

List Edit Goto Extras System Help

Meter Reading Results

Portion: 1110E034
 Meter reading unit: IUE03030 IL Inter E St Louis 03 Miy 030
 BP Number: 1100321732 House Of Prayer / 5501 N Park Dr / Washing
 Contract: 3100181564 Water Service
 Installation: 7008351002

Device	Reg.	MR date	RR	MA	MT	RS	MR rec.	AMS	TransDate	Tmf/Time	TST
052312696T	1	07/03/2014	01		08	7	5				
052312696T	1	06/04/2014	01		08	7	2				
052312696T	1	05/08/2014	10		01	7	0				
052312696T	1	05/05/2014	01		08	7	0				
052312696T	1	04/03/2014	01		08	7	0				
052312696T	1	03/31/2014	10		01	7	0				
052312696T	1	03/28/2014	10		01	7	0				
052312696T	1	03/26/2014	10		01	7	0				
052312696T	1	03/05/2014	01		15	7	0				
052312696T	1	02/20/2014	21	X	15	7	0				
051011063T	1	02/19/2014	22	X	15	7	443				
051011063T	1	02/05/2014	01		15	7	443				
051011063T	1	01/06/2014	01		03	7	344				
051011063T	1	12/04/2013	01		08	7	343				
051011063T	1	11/05/2013	01		08	7	343				
051011063T	1	10/30/2013	10		01	7	343				
051011063T	1	10/16/2013	10		01	7	343				
051011063T	1	10/03/2013	01		08	7	273				
051011063T	1	09/05/2013	01		08	7	118				
051011063T	1	08/05/2013	01		08	7	70				
051011063T	1	07/03/2013	01		08	7	70				
051011063T	1	06/05/2013	01		08	7	69				
051011063T	1	05/04/2013	06		01	7	69				

OFFICIAL FILE

ILL. C. C. DOCKET NO. 14-04163

IAWC Exhibit No. 4.00

Witness Pettiford

Date 2/11/15 Reporter ACT

IAWC Ex 4.00

House Of Prayer / 210002067707
5501 N Park Dr, East Saint Louis IL

Open PUC Complaint / Dispute
Pending Disconnection

Hold Retrive Hang Up After Call Work Warm Transfer Consult Conference Toggle End

Ready

- Identification
- BP Overview
- Account Overview
- Service Order
- Meter Reading
- Interaction Record
- Contract Management
- Billing
- Account Balance
- Collections
- Payments
- Owner Allocation
- BPEM Case
- IDA/External Links
- Create Relationship
- Correspondence
- Script
- Archived Documents
- Monetary Survey
- Lexis/Nexis
- Business Workplace

Order Details/ Notification Details

Service Order	Mat Code	Description	User Status 1	User Status 2	Start date	End Date	Notification Number	SO Fee	SO Fee Water	Created By	Created On
501291054	ILK	Inspect for Leak	Field Complete	Successfully Sen	02/20/2014	02/20/2014	301468971	0.00		ROBERTP1	02/19/2014
500610361	ILK	Inspect for Leak	Field Complete		10/30/2013	10/30/2013	300660417	0.00		BALDYU3	10/29/2013
500340054	ILK	Inspect for Leak	Field Complete		10/16/2013	10/16/2013	300584410	0.00		CARTERP1	10/15/2013

<Back 1 2 Forward>

Cancel Service Order Change Appointment Add Comment

Service Order Details

Mat Code: ILK Description: Inspect for Leak, Hi/Lo Usage
 Order Status: CLSD Priority: 3 Customer Appt.
 Appt Start Time: 08:00 Appt End Time: 11:00 Order Start date: 10/30/2013

Order Comments:
 believes the issue has been fixed in the last couple weeks but would like verification. Please call ahead and inspect for leaks. Thanks!
 Inspect for Leak, Hi/Lo Usage Tina is requesting to be present during the ILK. An ILK was performed a couple weeks ago but customer wanted to be present. She believes the issue has been fixed in the last couple weeks but would like verification. Please call ahead and inspect for leaks. Thank s!

[harperg] [10/30/2013 10:30 AM] Meter [51011063] METER VERIFIED NO MOVEMENT WITH MAIN SHUT-OFF IN BUILDING OPEN. LAST TIME WE WERE HERE METER WAS REGISTERING MOVEMENT WITH MAIN SHUT-OFF OPEN. CUSTOMER MADE REPAIRS TO A T OILET AND HAS NO MORE LEAKS.

