

March 2009 ICR Meeting
by Dee Crooker

Delinquency & Shut off notices sent in

Qty	Type of Notice	Results	Amount Owed
10	Notice of Delinquency	4 past due only paid 5 Paid in full 1 Unpaid	\$209.34 none \$44.80
1	Notice of Termination	1 Paid in full	

Handheld meter reading equipment.

The handheld has been in for repair 3 times for similar power problems. The dates are Feb 2007, Sept 2008 & Jan 2009. The flat rate for repair is \$223.00 and comes with a 30 day warranty. Estimated cost to purchase another is \$1895.00, and they are currently out of stock.

3/23/09 Follow Up - I spoke with RVS, the handheld are still unavailable

Summary of Telephone Calls Received as of February 28, 2009

Reason for call	Resolution
1	Wanted to let us know payment is in the mail 2033501-Told him we would make a note, thanks for the call
1	Payment sent, has payment been received? #2020602-Payment rec'd, reminded the payment is due in office on the 25th of each month
1	Payment sent, has payment been received? #2026201-Payment rec'd, reminded the payment is due in office on the 25th of each month
1	Payment sent, has payment been received? #5016602-Payment rec'd, reminded the payment is due in office on the 25th of each month
1	Payment sent, has payment been received? #2004201-Payment rec'd, reminded the payment is due in office on the 25th of each month
1	Payment sent, has payment been received? #5015601-Payment rec'd, reminded the payment is due in office on the 25th of each month
1	Payment sent, has payment been received? #2031601-Payment rec'd, reminded the payment is due in office on the 25th of each month
1	Sent auto pay form, is it necessary to send pmt this month #5010702-Yes, he is set up for Auto pay, no need to send payment
1	Would like us to send auto pay form #5002401-email the form
1	purchased home in WC, please transfer to his name #2004802-explained the form & fees, he will pull application from web site
1	Thinking about moving to ICR, what is the cost of water I gave him the rates & directed him the web site
7	Change of mailing address Made changes in Core
1	Escrow has closed, they have a credit balance. #5011201, 5010701-Told them I would send a check for the credit balance
1	Has a skunk smell, never been a problem before. Maybe a skunk got into the sewer. How can they check? #2026302-I called and talked to Chris, he will call her
20	Total calls