

09/20/2017 11:03 AM

Exhibit 205
CONFIDENTIAL
4 CSR 240-2.135(2)(A)1.

FILED
October 19, 2017
Data Center
Missouri Public
Service Commission

JERRELD FISHER

2519 SAINT LOUIS AVE SAINT LOUIS MO 63106
(314) 459-5417
Account #80081-05161
Premise #800810501

-

2017-06-23

01:25 PM

Complaint - PSC/ICC Formal

FORMAL PSC Complaint - Letter to Mr. Fisher advising \$3816.00 is required for rc or can call during cwr period to find out what is needed at that time to set up cwr pag (may offer up to 24 months on cwr pag as originally offered in 2014) Wiring inspection also required.

DEBRA BAILEY

-

2016-10-26

04:07 PM

Delay Record Elimination

No Remarks

DEBRA BAILEY

-

2017-09-15

02:44 PM

Complaint - Advocate

Attorney General's Office Complaint - adv Mr. Fisher has filed a formal complaint with the Missouri Public Service commission and his concerns are being addressed by our Legal Department

DEBRA BAILEY

-

2016-10-26

04:07 PM

Complaint - PSC/ICC Informal

PSC Complaint closed 10/26/16

DEBRA BAILEY

-

2016-10-25

11:47 AM

Customer Maintained/Credit Score

Name from JERRALD FISHER to JERRELD FISHER

DEBRA BAILEY

-

2016-10-25

11:26 AM

Complaint - PSC/ICC Informal

PSC Complaint - Mr. Fisher has been advised to pay \$3,816.00 for reconnection or can call back after November 1st to discuss what would be needed to establish a cold weather rule payment arrangement.

DEBRA BAILEY

-

2016-08-02

07:51 PM

Meter Information Maintained

VE Exhibit No. 205
Date 10-12-17 Reporter XF
File No. EC - 2017-0281

09/20/2017 11:03 AM

MTR:52680035 : CHANGED HAZARDOUS CONDITION FROM: PER TAMI
MAHNESMITH TO: .
KAREN M OWENS

-

2016-07-29

12:14 PM

Request Account Activity Statement

Emailed Activity Statement to bigfishgggg@gmail.com for time period 2010-07-29 through
2016-07-29 per customer request

TIA TIPTON

-

2016-07-26

03:45 PM

Complete MO Cust Contact Center - Manual Statement
transfer statement mailed

CASSAUNDRA NEWBLE

-

2016-07-26

12:03 PM

Reject MO Cust Contact Center - Letter Signer

REJECT REASON: Other . 07/22/16 - fwd to manuel statements

KIMBERLY CARPENTER

-

2016-07-26

12:03 PM

Issue MO Cust Contact Center - Manual Statements

FWD: MR FISHER WOULD LIKE A LETTER SHOWING ALL ACCOUNTS THAT WERE
XFD PLACE TO PLACE THAT RESULTED IN THE LARGE BILL HERE. MAIL TO SVC
ADDR.

KIMBERLY CARPENTER

-

2016-07-22

09:12 AM

Issue MO Cust Contact Center - Letter Signer

MR FISHER WOULD LIKE A LETTER SHOWING ALL ACCOUNTS THAT WERE XFD
PLACE TO PLACE THAT RESULTED IN THE LARGE BILL HERE. MAIL TO SVC ADDR.

JASMINE J DUEWELL-CHESNEY

-

2016-07-19

05:19 PM

Move Denied - Payment Required

3001080760: JERRALD FISHER, states has law suit against Ameren bec of "no access to
power"....expl our fault we let his bill get up to \$4770.05 (w/o acct #80081-05161)...states Coll
Agency denied an arrangement & feels we should have made arrangements w/him...now had break
ins & plumbing & electrical have been stolen out of home, req Supv.....iss'd c/b

LAURA A POLACH

-

2016-05-10

09:10 AM

Leader Comments

adv mr f 3816 for rec..and wiring ok required..he will ck with agencies for assist

09/20/2017 11:03 AM

JACQUELINE A JACKSON

-

2015-06-16

02:33 PM

Building Info Changed

No Remarks

KAREN M OWENS

-

2015-06-09

05:47 PM

Meter Information Maintained

MTR:52680035 : CHANGED METER STATUS FROM: Cut At Flying Loop TO: Cut At Weatherhead. CHANGED HAZARDOUS CONDITION FROM: TO: PER TAMI MAHNESMITH.

KAREN M OWENS

-

2015-05-12

03:14 PM

Void Bill Account Transfer

working aged wfms.....voiding final bill transfer from acct 80081-05161 to acct 80081-05170, no active accts to transfer the balance to

JANIE S HOVIS

-

2015-01-22

01:04 PM

Connect Issued

Electric Mtr: 52680035, Date Wanted: 2015-01-23, Mail Addr: 2519 SAINT LOUIS AVE, SAINT LOUIS MO 63106

TINA WOLKEN

-

2015-01-22

01:04 PM

Account Transfer On

THIS ACCOUNT TRANSFERRED TO ACCT: 8008105170

TINA WOLKEN

-

2015-01-22

01:04 PM

Obligation Added

6 Month Wiring OK

TINA WOLKEN

-

2015-01-22

12:55 PM

EA Portal Inquiry - Govt Agency

EA Portal inquiry from Mikal Smith at Urban League STL (LIHEAP)

EA PORTAL

-

2015-01-22

12:53 PM

EA Portal Inquiry - Govt Agency

09/20/2017 11:03 AM

EA Portal inquiry from Mikal Smith at Urban League STL (LIHEAP)
EA PORTAL

-

2015-01-22

12:52 PM

EA Portal Inquiry - Govt Agency

EA Portal inquiry from Mikal Smith at Urban League STL (LIHEAP)

EA PORTAL

-

2014-12-02

12:18 PM

Delinquent Inquiry

[N:UCID:xxxxxxxxxxxxxxxxxxxx/mm:ss] JERRALD FISHER ***** NO PLDE MADE

ADV TO CALL AGENCY

SARAH GLOVER

-

2014-11-26

10:30 AM

Complete MO Cust Contact Center - Miscellaneous

DONE

ANGELA L DARRIS

-

2014-11-21

04:19 PM

Issue MO Cust Contact Center - Miscellaneous

Please mail statement showing balance Mr. Fisher owes....Thanks!

