

**MEMORANDUM**



To: Vicki Tessmer, Board Record 3/6/18  
Thru: Colleen Harris, Accounts Control Supervisor *CHA*  
From: Tangermaria Lang, Customer Service Representative II  
Date: February 21, 2018 *TL 02/21/18*  
Subject: Place Customer #218934-77238 on Consent Calendar.

Please place account #218934-77238 on the Clerk’s Consent calendar to request Board approval to refund/fee waiver the amount of \$1,380.20.

Background/Discussion:

On January 24, 2018 this customer had a zero balance. Documentation was received for repairs made on a slab leak at this property for the charge dates of October 4, 2017 and November 2, 2017. Adjustments were made on February 8, 2018 that resulted in a credit on the account totaling -\$1,380.20.

Therefore requesting a refund of -\$1,380.20 for this account. To protect the privacy of our customers, names and addresses are not included with this request.

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cc: Colleen Harris, Accounts Control Supervisor  
Tangermaria Lang, Customer Service Representative II  
Carmen Camarda, Customer Service Representative II

General Payment History Adjustment Detail

Customer: 218934 [icon] [redacted] Master Bill Number: [redacted]  
 Premises: 77238 [icon] [redacted] Status: Inactive

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
08-FEB-2018	08-FEB-2018	SRES	Sewer Usage	.72	-1380.20
08-FEB-2018	08-FEB-2018	WRES	Water Usage	.30	-1380.92
08-FEB-2018	08-FEB-2018	N/A	Adjustment WTCD	-756.79	-1381.22
08-FEB-2018	08-FEB-2018	N/A	Adjustment WTCD	-677.68	-624.43
02-FEB-2018	01-FEB-2018	SRES	Sewer Usage	37.16	53.25
02-FEB-2018	01-FEB-2018	WRES	Water Usage	16.09	16.09
02-FEB-2018	24-JAN-2018	N/A	Payment PRVC	72.23	0.00
03-JAN-2018	01-JAN-2018	SRES	Sewer Usage	50.23	72.23
03-JAN-2018	01-JAN-2018	WRES	Water Usage	22.00	22.00
03-JAN-2018	26-DEC-2017	N/A	Payment PRVC	108.46	0.00
04-DEC-2017	01-DEC-2017	SRES	Sewer Usage	70.07	103.46

Beginning Balance as of 05-MAR-2012 .00

Open Dispute Sum Detail... EnergyLink... CB Appl... Item Detail... Bill Detail...