

Exhibit No.: _____
Issues: Response to Complaint
Discontinuation of Service
Bill Transfer
Witness: Shirley Bolden
Type of Exhibit: Rebuttal Testimony
Sponsoring Party: Missouri Gas Energy
Case No.: GC-2004-0216
Date Testimony Prepared: May 2004

MISSOURI PUBLIC SERVICE COMMISSION

MISSOURI GAS ENERGY

CASE NO. GC-2004-0216

REBUTTAL TESTIMONY OF
SHIRLEY BOLDEN

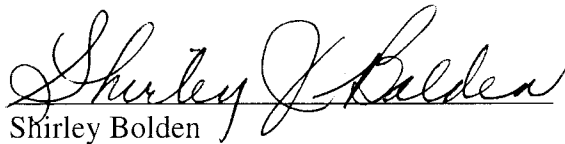
Jefferson City, Missouri

May 2004

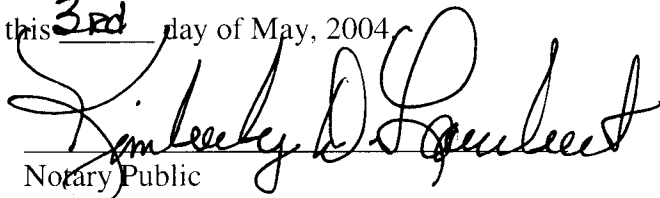
AFFIDAVIT

STATE OF MISSOURI)
)
COUNTY OF Jackson) ss

I, Shirley Bolden, state that I am employed by Missouri Gas Energy, a Division of Southern Union Company, as its Manager of the Customer Contact Center; that the Rebuttal Testimony attached hereto has been prepared by me or under my direction and supervision; and, that the answers to the questions posed therein are true to the best of my knowledge, information and belief.

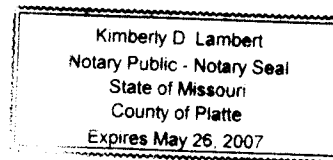

Shirley Bolden

Subscribed and sworn to before me this 3rd day of May, 2004.


Notary Public

My Commission Expires:

(SEAL)



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REBUTTAL TESTIMONY
SHIRLEY BOLDEN
CASE NO. GC-2004-0216**

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WITNESS INTRODUCTION

Q. WOULD YOU PLEASE STATE YOUR NAME AND BUSINESS ADDRESS?

A. My name is Shirley Bolden and my business address is 3420 Broadway, Kansas City, Missouri.

Q. BY WHOM ARE YOU EMPLOYED AND IN WHAT CAPACITY?

A. I am employed by Missouri Gas Energy (MGE), a division of Southern Union Company, as Manager of the Customer Contact Center.

Q. PLEASE DESCRIBE YOUR PROFESSIONAL EXPERIENCE AND THE NATURE OF YOUR DUTIES AS MGE'S MANAGER OF CUSTOMER CONTACT CENTER.

A. I have worked for MGE (or its predecessor companies) for over 34 years. I started with the Company as Clerk, Typist. My primary duties for the last 20 years or so have been in the customer service area. I was the manager of one of MGE's Public Business Offices (PBO). I was previously the Supervisor at the Public Business Office in Kansas City, and was in that position when Mr. Dudley requested Service at 4024 Prospect in July, 2000. I have been the Manager of the Contact Center for approximately three years. My primary duties include management of several supervisors and approximately 57 customer contact representatives. I assist in the resolution of service and billing issues.

SUMMARY

Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY IN THIS PROCEEDING?

A. The purpose of my testimony is to rebut the direct testimony of Mr. James E. Dudley and explain how MGE's actions are supported by the facts and its tariff.

Q. WHAT IS THE BASIS OF MR. DUDLEY'S COMPLAINT?

A. Mr. Dudley alleges that MGE's discontinuance of his gas service at 4231 Tracy was improper because Mr. Dudley believes that MGE wrongfully transferred the account balance from 4024 Prospect, Kansas City, Missouri (a piece of rental property owned by Mr. Dudley), to the bill for his residential address at 4231 Tracy, Kansas City, Missouri.