ANDREA JORDAN

-

2014-11-21

03:50 PM

Leader Comments

advised once we schedule reconnect we will let him know so he can put the dogs up....also
whoever orders on service on please let field person know "two pit bulls on property"

ANDREA JORDAN

-

2014-11-21

03:48 PM

Leader Comments

I called Jerrald Fisher back to let him know he still owes balance of \$4,770.05 and advised we
have received payment from agency but if he wants service back on a cwr downpayment is
required of \$949.00....judgement....adv since balance so large would set up 24/\$159.00 a
month...he said ok....and also wanted us to know we he is cut at pole and has 2 pit bulls

ANDREA JORDAN

-

2014-11-21

03:27 PM

Credit and Collection Misc.

I verified with collection agency that jerrald fisher has not made any more pymts since 11/04/14
& collection agency's cannot authorize Ameren to turn on electric.

ANGELA M SANFORD

-

09/20/2017 11:03 AM

2014-11-21

02:58 PM

Leader Comments

[T:UCID:00001017741416602584/11:30] will call him back at 314-459-5417 once i have an answer...he said ok

ANDREA JORDAN

-

2014-11-21

02:58 PM

Leader Comments

[T:UCID:00001017741416602584/mm:ss] Jerrald Fisher calling wanting his service turned back on says he spoke with agency and they set up arrangements with him two months ago and they told him he could have his power turned back on....i called the Credit Dept to make sure i wasnt missing anything...they will contact Aargon and call me back i adv Mr. Fisher i

ANDREA JORDAN

-

2014-11-21

02:48 PM

Delinquent Inquiry

[T:UCID:00001017741416602584/03:05] mr fisher---sd wants svc restored, insists doesnt have a bal....adv bal \$4,770.05 xfer to lead to explain

SHACOTAH M TITCHENAL

-

2014-05-27

11:35 PM

Automated Collection Call

Live Answer , Call time: 08:25:41, Disconnect Date: 2014-06-11,

Disconnect Amt: \$4870.05

BATCH PROCESS

-

2014-05-23

09:09 PM

Automated Collection Call

Automated outbound collections call - account sent.

BATCH PROCESS

-

2014-04-28

03:04 PM

Leader Comments

[T:UCID:00001053141398713460/17:01] spoke to mr fisher adv him 3299. required for recon - power off since 041014-says he has med issues however since off for 18 days

YVONNE M PERKINS

-

2014-04-28

02:48 PM

Escalated Call

[T:UCID:00001053141398713460/15:15] QUOTED MR F 3300.XX TO RC. HE'S BEEN HERE SINCE 6/11/2012 AND WE HAVE NEVER HAD A PMT FROM HIM. ONLY PLEDGES.

BAL IS 4645.XX.

TRISHA D AYLWARD

-

09/20/2017 11:03 AM

2014-04-28

09:08 AM

CAD Review

CAD 4/28 DISC 4/10 ACT RDG 73433

YVETTE JACKSON

-

2014-04-28

09:07 AM

Disconnect Completed

ACCT-8008105161: FO 195181890:

YVETTE JACKSON

-

2014-04-21

06:51 PM

Disconnect Issued

Electric Mtr: 52680035, Date Wanted: 2014-04-10, Mail Addr: 2519 SAINT LOUIS AVE,
SAINT LOUIS MO 63106

BATCH PROCESS

-

2014-04-10

01:14 PM

Cut Out for Non Pay Completed

FO 196160088: OAS#140991231\VR974 DOG MIN \$3299.79 MTR 52680035 CODE 80002

COLL ACTION: Cut-Out Completed

MDT

-

2014-04-09

02:29 AM

Cut Out for Non-Pay Issued

CREDIT RATING == C, CUT OUT NON PAY ISSUED \$ 3299.79

BATCH PROCESS

-

2014-04-08

02:07 AM

Correspondence - Deposits

Deposit Warning Letter

ISSUED BY BATCH PROCESS

-

2014-04-03

10:55 PM

Trouble Call Initiated By Cellnet

No Remarks

CELLNET

-

2014-03-27

11:41 PM

Correspondence - Collections

Pink Disconnect Notice

ISSUED BY BATCH PROCESS

Due Date: 2014-04-08

-

2014-03-25

09/20/2017 11:03 AM

01:00 AM

Correspondence - Collections

Yellow Disconnect Notice

Due Date: 2014-04-08

ISSUED BY BATCH PROCESS

-

2014-03-24

07:38 PM

REMOVED FROM BUDGET BILLING DUE TO 90 DAY ARREARS

Account removed from Budget Bill due to 90 day arrears.

