

McCreary – 1111 Ave B

During billing I noticed the customer had a high-water bill, so I put in a work order for PW to check for a water leak. Work order #31484976 – Flow rate showed at 1.8, and customer signed water leak agreement acknowledging she had a water leak and chose to keep the water on.

Once the customer received her bill, she called in requesting the water to be turned off. Work Order #31638710 – Flow rate still showed at 1.8, water was then turned off by PW.

Spoke with David about the issue as the customer expressed she could not afford a plumber and she wasn't using the water her bill was reflecting. David visited customers address and tried to make efforts to find the leak. Nothing was noticed outside, and customer would not let anyone in the home.

Resident called in about the high bill and expressed her concerns on thinking the meter/module was faulty. Work Order #32123302 PW went to the location and installed a new meter and module, water was left on for a few days. Flow rate of 2.3 shown on the module.

Customer visited city hall and paid a portion of her bill and got on the agenda for November. While in the office David spoke with her grandson on the phone, and he stated he would be visiting her house to help look and determine where this leak is.

Kyl Jones
10/28/24

Task # 31484976

City of Sweeny
102 W. Ashley Wilson Rd, Sweeny, TX

Status: Closed		Priority: No		
Submitted By Kyli Jones	Phone	Email utilitybilling@sweenytx.gov	Address 102 W. Ashley Wilson Rd	
Type WATER	Area	Room 1111 Ave B	Class	Assigned To
Asset	GL Code	Transaction Vendor	Amount \$	Assigned Vendor
Date Created 08/26/2024 9:53 AM	Date Modified 08/26/2024 2:15 PM	Resolution 0 Days 4 Hrs 22 Mins		Duration 0 Hrs 0 Mins

Comments:

1111 Ave B - check for water leak/flow rate
WA [REDACTED] LR@1591

Notes:

water leak at this address they signed the form to keep water on
reading - 166183
flow rate 1.8
meter and module numbers match
Jody Simmons Mon Aug 26 14:15:27 CDT 2024

Gave paper w/o to Tex Kyli Jones on Mon Aug 26 10:00:19 CDT 2024



City of Sweeny

P.O. BOX 248 * 102 W. ASHLEY WILSON RD. * SWEENEY, TEXAS 77480

(979) 548-3321 * FAX (979) 548-7745

POSTED
KF 9/10/24

Date 8/26/24

The City of Sweeny has detected a water leak on your property.

By signing this agreement, you are taking responsibility for any and all charges that will incur with the excessive water usage in leaving the services connected. Those charges will reflect on your monthly city utility bill.

Address : 1111 Ave B

[Handwritten Signature]

Resident's Signature

DM

Resident's Printed Name

[Handwritten Signature]

Department of Public Works Signature

M Reading - 166183

Flow Rate - 1.8

Status: Closed			Priority: Yes	
Submitted By Kyli Jones	Phone	Email utilitbilling@sweenytx.gov	Address 102 W. Ashley Wilson Rd	
Type WATER	Area	Room 1111 Ave B	Class	Assigned To
Asset	GL Code	Transaction Vendor	Amount \$	Assigned Vendor
Date Created 09/04/2024 3:34 PM	Date Modified 09/04/2024 4:51 PM	Resolution 0 Days 1Hrs 17Mins		Duration 0Hrs 0 Mins

Comments:

Turn water off at 1111 Ave B - Customer has a leak.
Please notate the flow rate. Customer claims meter is so under mud that it cannot be read.
WA [REDACTED] LR@1487

Notes:

MN [REDACTED] WR 189788 flow rate was 1.8 prior to my arrival the resident told me that she wanted the water off due to the price of her bill they also said that they had there grandson look in the yard and he found no signs of a leak and I also found no signs of a leak they also said they can t afford a plumber so I don t know when they want the water back on but the meter is reading properly and the shutoff completely turned the water off so no problems on our side I opened the faucet outside fully open and read the meter to make sure it was reading properly then I closed the faucet and closed the shutoff watched the flow rate zero out and left the shutoff closed they did request to speak to someone in charge so they will probably ask for David Jordan or tex to talk about there bill I did inform them that city hall will talk to her about it if she has questions. Daniel Wright closed the order it won t let me hit the button.