Service Notification Details

Activity Code Text	Activity Text
Meter Read-Inspected with Cust	
Meter - Verified no movement	
No	
Contact Person	TINA PETTIFORD
Customer At Home	No

<Back 1 2 Forward>

House Of Prayer / 210002067707
 5501 N Park Dr , East Saint Louis, IL

[Open PUC Complaint / Dispute](#)
[Pending Disconnection](#)

Hold Retrieve Hang Up After Call Work Warm Transfer Consult Conference Toggle End

Identification	500610381	ILK	Inspect for Leak	Field Complete	10/30/2013	10/30/2013	300660417	0.00	BALDWIN3	10/29/2013
BP Overview	500540064	ILK	Inspect for Leak	Field Complete	10/16/2013	10/16/2013	300584410	0.00	CARTERP1	10/15/2013

« Back 1 2 Forward »

Cancel Service Order
 Change Appointment
 Add Comment

Service Order Details

Billing Mat Code: ILK Description: Inspect for Leak, Hi/Lo Usage

Account Balance Order Status: CLSD Priority: 3: Customer Appt.

Collections Appt Start Time: 07:30 Appt End Time: 16:00 Order Start date: 02/20/2014

Payments

Owner Allocation Order Comments:
 Inspect for Leak, Hi/Lo Usage

BPEM Case Customer called in stated that here can't be right customer stated that she don't have any leaks customer is requesting that here is reread
 Inspect for Leak, Hi/Lo Usage Customer called in stated that here can't be right customer stated that she don't have any leaks customer is requesting that here is reread

JDA External Links

Create Relationship [sackett] [02/20/2014 10:30 AM] Meter [51011063] CUSTOMER REQUEST METER BE CHANGED F
 SR RECIEVED CHANGE APPROVAL FROM SUPERVISOR:(BETH BEARD)

Correspondence

Script

Archived Documents

Monterey Survey

LexisNexis

Business Workplace

Object Context Menu

Service Notification Details

Activity Code Text	Activity Text
Meter Changed	
Yes	
Contact Person	TINA PEFFIFORD
Customer At Home	No
Call Ahead	No

« Back 1 2 Forward »

House Of Prayer / 210002067707
 5501 N Park Dr. East Saint Louis, IL

[Open PUC Complaint / Dispute](#)
[Pending Disconnection](#)

Hold Retrive Hang Up Alter Call Work Warm Transfer Consult Conference Toggle End

Identification	501911262	KZC	Read/Consecutiv...	Field Complete	Successfully Sen...	05/07/2014	05/27/2014	302059347	0.00	UCAECCUS	05/06/2014
BP Overview	501532075	ILK	Inspect for Leak...	Field Complete	Successfully Sen...	03/31/2014	03/31/2014	301766420	0.00	SANDERC0	03/28/2014
Account Overview	501619877	ILK	Inspect for Leak...	Field Complete	Successfully Sen...	03/28/2014	03/28/2014	301753568	0.00	KNOBLAM1	03/27/2014
Service Order	501600762	CKM	Check Meter/Verif...	Field Complete	Successfully Sen...	03/26/2014	03/26/2014	301733194	0.00	LEWISR1	03/25/2014

«Back 1 2 Forward»