ISSUED BY BATCH PROCESS

-

2014-03-17

09:27 AM

E/A Processing Payment

Urban League ck #089711, dated 03/06/14, total ck \$3,921.00, batch 972, this account applying \$350

CHRISTINE TERRY

-

2014-03-15

03:04 AM

Cut Out for Non-Pay Voided

OAS#140701073\RV31 DC ORDER THAT IS TOO OLD MIN \$606.00 MTR 52680035 CODE

80002

MDT

-

2014-03-11

02:04 AM

Cut Out for Non-Pay Issued

CREDIT RATING == C, CUT OUT NON PAY ISSUED \$ 606.00

BATCH PROCESS

-

2014-03-10

11:36 PM

Automated Collection Call

Live Answer , Call time: 12:07:53, Disconnect Date: 2014-03-10,

Disconnect Amt: \$606.00

BATCH PROCESS

-

2014-03-08

12:20 AM

Automated Collection Call

Automated outbound collections call - account sent.

BATCH PROCESS

-

2014-03-06

12:56 PM

Suspended Charge

Ext'd expiration date for \$350 MO HUSTL pledge

CHRISTINE TERRY

-

2014-03-04

09/20/2017 11:03 AM

01:55 AM
Outbound Tree Trimming Notification
MO Tree Trimming Letter Sent
BATCH PROCESS

-

2014-02-27

01:06 PM
Delayed Posting Pmt Corr
LPC/Collections may have been adjusted.
ISSUED BY BATCH PROCESS

-

2014-02-26

10:53 PM
Correspondence - Collections
Pink Disconnect Notice
ISSUED BY BATCH PROCESS

Due Date: 2014-03-10

-

2014-02-22

12:24 AM
Correspondence - Collections
Yellow Disconnect Notice
ISSUED BY BATCH PROCESS

Due Date: 2014-03-10

-

2014-02-21

06:54 PM
Payment Agreement Default
Missed installment \$: 211.00, Total Unbilled PAG \$: 2,319.70, Total Unpaid PAG \$:
2,530.70, Remaining Installments : 11, Prior Bill Due Date : 2014-02-14, Prior Bill Amount Due
\$: 3,137.00, MPAY 2 \$: 606.00
ISSUED BY BATCH PROCESS

-

2014-02-21

04:08 PM
E/A Processing Payment
urban league ck# 89493 dated 2/13/14 for \$89018.57 batch 990 amt for acct \$ 800
DIANE F RUFF

-

2014-01-25

02:49 PM
Outbound Call for Restoration Check
LEFT POWER RESTORATION MESSAGE ON CUSTOMERS ANSWERING MACHINE
(AM)
VENDOR

-

2014-01-25

02:45 PM
Outbound Call for Restoration Check
AUTOMATED OUTAGE RESTORATION OUTBOUND CALL MADE FOR OAS ORDER
140250564. PROBABLE CAUSE UN. PHONE 314-459-5417.
VENDOR

-

09/20/2017 11:03 AM

2014-01-25

02:19 PM

Trouble Call Initiated By Cellnet

No Remarks

CELLNET

-

2014-01-25

01:29 PM

VRU Outage

VRU CUST:230 ERT:140125 1615 ALRT:N

VRU

-

2014-01-23

08:13 PM

Correspondence - BB Settlement

New Budget Bill Settlement

ISSUED BY BATCH PROCESS

-

2014-01-16

10:59 AM

E/A Pledge

Working United Way Payment Preview File date 1/15/14 approx. posting date 2/1/14, batch 987, amount of pledge for this account: \$448

ERIC R ALLEN

-

2014-01-16

10:00 AM

E/A Pledge

Working United Way Payment Preview File date 1/15/14 approx. posting date 2/1/14, batch 993, amount of pledge for this account: \$700

ERIC R ALLEN

-

2014-01-13

04:44 PM

Billing Inquiry

[T:UCID:00001007391389651935/07:04] advsd mr fisher of pending 2531 pledges& remaining bal on cwr pag at \$211/12 mos+cb (\$365 bb). advsd pag pol. next read 1/24. r/c order completed-check breakers, \$30 r/c fee, agreed to text alerts-declined ebill.

DENISE M BROWN

-

2014-01-13

04:39 PM

Cut In Completed

FO 198632669: OAS#140135013\RV76 MTR#-52680035 CODE-80002.

MDT

-

2014-01-13

03:55 PM

3rd Party Caller Billing/Delinquent

09/20/2017 11:03 AM

[T:UCID:00001064481389648664/20:58] CONNIE BACKFISCH/URBAN LEAGUE - \$233/EA
, \$800/WINTER ECIP, \$700/DOLLAR HELP, \$350/MO HUSL AND \$448/DOLLAR MORE
FUNDS...REM BAL WILL B PLCD IN PAG 12/\$211 + BILL...ADV RC ISS'D..BRKRS OFF...
NATASCHA D JAMES

-

2014-01-13

03:54 PM

Payment Agreement Letter Sent

Payment Agreement Letter

ISSUED BY BATCH PROCESS

-

2014-01-13

03:54 PM

Payment Agreement Details

QTY INSTMT: 012, INSTMT AMT: \$211.00, FINAL INSTMT: \$209.70,

AGREEMENT AMT: \$2530.70

NATASCHA D JAMES

-

2014-01-13

03:54 PM

Added Payment Agreement

No Remarks

NATASCHA D JAMES

-

2014-01-13

03:54 PM

Suspended Charge

CONNIE BACKFISCH/URBAN LEAGUE - \$448/DOLLAR MORE

NATASCHA D JAMES

-

2014-01-13

03:54 PM

Suspended Charge

CONNIE BACKFISCH/URBAN LEAGUE - \$350/MO HUSL

NATASCHA D JAMES

-

2014-01-13

03:54 PM

Suspended Charge

CONNIE BACKFISCH/URBAN LEAGUE - \$700/DOLLAR HELP

NATASCHA D JAMES

-

2014-01-13

03:54 PM

Suspended Charge

CONNIE BACKFISCH/URBAN LEAGUE - \$800/WINTER ECIP

NATASCHA D JAMES

-

2014-01-13

03:54 PM

Start Public Pledged Budget Billing

09/20/2017 11:03 AM

No Remarks
SYSTEM

-

2014-01-13
03:54 PM
Cut In Issued
SYSTEM GENERATED ORDER BASED ON PLEDGE
BATCH PROCESS

-

2014-01-13
03:54 PM
Suspended Charge
CONNIE BACKFISCH/URBAN LEAGUE - \$233/EA FUNDS
NATASCHA D JAMES