Called into Tex Kyli Jones on Wed Sep 04 15:35:03 CDT 2024.

Task # 32123302

City of Sweeny
102 W. Ashley Wilson Rd, Sweeny, TX

Status: Closed		Priority: No		
Submitted By Kyli Jones	Phone	Email utilitybilling@sweenytx.gov	Address 102 W. Ashley Wilson Rd	
Type WATER	Area	Room 1111 Ave B	Class	Assigned To
Asset	GL Code	Transaction Vendor	Amount \$	Assigned Vendor
Date Created 10/07/2024 4.02 PM	Date Modified 10/07/2024 4.29 PM	Resolution 0 Days 0Hrs 27Mins		Duration 0Hrs 0 Mins

Comments:

Please provide all details of efforts made at 1111 Ave B

Notes:

resident had a flow rate of 2.3. thinking that it was a faulty meter and module we put new ones in and it still showed a flow rate of 2.3 turned water off and let resident knowreading 200397 Courtlyn Davidson Mon Oct 07 16:29:39 CDT 2024

WA N [REDACTED] LR@1897 Kyli Jones on Mon Oct 07 16:02:33 CDT 2024

Task # 32274487

City of Sweeny
102 W. Ashley Wilson Rd, Sweeny, TX

Status: Closed		Priority: Yes		
Submitted By Kyli Jones	Phone	Email utilitybilling@sweenytx.gov	Address 102 W. Ashley Wilson Rd	
Type WA & GA OFF/ON	Area	Room 1111 Ave B	Class 3-4	Assigned To
Asset	GL Code	Transaction Vendor	Amount \$	Assigned Vendor
Date Created 10/17/2024 3:31 PM	Date Modified 10/17/2024 4:05 PM	Resolution 0 Days 0Hrs 33Mins		Duration 0Hrs 0 Mins

Comments:

1111 Ave B
PER DAVID JORDAN please make contact with resident and with permission enter garage and turn off gas valve on water heater - once gas valve is off Please turn on water and gas
WA [REDACTED] LR@1897
GA [REDACTED] LR@2774
**Resident does have a water leak, please DO NOT ask her to sign the form just turn on water and notate what the flow rate is in the comments

Notes:

wa m [REDACTED] reading 208397ga [REDACTED] reading 2777flow rate of 2.1 Courtlyn Davidson Thu Oct 17 16:04:57 CDT 2024