Cancel Service Order Change Appointment Add Comment

Service Order Details

Billing	Mat Code: ILK	Description: Inspect for Leak, Hi/Lo Usage
Account Balance	Order Status: CLSD	Priority: 3: Customer Appt.
Collections	Appt Start Time: 07:30	Appt End Time: 16:00
Payments		Order Start date: 03/28/2014
Owner Allocation	Order Comments: Inspect for Leak, Hi/Lo Usage PUMPED OUT METER TILE. CONTINUES TO F	
BP/EM Case	ILL WITH GROUNDWATER. TURNED WATER ON NO MOVEMENT WHILE INSPECTING CURRENT FULL DIAL READ=000004 578 CUSTOMER WILL RESCHEDULE ANOT	
IDA/External Links	HER APPT IN THE FUTURE TO DETERMINE IF METER IS MOVING. UNSURE IF MAIN SHUT-OFF INSIDE IS CURRENTLY ON/OFF BEEN HERE IN THE PAST A N	
Create Relationship	D WHILE IT WAS CLOSED THERE WAS NO MOVEMENT WHEN IT WAS OPENED THERE WAS PERIODIC MOVEMENT ON THE METER. WATER WAS FOUND OFF AND	
Correspondence	LE FT ON. CURRENT READ=0000	
Script	Inspect for Leak, Hi/Lo Usage PUMPED OUT METER TILE. CONTINUES TO F	
Archived Documents	ILL WITH GROUNDWATER. TURNED WATER ON NO MOVEMENT WHILE INSP ECTING CURRENT FULL DIAL READ=000004 578. CUSTOMER WILL RESCHEDULE ANO T HER APPT IN THE FUTURE TO DETERMINE IF METER IS MOVING. U	
Monetary Survey	NSURE IF MAIN SHUT-OFF INSIDE IS CURRENTLY ON/OFF. BEEN HERE IN THE PAST A N	
LexisNexis	D WHILE IT WAS CLOSED THERE WAS NO MOVEMENT WHEN IT WAS S OPENED THERE WAS PERIODIC MOVEMENT ON THE METER. WATER WAS FOUND OFF AND LE	
Business Workplace	FT ON. CURRENT READ=0000	

[sacketal] [03/28/2014 0
 8:30 AM] Meter [052312696T] NO LEAKS INDICATED NO MOVEMENT

House Of Prayer / 210002067707
 5501 N Park Dr , East Saint Louis , IL

Open PVC Complaint / Dispute
 Pending Disconnection

Hold Retrieve Hang Up Alter Call Work Warm Transfer Consult Conference Toggle End

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- Monterey Survey
- LexisNexis
- Business Workplace

Overview | Partner

Category: Telephone Call
 Description: Billing Billing Follow Up Inquiry
 IR Class: Billing
 IR Action: Billing Follow Up Inquiry

Notes

Type: Log
 Note
 05/28/2014 13:35:56 CHESTAA1
 Tina Pattiford(owner) called to check status of leak adjustment advised no updates

Additional Task

Transaction Type: AddIn InbxTask
 Description:
 IR Class:
 IR Action:

Activity Clipboard

Description	Object	Object Type
House Of Prayer	1100321732	
Contract Account	210002067707	House Of Prayer
Premise	5501 N Park Dr , East Saint Louis , IL	

Notes History | Last Interactions

Show Only:
 Note
 01/27/2014 16:12:48 COWARTV

Tina, office manager upset because of high water bill causing high sewer bill. Customer's BPEM not worked. agent will send a sup email to follow up.

Leak was in toilet. this is a commercial property which typically doesn't qualify for toilet adjustment. When i advised the customer of this she said she wasn't even sure if it was a toilet leak and the plumber said it wouldn't have affected the bil.

Advised the usage is the usage. the water went through the meter, if it wasn't a leak it was used.

Object Context Menu

Log MILLERM3 07/18/2014 06:30:26

=====

0017314183 Correspondence Correspondence Sent

Note

07/18/2014 06:30:26 MILLERM3

Emailed copies of requested bills from 04/01/2013 to 02/28/2014. Closed bpem case. mlm/corr/07/17/2014.

Business Agreement number - 210002067707

Business Partner Number - 1100321732

Business Partner Name - House Of Prayer

Premise - 9090328247

Premise Address - 5501 N Park Dr East Saint Louis 62204-2121 US

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Log DIMAA 07/14/2014 14:41:20

=====

0017093928 Billing Billing Follow Up Inquiry

Note

07/14/2014 15:41:20 DIMAA

Tina Pattiford, 618-274-3865, COO, needs to have the following bills April 1, 2013 – February 28, 2014, sent to her at her email address 3tina@sbcglobal.net. She called in looking for Ebony at 5105, as Ebony emailed her June and July 2014 statements, she is wanting me to send more I advised I cannot and I will need to send them to overnight department. I advised after September 2013 usage increased. I advised

December 9, 2013 the use was 0 as if someone shutoff the main valve. I advised on the April statement it does show a credit of \$2688.33 from cancel/rebill and the very last page shows current charges of the 01/07/14 – 03/05/14 a charge of \$296.92 which means customer was given a credit of \$2391.41. She said they were never charged over \$300.00 I advised if we did not give the adjustment the bill would have been over \$300.00. Storm was coming and customer disconnected phone.

