

Smart Search 53105413 Search

Customer Summary

John Fredberg (Bill) (Secondary Contact) (My Area Alerts)
 Account Number: A3105413
 MAA User ID: [Redacted]
 Account Status: Cancelled-PRO OCA
 Customer Segment: [Redacted]
 Customer Type: Residential (Res)
 Language Preference: English

Case History (New Case)

Call Verification

Method How: Gas
 Service Status: Cancelled
 Account Number / Port Use: 80.00 / 0.00
 Write Off Amount: \$194.00
 CTR: [Redacted]
 Consultant ID / Name: C000175 / Marc Kaitman Begol
 Consultant Channel: [Redacted]
 Order Status: Complete
 TVL Disposition: Verified and Successful
 Renewal Disposition: [Redacted]

Account History (Add Note) (Knowledge Management) (Rollback and Fixing Information)

Date	Time	Author	Type	Subject	Note
09/27/14	10:24AM	ANISH	Account Access	Success - Login	CSR logged into MAA
09/09/14	2:40PM	mmw@ec	Account Access	Account Accessed	User accessed this account
09/17/14	2:13PM	rc@ecw@ec	Account Note	Account Status Changed	Account status changed from On...
09/17/14	2:13PM	rc@ecw@ec	Write-Off	Write Off	Write Off to Collections - Primary
09/10/14	3:45PM	System	General Note	"Regulatory Complaint"	Complaint...
09/02/14	8:30AM	System	Printed Letter	NIOR Last Check Letter	
09/19/14	8:23AM	Renata	General Note	CARE ACTION	Cost Analysis - Contact of John...
09/19/14	8:05AM	System	CaseAlert	EC11062735 - GSP Mutual Cost Analy...	GSP COMPLETED ON RANVED 1.37% O...
09/17/14	8:15AM	System	Account Note	Service Cancelled	218020508 - Service Cancelled
09/17/14	6:13AM	System	Account Note	Account Status Changed	Account status changed from Ac...
09/17/14	5:13AM	System	Account Note	Service Status Changed	Service status changed from On...
09/16/14	5:20PM	Jusesei	CaseAlert	EC11062735 - GSP Mutual Cost Analy...	SAVINGS 1.37%
09/16/14	9:05AM	System	Account Note	Account Status Change	NIOR Account Status Changed f...
10/07/14	4:30AM	System	Account Note	Drop Scheduled	218020505 - Drop confirmed for...
10/27/14	12:40PM	Me Items	CaseAlert	EC11062735 - GSP Mutual Cost Analy...	ARRNOVED - Please review 02/25/...
10/27/14	11:47AM	Me Items	General Note	CARE ACTION	that you received gas supply s...
10/27/14	11:45AM	Me Items	CaseAlert	EC11063117 - Escalated Customer	RE-ANALYSE REQUIRED - Retrieved a...
10/27/14	11:10AM	Me Items	CaseAlert	EC11062735 - GSP Mutual Cost Analy...	218020508 - Service Cancelled
10/27/14	11:03AM	Me Items	CaseAlert	EC11062735 - GSP Mutual Cost Analy...	CANCELLED EXISTING SERVICES - O...
10/27/14	10:41AM	Docaba	CaseAlert	EC11062735 - GSP Mutual Cost Analy...	BLINDING JOHN FREDBERG - I...
10/27/14	10:25AM	Docaba	Call Verification	Verification Details	The following information is as...
10/27/14	10:20AM	Docaba	Account Access	Account Accessed	User accessed this account
10/17/14	6:35AM	System	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved
10/16/14	12:28PM	System	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved
10/16/14	6:35AM	System	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved
09/24/14	7:46AM	System	Email	NIOR Second Delinquent Notice - 21816041	Referral credit of \$0.0 saved
09/16/14	6:35AM	System	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved
09/27/14	7:46AM	System	System	NIOR Second Delinquent Notice - 21487056	Referral credit of \$0.0 saved
09/27/14	7:46AM	System	Printed Letter	NIOR Second Delinquent Notice - 21487056	
09/19/14	7:46AM	System	Email	NIOR First Delinquent Notice - 21487056	
09/19/14	7:46AM	System	Printed Letter	NIOR First Delinquent Notice - 21487056	
09/15/14	6:41AM	System	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved
09/21/14	6:35AM	System	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved
09/15/14	6:37AM	System	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved
09/20/14	11:03AM	System	General Note	Invoice Processed	Invoice was processed onto acc...