-

2014-01-13
03:33 PM
EA Portal Inquiry - Govt Agency
EA Portal inquiry from Connie Backfisch at Urban League STL (LIHEAP)
EA PORTAL

-

2014-01-13
09:08 AM
Cut Out for Non Pay Completed
FO 135375927: OAS#140100383\RV76 MIN \$4319.09 MTR 52680035 CODE 80002 COLL
ACTION: Cut-Out Completed
MDT

-

2014-01-10
01:58 AM
Cut Out for Non-Pay Issued
CREDIT RATING == C, CUT OUT NON PAY ISSUED \$ 4319.09
BATCH PROCESS

-

2014-01-09
11:34 PM
Automated Collection Call
Live Answer , Call time: 09:25:16, Disconnect Date: 2014-01-09,
Disconnect Amt: \$4319.09
BATCH PROCESS

-

2014-01-09
03:37 AM
Automated Collection Call
Automated outbound collections call - account sent.
BATCH PROCESS

-

2013-12-28
05:48 AM
Correspondence - Collections
Pink Disconnect Notice

Due Date: 2014-01-09

09/20/2017 11:03 AM

ISSUED BY BATCH PROCESS

-

2013-12-27

08:04 AM

Suspended Charge

left 233 MO EA pledge rejected per does not meet mpay or cwr downpymt. Per working MO EA error list 12/23/13

ERIC R ALLEN

-

2013-12-23

04:07 PM

Suspended Charge

CREATED REJECTED SUSPENDED CHARGE FOR MO EA (Energy Assistance)

BATCH PROCESS

-

2013-12-20

10:56 PM

Correspondence - Collections

Yellow Disconnect Notice

Due Date: 2014-01-09

ISSUED BY BATCH PROCESS

-

2013-12-18

04:28 PM

3rd Party Caller Billing/Delinquent

[N:UCID:00001142971387404294/mm:ss] ada jackson- urban league - inquiry only - checking on bal - would be able to set up CWRpag with dp of 50% - had cwrpag last year def - so can pay \$2186 dp (before new bill out on 12/23)- bal over 12 mo at 182.xx a mo- inquiry only -

RHONDA K TIMBROOK

-

2013-12-18

04:19 PM

EA Portal Inquiry - Govt Agency

EA Portal inquiry from Anita Jackson at Urban League STL (LIHEAP)

EA PORTAL

-

2013-12-17

05:11 PM

EA Portal Inquiry - Govt Agency

EA Portal inquiry from Anita Jackson at Urban League STL (LIHEAP)

EA PORTAL

-

2013-12-17

05:10 PM

EA Portal Inquiry - Govt Agency

EA Portal inquiry from Anita Jackson at Urban League STL (LIHEAP)

EA PORTAL

-

2013-12-11

03:04 AM

Cut Out for Non-Pay Voided

09/20/2017 11:03 AM

OAS#133431151\DC ORDER THAT IS TOO OLD MIN \$3811.43 MTR 52680035 CODE
80002
MDT

-

2013-12-06

11:35 PM

Cut Out for Non-Pay Issued

CREDIT RATING = C, CUT OUT NON PAY ISSUED \$ 3811.43

BATCH PROCESS

-

2013-12-06

11:34 PM

Automated Collection Call

Live Answer , Call time: 12:06:44, Disconnect Date: 2013-12-06,

Disconnect Amt: \$3811.43

BATCH PROCESS

-

2013-12-05

11:44 PM

Automated Collection Call

Automated outbound collections call - account sent.

BATCH PROCESS

-

2013-11-25

11:21 PM

Correspondence - Collections

Pink Disconnect Notice

Due Date: 2013-12-06

ISSUED BY BATCH PROCESS

-

2013-11-20

10:44 PM

Correspondence - Collections

Yellow Disconnect Notice

Due Date: 2013-12-06

ISSUED BY BATCH PROCESS

-

2013-11-18

05:52 AM

Medical Equipment Expired

DOB: 8/26/48

BATCH PROCESS

-

2013-11-10

09:02 AM

Cut Out for Non-Pay Voided

OAS#133102248RV76 DC ORDER THAT IS TOO OLD MIN \$3637.67 MTR 52680035

CODE 80002

MDT

-

2013-11-05

11:34 PM

Automated Collection Call

09/20/2017 11:03 AM

Live Answer , Call time: 12:07:54, Disconnect Date: 2013-11-05,
Disconnect Amt: \$3637.67
BATCH PROCESS

-

2013-11-05

11:12 PM

Cut Out for Non-Pay Issued

CREDIT RATING == C, CUT OUT NON PAY ISSUED \$ 3637.67

BATCH PROCESS

-

2013-11-05

12:10 AM

Automated Collection Call

Automated outbound collections call - account sent.

