Contact Number 36400347 Contact Type DSPTE Customer Dispute

Print Date Print Amount

Print Comment 1

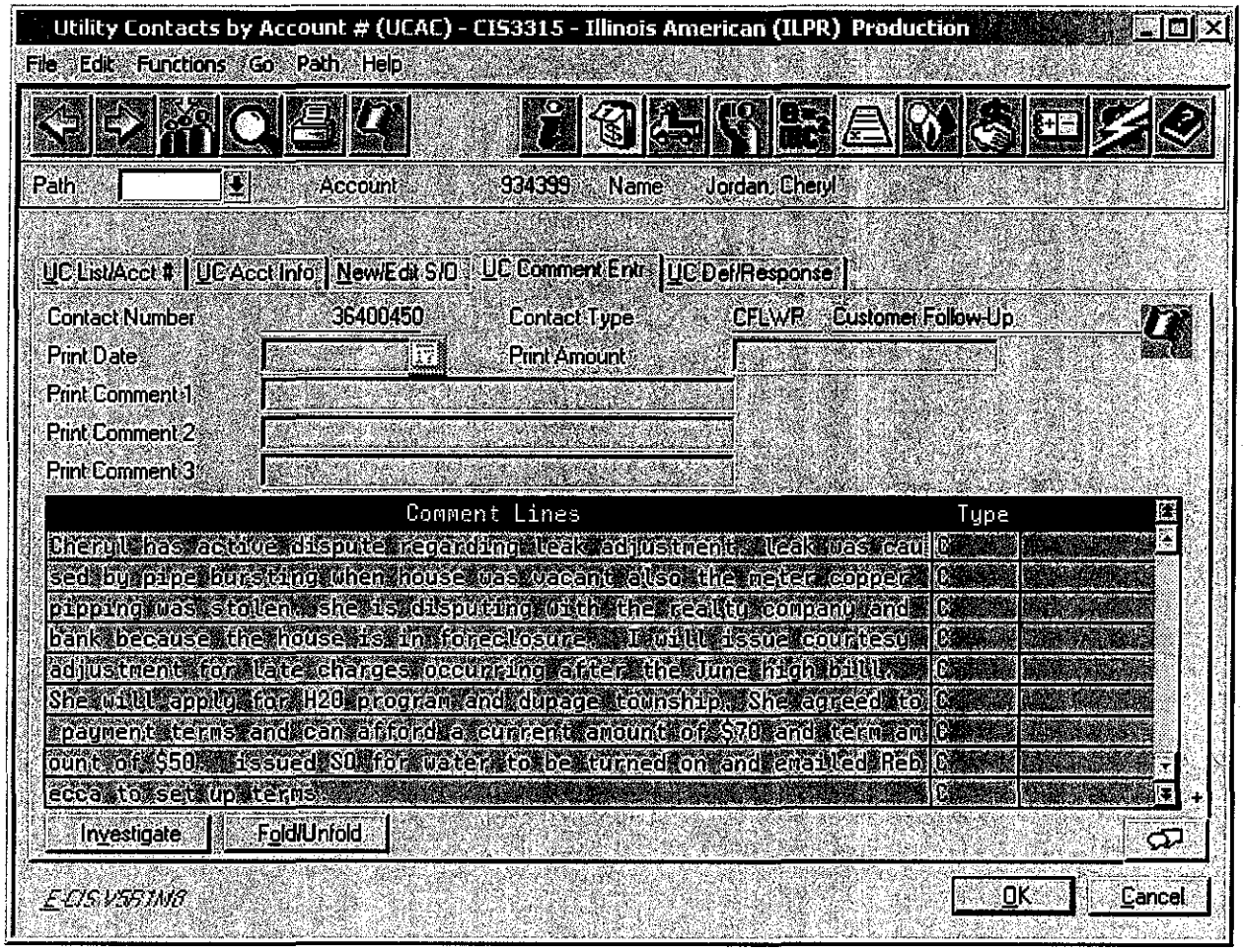
Print Comment 2

Print Comment 3

Comment Lines	Type
Cheryl is disputing the adjustment given for a leak due to pipes bei	C
ng stolen. she had called on 10/05/11 with the dispute and was wai	C
iting to hear the decision but had not heard. account was on hold	C
until 11/05/11. reviewed notes and contact was not forwarded see	C
contact 36150227. water has been turned off. gave her the number	C
to Alice Johnson	C
********** 12/7/11 ********** A.R.T. ********** BJM **********	C
please refer to contact #36400450 dated 11/30/11	C