09/20/14	11:03AM	System	General Note	Invoice Processed	Invoice was processed onto acc...
09/21/14	9:05AM	System	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved
09/21/14	7:46AM	System	Email	NIOR First Delinquent Notice - 20088940	
09/21/14	7:46AM	System	Printed Letter	NIOR First Delinquent Notice - 20088940	
09/20/14	10:19PM	System	Voided	System - Invoice Placed on Hold / Void	Pending Bill not released at e...
09/20/14	1:27PM	System	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved
09/20/14	12:15PM	System	General Note	Invoice Processed	Invoice was processed onto acc...
09/17/14	1:24PM	System	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved
09/26/14	4:35AM	System	Exception	810_RESP Transaction Exception	218020508 - 810 response trans...
09/18/14	10:25AM	System	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved
02/17/14	1:31PM	System	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved
01/24/14	12:33PM	jeff@ecw@ec	Outbound Call	Call Completed - customer reached	CALLLED 847-674-4464-LFT MSG W...
01/24/14	12:33PM	jeff@ecw@ec	Outbound Call	Call Completed - customer reached	CALLLED 847-674-4464-LFT MSG W...
01/24/14	12:30PM	jeff@ecw@ec	Outbound Call	Call Completed - customer reached	CALLLED 847-674-4464-LFT MSG W...
01/24/14	12:23PM	jeff@ecw@ec	Account Access	Account Accessed	User accessed this account
01/23/14	7:46AM	System	Email	NIOR Second Delinquent Notice - 18171210	
01/23/14	7:46AM	System	Printed Letter	NIOR Second Delinquent Notice - 18171210	
09/17/14	1:33PM	System	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved
12/17/13	1:36PM	System	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved
11/19/13	2:07PM	System	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved
09/16/13	2:26PM	System	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved
09/18/13	1:59PM	System	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved
09/10/13	2:09PM	System	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved
07/10/13	1:57PM	System	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved
09/26/13	8:13AM	camereno	Outbound Call	Call Completed - customer reached	1785 - Good Morning. The serv...
09/26/13	8:13AM	camereno	Outbound Call	Call Completed - customer reached	Call Completed - customer reach...
09/26/13	8:13AM	camereno	Account Access	Account Accessed	User accessed this account
09/26/13	7:45AM	System	Email	NIOR Second Delinquent Notice - 15014048	
09/26/13	7:45AM	System	Printed Letter	NIOR Second Delinquent Notice - 15014048	
09/19/13	8:02AM	camereno	Outbound Call	Call Completed - customer reached	4464 - Good Morning. May I spe...
09/19/13	8:02AM	camereno	Outbound Call	Call Completed - customer reached	Call Completed - customer reach...
09/19/13	8:02AM	camereno	Account Access	Account Accessed	User accessed this account
09/19/13	7:46AM	System	Email	NIOR First Delinquent Notice - 15014048	
09/19/13	7:46AM	System	Printed Letter	NIOR First Delinquent Notice - 15014048	
09/19/13	3:02AM	System	Exception	810_RESP Transaction Exception	218020508 - TRAILER DOLLAR OUT
09/18/13	1:44PM	System	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved
09/20/13	10:37AM	System	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved
04/18/13	10:35AM	System	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved
09/27/13	7:45AM	System	Email	NIOR Second Delinquent Notice - 13733742	
09/27/13	7:45AM	System	Printed Letter	NIOR Second Delinquent Notice - 13733742	
09/21/13	3:21PM	nean	Voided	System - Invoice Placed on Hold / Void	Incorrect rates
09/21/13	10:36AM	System	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved
09/20/13	1:48PM	nean	Voided	System - Invoice Placed on Hold / Void	Incorrect rates
09/20/13	10:41AM	System	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved
09/20/13	8:56AM	CaseAlert	CaseAlert	0925542512 - GSP Mutual Cost Analy...	BALANCE INQUIRY: Fredberg...