BATCH PROCESS

-

2013-10-25

12:08 AM

Correspondence - Collections

Pink Disconnect Notice

Due Date: 2013-11-05

ISSUED BY BATCH PROCESS

-

2013-10-21

11:33 PM

Correspondence - Collections

Yellow Disconnect Notice

Due Date: 2013-11-05

ISSUED BY BATCH PROCESS

-

2013-10-03

10:03 PM

MER - Equipment Renewal Due Letter Sent

MER Renewal

ISSUED BY BATCH PROCESS

-

2013-09-18

10:59 AM

E/A Processing Payment

proc HUSTL chk# 087869 frm The Urban League for \$3,147.71 date 09/12/13 batch 972 paying

\$600.00

GINA WINTON

-

2013-09-17

03:19 AM

Cut Out for Non-Pay Voided

OAS#132522309RV88 DC ORDER THAT IS TOO OLD MIN \$271.14 MTR 52680035 CODE

80002

MDT

-

2013-09-06

11:34 PM

Cut Out for Non-Pay Issued

09/20/2017 11:03 AM

CREDIT RATING == C, CUT OUT NON PAY ISSUED \$ 271.14
BATCH PROCESS

-

2013-08-26

10:54 PM

Correspondence - Collections

Pink Disconnect Notice

Due Date: 2013-09-06

ISSUED BY BATCH PROCESS

-

2013-08-23

09:05 AM

Suspended Charge

Ext'd expiration date for \$600 MO HUSTL pledge....

CHRISTINE TERRY

-

2013-08-21

10:53 PM

Correspondence - Collections

Yellow Disconnect Notice

Due Date: 2013-09-06

ISSUED BY BATCH PROCESS

-

2013-08-21

06:48 PM

REMOVED FROM BUDGET BILLING DUE TO 90 DAY ARREARS

Account removed from Budget Bill due to 90 day arrears.

ISSUED BY BATCH PROCESS

-

2013-08-21

06:40 PM

Payment Agreement Default

Missed installment \$: 252.00, Total Unbilled PAG \$: 2,764.81, Total Unpaid PAG \$:

3,016.81, Remaining Installments : 11, Prior Bill Due Date : 2013-08-14, Prior Bill Amount Due

\$: 1,822.00, MPAY 2 \$: 524.97

ISSUED BY BATCH PROCESS

-

2013-07-23

11:54 AM

E/A Processing Payment

Urban league ck#87269 dated 7/16/13 for \$43,610.71, batch 996: Amt for this acct: \$300

ERIC R ALLEN

-

2013-07-02

10:37 AM

E/A Pledge

Working UW Energy Assistance Payment Preview File 06-30-13, approx., posting date 07/15/13,

Dollar Help batch 993, amount of pledge for this account: \$700

CHRISTINE TERRY

-

2013-07-01

10:17 AM

E/A Pledge

09/20/2017 11:03 AM

Working UW Energy Assistance Payment Preview File 06-30-13, approx., posting date 07/15/13,
Dollar More batch 987, amount of pledge for this account: \$600

GAIL L LEWIS

-

2013-06-27

07:41 PM

Correspondence - BB Settlement

New Budget Bill Settlement

ISSUED BY BATCH PROCESS

-

2013-06-27

08:43 AM

Payment Agreement Letter Sent

Payment Agreement Letter

ISSUED BY BATCH PROCESS

-

2013-06-27

08:43 AM

Payment Agreement Details

QTY INSTMT: 012, INSTMT AMT: \$252.00, FINAL INSTMT: \$244.81,

AGREEMENT AMT: \$3016.81

CHRISTINE TERRY

-

2013-06-27

08:43 AM

Added Payment Agreement

No Remarks

CHRISTINE TERRY

-

2013-06-27

08:39 AM

Cancel Payment Agreement

Setting up 12 mos PAG per MM

CHRISTINE TERRY

-

2013-06-27

07:48 AM

CAD Review

6/27: Ent act spec rd 18703-6/25 based on act rd 17802-5/21 and re-read 18729-6/26 to btc...dam

DEREK MOSLEY

-

2013-06-27

07:45 AM

Enter Meter Reading

READING TO: 2013-06-25, 18703.0000

DEREK MOSLEY

-

2013-06-27

07:44 AM

Completed Customer Accts Follow-up WFM

No Remarks

09/20/2017 11:03 AM

DEREK MOSLEY

-

2013-06-26

02:07 PM

Issued Customer Accts Follow-up WFM

No Remarks

ISSUED BY BATCH PROCESS

-

2013-06-25

06:04 PM

Cut In Completed

FO 156283561: OAS#131766695\D310 MTR#-52680035 CODE-80002.

MDT

-

2013-06-25

04:24 PM

Delinquent Inquiry

[T:UCID:00001052311372195161/04:33] REISSUED CUT IN/JERRALD FISHER PUT UP DOGS

CYNTHIA K JOHNSON

-

2013-06-25

04:21 PM

Cut In Maintained

ACCT-8008105161: 2ND ATTEMPT- CUST PUT UP DOGS SYSTEM GENERATED ORDER BASED ON PLEDGE

CYNTHIA K JOHNSON

-

2013-06-25

03:59 PM

Payment Agreement Letter Sent

LIHEAP Payment Agreement

ISSUED BY BATCH PROCESS

-

2013-06-25

03:59 PM

Payment Agreement Details

QTY INSTMT: 003, INSTMT AMT: \$1005.60, FINAL INSTMT: \$1005.61,

AGREEMENT AMT: \$3016.81

CHRISTINE TERRY

-

2013-06-25

03:59 PM

Added Payment Agreement

PAYMENT AGREEMENT WAS CREATED FROM A PUBLIC PLEDGE SUSPENDED CHARGE.

CHRISTINE TERRY

-

2013-06-25

10:28 AM

E/A Inquiry

09/20/2017 11:03 AM

Per MM entered pledges totalling \$2,200.00, issued reconnect; Urban League pledged \$600 HUSTL, \$300 Summer ECIP and \$700 Dollar Help and United Way pledged \$600 Dollar More...