Investigate Fold/Unfold

E-OS V5R1M0 OK Cancel


Utility Contacts by Account # (UCAC) - CIS3315 - Illinois American (ILPR) Production
File Edit Functions Go Path Help
Path
Account 934399 Name Jordan, Cheryl
UC List/Acct # UC Acct Info New/Edit S/O UC Comment Entr UC Def/Response
Contact Number 36400450
Contact Type CFLWP Customer Follow-Up
Print Date
Print Amount
Print Comment 1
Print Comment 2
Print Comment 3
Comment Lines
Type
Cheryl has active dispute regarding leak adjustment. leak was caused by pipe bursting when house was vacant also the meter copper pipping was stolen. she is disputing with the realty company and bank because the house is in foreclosure. I will issue courtesy adjustment for late charges occurring after the June high bill. She will apply for H20 program and dupage township. She agreed to payment terms and can afford a current amount of $70 and term amount of $50. issued SO for water to be turned on and emailed Rebecca to set up terms.
Investigate
Fold/Unfold
OK
Cancel

Utility Contacts by Account # (UCAC) - CIS3315 - Illinois American (ILPR) Production

File Edit Functions Go Path Help

Path Account 934399 Name Jordan, Cheryl

UC List/Acct # | UC Acct Info | New/Edit S/O | UC Comment Entr | UC Def/Response

Contact Number 36400450 Contact Type CFLWP Customer Follow-Up

Print Date Print Amount

Print Comment 1

Print Comment 2

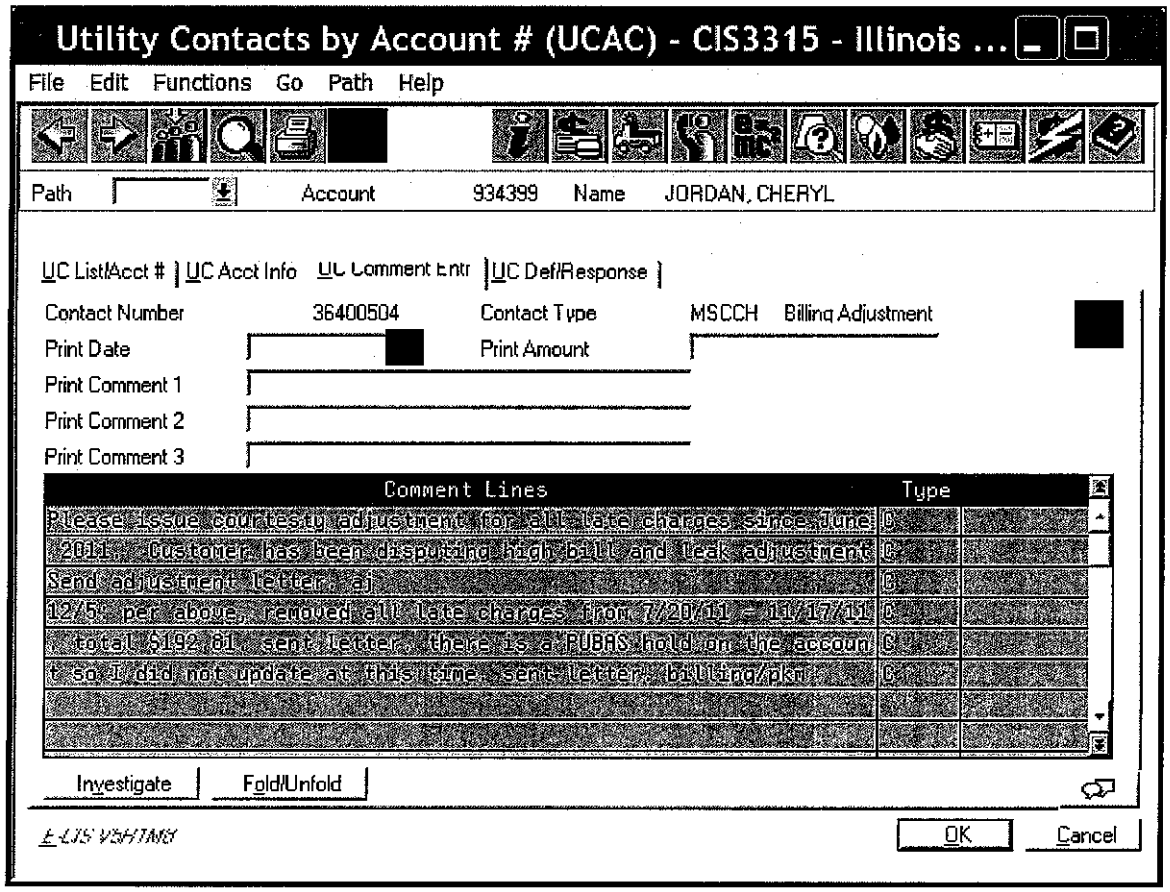
Print Comment 3

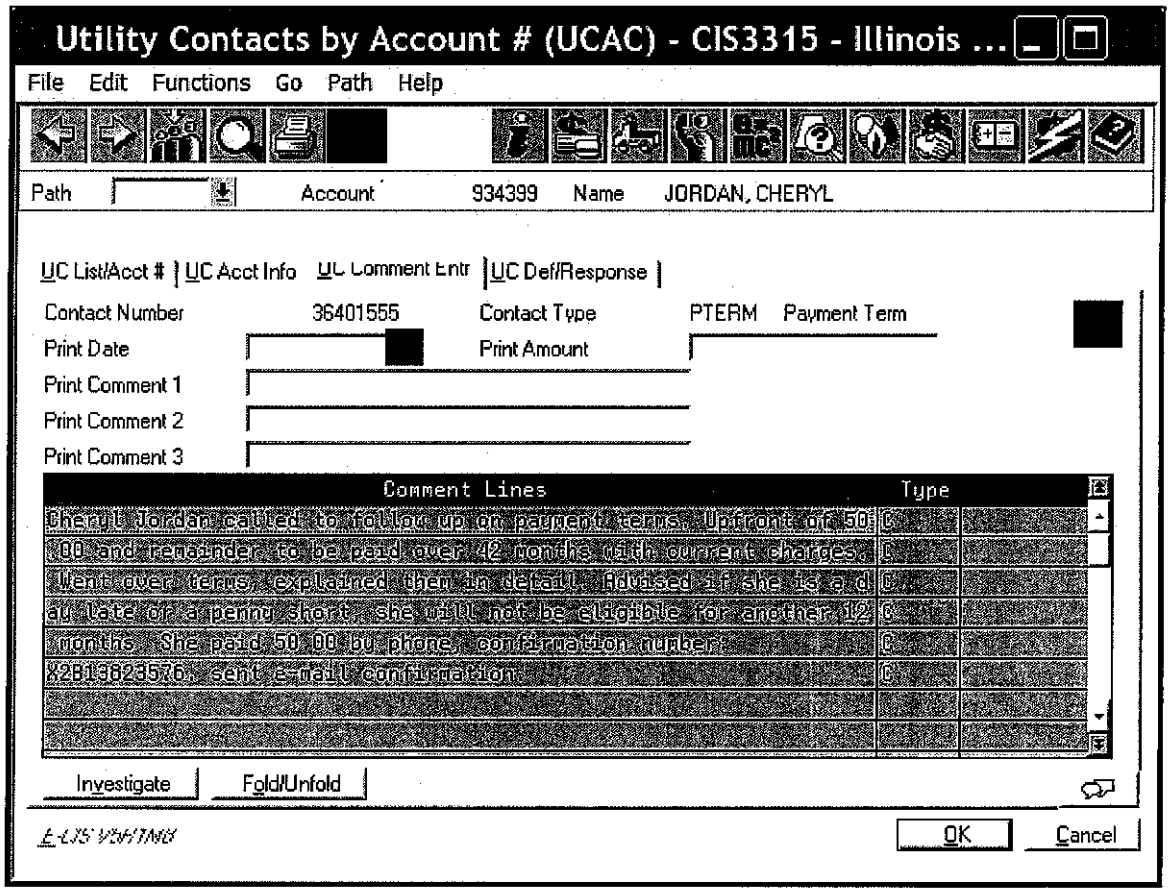
Comment Lines	Type
ecca to set up terms also informed her 50% adjustment is the max	C
for a hidden leak adjustment.	C
Advise current amount and PT amount must be made monthly and on tim	C
me.	C