CUSTOMER FINANCIAL SUMMARY
 CITY OF SWEENEY

For - DELORES MCCREARY - From 10/17/2024 To 11/13/2023

Posting Date	Type	Charge Amount	Penalty Amount	Tax Amount	Pay Plan Amount	Transaction Amount	Arrears Plus Added Penalty	Balance
10/17/2024	Pay	\$518.29	\$81.71	\$0.00	\$0.00	\$600.00	\$1,039.85	\$500.81
10/17/2024	Pay	\$520.38	\$74.28	\$5.34	\$0.00	\$600.00	\$1,636.15	\$1,039.85
09/30/2024	Bill	\$644.81	\$88.99	\$1.78	\$0.00	\$735.58	\$900.57	\$1,636.15
08/31/2024	Bill	\$888.03	\$0.00	\$1.78	\$0.00	\$889.81	\$10.76	\$900.57
08/19/2024	Pay	\$99.12	\$8.42	\$0.00	\$0.00	\$107.54	\$107.54	\$10.76
07/31/2024	Bill	\$105.76	\$0.00	\$1.78	\$0.00	\$107.54	\$0.00	\$107.54
07/15/2024	Pay	\$66.82	\$0.00	\$1.78	\$0.00	\$68.60	\$68.60	\$0.00
06/30/2024	Bill	\$66.82	\$0.00	\$1.78	\$0.00	\$68.60	\$0.00	\$68.60
06/13/2024	Pay	\$65.53	\$0.00	\$1.78	\$0.00	\$67.31	\$67.31	\$0.00
05/31/2024	Bill	\$65.53	\$0.00	\$1.78	\$0.00	\$67.31	\$0.00	\$67.31
05/15/2024	Pay	\$69.49	\$2.34	\$3.56	\$0.00	\$75.39	\$75.39	\$0.00
04/30/2024	Bill	\$66.85	\$0.00	\$1.78	\$0.00	\$68.63	\$6.76	\$75.39
04/18/2024	Pay	\$63.16	\$4.42	\$0.00	\$0.00	\$67.58	\$67.58	\$6.76
03/31/2024	Bill	\$65.80	\$0.00	\$1.78	\$0.00	\$67.58	\$0.00	\$67.58
03/07/2024	Pay	\$65.01	\$0.00	\$1.78	\$0.00	\$66.79	\$66.79	\$0.00
02/29/2024	Bill	\$65.01	\$0.00	\$1.78	\$0.00	\$66.79	\$0.00	\$66.79
02/15/2024	Pay	\$80.36	\$0.00	\$1.78	\$0.00	\$82.14	\$82.14	\$0.00
01/31/2024	Bill	\$80.36	\$0.00	\$1.78	\$0.00	\$82.14	\$0.00	\$82.14
01/15/2024	Pay	\$76.43	\$0.00	\$1.61	\$0.00	\$78.04	\$78.04	\$0.00
12/31/2023	Bill	\$76.43	\$0.00	\$1.61	\$0.00	\$78.04	\$0.00	\$78.04
12/14/2023	Pay	\$75.61	\$0.00	\$1.61	\$0.00	\$77.22	\$77.22	\$0.00
11/30/2023	Bill	\$75.61	\$0.00	\$1.61	\$0.00	\$77.22	\$0.00	\$77.22
11/13/2023	Pay	\$77.61	\$0.00	\$1.61	\$0.00	\$79.22	\$79.22	\$0.00

12 months
 Bill History

DATE: 10/28/2024
TIME: 08:53:00
USER: Admin - 1

CUSTOMER METER READING DETAIL
CITY OF SWEENEY

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INQUIRY3.FRK

For - DELORES MCCREARY - From 09/30/2024 To 10/31/2023

Account Number [REDACTED]

Service	Bill Date	Present Read	Previous Read	Consumption	Read Date/Time	Read Type	Meter Change
WA	09/30/2024	1897	1487	410	09/18/2024 12:00:00	AM Actual	No
GA	09/30/2024	2774	2769	5	09/18/2024 12:00:00	AM Actual	No
WA	08/31/2024	1487	916	571	08/16/2024 12:00:00	AM Actual	No
GA	08/31/2024	2769	2765	4	08/16/2024 12:00:00	AM Actual	No
WA	07/31/2024	916	871	45	07/17/2024 12:00:00	AM Actual	No
GA	07/31/2024	2765	2761	4	07/17/2024 12:00:00	AM Actual	No
WA	06/30/2024	871	860	11	06/20/2024 12:00:00	AM Actual	No
GA	06/30/2024	2761	2756	5	06/20/2024 12:00:00	AM Actual	No
WA	05/31/2024	860	849	11	05/17/2024 12:00:00	AM Actual	No
GA	05/31/2024	2756	2752	4	05/17/2024 12:00:00	AM Actual	No
WA	04/30/2024	849	833	16	04/16/2024 06:00:00	PM Actual	No
GA	04/30/2024	2752	2748	4	04/16/2024 12:00:00	AM Actual	No
WA	03/31/2024	833	816	17	03/20/2024 12:00:00	AM Actual	No
GA	03/31/2024	2748	2747	1	03/20/2024 12:00:00	AM Actual	No
WA	02/29/2024	816	799	17	02/21/2024 12:00:00	AM Actual	No
GA	02/29/2024	2747	2747	0	02/21/2024 12:00:00	AM Actual	No
WA	01/31/2024	799	776	23	01/22/2024 12:00:00	AM Actual	No
GA	01/31/2024	2747	2739	8	01/22/2024 12:00:00	AM Actual	No
WA	12/31/2023	776	760	16	12/19/2023 12:00:00	AM Actual	No
GA	12/31/2023	2739	2723	16	12/19/2023 12:00:00	AM Actual	No
WA	11/30/2023	760	737	23	11/17/2023 12:00:00	AM Actual	No
GA	11/30/2023	2723	2718	5	11/17/2023 12:00:00	AM Actual	No
WA	10/31/2023	737	711	26	10/17/2023 03:00:00	PM Actual	No
GA	10/31/2023	2718	2715	3	10/17/2023 12:00:00	AM Actual	No

Mailing Address: 1111 AVENUE B.