CHRISTINE TERRY

-

2013-06-25

10:05 AM

Suspended Charge

Entered \$600 Dollar More per Regina Greer w/United Way

CHRISTINE TERRY

-

2013-06-25

10:05 AM

Suspended Charge

Entered \$700 Dollar Help per Connie Backfish w/Urban League

CHRISTINE TERRY

-

2013-06-25

10:05 AM

Start Public Pledged Budget Billing

No Remarks

SYSTEM

-

2013-06-25

10:05 AM

Cut In Issued

SYSTEM GENERATED ORDER BASED ON PLEDGE

BATCH PROCESS

-

2013-06-25

10:05 AM

Suspended Charge

Entered \$300 Summer ECIP per Connie Backfish w/Urban League

CHRISTINE TERRY

-

2013-06-25

10:05 AM

Suspended Charge

Entered \$600 MO HUSTL per Connie Backfish w/Urban League

CHRISTINE TERRY

-

2013-06-24

03:02 PM

EA Portal Inquiry - Govt Agency

EA Portal inquiry from Connie Backfish at Urban League STL (LIHEAP)

EA PORTAL

-

2013-06-19

03:38 PM

EA Portal Inquiry - Govt Agency

EA Portal inquiry from Staci Leiser at Urban League STL (LIHEAP)

EA PORTAL

09/20/2017 11:03 AM

-

2013-06-18

12:16 PM

3rd Party Caller Billing/Delinquent

[T:UCID:00001122481371575685/02:00] sakrita /urban league/ adv cut in amt \$2,843 inq only

FRANK J MERTENS

-

2013-06-18

12:14 PM

EA Portal Inquiry - Govt Agency

EA Portal inquiry from Sacretta Nicholson at Urban League STL (LIHEAP)

EA PORTAL

-

2013-06-18

10:46 AM

3rd Party Caller Billing/Delinquent

[T:UCID:00001068951371570114/03:43] tiffany ms says docot adv that he has already faxed thoe medicals expl that this is medical hardship and not the sam as medical registry... adv ms letter must be rec within 24 houts of cur

MARTHA A MITCHELL

-

2013-06-17

01:25 PM

Leader Comments

[T:UCID:00001108641371491879/16:55] tiffany daughter of mr fischer upset acct turned off needs 2843.03 for rc prov her w/dr statement mer hardship info and that info needed within 24 hrs to be considered for poss mer hardship- did also sugg she contact ea & family members for help

YVONNE M PERKINS

-

2013-06-17

01:11 PM

Escalated Call

Advsd Tiffany White, daughter, that min of \$2,843 needs to be paid for RC. Says her father has a sleeping machine and needs electric. Advsd Tiffany that no pymt has been made on fhis account since 3/19/13 pledge from the Urban League.

SHARON A BARNETT

-

2013-06-17

01:10 PM

Delinquent Inquiry

[T:UCID:00001108641371491879/11:19] Advsd Tiffany White, daughter, that min of \$2,843 needs to be paid for RC. Says her father has a sleeping machine and needs electric. Advsd Tiffany that no pymt has been made on fhis account since 3/19/13 pledge from the Urban League.

SHARON A BARNETT

-

2013-06-17

10:41 AM

Cut Out for Non Pay Completed

FO 211069354: OAS#131612432\R121 NO ACCESS TO MTR MIN \$2843.03 MTR

5268003COLL ACTION: Cut-Out Completed

MDT

09/20/2017 11:03 AM

-

2013-06-10

03:14 PM

Delinquent Inquiry

[T:UCID:00001023731370894630/09:53] MR FISHER W/ACCT #, ADV OF AMT DUE AND
CUT IN FIELD NOW, OFFERED PAG WITH DOWN PYMT OF \$2584 & CBWR # ASAP*SHELLEY D TODD*

-

2013-06-07

11:04 PM

Cut Out for Non-Pay Issued

CREDIT RATING == C, CUT OUT NON PAY ISSUED \$ 2843.03

BATCH PROCESS

-

2013-05-28

10:01 PM

Correspondence - Collections

Pink Disconnect Notice

Due Date: 2013-06-07

ISSUED BY BATCH PROCESS

-

2013-05-22

10:10 PM

Correspondence - Collections

Yellow Disconnect Notice

Due Date: 2013-06-07

ISSUED BY BATCH PROCESS

-

2013-05-22

06:11 PM

REMOVED FROM BUDGET BILLING DUE TO 90 DAY ARREARS

Account removed from Budget Bill due to 90 day arrears.

ISSUED BY BATCH PROCESS

-

2013-04-23

06:01 PM

Payment Agreement Default

Missed installment \$: 139.00, Total Unbilled PAG \$: 2,357.38, Total Unpaid PAG \$:

2,496.38, Remaining Installments : 17, Prior Bill Due Date : 2013-04-16, Prior Bill Amount Due

\$: 1,110.00, MPAY 2 \$: 310.00

ISSUED BY BATCH PROCESS

-

2013-04-22

02:57 PM

E/A Processing Payment

Urban League ck# 86021 dated 4/17/13 for \$144160.97 batch 990 amt for acct \$800