09/20/13	8:51AM	ec@ecw@ec	Account Access	Account Accessed	User accessed this account
09/20/13	7:45AM	System	Printed Letter	NIOR First Delinquent Notice - 13733742	
09/20/13	7:45AM	System	Email	NIOR First Delinquent Notice - 13733742	
09/19/13	11:42AM	nean	Voided	System - Invoice Placed on Hold / Void	Incorrect rates
09/19/13	10:47AM	System	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved
09/25/13	7:26PM	System	Product Switched	Product Switch	Product switched due to Term E...
09/10/13	12:00AM	System	Printed Letter	Savings Guaranteed Renewal Notification	
09/10/13	12:00AM	System	Printed Letter	Savings Guaranteed Renewal Notification	
09/19/13	12:05AM	System	General Note	1% GSP Renewal Letter Reprint over...	On 09/19/13 we sent a customer a...
10/19/13	4:43AM	System	Exception	810_RESP Transaction Exception	218020508 - 810 response trans...
07/20/12	4:46AM	System	Exception	810_RESP Transaction Exception	218020508 - 810 response trans...
02/17/12	6:31AM	System	Account Note	Service Started	218020508 - Service Started
02/17/12	6:24AM	System	Account Note	Account Status Changed	Account status changed from Pe...
02/17/12	6:24AM	System	Account Note	Service Status Changed	Service status changed from Pe...
02/17/12	6:24AM	System	Account Note	Account Status Change	NIOR Account Status Changed f...
02/02/12	6:06AM	System	Printed Letter	Welcome Letter - Gas	

Date	Time	Author	Type	Subject	Notes
6/12/2015	10:24AM	ANath	Acct Access	Success - Login	CSR logged into MAA.
6/9/2015	2:40PM	mnawabi	Acct Access	Account Accessed	User accessed this account
4/17/2015	2:13PM	rcarranza	Account Note	Account Status Changed	Account status changed from Cancelled to Cancelled-WO OCA
4/17/2015	2:13PM	rcarranza	Write-Off	Write Off	Sent To Collections - Primary Assignment To CPA
3/10/2015	3:46PM	mwatson	General Note	"Regulatory Compliance"	Complaint
3/2/2015	8:30AM	System	Printed Letter	NICOR Last Chance Letter	../Documents4/2015/03/02/NICORLastChanceLetter/ca5b225c-36b7-4b63-9a95-ef1890b9834a.47.pdf
1/19/2015	8:24AM	RWhite	General Note	CARE ACTION	Cost Analysis--Contact cx John Friedberg at 847-674-4464 adv cx that for period of 02/26/12-02/25/13 that they saved 1.37% over nicor /cx wanted to know what the savings was from 02/13 to 02/14 note that the cx did not renew plan so there was not a analysis to be done/adv cx not under gsp and cannot look at another cx acct for reffence, adv cx of corp. address and phone # nfq
1/19/2015	8:05AM	RWhite	CaseMgmt	EC11082733 - GSP Manual Cost Analysis	GSP COMPLETED CX SAVED 1.37% OVER NICOR
1/17/2015	5:13AM	system	Account Note	Service Cancelled	2169250506: Service Cancelled on 01/16/2015
1/17/2015	5:13AM	system	Account Note	Account Status Changed	Account status changed from Active to Cancelled
1/17/2015	5:13AM	system	Account Note	Service Status Changed	Service status changed from Energized to Cancelled
1/15/2015	5:55PM	Jrussell1	CaseMgmt	EC11082733 - GSP Manual Cost Analysis	SAVINGS: 1.37%
12/30/2014	9:05AM	system	Account Note	Account Status Change	NICOR Account Status Changed from (Active) to (About to Drop)
12/30/2014	4:30AM	system	Account Note	Drop Scheduled	2169250506: Drop confirmed for 01/16/2015
12/27/2014	12:40PM	Mwilliams	CaseMgmt	EC11082733 - GSP Manual Cost Analysis	APPROVED--Please review 02/26/12-02/25/13 to have GSP letter sent to the customer
