

## **66626 12<sup>th</sup> St Timeline.**

- **9/12** – Called Customer and left voicemail regarding high usage, there is no email on file or a cell phone number to call for faster notification. Customer is also not signed up for the portal.
- **9/19** – Customer called to turn the water off for repairs, the data Log was prepared.
- **9/20** – Field Service went to the property and noticed the leak, notified customer and water was shut off.
- **9/20** – Water usage between customer call to water being turned off was 13 units at \$2.29 = \$29.77 used.
- **9/24** – Customer called stating that the leak was repaired, water turned back on, Data Log was done, Field Service made contact with customer and verified customer was satisfied. Customer requested that we leave the ball valve off due to customer being concerned that there was a leak inside the home.
- **9/26** – Customer Service spoke with customer about the account balance and quoted her leak credit amount of \$78.72; Customer Service also provided customer with instructions on how to create the water portal account. Credit was applied to the account.
- **9/26** – Customer registered to water portal.
- **10/07** – Customer called back stating that she was dissatisfied with the credit amount provided and wants the entire bill cancelled. She was advised that an additional credit would be applied once the new bill went out.
- **11/01** – Customer came to the office and spoke with Customer Service, she was upset that we did not notify her sooner of the leak and once again stated that she wants the bill cancelled. Additional leak credit of \$106.60 was applied to account, and Installment Payment Plan was created. Late fee of \$37.10 was also cancelled.
- **11/14** – Customer came to the board meeting to mention the leak at her property and mentioned that she was concerned how long the leak went through and thought the District should be able to do more to prevent leaks to go for so long.
- **11/14** – Customer is still not satisfied with the bill and wants to pursue speaking with the Public Affairs Committee. A claim was delivered to the customer and a meeting was set for December 10 at 10:30am.