Business Agreement number - 210002067707

Business Partner Number - 1100321732

Business Partner Name - House Of Prayer

Premise - 9090328247

Premise Address - 5501 N Park Dr East Saint Louis 62204-2121 US

=====
 Log WHITEE1 07/14/2014 13:33:45
 =====

0017080300 Billing Bill/Balance Inquiry

Note

07/14/2014 13:33:45 WHITEE1

Customer called in to check adjustment result,

we adjusted two bills one for the amount of 1310.88

and one for the amount of 1377.45. Upon looking at the account i noticed

Those bills were cumulative, not separate looks like we may have over adjusted on

Customers account. Customer may call back with more questions

Checking balance

Name: Tina P/ House Of Prayer

Date: 7/14

Phone: 6182743865

Address: 5501 N Park Dr , East Saint Louis , IL

Mailing: 5501 N Park Dr , East Saint Louis , IL

Account: 1025 210002067707

Balance: 1110.12

Email: 3tina@sbcglobal.net

Business Agreement number - 210002067707

Business Partner Number - 1100321732

Business Partner Name - House Of Prayer

Premise - 9090328247

Premise Address - 5501 N Park Dr East Saint Louis 62204-2121 US

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Log DIMASCMD 07/10/2014 11:25:38

=====

0016907442 Collections Account Locks - Add / Remove

Note

07/10/2014 11:25:38 DIMASCMD

OUTBOUND 2743850 TINA PETEFORD STATED ACCOUNT IN DISPUTE HAS ILLIONOIS COMMERCE
LOOKING INTO REFUSED TO BE TRANSFERED TO CSC OR TAKE NUMBER

Lock of type Dunning reason Submitted to External Collection Agency valid 07/10/2014 - 07/12/2014 for
contract account 210002067707 created

Business Agreement number - 210002067707

Business Partner Number - 1100321732

Business Partner Name - House Of Prayer

Premise - 9090328247

Premise Address - 5501 N Park Dr East Saint Louis 62204-2121 US

=====

Log BEARDBA 06/19/2014 12:57:01

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0015822704 Complaints PUC Follow-Up/Invstgtn/Closur

Note

06/19/2014 12:57:01 BEARDBA

06/19/14 spoke to Tina Pettiford. She is unhappy with the adjustment and thought it should have been more for a toilet leak. Her plumber told her in October the leak he repaired didn't use that much water. I explained that we normally do not give courtesy adjustments on Commercial Accounts for a toilet leak, only hidden leaks. She then said they had no leaks and questioned the accuracy of the meter. In March we tested the meter: High Flow 99.6%, Med Flow 100% and Low Flow 97.5%, so I explained the meter test results. The meter was accurate, there are numerous Hi/Low service orders to check for leaks and the FSRs noted when the main valve to the property was off, the meter stopped registering and when it was opened the meter would register intermittently. She insisted that was not true and she never had a leak repaired and only said that so we would adjust the bill. I told her the notes on her account show she called every month about an adjustment for a toilet leak and insisting we give a credit adjustment. I explained we could not adjust anymore from her bill and offered an installment plan and she declined. Complaint can be closed.

Business Agreement number - 210002067707

Business Partner Number - 1100321732

Business Partner Name - House Of Prayer

Premise - 9090328247

Premise Address - 5501 N Park Dr East Saint Louis 62204-2121 US

=====

Log LEEHJ 06/13/2014 10:39:02

=====

0015513304 Complaints Customer PUC Complaint

Note

06/13/2014 10:39:02 LEEHJ

BPEM Case 1006346114 of type was created and assigned to

Business Agreement number - 210002067707

Business Partner Number - 1100321732

Business Partner Name - House Of Prayer

Premise - 9090328247

Premise Address - 5501 N Park Dr East Saint Louis 62204-2121 US

=====

Log BENJAMSB 06/12/2014 18:27:19

=====

0015473928 Other Issues Incomplete Call

Note

06/12/2014 18:27:19 BENJAMSB

Tina, will call back.

Business Agreement number - 210002067707

Business Partner Number - 1100321732

Business Partner Name - House Of Prayer

Premise - 9090328247

Premise Address - 5501 N Park Dr East Saint Louis 62204-2121 US

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Log PERKIND2 06/12/2014 18:06:47

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0015473316 Billing Billing Follow Up Inquiry

Note

06/12/2014 18:06:47 PERKIND2

Tina Pattiford COO House of Prayer called to go over bill. DNP 1056.02 06-23-14. Went over installment plan details. She will call back for plan.