12/27/2014	11:47AM	Mwilliams	General Note	CARE ACTION	that you received gas supply service from Ambit Energy under this Agreement. The customer is responsible for all applicable taxes and LDC charges. At the end of each 12 month period, you must renew your Guaranteed Savings Plan to continue to receive the 1% annual savings guarantee. At the end of each 12 month period, you must renew your Guaranteed Savings Plan to continue to receive the 1% annual savings guarantee. You may renew online by logging onto your account management site at www.ambitenergy.com, calling customer care at (877) 282-6248 or by faxing your request to renew your plan to (214) 969-5928. Please state that you would like to renew your Guaranteed Savings Plan, include your account number and sign the fax. If Ambit Energy does not receive a request to renew your plan, your service will continue on the Illinois Select Variable Natural Gas plan. cst states he has plan dated 02/01/12 from the consultant, adv we do not have a copy of that and he can email it, cst states we have breached the contract, adv we have not and he has to renew, cst states his plan should be cancel as of 02/25/13, adv I understand his request but the cancellation is 1 to 2 billing cycles, cu,nfq

Date	Time	Author	Type	Subject	Notes
12/27/2014	11:45AM	Mwilliams	CaseMgmt	EC11083017 - Escalated Customer	RE-RATE REQUEST---Received call from DCabaza, spoke with John Friedberg, cst calling because he states he never received the renewal letter and request rate to be back dated, while speaking with the customer he states the last correspondence he has is from 01/10/13, I advise the cst that is the renewal letter that he has, I advise the cst we never received a renewal request, I explain the rates are variable and it depends upon the market value and meter read date as to the rate that he will be charged, adv no way to quote the rate for next month, adv the GSP plan guarantee he will save 1% or more, adv it does a comparison after the 12 months not each month, cst wanted to know where our corporate office was located, adv Dallas, Texas, cst states we can handle the situation now or he can take care of it, adv at this point we can renew going forth but no way to back date the plan, adv cst his plan expired 02/25/13, adv no way to change rate from this date until now, adv we can renew going forth, John Friedberg request to cancel the account due to being charged a higher rate than Nicor, cst is aware the time frame is 1 to 2 billing cycles, cst request cancellation to be back dated to 02/25/13, adv that is not an option, adv the cancellation request will be imputed today and Nicor will complete the cancellation and switch services back to them within 1 to 2 billing cycles, adv EC11082639 - Cancel IL Existing Service , adv I do not show is saving letter was sent for 02/26/12-02/25/13, adv EC11082733 - GSP Manual Cost Analysis, cst states he terms and condition does not give renewal date, adv welcome letter and terms and condition was mailed on 02/02/12, adv the terms and condition adv on page 2 3rd paragraph plans: Guaranteed Savings Plan " Natural Gas: The Guaranteed Savings Plan " Natural Gas, rate will be set at a competitive variable market rate with an annual savings of 1% less than the incumbent utility's published supply rate for the same 12-month period th
12/27/2014	11:10AM	Mwilliams	CaseMgmt	EC11082733 - GSP Manual Cost Analysis	GSP---Account: A3105413 Market: Nicor Services: Gas Dates: 02/26/12-02/25/13
12/27/2014	11:03AM	Mwilliams	CaseMgmt	EC11082639 - Cancel IL Existing Service	CANCEL IL EXISTING SERVICE--John Friedberg request to cancel the account due to being charged a higher rate than Nicor, cst is aware the time frame is 1 to 2 billing cycles, cst request cancellation to be back dated to 02/25/13, adv that is not an option, adv the cancellation request will be imputed today and Nicor will complete the cancellation and switch services back to them within 1 to 2 billing cycles ; Call Disposition: Cancel
