



When I was entering gas readings for March I noticed Mrs. Crowders' gas was high, so I sent it out for a reread. The reread was in line with what the original reading was so I requested a picture of the meter via work order to ensure we were reading it correctly.

Work order #34687614, attached, shows the picture of the gas meter, which proved public works did not misread the meter.

I billed the customer at 4497 per the reread sheet.

The customer called into city hall questioning her high gas bill, I consulted with Mr. Jordan as we did bill correctly and I wasn't sure what else we could do. I informed the customer that we could put in a work order to check for a leak on our side and a little over onto their side, but with the little change in readings we didn't assume there was one, and she didn't smell gas in the area.

Work order #34925161, attached.

At this point we had exhausted all measures so I let her know if she would like she could get a pressure test just to confirm further.

I was made aware that the customer has a pool, I have not asked if her pool is heated. If her pool is heated or if she has a hot tub, that is where the gas usage could've possibly be used.

I think this should be considered in this situation, as a gas meter with a dial is going to calculate the gas usage going through and I do not see it malfunctioning as a digital meter could.

K. Black
5/2/25

DATE: 03/14/2025
TIME: 07:52:36
USER: Admin - 1

METER READING WORKSHEET - ACCOUNT SEQUENTIAL
CITY OF SWEENEY ROUTE 012

PAGE 63
READINGA.FRX

ACCT NO.	NAME	RD SEQ	METER NO	METER LOCATION			
SERV	SERVICE ADDRESS	SEAL NO.	MODULE ID	STATUS	ACCT NO.	PREV READ	CUR READ

CROWDER, STEPHANIE

GA

505 IRMA

A

3470

4475

ROUTE 012

TOTALS

COUNT

97

DATE: 03/20/2025
TIME: 12:42:41
USER: Admin - 1

METER RE-READ WORKSHEET
CITY OF SWEENEY ROUTE 012

PR1

PAGE 12
REREAD.FRX

ACCT NO.	NAME	METER NO	METER LOCATION	PREV	POSTING
READ DT SERV	SERVICE ADDRESS/APARTMENT NO.	MODULE ID	ACCT NO.	READ/CONS	FLAG PRES READ

03/17/25 GA CROWDER, STEPHANIE
505 IRMA

10 3470 61 7 4495 4497

ROUTE 012 TOTALS COUNT 11

kept after w/o

Name: Trevion

date: 3/20/25

Entered ✓
7/11

✓ 2/11

Task # 34687614

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

Status: Closed			Priority: Yes	
Submitted By	Phone	Email	Address	
Kyli Jones		utilitybilling@sweenytx.gov	102 W. Ashley Wilson Rd	
Type	Area	Room	Class	Assigned To
GAS		505 Irma		
Asset	GL Code	Transaction Vendor	Amount \$	Assigned Vendor
Date Created	Date Modified	Resolution		Duration
03/25/2025 12.45 PM	03/25/2025 1.09 PM	0 Days 0Hrs 23Mins		0Hrs 0 Mins

Comments:

Please provide picture of gas meter at 505 Irma
GA M# : LR@3470

Notes:

Picture for 505 Irma St has been provided. Trevion Johnson Tue Mar 25 13:09:25 CDT 2025



Reads 4500

Task # 34925161

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 GAS	Area	Room 505 Irma	Class	Assigned To
Asset	GL Code	Transaction Vendor	Amount \$	Assigned Vendor
Date Created 04/08/2025 9:58 AM	Date Modified 04/08/2025 3:00 PM	Resolution 0 Days 5 Hrs 2 Mins		Duration 0 Hrs 0 Mins

Comments:

Attn: Courtlyn
505 Irma
Per Mr. Jordan - please go to the location and check all around the meter and a little past with the leak detector for any signs of a gas leak.
Please provide picture of gas meter
GA M# LR@4497

Notes:

MN GR 4508 snoop liquid on the meter no signs of a leak and nothing detected on the equipment when we walked the line so no signs of a leak in the area or meter Daniel Wright Tue Apr 08 15:00:02 CDT 2025

Called customer, informed her we billed accurately and found no sign of a leak. She can get a pressure test if she d like, but we have done all we can, and our billing is accurate. Offered her a payment plan if she needs. - She is going to talk to her husband and call back. Kyli Jones on Wed Apr 09 09:59:33 CDT 2025