GAIL L LEWIS

-

2013-03-19

04:02 PM

3rd Party Caller Billing/Delinquent

[T:UCID:00001002001363726001/14:30] STACY- URBAN LEAGUE PLEDGED 800.00

WINTER ECIP- *judgement * PAG ON BAL @ 139.00 X 18 MNTHS

09/20/2017 11:03 AM

PAULA NICHOLS

-

2013-03-19

04:02 PM

Payment Agreement Letter Sent

Payment Agreement Letter

ISSUED BY BATCH PROCESS

-

2013-03-19

04:02 PM

Payment Agreement Details

QTY INSTMT: 018, INSTMT AMT: \$139.00, FINAL INSTMT: \$133.38,

AGREEMENT AMT: \$2496.38

PAULA NICHOLS

-

2013-03-19

04:02 PM

Added Payment Agreement

No Remarks

PAULA NICHOLS

-

2013-03-19

03:55 PM

Suspended Charge

STACY WITH URBAN LEAGUE PLEDGED 800.00 WINTER ECUP

PAULA NICHOLS

-

2013-03-19

03:52 PM

Maintain Budget Billing

No Remarks

PAULA NICHOLS

-

2013-03-19

03:52 PM

Correspondence - BB Rollover

New Budget Bill Rollover

ISSUED BY BATCH PROCESS

-

2013-03-19

03:45 PM

EA Portal Inquiry - Govt Agency

EA Portal inquiry from Staci Leiser at Urban League STL (LIHEAP)

EA PORTAL

-

2013-03-19

03:41 PM

EA Portal Inquiry - Govt Agency

EA Portal inquiry from Staci Leiser at Urban League STL (LIHEAP)

EA PORTAL

-

09/20/2017 11:03 AM

2013-03-19

03:41 PM

EA Portal Inquiry - Govt Agency

EA Portal inquiry from Staci Leiser at Urban League STL (LIHEAP)

EA PORTAL

-

2013-03-19

12:58 AM

Correspondence - Collections

Yellow Disconnect Notice

Due Date: 2013-04-03

ISSUED BY BATCH PROCESS

-

2013-03-13

03:14 AM

Cut Out for Non-Pay Voided

OAS#130701104\DC ORDER THAT IS TOO OLD MIN \$2865.19 MTR 52680035 CODE
80002

MDT

-

2013-03-11

02:20 PM

Delinquent Inquiry

[M:UCID:xxxxxxxxxxxxxxxxxx/02:02] JERRALD FISHER IS TRYING TO GET HELP
FROM E/A ADV TO CK BACK ON TUESDAY TO SEE IF WE WAS DISCON..

ELLA SCOTT

-

2013-03-08

11:35 PM

Automated Collection Call

Live Answer , Call time: 08:45:42, Disconnect Date: 2013-03-08,

Disconnect Amt: \$3116.19

BATCH PROCESS

-

2013-03-08

10:50 PM

Cut Out for Non-Pay Issued

CREDIT RATING == C, CUT OUT NON PAY ISSUED \$ 3116.19

BATCH PROCESS

-

2013-03-08

08:47 AM

Delinquent Inquiry

[T:UCID:00001089731362753822/03:35] advsd jerrald fisher 631 for cwr pag mr going to ea
advsd dc in filed on monday

LANA M POLK

-

2013-03-07

11:57 PM

Automated Collection Call

Automated outbound collections call - account sent.

BATCH PROCESS

09/20/2017 11:03 AM

-

2013-02-26

09:52 PM

Correspondence - Collections

Pink Disconnect Notice

Due Date: 2013-03-08

ISSUED BY BATCH PROCESS

-

2013-02-21

10:00 PM

Correspondence - Collections

Yellow Disconnect Notice

Due Date: 2013-03-08

ISSUED BY BATCH PROCESS

-

2013-02-12

03:15 AM

Cut Out for Non-Pay Voided

OAS#130390446\DC ORDER THAT IS TOO OLD MIN \$2687.67 MTR 52680035 CODE

80002

MDT

-

2013-02-08

12:31 AM

Cut Out for Non-Pay Issued

CREDIT RATING == C, CUT OUT NON PAY ISSUED \$ 2938.67

BATCH PROCESS

-

2013-02-07

11:34 PM

Automated Collection Call

Live Answer

, Call time: 08:48:30, Disconnect Date: 2013-02-07,

Disconnect Amt: \$2687.67

BATCH PROCESS

-

2013-02-07

08:49 AM

Delinquent Inquiry

[T:UCID:00001135111360248255/04:58] JERRALD FISHER, Adv tp \$592 due today and 12

install of \$210 + bill. Going to EA today

JANIECE THOMPSON

-

2013-02-07

12:50 AM

Automated Collection Call

Automated outbound collections call - account sent.

BATCH PROCESS

-

2013-02-01

10:17 AM

Suspended Charge

Cancelled duplicate \$251 MO EA pledge entered as MO EA Supplemental in error

CHRISTINE TERRY

09/20/2017 11:03 AM

-

2013-01-29

12:03 AM

Correspondence - Collections

Pink Disconnect Notice

Due Date: 2013-02-07

ISSUED BY BATCH PROCESS

-

2013-01-23

11:10 PM

Correspondence - Collections

Yellow Disconnect Notice

Due Date: 2013-02-07

ISSUED BY BATCH PROCESS

-

2013-01-14

03:17 AM

Cut Out for Non-Pay Voided

OAS#130100973\RV31 DC ORDER THAT IS TOO OLD MIN \$136.21 MTR 52680035 CODE

80002

MDT

-

2013-01-09

11:37 PM

Cut Out for Non-Pay Issued

CREDIT RATING == C, CUT OUT NON PAY ISSUED \$ 136.21

BATCH PROCESS

-

2013-01-09

11:35 PM

Automated Collection Call

Live Answer

, Call time: 09:35:22, Disconnect Date: 2013-01-09,

Disconnect Amt: \$136.21

BATCH PROCESS

-

2013-01-09

09:36 AM

Delinquent Inquiry

[T:UCID:00001117971357745576/03:50]jerrald knows pymt of 136 do to avoid disc -

BARBARA D EBERSOLD

-

2013-01-08

11:16 PM

Automated Collection Call

Automated outbound collections call - account sent.