12/27/2014	10:41AM	DCabaza	CaseMgmt	CC11082385 - Generic Customer Call	BILLING INQ John Friedberg C tht charges hve incrd since 1st year. Adv on variable rate 1st plan exp on 2/25/13. Wnt to knw if renewal notice wnt out adv did on 1/10/13.Sd did nt rcv notice adv thtere is no guarantee w/ usps but shw tht it was mailed. Adv tht per TOS if prdct is nt renewed wld default onto variable rate. Asked for re rate adv cld nt mke adj to crnt chng but cld chng plan to GSP. Asked for my first and 1st name. Gve fist nme and adv we do nt give out 1st nmes. Tried to give ext sd wnted 1st nme so he wld knw who to direct law suit to. Asked if cld snd invo to consultant to hve him pay chrgs. Adv tht wld be up to his discretion. Sd wnted to spk to someone tht wld mke adj to acct. Adv cld dpk to sup but cld nt guarantee wld mke adj. Req to spk to sup Xfer to CA NFQ ; Call Disposition: Bill Inquiry
12/27/2014	10:26AM	DCabaza	Caller Verification	Verification Details	The following information was verified: Account Holder: John Friedberg Home Phone: 847-674-4464
12/27/2014	10:26AM	DCabaza	Acct Access	Account Accessed	User accessed this account
12/17/2014	6:35AM	system	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved successfully - IsQualified: False, CustReferralCreditId: 27461856 (ESIID=2169250506, ServiceLocationId=4305334)
11/18/2014	12:28PM	system	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved successfully - IsQualified: False, CustReferralCreditId: 26616050 (ESIID=2169250506, ServiceLocationId=4305334)

Date	Time	Author	Type	Subject	Notes
10/16/2014	6:35AM	system	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved successfully - IsQualified: False, CustReferralCreditId: 25529520 (ESID=2169250506, ServiceLocationId=4305334)
9/24/2014	7:49AM	System	Email	NICOR Second Delinquent Notice - 21915041	../Documents4/201409/CN1290047.20140924.075044.45.html
9/18/2014	6:34AM	system	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved successfully - IsQualified: False, CustReferralCreditId: 24628264 (ESID=2169250506, ServiceLocationId=4305334)
8/27/2014	7:48AM	System	Email	NICOR Second Delinquent Notice - 21487055	../Documents4/201408/CN1290047.20140827.074918.45.html
8/27/2014	7:48AM	System	Printed Letter	NICOR Second Delinquent Notice - 21487055	../Documents4/2014/08/27/CN3105413.20140827075042.45.pdf
8/19/2014	7:48AM	System	Email	NICOR First Delinquent Notice - 21487055	../Documents4/201408/CN1290047.20140819.074925.44.html
8/19/2014	7:48AM	System	Printed Letter	NICOR First Delinquent Notice - 21487055	../Documents4/2014/08/19/CN3105413.20140819084124.44.pdf
8/18/2014	6:41AM	system	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved successfully - IsQualified: False, CustReferralCreditId: 23502766 (ESID=2169250506, ServiceLocationId=4305334)
7/21/2014	6:36AM	system	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved successfully - IsQualified: False, CustReferralCreditId: 22475895 (ESID=2169250506, ServiceLocationId=4305334)
6/18/2014	6:37AM	system	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved successfully - IsQualified: False, CustReferralCreditId: 21303630 (ESID=2169250506, ServiceLocationId=4305334)
5/30/2014	11:03AM	wdorsey	General Note	Invoice Processed	Invoice was processed onto account from 10/18/2012
5/30/2014	11:03AM	wdorsey	General Note	Invoice Processed	Invoice was processed onto account from 07/20/2012
5/21/2014	9:00AM	system	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved successfully - IsQualified: False, CustReferralCreditId: 20459978 (ESID=2169250506, ServiceLocationId=4305334)
5/21/2014	7:46AM	System	Printed Letter	NICOR First Delinquent Notice - 20098940	../Documents4/2014/05/21/CN3105413.20140521084512.44.pdf
5/21/2014	7:46AM	System	Email	NICOR First Delinquent Notice - 20098940	../Documents/201405/CN1290047.20140521.074819.44.html
5/20/2014	10:19PM	system	Void/Hold	System "E" Invoice Placed on Hold / Void	Pending Bill not released at end of day
