

331-126-100 – 2518 S Kernan Ave – Timeline of account activity

8/1/20 – Meter Reading 522.0 – quarterly consumption 6,300 gallons, bill for \$162.77 sent 8/31/2021.

11/1/20 – Meter Reading 576.0 – quarterly consumption 5,400 gallons, bill for \$157.30 sent 11/30/2021.

2/1/21 – Meter Reading 763.0 – quarterly consumption 18,700 gallons, bill for \$287.03 sent 2/28/2021.

5/1/21 – Meter Reading 1331.0 – quarterly consumption 56,800 gallons, bill for \$664.44 sent 5/31/2021

6/3/21 – Letter Sent for high use, water running at over 50 gallons per hour.

6/16/21 – Consumption history provided to Abby Ellenbecker by e-mail. A note also provided details of the infrequency of the continuous use and why the high use notification did not trigger until early June.

6/18/21 – Information for water use monitoring procedure was provided by e-mail the Abby Ellenbecker.

6/18/21 – Abby Ellenbecker submitted water credit policy review, however e-mail spelling delayed receipt of request until 8/3/21.

8/3/21 Meter Reading 2439.0 – quarterly consumption 110,800 gallons, bill for \$1,660.00 (included current charges of \$982.21 and past due charges of \$677.79) was sent 8/10/2021.

8/3/21 – Request to review for the water loss credit policy adjustment was received from Abby Ellenbecker.

8/11/21 – Letter sent to Abby Ellenbecker with information on review of water credit. Credit was denied as no Aquahawk account was established for the account at the time the leak started and was discovered.

9/30/21 – Payment plan was established for Abby Ellenbecker to extend payment of the account balance until 8/22/2022. All lates fess are waived during payment plan contract.

1/11/2022 – Request for Utility Committee review.