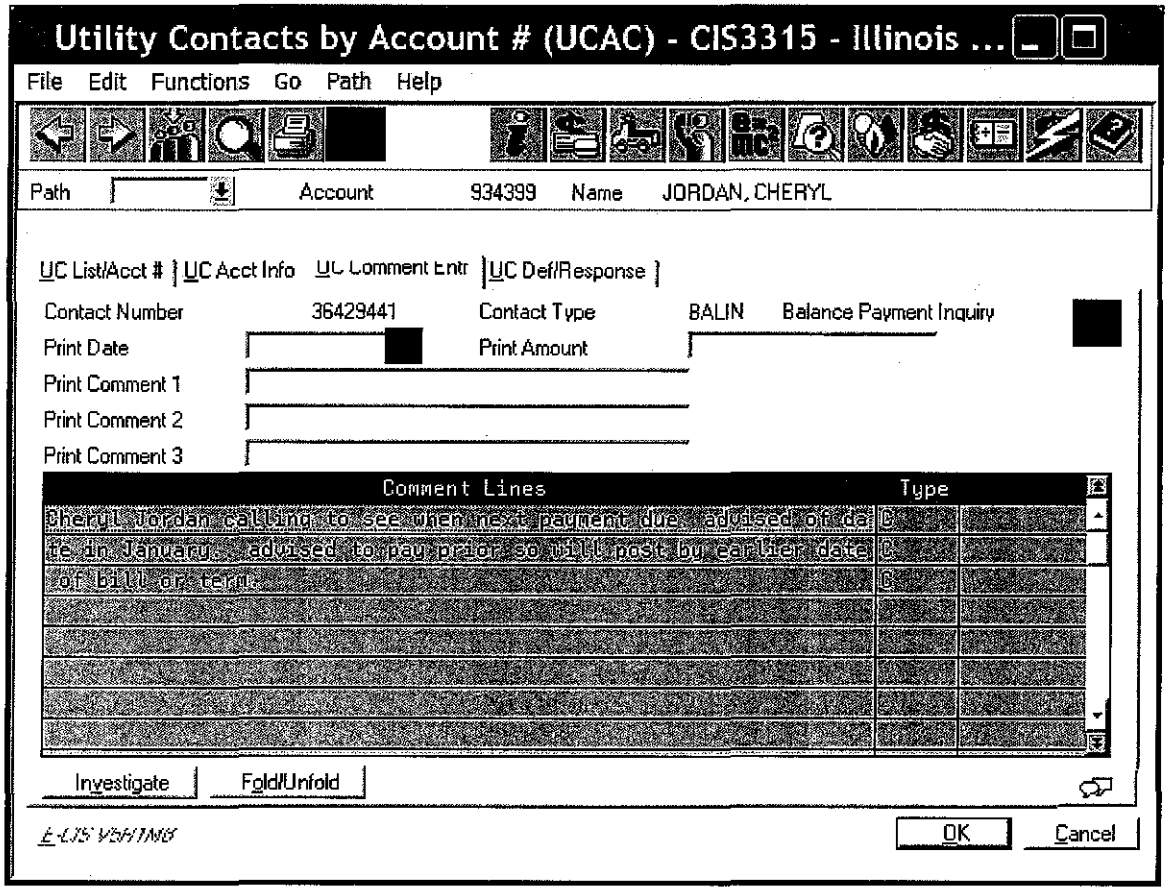
Investigate Fold/Unfold

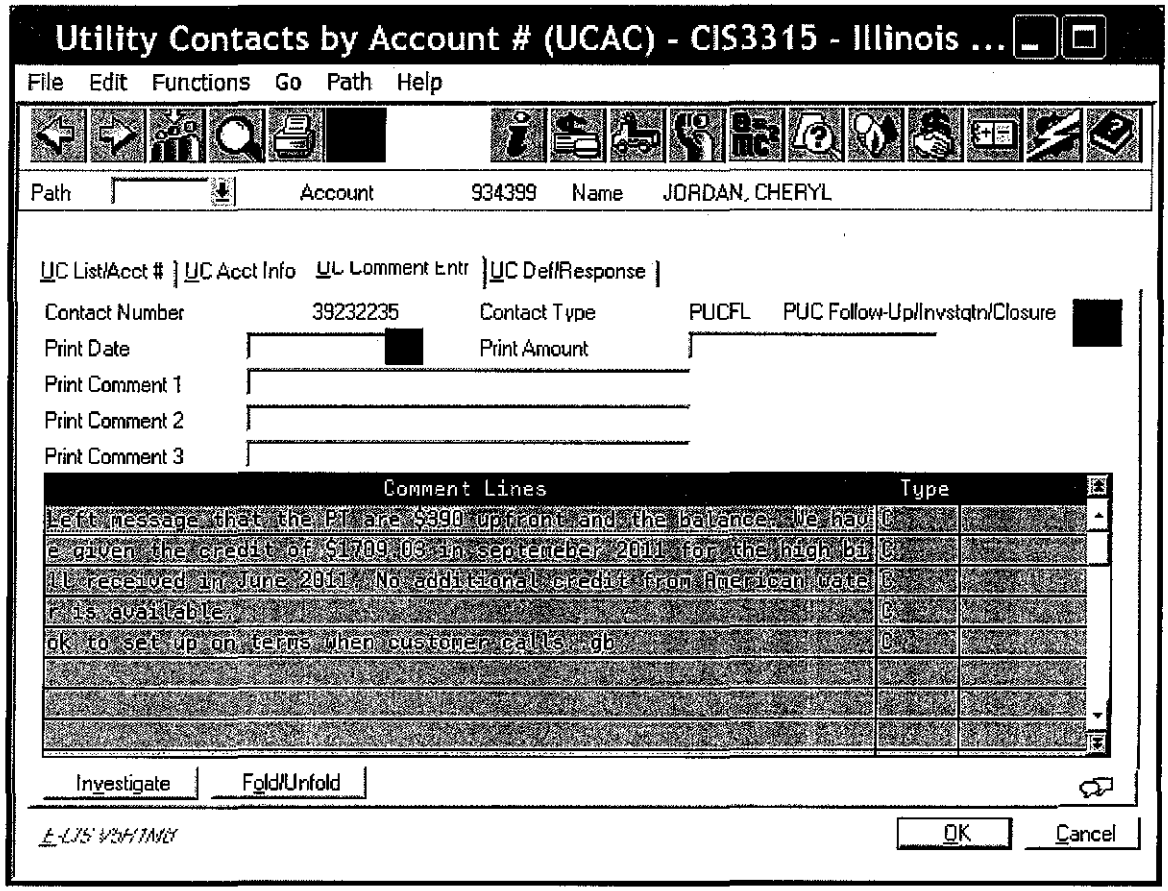
E-CIS V5R1M0

OK Cancel


Utility Contacts by Account # (UCAC) - CIS3315 - Illinois ...
File Edit Functions Go Path Help
Path
Account 934399 Name JORDAN, CHERYL
UC List/Acct # UC Acct Info UC Comment Entr UC Def/Response
Contact Number 36400504
Contact Type MSCCH Billing Adjustment
Print Date
Print Amount
Print Comment 1
Print Comment 2
Print Comment 3
Comment Lines
Type
Please issue courtesy adjustment for all late charges since June 2011. Customer has been disputing high bill and leak adjustment
Send adjustment letter. aj
12/5: per above, removed all late charges from 7/20/11 - 11/17/11 total $192.81. sent letter. there is a PUBAS hold on the account so I did not update at this time. sent letter. billing/pkm
Investigate
Fold/Unfold
OK
Cancel