5/20/2014	1:27PM	system	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved successfully - IsQualified: False, CustReferralCreditId: 20417977 (ESID=2169250506, ServiceLocationId=4305334)
5/20/2014	12:15PM	wdorsey	General Note	Invoice Processed	Invoice was processed onto account from 03/20/2014
4/17/2014	1:24PM	system	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved successfully - IsQualified: False, CustReferralCreditId: 19240188 (ESID=2169250506, ServiceLocationId=4305334)
3/20/2014	4:36AM	system	Exception	810_RESP Transaction Exception	2169250506: 810 response transaction received without a matching 810 request transaction sent by Ambit :
3/19/2014	10:25AM	system	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved successfully - IsQualified: False, CustReferralCreditId: 18062130 (ESID=2169250506, ServiceLocationId=4305334)
2/17/2014	1:31PM	system	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved successfully - IsQualified: False, CustReferralCreditId: 16918790 (ESID=2169250506, ServiceLocationId=4305334)
1/24/2014	12:31PM	jajohnson	OutBound Call	Call Completed - customer reached	CALLED 847-674-4464--LFT MSG WITH 3RD PARTY TO HAVE AH CALL AMBIT IN REGARDS TO GAS BILL
1/24/2014	12:31PM	jajohnson	Outbound Call	IL - Second Delinquent Notice	
1/24/2014	12:30PM	jajohnson	OutBound Call	Call Completed - customer reached	CALLED 847-674-4464--LFT MSG WITH 3RD PARTY TO HAVE AH CALL AMBIT IN REGARDS TO GAS BILL
1/24/2014	12:23PM	jajohnson	Acct Access	Account Accessed	User accessed this account
1/23/2014	7:46AM	System	Printed Letter	NICOR Second Delinquent Notice - 18171210	../Documents4/2014/01/23/CN3105413.20140123075137.47395182.45.pdf
1/23/2014	7:46AM	System	Email	NICOR Second Delinquent Notice - 18171210	../Documents/201401/CN1290047.20140123.074737.45.html
1/17/2014	1:33PM	system	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved successfully - IsQualified: False, CustReferralCreditId: 15854916 (ESID=2169250506, ServiceLocationId=4305334)

Date	Time	Author	Type	Subject	Notes
12/17/2013	1:38PM	system	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved successfully - IsQualified: False, CustReferralCreditId: 14662301 (ESIID=2169250506, ServiceLocationId=4305334)
11/19/2013	2:07PM	system	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved successfully - IsQualified: False, CustReferralCreditId: 13587532 (ESIID=2169250506, ServiceLocationId=4305334)
10/16/2013	2:29PM	system	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved successfully - IsQualified: False, CustReferralCreditId: 12379834 (ESIID=2169250506, ServiceLocationId=4305334)
9/18/2013	1:53PM	system	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved successfully - IsQualified: False, CustReferralCreditId: 11407995 (ESIID=2169250506, ServiceLocationId=4305334)
8/16/2013	2:06PM	system	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved successfully - IsQualified: False, CustReferralCreditId: 10100649 (ESIID=2169250506, ServiceLocationId=4305334)
7/19/2013	1:57PM	system	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved successfully - IsQualified: False, CustReferralCreditId: 9249115 (ESIID=2169250506, ServiceLocationId=4305334)
6/26/2013	8:13AM	camoreno	OutBound Call	Call Completed - customer reached	1788- Good Morning. This message is for John Friedberg. My name is CARLA with Ambit Energy your electricity provider. We are calling to remind you that your Customer Select bill shows a past due gas supply balance of \$202.79. We value you as a customer and appreciate your business. If you have any questions about paying for your gas supply, please contact Ambit Energy's Customer Care toll-free at 1-877-282-6248. Thank you for choosing Ambit Energy, have a great day.