Business Agreement number - 210002067707

Business Partner Number - 1100321732

Business Partner Name - House Of Prayer

Premise - 9090328247

Premise Address - 5501 N Park Dr East Saint Louis 62204-2121 US

=====

Log HAMPTOT1 06/11/2014 16:06:54

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0015399856 Billing Billing Follow Up Inquiry

Note

06/11/2014 16:07:09 HAMPTOT1

Went over adjustment given on account with customer. Advised per notes of Billing on 06/09/14 not eligible for any other adjustment. Offered terms. Said will call back.

Note

06/11/2014 16:06:59 HAMPTOT1

Went over adjustment given on account with customer. Advised per notes of Billing on 06/09/14 not eligible for any other adjustment. Offered terms. Said will call back.

 Note

06/11/2014 16:06:54 HAMPTOT1

Tina Pattiford called in about putting in to receive an adjustment on an account that they had an leak on. Advised I can assist her with that and she declined my help and said no she really just needs to speak with a supervisor or lead about the account. Also would not give me the account details after advising that I would have to provide that to the sup. No one available at the time.

Business Agreement number - 210002067707

Business Partner Number - 1100321732

Business Partner Name - House Of Prayer

Premise - 9090328247

Premise Address - 5501 N Park Dr East Saint Louis 62204-2121 US

=====
 Log CHESTAA1 05/28/2014 13:35:56
 =====

0014597338 Billing Billing Follow Up Inquiry

Note

05/28/2014 13:35:56 CHESTAA1

Tina Pattiford(owner) called to check status of leak adjustment advised no updates.

Business Agreement number - 210002067707

Business Partner Number - 1100321732

Business Partner Name - House Of Prayer

Premise - 9090328247

Premise Address - 5501 N Park Dr East Saint Louis 62204-2121 US

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Log REESEL1 04/03/2014 17:41:08

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0011790130 Collections Account Locks - Add / Remove

Note

04/03/2014 17:41:08 REESEL1

Edith Pettiford 618-960-1929 called to dispute adjusted bill. She request someone contact her as she feels the adjustment should have been larger.

BPEM Case 1005312295 of type was created and assigned to

Lock of type Dunning reason Bill Inquiry/Dispute valid 04/03/2014 - 06/04/2014 for contract account 210002067707 created

Business Agreement number - 210002067707

Business Partner Number - 1100321732

Business Partner Name - House Of Prayer

Premise - 9090328247

Premise Address - 5501 N Park Dr East Saint Louis 62204-2121 US

=====

Log SANDERCD 03/28/2014 14:48:15

=====

0011455448 Service Order Investigative Work order

Note

03/28/2014 14:48:15 SANDERCD

Svc Order 000501632075 of type Inspect for Leak, Hi/Lo Usage was created on 03/28/2014

Business Agreement number - 210002067707

Business Partner Number - 1100321732

Business Partner Name - House Of Prayer

Premise - 9090328247

Premise Address - 5501 N Park Dr East Saint Louis 62204-2121 US

=====

Log KNOBLAM1 03/27/2014 17:59:18

=====

0011401820 Service Order Investigative Work order

Note

03/27/2014 17:59:18 KNOBLAM1

618-274-6016

618-960-1929

Tina Pettiford co owner called to schedule meter reading followin the order from 3/26

Svc Order 000501619677 of type Inspect for Leak, Hi/Lo Usage was created on 03/27/2014

Business Agreement number - 210002067707

Business Partner Number - 1100321732

Business Partner Name - House Of Prayer

Premise - 9090328247

Premise Address - 5501 N Park Dr East Saint Louis 62204-2121 US

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Log BROOKSBR 03/25/2014 13:43:53

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0011268651 Billing Bill/Balance Inquiry

Note

03/25/2014 13:43:53 BROOKSBR

Tine Petefor - Billing inquire. Customer doesn't want anymore estimated bills.

Business Agreement number - 210002067707

Business Partner Number - 1100321732

Business Partner Name - House Of Prayer

Premise - 9090328247

Premise Address - 5501 N Park Dr East Saint Louis 62204-2121 US

=====

Log HATENJ1 03/25/2014 13:17:29

=====

0011266350 Service Order Follow-up

Note

03/25/2014 13:24:57 HATENJ1

Customer wanted balances from the last couple of months but my bills aren't pulling up.