Q. WOULD YOU SUMMARIZE MGE'S POSITION IN THIS MATTER?

A. Certainly. Pursuant to company procedures, and in accordance with approved tariffs, MGE notified Mr. Dudley of an impending disconnection of his gas service at 4231 Tracy. This disconnection was based upon Mr. Dudley's failure to pay for natural gas used at 4231 Tracy only. The amount due and owing in the disconnection notices sent to Mr. Dudley did not include any amounts related to the debt incurred at 4024 Prospect. Thus, the discontinuation of service at 4231 Tracy was solely for the nonpayment for service at 4231 Tracy. MGE believes the issue of whether or not it could transfer amounts associated with service to 4024 Prospect to Mr. Dudley's bill to be a completely separate issue from the discontinuance of service to 4231 Tracy.

1 **DISCONTINUATION OF SERVICE (4231 TRACY)**

2

3 **Q. PLEASE DESCRIBE THE EVENTS THAT LED TO THE**

4 **DISCONTINUATION OF SERVICE TO 4231 TRACY.**

5 A. Between May 9, 2002 and June 15, 2002, several discontinuance related notices were

6 mailed to Mr. Dudley for service provided exclusively at 4231 Tracy (See the

7 attached Schedule SB-1). On July 10, 2002, MGE mailed another disconnect notice

8 to Mr. Dudley at 4231 Tracy (Schedule SB-2). On July 16, 2002, a final disconnect

9 notice, indicating an amount due of \$306.16, was mailed (Schedule SB-3). Again,

10 this was for non-payment only at 4231 Tracy. On July 17, 2002, a message was left

11 for Mr. Dudley regarding possible discontinuance of service at 4231 Tracy (Schedule

12 SB-4). Thereafter, on July 24, 2002, service was disconnected at 4231 Tracy because

13 of Mr. Dudley's failure to pay the \$306.16 owed at that time for service provided at

14 4231 Tracy (Schedule SB-5).

15

16 **Q. WHAT ARE THE SCHEDULES YOU HAVE ATTACHED?**

17 A. These are screen prints related to Mr. Dudley's account at 4231 Tracy that are found

18 in MGE's customer records system.

19

20 **Q. ARE YOU FAMILIAR WITH MGE'S CUSTOMER RECORDS SYSTEM?**

21 A. Yes. As Manager of the customer Contact Center, I have responsibility for

22 implementing procedures to ensure that these records are prepared properly.

1 **Q. HOW IS THIS INFORMATION CREATED OR MAINTAINED?**

2 A. The information contained in these records is entered either by MGE employees
3 during the course of performing their duties at the Customer Contact Center or
4 automatically generated during MGE's normal course of business. The information is
5 entered into MGE's system by employee's having personal knowledge of the
6 information contained in the record, contemporaneously with the time of the event
7 recorded. This practice has been a routine practice of the Customer Contact Center
8 employees for many years. These entries are made so that there is a record of MGE's
9 contact with its customers for purposes of serving individual customers better and for
10 assessing the performance of the Customer Contact Center and the approaches taken
11 by MGE employees. Certain records are automatically generated such as
12 disconnection notices (including date mailed) and Final disconnection notices
13 (including date mailed, amount owed and dated of disconnection).

14
15 **Q. FROM MAY 7, 2002, THROUGH THE DISCONNECTION ON JULY 24, 2002,**
16 **DID MR. DUDLEY MAKE ANY PAYMENT TOWARD THE AMOUNT**
17 **OWED MGE FOR SERVICE PROVIDED AT 4231 TRACY?**

18 A. No.

19
20 **Q. DID THIS DISCONNECTION AT 4231 TRACY COME ABOUT AS THE**
21 **RESULT OF THE NON-PAYMENT OF AMOUNTS OWED FOR SERVICE**
22 **AT ANY ADDRESS OTHER THAN 4231 TRACY?**

23 A. No.

1 **Q. WHAT PROVISIONS OF MGE'S TARIFFS OR COMMISSION RULES**
2 **DOES MGE POINT TO AS AUTHORIZATION FOR THIS**
3 **DISCONNECTION?**

4 A. The disconnection was executed in accordance with Section 3.07(A); R-21, of MGE's
5 tariffs and Commission Rule 4 CSR 240-13.050.

