

Customer	
Number:	[REDACTED]
Name:	CAROLYN ORTEL
Service Address:	66626 12TH ST
Account Balance:	-\$69.59
Comment	
Line:	12
Date:	09/12/24
Initials:	LP
Extension Date:	__/__/__
Amount Due:	
Comment:	LEFT VOICEMAIL REGARDING USAGE - NO EMAIL ON FILE
Backflow Comment	<input type="checkbox"/>
New	Save

Customer	
Number:	[REDACTED]
Name:	CAROLYN ORTEL
Service Address:	66626 12TH ST
Account Balance:	-\$69.59
Comment	
Line:	11
Date:	09/20/24
Initials:	EF
Extension Date:	__/__/__
Amount Due:	
Comment:	RENE WENT OUT TO THE PROPERTY TO DATA LOG THE USAGE AND HE STATES THEY HAVE A LEAK IN THEIR BACK YARD AND ITS PRETTY BIG CARILYN CELL PHONE NUMBER (760) 251-9976
Backflow Comment	<input type="checkbox"/>
New	Save

Customer	
Number:	[REDACTED]
Name:	CAROLYN ORTEL
Service Address:	66626 12TH ST
Account Balance:	-\$69.59
Comment	
Line:	10
Date:	09/26/24
Initials:	BC
Extension Date:	__/__/__
Amount Due:	
Comment:	QUOTED CAROLYN 78.72 FOR A LEAK CREDIT. CUST NOT HAPPY WITH THIS LEAK CREDIT
Backflow Comment	<input type="checkbox"/>
New	Save

Customer

Number: [REDACTED]

Name: CAROLYN ORTEL

Service Address: 66626 12TH ST

Account Balance: -\$69.59

Comment

Line: 9

Date: 10/07/24

Initials: AC

Extension Date: _/_/_

Amount Due: [REDACTED]

Backflow Comment ☐

Comment: Call transferred. Customer will like to start a payment plan once the new bill is issued. She will be making a \$50 payment today.

Customer would like to escalate this to my director and/or speak to the Board as she would like the bill cancelled. |

New Save

Customer

Number: [REDACTED]

Name: CAROLYN ORTEL

Service Address: 66626 12TH ST

Account Balance: -\$69.59

Comment

Line: 8

Date: 10/08/24

Initials: AC

Extension Date: _/_/_

Amount Due: [REDACTED]

Backflow Comment ☐

Comment: Director recommended customer attend next board meeting, as he has no authority to cancel the bill.

I emailed customer with the next board meeting, which is scheduled for Oct 21 @ 3pm.

New Save

Customer

Number: [REDACTED]

Name: CAROLYN ORTEL

Service Address: 66626 12TH ST

Account Balance: -\$69.59

Comment

Line: 7

Date: 11/01/24

Initials: LP

Extension Date: _/_/_

Amount Due: [REDACTED]

Backflow Comment ☐

Comment: CUST CAME IN THE OFFICE. WENT OVER HER USAGE. CUST IS UPSET THAT IT TOOK SO LONG TO HAVE HER WATER TURNED OFF. I ISSUE THE CUSTOMER A CREDIT OF 106.60 FOR THE 10/1 BILL. SHE STILL WANTS TO TALK TO THE BOARD REGARDING GETTING MORE OF A CREDIT. I SET THE CUSTOMER UP ON A PAYMENT PLAN OF 750.00/12 MONTHS=62.50. I LET HER KNOW I WILL SPEAK WITH DIST

New Save

CUST CAME IN THE OFFICE. WENT OVER HER USAGE. CUST IS UPSET THAT IT TOOK SO LONG TO HAVE HER WATER TURNED OFF. I ISSUE THE CUSTOMER A CREDIT OF 106.60 FOR THE 10/1 BILL. SHE STILL WANTS TO TALK TO THE BOARD REGARDING GETTING MORE OF A CREDIT. I SET THE CUSTOMER UP ON A PAYMENT PLAN OF 750.00/12 MONTHS=62.50. I LET HER KNOW I WILL

SPEAK WITH DIST SECT. TO GET THE DATE OF WHEN SHE SHOULD COME TO THE BOARD MEETING.