Service Address: 1111 AVENUE B

SWEENEY, TX 77480

Account Status: Active

Telephone Nos.: [REDACTED]

Penalty: Yes

Private: No

Tax: Yes

Medical: No

Member: No

Social Security: [REDACTED]

Current Net Due: \$500.81

Current Gross Due: \$500.81

Driver's License:

Current Due Date: 10/15/2024

Last Billed Date: 09/30/2024

Last Payment Date: 10/17/2024

Last Payment Amt.: \$600.00

12 months
Reading History

UPDATE - 11/13/2024

Work order placed on 11/13/2024 – TASK # 32668430. Work ordered showed no signs of a flow rate or leak and the reading provided is 2148. From 10/16/2024 to 11/13/2024 customer has used 6500 gallons (represented as 65 on bill). This is substantially lower than her past few bills, but not as low as her normal usage.

kg 11/13/24

update

Task # 32668430

City of Sweeny
102 W. Ashley Wilson Rd, Sweeny, TX

Status: Closed		Priority: No		
Submitted By Kyli Jones	Phone	Email utilitybilling@sweenytx.gov	Address 102 W. Ashley Wilson Rd	
Type WATER	Area	Room 1111 Ave B	Class	Assigned To
Asset	GL Code	Transaction Vendor	Amount \$	Assigned Vendor
Date Created 11/13/2024 1.26 PM	Date Modified 11/13/2024 2.07 PM	Resolution 0 Days 0Hrs 41Mins		Duration 0Hrs 0 Mins

Comments:

Please provide water reading for location
WA [REDACTED] LR@2083

Notes:

wa [REDACTED]
reading 214852
customer has no flow rate
Courtlyn Davidson Wed Nov 13 14:07:44 CST 2024

Update

DATE: 11/13/2024

TIME: 15:27:31

USER: Admin - 1

CUSTOMER METER READING DETAIL

CITY OF SWEENEY

For - DELORES MCCREARY - From 10/31/2024 To 05/31/2024

Account Number: [REDACTED]

Service	Bill Date	Present Read	Previous Read	Consumption	Read Date/Time	Read Type	Meter Change
WA	10/31/2024	2083	1897	186	10/16/2024 12:00:00 AM	Actual	No
GA	10/31/2024	2777	2774	3	10/16/2024 12:00:00 AM	Actual	No
WA	09/30/2024	1897	1487	410	09/18/2024 12:00:00 AM	Actual	No
GA	09/30/2024	2774	2769	5	09/18/2024 12:00:00 AM	Actual	No
WA	08/31/2024	1487	916	571	08/16/2024 12:00:00 AM	Actual	No
GA	08/31/2024	2769	2765	4	08/16/2024 12:00:00 AM	Actual	No
WA	07/31/2024	916	871	45	07/17/2024 12:00:00 AM	Actual	No
GA	07/31/2024	2765	2761	4	07/17/2024 12:00:00 AM	Actual	No
WA	06/30/2024	871	860	11	06/20/2024 12:00:00 AM	Actual	No
GA	06/30/2024	2761	2756	5	06/20/2024 12:00:00 AM	Actual	No
WA	05/31/2024	860	849	11	05/17/2024 12:00:00 AM	Actual	No
GA	05/31/2024	2756	2752	4	05/17/2024 12:00:00 AM	Actual	No

Mailing Address: 1111 AVENUE B.

SWEENEY, TX 77480

Telephone Nos.: [REDACTED]

Social Security: [REDACTED]

Driver's License:

Service Address: 1111 AVENUE B

Account Status: Active

Penalty: Yes Private: No

Tax: Yes Medical: No

Member: No

Current Net Due: \$810.20

Current Gross Due: \$841.15

Current Due Date: 11/15/2024

Last Billed Date: 10/31/2024

Last Payment Date: 10/17/2024

Last Payment Amt.: \$600.00

6 months history