6
7 **BILL TRANSFER (4024 PROSPECT)**
8

9 **Q. YOU STATED THAT MR. DUDLEY ALSO DISPUTES MGE'S TRANSFER**
10 **OF A BILL RELATING TO SERVICE PROVIDED AT 4024 PROSPECT TO**
11 **MR. DUDLEY'S BILL FOR SERVICE AT 4231 TRACY. WHAT DOES MGE**
12 **BELIEVE TO BE THE SIGNIFICANT EVENTS RELATED TO THE**
13 **SERVICE PROVIDED TO 4024 PROSPECT?**

14 A. MGE'S records and investigation reveals the following:

15 ☐ James Dudley has, or had, during the relevant time period an ownership interest in
16 the following properties in Kansas City, Missouri:

17 ☐ 4024 Prospect

18 ☐ 4231 Tracy

19 ☐ 3514 Bales

20 ☐ 3312 Moulton

21 ☐ On or about September 25, 2000, a person purporting to be Sarah Chappelow
22 requested that service at 4024 Prospect be established in her name. Service was
23 established on September 26, 2000. However, MGE's service person did not light

1 the furnace because the fire door was off. There was also sewage found in the
2 basement. (See Schedule SB-6).

3 □ October 24, 2001 – Mr. Dudley is personally informed while he is at MGE's
4 public business office that gas service at 4024 Prospect is not in his name.

5 □ April 25, 2001 – Sarah Chappelow's mother contacts MGE to inform the
6 Company that Sarah Chappelow has never resided at 4024 Prospect.

7 □ April 26, 2001 – Sarah Chappelow files a police report with the Independence
8 Police Department reporting items were stolen from her car on September 15,
9 2000. Among the items reported missing from Chappelow's car were her driver's
10 license and social security card.

11 □ May 10, 2001 – A copy of Sarah Chappelow's theft report and a copy of Sarah
12 Chappelow's lease agreement for an address other than 4024 Prospect during the
13 subject period were furnished to MGE. MGE amended its records to reflect that
14 Sarah Chappelow was not responsible for charges at 4024 Prospect.

15 □ July 2001 – MGE rejected Mr. Dudley's request made at MGE's PBO to initiate
16 service at 4024 Prospect due at an arrearage at 4231 Tracy. Service at 4231 Tracy
17 had been discontinued on July 5, 2001 due to non-payment. MGE was not
18 obligated to turn on the service at 4024 Prospect until all outstanding debts are
19 satisfied. Mr. Dudley paid \$463.00 plus turn on charges for the 4231 Tracy
20 address on July 16, 2001. MGE attempted to turn on the service at 4231 Tracy on
21 July 17, 2001, but no one was home; MGE left a note for Mr. Dudley and
22 forwarded this information to MGE's dispatcher.

23 □ August 3, 2001 – Service orders were initiated for both the Prospect and Tracy

1 address for the same day. The service technician arrived at the Tracy address at
2 11:21 a.m. and worked the turn on order. The technician went to the Prospect
3 address, arriving around noon, performed all checks but did not light the
4 appliances. Mr. Dudley informed the service technician that he (Mr. Dudley)
5 would light the appliances.

6 □ April 17, 2002 – Service at 4024 Prospect was discontinued.

7 □ April 24, 2002 -- The account balance of \$2,099.96 was transferred to Mr.
8 Dudley.

9 □ June 25, 2002 - The account balance in the amount of \$2,204.59 from 4024
10 Prospect was transferred to Mr. Dudley's account at 4231 Tracy.

11 □ July 2002 – Mr. Dudley's account, excluding the transferred balance of
12 \$2,204.59, at 4231 Tracy amounts to \$305.54.

13 □ July 24, 2002 – Service at 4231 Tracy was discontinued. Service at 4231 Tracy
14 was terminated as a result Dudley's failure to pay for service at the address, which
15 excluded the amount transferred from 4024 Prospect.

16 □ August 26, 2002 – Mr. Dudley's account at 3514 Bales amounts to \$250.20.

17 □ October 1, 2002 – Mr. Dudley's account at 3312 Moulton amounts to \$324.15.

18 □ Excluding the balance transferred from 4024 Prospect, Dudley never disputed the
19 amounts owed at 4231 Tracy, 3514 Bales and 3312 Moulton.

20
21 **Q. WHY DID MGE TRANSFER THE BALANCE FROM 4024 PROSEPCT TO**
22 **4231 TRACY?**

23 A. First, \$104.63 of the account balance transfer is for uncontested service provided to

1 Mr. Dudley at 4024 Prospect from August 3, 2001, through April 17, 2002.

2 Secondly, MGE believes that Mr. Dudley had the benefit of use of the service
3 provided to the structure at 4024 Prospect during the cold winter of 2000 – 2001.