Utility Contacts by Account # (UCAC) - CIS3315 - Illinois ...
File Edit Functions Go Path Help
Path
Account 934399 Name JORDAN, CHERYL
UC List/Acct # | UC Acct Info | UC Comment Entr | UC Def/Response
Contact Number 36401555
Contact Type PTERM Payment Term
Print Date
Print Amount
Print Comment 1
Print Comment 2
Print Comment 3
Comment Lines
Type
Cheryl Jordan called to follow up on payment terms. Upfront of 50
.00 and remainder to be paid over 42 months with current charges.
Went over terms, explained them in detail. Advised if she is a d
ay late or a penny short, she will not be eligible for another 12
months. She paid 50.00 by phone, confirmation number:
X2B13823576. sent e-mail confirmation.
Investigate
Fold/Unfold
OK
Cancel


Utility Contacts by Account # (UCAC) - CIS3315 - Illinois ...
File Edit Functions Go Path Help
Path
Account 934399 Name JORDAN, CHERYL
UC List/Acct # UC Acct Info UC Comment Entr UC Def/Response
Contact Number 36429441
Contact Type BALIN Balance Payment Inquiry
Print Date
Print Amount
Print Comment 1
Print Comment 2
Print Comment 3
Comment Lines
Type
Cheryl Jordan calling to see when next payment due. advised of da
te in January. advised to pay prior so will post by earlier date
of bill or term.
Investigate
Fold/Unfold
OK
Cancel


Utility Contacts by Account # (UCAC) - CIS3315 - Illinois ...
File Edit Functions Go Path Help
Path
Account 934399 Name JORDAN, CHERYL
UC List/Acct # UC Acct Info UC Comment Entr UC Def/Response
Contact Number 39232235
Contact Type PUCFL PUC Follow-Up/Invstgtn/Closure
Print Date
Print Amount
Print Comment 1
Print Comment 2
Print Comment 3
Comment Lines
Type
Left message that the PT are $390 upfront and the balance. We hav
e given the credit of $1709.03 in septemeber 2011 for the high bi
ll received in June 2011. No additional credit from American wate
r is available.
ok to set up on terms when customer calls. gb
Investigate
Fold/Unfold
OK
Cancel

Utility Contacts by Account # (UCAC) - CIS3315 - Illinois ...

File Edit Functions Go Path Help

Path Account 934399 Name JORDAN, CHERYL

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

Contact Number 39248121 Contact Type PUCFL PUC Follow-Up/Invstgtn/Closure

Print Date Print Amount

Print Comment 1

Print Comment 2

Print Comment 3

Comment Lines	Type
Informed customer that her account was reviewed completely in 201	C
1, the meter test results reflected 99.5% accuracy. She received	C
a courtesy leak adjustment of $1709, and payment term agreement.	C
Although she defaulted on the payment terms, we will allow her t	C
o set up new terms and the 25% upfront would be $390. We talked	C
about the H20 payment assistance program to assist her with the u	C
pfront payment. I stressed to her that there will not be any furt	C
her review of her account and recommend that she contact her insu	C

Investigate Fold/Unfold

E-US VOHTNG

OK Cancel

Utility Contacts by Account # (UCAC) - CIS3315 - Illinois ...