Customer	
Number:	<div></div>
Name:	CAROLYN ORTEL
Service Address:	66626 12TH ST
Account Balance:	-\$69.59
Comment	
Line:	6
Date:	11/06/24
Initials:	LP
Extension Date:	__/__/__
Amount Due:	
Backflow Comment	<input type="checkbox"/>
Comment: LEFT VOICEMAIL 11/5 @ 3:48 AND SENT AN EMAIL REGARDING BOARD MEETING INFORMATION FOR THIS MONTH	
<div>NewSave</div>	

Customer	
Number:	<div></div>
Name:	CAROLYN ORTEL
Service Address:	66626 12TH ST
Account Balance:	-\$69.59
Comment	
Line:	5
Date:	11/18/24
Initials:	EF
Extension Date:	__/__/__
Amount Due:	
Backflow Comment	<input type="checkbox"/>
Comment: CAROLYN CALLED SHE STATES SHE GO IN ALERT FROM THE WATER SMART PORTAL TAHT SHE WAS USING 42 GALLONS AND WHEN I GOT IN THE PORTAL IT SAID IT WAS JUST 24 GALLON SHE ALSO MENTION SHE HAD ANOTHER LEAK AT THE PROPERTY AND SHE WAS YELLING AT ME IM TRYING TO HELP HER OUT I DID A WORK ORDER FOR THEY CAN GO TAKE A LOOK AT HER METER	
<div>NewSave</div>	

Customer	
Number:	<div></div>
Name:	CAROLYN ORTEL
Service Address:	66626 12TH ST
Account Balance:	-\$69.59
Comment	
Line:	4
Date:	11/18/24
Initials:	LP
Extension Date:	__/__/__
Amount Due:	
Backflow Comment	<input type="checkbox"/>
Comment: PER MARION. OKAY TO GIVE T2 CREDIT ON 9/3 BILL. 78.72	
<div>NewSave</div>	

Customer	
Number:	[REDACTED]
Name:	CAROLYN ORTEL
Service Address:	66626 12TH ST
Account Balance:	-\$69.59

Comment	
Line:	3
Date:	11/19/24
Initials:	DP
Extension Date:	__/__/__
Amount Due:	
Backflow Comment	<input type="checkbox"/>
<div>Comment: I WENT THIS MORNING TO DELIVER A CLAIMS FORM TO MRS. ORTEL. I ALSO SHOWED HER THE GATE VAVLE INSIDE THE METER BOX IT IS NOT OPERATION, I ADVISED HER THAT SHE WOULD NEED TO REPLACE IT DUE TO IT INTERNAL PLUMBING. SHE SAID SHE WOULD CALL A PLUBMER AND HAVE BOTH SHUT OFF VALVES REPLACE, THAT INCLUDED THE VALVE BY HOME. SHE ALSO MENTIONED THAT</div>	
<div> <div>New</div> <div>Save</div> </div>	

I WENT THIS MORNING TO DELIVER A CLAIMS FORM TO MRS. ORTEL.

I ALSO SHOWED HER THE GATE VAVLE INSIDE THE METER BOX IT IS NOT OPERATION, I ADVISED HER THAT SHE WOULD NEED TO REPLACE IT DUE TO IT INTERNAL PLUMBING. SHE SAID SHE WOULD CALL A PLUBMER AND HAVE BOTH SHUT OFF VALVES REPLACE, THAT INCLUDED THE VALVE BY HOME. SHE ALSO MENTIONED THAT SHE HAD A HANDYMAN LIVING THERE DOING SOME WORK AROUND THE HOME AND HE NOTICED A PUDDLE OF WATER BUT THOUGHT IT WAS SOMEONE JUST TURNING THE HOSE ON AND LEAVING IT ON. SHE ALSO MENTIONED THAT HE HAD ADVISED HER BUT SHE ALSO THOUGHT IT WAS PEOPLE LEAVING THE WATER ON BECAUSE SOME TIMES THERE ARE SOME HOMELESS PEOPLE SLEEPING IN HER FRONT COURTYARD. 11-19-24, 8:30AM

Customer	
Number:	[REDACTED]
Name:	CAROLYN ORTEL
Service Address:	66626 12TH ST
Account Balance:	-\$69.59

Comment	
Line:	2
Date:	11/19/24
Initials:	LP
Extension Date:	__/__/__
Amount Due:	
Backflow Comment	<input type="checkbox"/>
<div>Comment: MS. ORTEL PROVIDED CLAIM FORM. MARION WILL REACH OUT TO DORI AND FIND DATE FOR HUMAN RELATIONS COMMITTEE TO MEET WITH THE CUSTOMER.</div>	
<div> <div>New</div> <div>Save</div> </div>	

Customer

Number: [REDACTED]
Name:
Service Address:
Account Balance:

Comment

Line:
Date:
Initials:
Extension Date:
Amount Due:

Comment: TRIED TO CALL BOTH NUMBERS NOT ABLE TO LEAVE A VOICEMAIL.
MARION SENT THE CUSTOMER A TEXT THAT ADRIAN WILL BE UP
WITHIN THE HOUR TO CHANGE OUT HER WATER METER

Backflow Comment ☐

New

Save