6/26/2013	8:13AM	camoreno	Outbound Call	IL - Second Delinquent Notice	
6/26/2013	8:12AM	camoreno	Acct Access	Account Accessed	User accessed this account
6/26/2013	7:45AM	System	Printed Letter	NICOR Second Delinquent Notice - 15014048	../Documents2/2013/06/26/CN3105413.20130626080759.45.pdf
6/26/2013	7:45AM	System	Email	NICOR Second Delinquent Notice - 15014048	../Documents2/201306/CN1290047.20130626.074630.45.html
6/19/2013	8:02AM	camoreno	OutBound Call	Call Completed - customer reached	4464- Good Morning. May I speak to John Friedberg? My name is Carla, with Ambit Energy your electricity provider. We are calling as a courtesy to remind you that your Customer Select bill shows a past due gas supply balance of \$202.76. Would you like to make that payment today? cust said will have to wait for a/p to come in, advsd can make prmt to Ambit or Nicor for the bif as Ambit chrgs are inclu
6/19/2013	8:02AM	camoreno	Outbound Call	IL - First Delinquent Notice	
6/19/2013	8:00AM	camoreno	Acct Access	Account Accessed	User accessed this account
6/19/2013	7:46AM	System	Printed Letter	NICOR First Delinquent Notice - 15014048	../Documents2/2013/06/19/CN3105413.20130619081109.44.pdf
6/19/2013	7:46AM	System	Email	NICOR First Delinquent Notice - 15014048	../Documents2/201306/CN1290047.20130619.074651.44.html
6/19/2013	3:52AM	system	Exception	810_RESP Transaction Exception	2169250506: TRAILER DOLLAR OUT OF BALANCE : Bill (Ambit Inv No:15406803) Details: Service Period (05/17/2013 - 06/17/2013), Charge 1 - (Usage (97.00 Therms @ 0.5494): \$53.29>, Charge 2 - ,Charge 3 - : 95: TRAILER DOLLAR OUT OF BALANCE
6/18/2013	1:44PM	system	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved successfully - IsQualified: False, CustReferralCreditId: 8226400 (ESIID=2169250506, ServiceLocationId=4305334)
5/20/2013	10:37AM	system	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved successfully - IsQualified: False, CustReferralCreditId: 7269490 (ESIID=2169250506, ServiceLocationId=4305334)
4/18/2013	10:35AM	system	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved successfully - IsQualified: False, CustReferralCreditId: 6290609 (ESIID=2169250506, ServiceLocationId=4305334)
3/27/2013	7:45AM	System	Printed Letter	NICOR Second Delinquent Notice - 13733742	../Documents2/2013/03/27/CN3105413.20130327092058.45.pdf
3/27/2013	7:45AM	System	Email	NICOR Second Delinquent Notice - 13733742	../Documents/201303/CN1290047.20130327.074631.45.html
3/21/2013	3:21PM	mcain	VoidBill	System " Invoice Placed on Hold / Void	incorrect rates

Date	Time	Author	Type	Subject	Notes
3/21/2013	10:36AM	system	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved successfully - IsQualified: False, CustReferralCreditId: 5429758 (ESIID=2169250506, ServiceLocationId=4305334)
3/20/2013	1:46PM	mcaim	VoidBill	System â€" Invoice Placed on Hold / Void	Incorrect rates
3/20/2013	10:41AM	system	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved successfully - IsQualified: False, CustReferralCreditId: 5395163 (ESIID=2169250506, ServiceLocationId=4305334)
3/20/2013	8:55AM	ecurrie	CaseMgmt	CC6542642 - Generic Customer Call	BALANCE INQ-John Friedberg ci to determine why he recieved an email, adv \$ 220.54, adv 02/18/13 Invoice - 13733742 01/16/13-02/15/13 3/12/2013. adv cust he can make the pymt with ambit or nicor. adv cust: Usage (615.00 Therms @ 0.4188) \$257.54 Usage (223.76 Therms @ 0.3990) \$89.27 Total Current Charges \$346.81 adv cust there was a pymt recieved 2/1/2013 611.58 -126.27 leaving him with a balance of 220.54.; Call Disposition: Billing
