

Michelle Van Winkle
104 Kristy Drive

- June 2024: Installed smart meter citywide for water usage tracking
- Began integration of the Beacon Advanced Metering Analytics system.
- August 21, 2024: First month of high-water usage, 87,000 gallons.
Service Order #2397: The resident called in to notify us that they worked on their landscaping. Planted a lot of trees.
- October 17, 2024: Leak repair invoice #1802
- November 5, 2024: Resident signed up for EyeOnWater without leak alerts.
- November 8, 2024: Service Order #2561; Check for leak: completed notes-Leak was from 213 Ashworth Dr. Resident received credit
- December 9, 2024: I received the first email requesting a leak adjustment.
- January 3, 2025: I sent email, resident still had continuous water usage
- January 15, 2025: I sent an email I am not able to approve the leak adjustment request at this time. EyeOnWater is still showing continuous water usage.
- January 17, 2025: Service Order #2669, High water usage: completed notes: Johnny- January 17, 2025- I was able to locate the water leak and notified the resident since the break was on the customer side. Johnny left the curbside off at the resident's request.
- January 20, 2025: Second invoice #0373 from Magic Matt's Home Solution.
- January 20, 2025: Email from Mr. Van Winkle, Johnny identified the leak. Some object pierced the line just past the meter. Johnny estimated that it was a stake of some sort.
- June 23, 2025: I sent an email of the total credit, and that is when Mr. Van Winkle decided to appeal the decision.