Note

03/25/2014 13:17:29 HATENJ1

Please check for leaks and customer wants to make sure that someone brings a big pump to pump the water out. She said last time we brought out a small pump.

Service Order # 000501600762 - Order notes updated

Business Agreement number - 210002067707

Business Partner Number - 1100321732

Business Partner Name - House Of Prayer

Premise - 9090328247

Premise Address - 5501 N Park Dr East Saint Louis 62204-2121 US

=====
Log LEWISR1 03/25/2014 11:05:47
=====

0011258646 Service Order Investigative Work order

Note

03/25/2014 11:05:47 LEWISR1

Tina called to make sure meter is not leaking and to turn meter on if off.

Customer DOB was changed from to 00/00/0000

Customer DOB was changed from to 00/00/0000

Svc Order 000501600762 of type Check MeterVerif Serial #&Read was created on 03/25/2014

Business Agreement number - 210002067707

Business Partner Number - 1100321732

Business Partner Name - House Of Prayer

Premise - 9090328247

Premise Address - 5501 N Park Dr East Saint Louis 62204-2121 US

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Log ANDERSOS 03/25/2014 10:10:04

=====

0011255014 Collections Dispute - Collections

Note

03/25/2014 10:10:04 ANDERSOS

inbound tina 6182746016 active dispute transferred to csc

Business Agreement number - 210002067707

Business Partner Number - 1100321732

Business Partner Name - House Of Prayer

Premise - 9090328247

Premise Address - 5501 N Park Dr East Saint Louis 62204-2121 US

=====

Log HATENJ1 03/05/2014 16:02:50

=====

0010275401 Billing Billing Follow Up Inquiry

Note

03/05/2014 16:02:50 HATENJ1

Customer called about hold on acct and leak adjustment.

Business Agreement number - 210002067707

Business Partner Number - 1100321732

Business Partner Name - House Of Prayer

Premise - 9090328247

Premise Address - 5501 N Park Dr East Saint Louis 62204-2121 US

=====
 Log BAILEYS2 02/28/2014 13:00:40

=====
 0010049171 Collections Account Locks - Add / Remove

Note

02/28/2014 13:00:40 BAILEYS2

Sent sup email per customer request NAME: Anthony Pettiford

PHONE: 618-407-3579

ISSUE: Anthony is seeking local office contact regarding SO#501291084 and 501294915. His meter was changed after a ILK order and the customer is now thinking that possibly something is wrong with the meter that was recently changed. He would like the meter to be tested and he would also like to be present while it is tested-Per IDA the customer does have permission in this area. He would also like to know more information about the type of meter he has and how to read his meter. The meter was set on 2/20/14 and was at 0. Now the meter reads 000001515 and blinks 0000. Please have someone contact customer as soon as possible regarding service orders and meter information.

Business Agreement number - 210002067707

Business Partner Number - 1100321732

Business Partner Name - House Of Prayer

Premise - 9090328247

Premise Address - 5501 N Park Dr East Saint Louis 62204-2121 US

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Log ROBERTP1 02/19/2014 14:37:19

=====

0009589893 Service Order Investigative Work order

Note

02/19/2014 14:37:19 ROBERTP1

Tina called in stated that here can't be right customer stated that she don't have any leaks customer is requesting that here is reread

IR note details:

Current Invoice Amount:1310.88

Average Consumption for last 12 months:No

Previous Invoice amount:1310.88

Previous Billed Consumption:741

Current Invoice Consumption:0

Billing Frequency:1 Months

Miscellaneous Charges applied for this invoice:0.00

Late Payment charge applied for this invoice:14.22

Contract Account Number:210002067707

Business Partner Number:1100321732

No of Interactions for high consumption in last 3 months:0

Previous year same period consumption:0

Previous year same period invoice amount:46.23

Svc Order 000501291084 of type Inspect for Leak, Hi/Lo Usage was created on 02/19/2014

Business Agreement number - 210002067707

Business Partner Number - 1100321732

Business Partner Name - House Of Prayer

Premise - 9090328247

Premise Address - 5501 N Park Dr East Saint Louis 62204-2121 US

=====

Log PITTARA1 02/10/2014 11:44:54

=====

0009136571 Billing Supervisor Escalation - Billing

Note

02/10/2014 11:44:54 PITTARA1

Tina called because she hasn't heard back from ART regarding her leak. I assured her that they will get to it and that her lock is good until 3/4. I told her she can call at the end of February if she wants and we will send an email if she hasn't heard anything by then.

