
INTEROFFICE MEMORANDUM

TO: CUSTOMER SERVICE
FROM: KARMYN S. BEDGOOD
SUBJECT: NEWSPAPER ARTICLE REGARDING MISSED METER READINGS
DATE: 4/28/2008
CC: JOE CRAIG

Today there will be an abundance of customer calls related to article in Indy Star this weekend regarding attempted meter readings.

Field Service attempted to complete all meter readings scheduled for the months of MARCH and APRIL. The were meters Field Service attempted, but was unable to obtain a meter reading due to a condition the customer will need to correct.

When speaking with the customers please check the meter reading information screen in SmartSuite. If there is not a meter reading, inform the customer we attempted to read your meter on said date, also give reason indicated by meter reader as to why their meter was not read.

In addition, if the meter reader did not obtain reading and does not indicate an attempt/trouble code on the meter reading information screen, print off and give to supervisor, noting, "meter reading missed no reason given".

Create a reading check work order for the same day and notify dispatch. Place a thirty-day courtesy hold on the customer account and advise the customer of this.

Please follow up with the completed reading check work order, customer may require a revenue adjustments.

Lastly, the IURC has notified us that they will be forwarding approximately 80 e-mail complaints regarding attempted meter readings, also, advised their staff to ask the customer if they have contacted us prior to contacting them if the customer has not contacted us they will be instructed to do so.