BATCH PROCESS

-

2012-12-27

09:32 PM

Correspondence - Collections

Pink Disconnect Notice

Due Date: 2013-01-09

ISSUED BY BATCH PROCESS

-

09/20/2017 11:03 AM

2012-12-20

10:07 PM

Correspondence - Collections

Yellow Disconnect Notice

Due Date: 2013-01-09

ISSUED BY BATCH PROCESS

-

2012-12-20

06:11 PM

Payment Agreement Default

Missed installment \$: 216.21, Total Unbilled PAG \$: 2,378.42, Total Unpaid PAG \$:
2,594.63, Remaining Installments : 11, Prior Bill Due Date : 2012-12-13, Prior Bill Amount Due
\$: 387.21, MPAY 2 \$: 136.21

ISSUED BY BATCH PROCESS

-

2012-11-20

08:33 PM

Correspondence - BB Settlement

New Budget Bill Settlement

ISSUED BY BATCH PROCESS

-

2012-11-03

10:26 AM

Medical Equipment Confirmed

START DATE: 2012-10-22 EXP. DT: 2013-11-02

EQUIP: CPAP-Adult

PATIENT: SELF

REL TO CUST:

CMMTS: DOB: 8/26/48

TARRA F COLLINS

-

2012-11-03

10:26 AM

MER - Equipment Welcome Letter Sent

MER Welcome

ISSUED BY BATCH PROCESS

-

2012-11-03

10:26 AM

Maintain Bill Account

No Remarks

TARRA F COLLINS

-

2012-10-31

10:58 AM

Billing Inquiry

[T:UCID:00001082511351698277/12:15] jerry fisher - adv not aware that we can write off a
portion of his bill - adv the agencies provide the funding / adv to contact the agencies to inq abt
keeping current program

VENITA M JACKSON

-

2012-10-29

04:07 PM

Suspended Charge

CREATED OPEN SUSPENDED CHARGE FOR MO EA (Energy Assistance)

09/20/2017 11:03 AM

BATCH PROCESS

-

2012-10-25

04:15 PM

Payment Agreement Letter Sent

LIHEAP Payment Agreement

ISSUED BY BATCH PROCESS

-

2012-10-25

04:15 PM

Payment Agreement Details

QTY INSTMT: 012, INSTMT AMT: \$216.21, FINAL INSTMT: \$216.32,

AGREEMENT AMT: \$2594.63

EA PORTAL

-

2012-10-25

04:15 PM

Added Payment Agreement

PAYMENT AGREEMENT WAS CREATED FROM A PUBLIC PLEDGE SUSPENDED CHARGE.

EA PORTAL

-

2012-10-25

03:30 PM

Start Public Pledged Budget Billing

No Remarks

SYSTEM

-

2012-10-25

03:30 PM

Suspended Charge

2012-10-25: \$251.00 MO EA SUPPLEMENTAL Pledge Left By Cassandra Brown at Urban League STL (LIHEAP)

EA PORTAL

-

2012-10-25

03:19 PM

EA Portal Inquiry - Govt Agency

EA Portal inquiry from Cassandra Brown at Urban League STL (LIHEAP)

EA PORTAL

-

2012-10-21

02:26 PM

Complete MO Cust Contact Center-Medical Equip Reg

MER form mailed

KISHA K RABUN

-

2012-10-21

02:26 PM

Medical Equipment Pending

09/20/2017 11:03 AM

START DATE: 2012-10-22	EXP. DT: 2013-10-22	EQUIP: Breathing Machine
PATIENT:	REL TO CUST:	CMMTS:
<i>KISHA K RABUN</i>		

-

2012-10-21

02:26 PM

MER - Equipment Initial Letter Sent

MER Initial

ISSUED BY BATCH PROCESS

-

2012-10-21

02:26 PM

Maintain Bill Account

No Remarks

KISHA K RABUN

-

2012-10-19

02:38 PM

Billing Inquiry

[T:UCID:00001140261350674422/16:56] JERRALD FISHER - adv no longer registered as mer
act - mr f adv on cpap and other respiratory equip - requested mer forms - adv of ea #s

JEAN M PINNELL

-

2012-10-19

02:38 PM

Issue MO Cust Contact Center - Medical Equip Reg

please send mer forms to JERRALD FISHER 2519 SAINT LOUIS AVE SAINT LOUIS MO
63106 - customer on cpap and other respiratory support equipment

JEAN M PINNELL

-

2012-09-28

09:13 AM

Enter Meter Reading

READING TO: 2012-09-19, 64584.0000

ALICIA HARRIS

-

2012-09-28

09:12 AM

Enter Meter Reading

READING TO: 2012-08-20, 63676.0000

ALICIA HARRIS

-

2012-09-28

09:12 AM

Enter Meter Reading

READING TO: 2012-07-22, 62770.0000

ALICIA HARRIS

-

2012-09-28

09:12 AM

Enter Meter Reading

09/20/2017 11:03 AM

READING TO: 2012-06-20, 61960.0000

ALICIA HARRIS

-

2012-09-27

05:51 PM

Correspondence - Deposits

Add or Change Deposit Letter

ISSUED BY BATCH PROCESS

-

2012-09-27

08:52 AM

Move In/Move Out

[T:UCID:00001040601348753443/06:34] mr fisher called about uu card adv cust srv taken out of wife's name as sister called saying she was deceased issued connect for date srv stopped

RODNEY L SLEET

-

2012-09-27

08:51 AM

Account Transfer On

ACCOUNT BALANCE TRANSFERRED FROM: 1124115152

RODNEY L SLEET