4
5 **Q. PLEASE EXPLAIN WHY YOU BELIEVE THAT MR. DUDLEY BENEFITED**
6 **FROM THE SERVICE PROVIDED AT 4024 PROSPECT BETWEEN**
7 **SEPTEMBER 26, 2000 AND APRIL 25, 2001.**

8 A. The winter of 2000 – 2001 was extremely cold. There had been prior unbilled and
9 unmetered usage at this address in 2000. The fact that sewage was in the basement of
10 the house when MGE initiated service on September 26, 2000, shows the residence
11 was in deteriorating condition. The fact that the residence was supplied with heat
12 during the cold winter prevented further deterioration of the residence. MGE believes
13 that the condition of such property is of great importance to Mr. Dudley. MGE
14 utilized the services of Equifax, a credit-reporting agency, to perform a credit check.
15 The report contained information showing that Dudley was self-employed. His
16 occupation was listed as “Real Estate.” Thus his primary occupation is the care and
17 upkeep of real estate.

18
19 **Q. DID MR. DUDLEY TAKE RESPONSIBILITY FOR OTHER UTILITY**
20 **CHARGES BETWEEN SEPTEMBER 2000 AND APRIL OF 2001?**

21 A. Yes. MGE checked with Kansas City Power & Light regarding electric service at
22 4024 Prospect during that period of time. Our investigation revealed that Mr. Dudley
23 paid a KCP&L bill in the amount of \$140.10 for electric service at this address

1 between October 10, 2000 and March 13, 2001.

2
3 **Q. DID MGE ACT IN CONFORMITY ITS TARIFFS IN TRANSFERRING THE**
4 **BILL?**

5 A. Yes. See Section 3.02 of MGE's tariff (Sheets R-19 and R-20) which provides as
6 follows:

7 Company shall not be required to commence supplying gas service if at
8 the time of application, the applicant, or any member of applicant's
9 household (who has received benefit from previous gas service), is
10 indebted to Company for such gas service previously supplied at the same
11 premises or any former premises until payment of such indebtedness shall
12 have been made. This provision cannot be avoided by substituting an
13 application for service at the same or at a new location signed by some
14 other member of the former customer's household or by any other person
15 acting for or on behalf of such customer.

16
17 In order to expedite service to a customer moving from one location to
18 another, Company may provide service at the new location before all bills
19 and charges are paid for service at the prior location. Company reserves
20 the right to transfer any unpaid amount from prior service(s) to a current
21 service account. Such transferred bills are then subject to the provisions
22 of Sections 7.07 and 7.08 herein.

23
24
25 **MISCELLANEOUS RESPONSES TO DIRECT TESTIMONY**

26
27 **Q. WOULD YOU LIKE TO ADDRESS ANY OTHER MATTERS CONTAINED**
28 **IN MR. DUDLEY'S DIRECT TESTIMONY?**

29 A. Yes. Mr. Dudley raises many points and addresses a number of items that need
30 correction, including, but not limited to, the following:

- 31 ○ Mr. Dudley appears to be listing five (5) other people as Complainants. I am
32 unaware of their connection to this matter.

- 1 ○ Mr. Dudley appears to be showing that he now resides at **two (2)** different places,
2 4247 Agnes and 2014 Brighton, Kansas City. MGE questions this dual residency,
3 especially since none of MGE's account information discloses Mr. Dudley's
4 residency at either address.
- 5 ○ Throughout Mr. Dudley's testimony he claims that MGE failed to follow various
6 provisions of the Missouri Code of State Regulations and also MGE's tariffs. For
7 the sake of brevity, MGE believes that Mr. Dudley is mistaken in these various
8 assertions. MGE believes all transactions with Mr. Dudley have been in
9 conformity with all state regulations and tariffs.
- 10 ○ At paragraph 6 of Mr. Dudley's Direct Testimony, he states "Sarah Chappelow
11 had a contract with Respondent" This is the first time that Dudley has stated
12 he had a contract with Sarah Chappelow. To my knowledge, Mr. Dudley has not
13 furnished a copy of the contract to anyone. Prior to this point, he has either stated
14 that (a) he could not remember who his tenant was and/or (b) he thought his
15 tenant's name was Diane.
- 16 ○ At paragraphs 7 through 9, Mr. Dudley states that he did not agree to have the
17 account balance from 4024 Prospect transferred to his account at 4231 Tracy.
18 However, his acquiescence is unnecessary for the account balance transfers in
19 question. MGE's tariff does not require Mr. Dudley's express agreement for
20 payment responsibility to become his. What was necessary for the payment
21 obligation to manifest itself in Mr. Dudley's name was the taking of the product
22 and/or benefit from the use of the gas.
- 23 ○ At paragraphs 10 through 15, Mr. Dudley reiterates his perception of the transfer