3/20/2013	8:51AM	ecurrie	Acct Access	Account Accessed	User accessed this account
3/20/2013	7:45AM	System	Printed Letter	NICOR First Delinquent Notice - 13733742	../Documents2/2013/03/20/CN3105413.20130320120030.44.pdf
3/20/2013	7:45AM	System	Email	NICOR First Delinquent Notice - 13733742	../Documents/201303/CN1290047.20130320.074700.44.html
3/19/2013	11:42AM	mcaim	VoidBill	System â€" Invoice Placed on Hold / Void	Incorrect rates
3/19/2013	10:47AM	system	General Note	Free Energy Credit Calculation	Referral credit of \$0.0 saved successfully - IsQualified: False, CustReferralCreditId: 5353096 (ESIID=2169250506, ServiceLocationId=4305334)
2/25/2013	7:58PM	System	Product Switched	Product Switch	Product Switched due to Term End
1/10/2013	12:00AM	System	Printed Letter	Savings Guarantee Renewal Notification	../Documents2/2013/01/10/TOSNotificationLetter/Generic_TOS_Notification_Letter_Effective_02-25-2013_English.pdf
1/10/2013	12:00AM	System	Printed Letter	Savings Guarantee Renewal Notification	../Documents4/MiscDocuments/2015/04/23/0856/A3105413.pdf
1/10/2013	12:00AM	system	General Note	1% GSP Renewal Letter Replacement	On 01/10/13 we sent customer a 1% savings guarantee renewal letter, but were only able to place a generic letter in the BlueNet account. We have now replaced the generic letter with a personalized version that mirrors what was actually sent to the customer.
10/18/2012	4:43AM	system	Exception	810_RESP Transaction Exception	2169250506: 810 response transaction received without a matching 810 request transaction sent by Ambit: :
7/20/2012	4:46AM	system	Exception	810_RESP Transaction Exception	2169250506: 810 response transaction received without a matching 810 request transaction sent by Ambit: :
2/17/2012	6:24AM	system	Account Note	Account Status Changed	Account status changed from Pending to Active
2/17/2012	6:24AM	system	Account Note	Service Started	2169250506: Service Started on 02/16/2012.
2/17/2012	6:24AM	system	Account Note	Service Status Changed	Service status changed from Pending to Energized
2/17/2012	6:24AM	system	Account Note	Account Status Change	NICOR Account Status Changed from (Pending) to (Active)
2/2/2012	6:09AM	System	Printed Letter	Welcome Letter IL - Gas	../documents3/2012/02/02/CN3105413.20120202062226.42.pdf
2/2/2012	4:54AM	system	Account Note	Order Status Changed	Order status changed from TPV-Success to Pending
2/2/2012	4:54AM	system	Account Note	Service Status Changed	Service status changed from Verification to Pending
2/2/2012	4:54AM	system	Account Note	Service Scheduled	2169250506 : Service Scheduled to start on 02/16/2012
2/2/2012	4:54AM	System	Email	Default Pending Email - Gas	../Documents/201202/CN1290047.20120209.000312.31.html
2/2/2012	3:22AM	system	Account Note	Enrollment Accepted	2169250506: Earliest start date - 02/15/2012
2/1/2012	12:27PM	system	Account Note	Order Status Changed	Order status changed from PV-TPV-0 to TPV-Success
2/1/2012	12:27PM	system	Correspondence	TPV Call Attempt# 1	Called customer on Feb 1 2012 12:27PM
2/1/2012	12:27PM	system	Correspondence	TPV Complete	TPV Disposition: VS
2/1/2012	11:11AM	System	Email	Welcome Email IL - Gas	../Documents/201202/CN1290047.20120201.111157.41.html
2/1/2012	11:11AM	System	Email	Miscellaneous Letter	../Documents/201202/CNTOS1290047.20120201.111127.html