File Edit Functions Go Path Help

Path Account 934399 Name JORDAN, CHERYL

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

Contact Number 39246121 Contact Type PUCFL PUC Follow-Up/Invstgtn/Closure

Print Date Print Amount

Print Comment 1

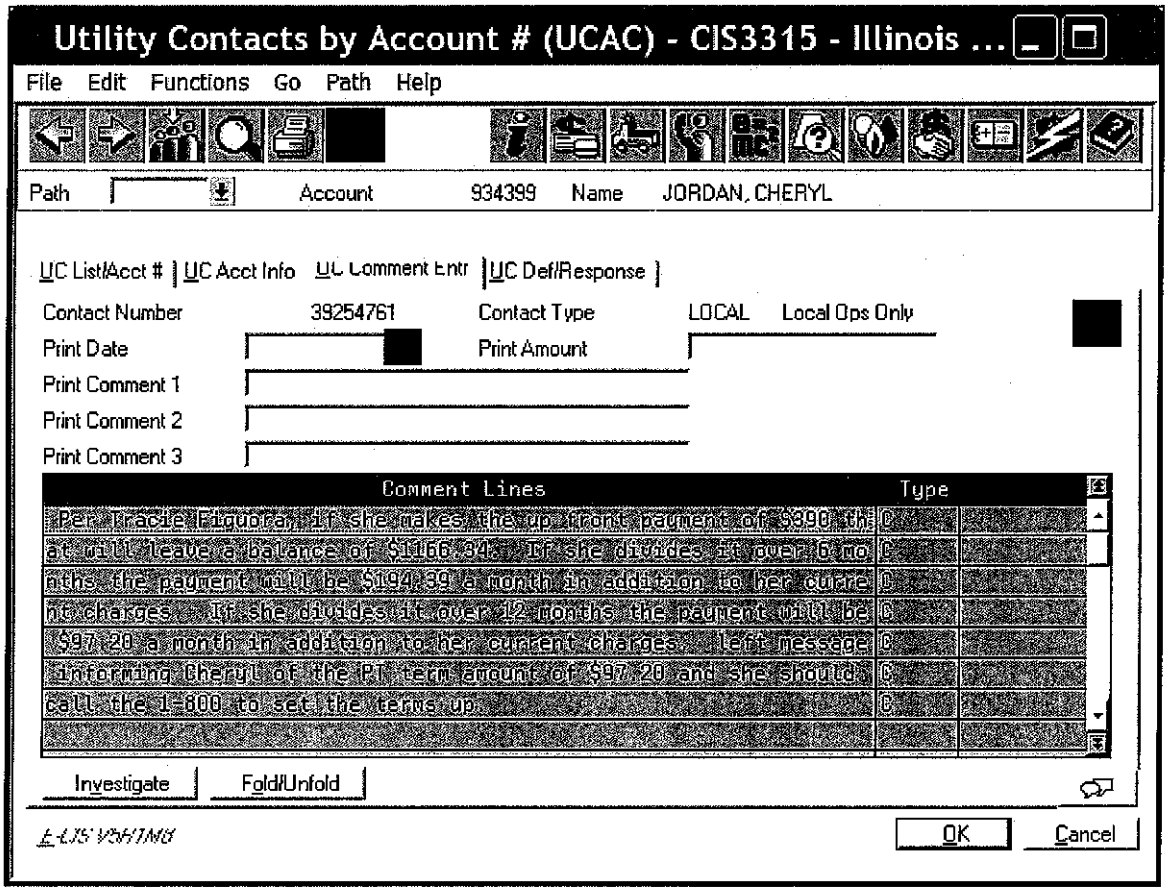
Print Comment 2

Print Comment 3

Comment Lines	Type
1. the meter test results reflected 99.5% accuracy. She received	C
a courtesy leak adjustment of $170.9, and payment term agreement	C
Although she defaulted on the payment terms, we will allow her t	C
o set up new terms and the 25% upfront would be $390. We talked	C
about the H2O payment assistance program to assist her with the u	C
pfront payment. I stressed to her that there will not be any furt	C
her review of her account and recommend that she contact her insu	C
rance carrier regarding the stolen pipes.	C

Investigate Fold/Unfold

Already at bottom of area. ? OK Cancel


Utility Contacts by Account # (UCAC) - CIS3315 - Illinois ...
File Edit Functions Go Path Help
Path
Account 934399 Name JORDAN, CHERYL
UC List/Acct # | UC Acct Info | UC Comment Entr | UC Def/Response
Contact Number 39254761
Contact Type LOCAL Local Ops Only
Print Date
Print Amount
Print Comment 1
Print Comment 2
Print Comment 3
Comment Lines
Type
Per Tracie Figuora, if she makes the up front payment of $390 th
at will leave a balance of $1166.34. If she divides it over 6 mo
nths the payment will be $194.39 a month in addition to her curre
nt charges. If she divides it over 12 months the payment will be
$97.20 a month in addition to her current charges. left message
informing Cheryl of the PT term amount of $97.20 and she should
call the 1-800 to set the terms up.
Investigate
Fold/Unfold
OK
Cancel

Utility Contacts by Account # (UCAC) - CIS3315 - Illinois ...

File Edit Functions Go Path Help

Path Account 934399 Name JORDAN, CHERYL

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

Contact Number 39444247 Contact Type OFF Turn Off

Print Date Print Amount

Print Comment 1

Print Comment 2

Print Comment 3

Comment Lines	Type
Cheryl Jordan calling to schedule OFF - Declined pay by phone.	C

Investigate | Fold/Unfold

E-LJS VSH/TMB

OK Cancel