1 of the account balance from 4024 Prospect to 4231 Tracy. Notwithstanding these
2 assertions, the disconnection that occurred on July 30, 2002, at 4231 Tracy *was*
3 *not* for the amount transferred from 4024 Prospect but for the delinquency
4 incurred at 4231 Tracy.

5 ○ The handwritten note on the Commission records states, "Please stop collection
6 proceedings while this is being investigated. Sent note to the customer that I have
7 his complaint." Please note that Mr. Dudley inserted the word all in his
8 testimony. Further, there is nothing to show that this note was transmitted to
9 MGE.

10 ○ On pages 3 and 4, paragraphs 18 through 28, Mr. Dudley again states that MGE
11 failed to follow proper procedures in this matter. Without going through
12 everything again, MGE believes it followed the state regulations, MGE policies,
13 and the rules of the Commission when service was discontinued at 4231 Tracy.
14

15 **Q. IS THERE ANYTHING ELSE YOU WOULD LIKE TO ADD TO THIS**
16 **MATTER?**

17 A. Yes, there is. Throughout Mr. Dudley's testimony, he fails to acknowledge that the
18 transfer of the bill from 4024 Prospect to 4231 Tracy is one issue and the
19 discontinuance of service at 4231 Tracy is another issue. MGE did suspend
20 collection activities for charges that arose at 4024 Prospect. Lacking in Mr. Dudley's
21 presentation is evidence to show that someone other than Dudley benefited from the
22 service at 4024 Prospect during the winter of 2000-2001.
23

1 **Q. DOES THIS CONCLUDE YOUR REBUTTAL TESTIMONY?**

2 A. Yes.

3

JAMES E DUDLEY DB 0401
4231 TRACY AVE WK 08 09057
KANSAS CITY MO 64110 MLG HM 816 682-1689 G E B RES 4827397879
F04SJB CCON CCPD MEMO SCRATCH PAD INQUIRY 05/07/04 11:15

DATE	TYPE	USER ID	CONTACT DESCRIPTION
05/09/02	CR	SYSTEM	DISCONNECT NOTICE MAILED 2002-05-09

REMARKS: (CUBCR101) DISCONNECT NOTICE MAILED 2002-05-09

NEXT FUNCTION: DATA: 0149

JAMES E DUDLEY DB 0401
4231 TRACY AVE WK 08 09057
KANSAS CITY MO 64110 MLG HM 816 682-1689 G E B RES 4827397879
F04SJB CCON CCPD MEMO SCRATCH PAD INQUIRY 05/07/04 11:16

DATE	TYPE	USER ID	CONTACT DESCRIPTION
05/09/02	CR	SYSTEM	SECURITY DEPOSIT OF 156.32 ON NOTICE

REMARKS:

NEXT FUNCTION: DATA:

0149

JAMES E DUDLEY DB 0401
4231 TRACY AVE WK 08 09057
KANSAS CITY MO 64110 MLG HM 816 682-1689 G E B RES 4827397879
F04SJB CCON CCPD MEMO SCRATCH PAD INQUIRY 05/07/04 11:16

DATE	TYPE	USER ID	CONTACT DESCRIPTION
05/15/02	CR	SYSTEM	FINAL DISCONNECT (96 HOUR) NOTICE MAILED

REMARKS: CSS (CUBCR050) GENERATED A FINAL DISCONNECT
(96 HOUR) NOTICE FOR A SHUT OFF DATE OF 2002-05-23
WITH A PAST DUE AMOUNT OF: \$202.53

NEXT FUNCTION: DATA:

0149

JAMES E DUDLEY DB 0401
4231 TRACY AVE WK 08 09057
KANSAS CITY MO 64110 MLG HM 816 682-1689 G E B RES 4827397879
F04SJB CCON CCPD MEMO SCRATCH PAD INQUIRY 05/07/04 11:17

DATE	TYPE	USER ID	CONTACT DESCRIPTION
05/14/02	CR	SYSTEM	SECURITY DEPOSIT OF 156.32 ON NOTICE

REMARKS:

NEXT FUNCTION:

DATA:

0149

JAMES E DUDLEY DB 0401
4231 TRACY AVE WK 08 09057
KANSAS CITY MO 64110 MLG HM 816 682-1689 G E B RES 4827397879
F04SJB CCON CCPD MEMO SCRATCH PAD INQUIRY 05/07/04 11:17

DATE	TYPE	USER ID	CONTACT DESCRIPTION
05/15/02	CR	SYSTEM	ACCT SENT FOR EARLY INTERVENTION

REMARKS: CSS (CUBCP401) GENERATED AN EARLY
INTERVENTION RECORD
FOR A PAST DUE AMOUNT OF: \$202.53

NEXT FUNCTION: DATA:

0149

JAMES E DUDLEY DB 0401
4231 TRACY AVE WK 08 09057
KANSAS CITY MO 64110 MLG HM 816 682-1689 G E B RES 4827397879
F04SJB CCON CCPD MEMO SCRATCH PAD INQUIRY 05/07/04 11:17

DATE	TYPE	USER ID	CONTACT DESCRIPTION
05/16/02	SY	CUBCP404	LEFT MESSAGE

REMARKS: EARLY INTERVENTION RESULTS WERE: LEFT MESSAGE

NEXT FUNCTION: DATA:

0149

JAMES E DUDLEY DB 0401
4231 TRACY AVE WK 08 09057
KANSAS CITY MO 64110 MLG HM 816 682-1689 G E B RES 4827397879
F04SJB CCON CCPD MEMO SCRATCH PAD INQUIRY 05/07/04 11:18

DATE	TYPE	USER ID	CONTACT DESCRIPTION
06/10/02	CR	SYSTEM	DISCONNECT NOTICE MAILED 2002-06-10

REMARKS: (CUBCR101) DISCONNECT NOTICE MAILED 2002-06-10

NEXT FUNCTION: DATA:

0149

JAMES E DUDLEY
4231 TRACY AVE
KANSAS CITY
F04SJB

MO 64110 MLG
CCON CCPD

WK
HM 816 682-1689 G
MEMO SCRATCH PAD INQUIRY

DB

0401
08 09057
B RES 4827397879
05/07/04 11:18

DATE	TYPE	USER ID	CONTACT DESCRIPTION
06/10/02	CR	SYSTEM	SECURITY DEPOSIT OF 156.32 ON NOTICE

REMARKS:

NEXT FUNCTION:

DATA:

0149

JAMES E DUDLEY DB 0401
4231 TRACY AVE WK 08 09057
KANSAS CITY MO 64110 MLG HM 816 682-1689 G E B RES 4827397879
F04SJB CCON CCPD MEMO SCRATCH PAD INQUIRY 05/07/04 11:18

DATE	TYPE	USER ID	CONTACT DESCRIPTION
06/14/02	CR	SYSTEM	FINAL DISCONNECT (96 HOUR) NOTICE MAILED

REMARKS: CSS (CUBCR050) GENERATED A FINAL DISCONNECT
(96 HOUR) NOTICE FOR A SHUT OFF DATE OF 2002-06-24
WITH A PAST DUE AMOUNT OF: \$266.95

NEXT FUNCTION: DATA: 0149

JAMES E DUDLEY DB 0401
4231 TRACY AVE WK 08 09057
KANSAS CITY MO 64110 MLG HM 816 682-1689 G E B RES 4827397879
F04SJB CCON CCPD MEMO SCRATCH PAD INQUIRY 05/07/04 11:19

DATE	TYPE	USER ID	CONTACT DESCRIPTION
06/13/02	CR	SYSTEM	SECURITY DEPOSIT OF 156.32 ON NOTICE

REMARKS:

NEXT FUNCTION:

DATA:

0149

JAMES E DUDLEY DB 0401
4231 TRACY AVE WK 08 09057
KANSAS CITY MO 64110 MLG HM 816 682-1689 G E B RES 4827397879
F04SJB CCON CCPD MEMO SCRATCH PAD INQUIRY 05/07/04 11:19

DATE	TYPE	USER ID	CONTACT DESCRIPTION
06/14/02	CR	SYSTEM	ACCT SENT FOR EARLY INTERVENTION

REMARKS: CSS (CUBCP401) GENERATED AN EARLY
INTERVENTION RECORD
FOR A PAST DUE AMOUNT OF: \$266.95

NEXT FUNCTION: DATA: 0149

JAMES E DUDLEY DB 0401
4231 TRACY AVE WK 08 09057
KANSAS CITY MO 64110 MLG HM 816 682-1689 G E B RES 4827397879
F04SJB CCON CCPD MEMO SCRATCH PAD INQUIRY 05/07/04 11:19

DATE	TYPE	USER ID	CONTACT DESCRIPTION
06/15/02	SY	CUBCP404	DID CONTACT PERSON AT RESIDENCE

REMARKS: EARLY INTERVENTION RESULTS WERE: DID CONTACT PERSON AT RESIDENC

NEXT FUNCTION: DATA: 0149

JAMES E DUDLEY DB 0401
4231 TRACY AVE WK 08 09057
KANSAS CITY MO 64110 MLG HM 816 682-1689 G E B RES 4827397879
F04SJB CCON CCPD MEMO SCRATCH PAD INQUIRY 05/07/04 11:20

DATE	TYPE	USER ID	CONTACT DESCRIPTION
07/10/02	CR	SYSTEM	DISCONNECT NOTICE MAILED 2002-07-10

REMARKS: (CUBCR101) DISCONNECT NOTICE MAILED 2002-07-10

NEXT FUNCTION: DATA:

0149

JAMES E DUDLEY DB 0401
4231 TRACY AVE WK 08 09057
KANSAS CITY MO 64110 MLG HM 816 682-1689 G E B RES 4827397879
F04SJB CCON CCPD MEMO SCRATCH PAD INQUIRY 05/07/04 11:20

DATE	TYPE	USER ID	CONTACT DESCRIPTION
07/10/02	CR	SYSTEM	SECURITY DEPOSIT OF 156.32 ON NOTICE

REMARKS:

NEXT FUNCTION:

DATA:

0149

JAMES E DUDLEY DB 0401
4231 TRACY AVE WK 08 09057
KANSAS CITY MO 64110 MLG HM 816 682-1689 G E B RES 4827397879
F04SJB CCON CCPD MEMO SCRATCH PAD INQUIRY 05/07/04 11:21

DATE	TYPE	USER ID	CONTACT DESCRIPTION
07/16/02	CR	SYSTEM	FINAL DISCONNECT (96 HOUR) NOTICE MAILED

REMARKS: CSS (CUBCR050) GENERATED A FINAL DISCONNECT
(96 HOUR) NOTICE FOR A SHUT OFF DATE OF 2002-07-24
WITH A PAST DUE AMOUNT OF: \$306.16

NEXT FUNCTION: DATA:

0149

JAMES E DUDLEY
4231 TRACY AVE
KANSAS CITY
F04SJB CCON CCPD

WK
MO 64110 MLG HM 816 682-1689 G
MEMO SCRATCH PAD INQUIRY

DB

0401
08 09057
B RES 4827397879
05/07/04 11:21

DATE	TYPE	USER ID	CONTACT DESCRIPTION
07/15/02	CR	SYSTEM	SECURITY DEPOSIT OF 156.32 ON NOTICE

REMARKS:

NEXT FUNCTION:

DATA:

0149

JAMES E DUDLEY DB 0401
4231 TRACY AVE WK 08 09057
KANSAS CITY MO 64110 MLG HM 816 682-1689 G E B RES 4827397879
F04SJB CCON CCPD MEMO SCRATCH PAD INQUIRY 05/07/04 11:21

DATE	TYPE	USER ID	CONTACT DESCRIPTION
07/15/02	CR	SYSTEM	ACCT SENT FOR EARLY INTERVENTION

REMARKS: CSS (CUBCP401) GENERATED AN EARLY
INTERVENTION RECORD
FOR A PAST DUE AMOUNT OF: \$306.16

NEXT FUNCTION: DATA:

0149

JAMES E DUDLEY DB 0401
4231 TRACY AVE WK 08 09057
KANSAS CITY MO 64110 MLG HM 816 682-1689 G E B RES 4827397879
F04SJB CCON CCPD MEMO SCRATCH PAD INQUIRY 05/07/04 11:22

DATE	TYPE	USER ID	CONTACT DESCRIPTION
07/17/02	SY	CUBCP404	LEFT MESSAGE

REMARKS: EARLY INTERVENTION RESULTS WERE: LEFT MESSAGE

NEXT FUNCTION: DATA:

0149

JAMES E DUDLEY DB 0401
4231 TRACY AVE WK 08 09057
KANSAS CITY MO 64110 MLG HM 816 682-1689 G E B RES 4827397879
F04SJB CCON CCPD MEMO SCRATCH PAD INQUIRY 05/07/04 11:22

DATE	TYPE	USER ID	CONTACT DESCRIPTION
07/24/02	GM	CUMSO417	SOMT

REMARKS: SHUT OFF AT METER-NPSO METER 00920479

NEXT FUNCTION: DATA:

0149

F04SJB SOPL SOOH SERVICE ORDER COMPLETION HISTORY 05/07/04 11:25

SERVICE ADDRESS: 4231 TRACY AVE SERVICE ORDER TYPE: SONP
CUSTOMER NAME : DUDLEY,JAMES.E BILL ACCOUNT: 4827397879
REQUESTED BY : SYSTEM-GENERATED COMPLETED BY: 08426
FIELD ORDER NO : 020335615 WORK DIST: 0710 ACTION TAKEN: SOMT

TIMES: DISPTCH: 08:28 ACKDG: ENRTE: 12:48 ARRVD: 12:59 LEFT: 13:08
COMPLETED: 07/24/02
SVC METER MTR MTR SO STAT STAT REMOVE
NUMBER MFG LOC ACT FND LEFT INDEX REASON
G 00920479 03 M7 NP A I 9705

ISSUE RMKS:
FIELD RMKS: MOBS

TOP OF LIST

NEXT FUNCTION: DATA: 0149

JAMES E DUDLEY DB 0401
4231 TRACY AVE WK 08 09057
KANSAS CITY MO 64110 MLG HM 816 682-1689 G E B RES 4827397879
F04SJB CCON CCPD MEMO SCRATCH PAD INQUIRY 05/07/04 11:22

DATE	TYPE	USER ID	CONTACT DESCRIPTION
07/24/02	OT	F04JMM	MR DUDLEY CALLED SAID HE DOES NOT KNOW W

REMARKS: HO LIVE IN HIS RENTAL PROPERTY .. WILL CALL BACK..MONIQUE

NEXT FUNCTION: DATA: 0149

F04SJB SOPL SOOH SERVICE ORDER COMPLETION HISTORY

05/07/04 11:34

SERVICE ADDRESS: 4024 PROSPECT AVE
CUSTOMER NAME : CHAPPELOW, SARAH.E
REQUESTED BY : SARAH
FIELD ORDER NO : 016149058

SERVICE ORDER TYPE: SOTN
BILL ACCOUNT: 9203906879
COMPLETED BY: 08886
ACTION TAKEN:

WORK DIST: 0730

TIMES: DISPTCH: ACKDG:
COMPLETED: 09/26/00

ENRTE:

ARRVD: 12:50 LEFT: 13:18

SVC	METER NUMBER	MTR MFG	MTR LOC	SO ACT	STAT FND	STAT LEFT	INDEX	REMOVE REASON
G	06035936	05	L5	TN	I	A	5022	

ISSUE RMKS: CUST APPT 12NOON TO 4P THANKS!!NAN
FIELD RMKS:

TOP OF LIST

NEXT FUNCTION: DATA:

0149

SARAH E CHAPPELOW 0401
4024 PROSPECT AVE WK 816 921-0534 08 09057
KANSAS CITY MO 64130 HM 816 921-6490 G E F RES 9203906879
F04SJB CCON CCPD MEMO SCRATCH PAD INQUIRY 05/07/04 11:35

DATE	TYPE	USER ID	CONTACT DESCRIPTION
09/26/00	OT	F04SCF	FURN OFF NO FIRE DOOR SEWAGE IN BASE

REMARKS: SHANKS

NEXT FUNCTION: DATA:

0149