Business Agreement number - 210002067707

Business Partner Number - 1100321732

Business Partner Name - House Of Prayer

Premise - 9090328247

Premise Address - 5501 N Park Dr East Saint Louis 62204-2121 US

=====
Log SMITHA2 02/07/2014 10:25:43
=====

0009045892 Billing Billing Follow Up Inquiry

Note

02/07/2014 10:25:43 SMITHA2

Tina Patterford called to speak with Ange/team lead at ext 4716. advised Angie out of office today. gave balance. she will callback on 2/10/14

Business Agreement number - 210002067707

Business Partner Number - 1100321732

Business Partner Name - House Of Prayer

Premise - 9090328247

Premise Address - 5501 N Park Dr East Saint Louis 62204-2121 US

=====
Log BREWERM 02/04/2014 13:43:00
=====

0008911639 Collections Dispute - Collections

Note

02/04/2014 13:43:00 BREWERM

recalled from agency

Business Agreement number - 210002067707

Business Partner Number - 1100321732

Business Partner Name - House Of Prayer

Premise - 9090328247

Premise Address - 5501 N Park Dr East Saint Louis 62204-2121 US

=====

Log PITTARA1 02/04/2014 11:51:41

=====

0008903754 Collections Supervisor Escalation - Coll

Note

02/04/2014 11:52:00 PITTARA1

Will call back to Tina (618-960-1929) with findings.

Note

02/04/2014 11:51:41 PITTARA1

Sending a Billing Team Supervisor email to get clarification on toilet adjustments. She's been waiting for an adjustment since Oct and then we just told her that we don't do adjustments for toilets in IL, which is contrary to IDA. Put acct on hold and sent email to have it pulled from 1st party collections.

Lock of type Dunning reason Items for clarification valid 02/04/2014 - 03/04/2014 for contract account 210002067707 created

Business Agreement number - 210002067707

Business Partner Number - 1100321732

Business Partner Name - House Of Prayer

Premise - 9090328247

Premise Address - 5501 N Park Dr East Saint Louis 62204-2121 US

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Log SHOEMOS1 02/04/2014 11:38:11
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0008902921 Other Issues Supervisor Escalation - Oth

Note

02/04/2014 11:38:11 SHOEMOS1

Customer called to check on adjustment. Advised her that the request was deined. Tina the customer asked to speak with a supervisor. Transferred call to Team Lead Angie Pittard ext 4783

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Business Partner Number - 1100321732

Business Partner Name - House Of Prayer

Premise - 9090328247

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Log ROBINSJM 02/04/2014 11:20:08
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0008901992 Collections General Inquiry

Note

02/04/2014 11:20:08 ROBINSJM

Inbound Tina Pattford 618-274-3850 no new numbers customer waiting on adjustment transfered to CSC

Business Agreement number - 210002067707

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Business Partner Name - House Of Prayer

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Log COWARTV 01/27/2014 16:12:48
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0008604383 Other Issues Supervisor Escalation - Oth

Note

01/27/2014 16:12:48 COWARTV

Tina, office manager upset because of high water bill causing high sewer bill. Customer's BPEM not worked, agent will send a sup email to follow up.

Leak was in toilet; this is a commercial property which typically doesn't qualify for toilet adjustment. When I advised the cusotmer of this she said she wasn't even sure if it was a toilet leak and the plumber said it wouldn't have affected the bil.

Advised the usage is the usage, the water went through the meter, if it wasn't a leak it was used.

Advised that our compensation allocation for toilets is usually given to residential customers. She still wanted the final decision to come from billing and said they may help her because of their good graces and she believes in little miracles.

Advised email forwarded and I didn't want to set an improper expectation as far as timeline or final resolution. Customer understood.

TL/Vee

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Log LEWISB 01/27/2014 15:52:46

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0008603105 Billing Bill/Balance Inquiry

Note

01/27/2014 16:04:48 LEWISB

still in process, sent sup email to go to billing followup to review bpem from 10/30, Transferred call to TL Vaughn C per customer request

Note

01/27/2014 15:52:46 LEWISB

calling to check for adjustment

Business Agreement number - 210002067707

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