

Public Records Request #3578

The following materials have been gathered in response to public records request #3578. These materials include:

- Emerald Request Detail Reports

This information was provided as a response to a public records request on 4/28/20 and is current to that date. There is a possibility of more current information and/or documents related to the stated subject matter.

Further Information

For further information about this request or the Citywide Records Program, please contact:

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Emerald Request Detail



Request #: 7767677	Received By: Julian Campbell	Received: 03/02/2020 13:41
Type: COMPLAINT	Origin: Citizen	Due: 03/11/2020 13:41
Status: CLOSED	Complex?: N	Resolved: 03/24/2020 00:00
Priority: B-Priority	Public Official:	
Group: UT-Field Operations	Work Unit:	
Title: COMPLAINT		

Request Location	Parcel	Named Creek	Juris	CMPD Div	
[REDACTED]	[REDACTED]	[REDACTED]	Hunt	[REDACTED]	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
[REDACTED]	Caller	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]		E-Mail	REFUSED		

Detail Description

[REDACTED] CALLED TO COMPLAIN THAT THE WATER WAS TURNED OFF WITHOUT ANY NOTIFICATION. I TRIED TO EXPLAIN TO HER THAT THE WATER WAS OFF DUE TO EMERGENCY MAIN REPAIR AND THAT NO NOTIFICATION CAN BE GIVEN FOR THAT. [REDACTED] STATED THAT SHE HAS A 4 MONTH OLD CHILD AND THAT SHE WANTS COMPENSATION FOR THE WATER BEING TURNED OFF. [REDACTED] WOULD ALSO LIKE FOR SOME ONE TO GIVE HER A CALL ABOUT THE ISSUE.

Request Prompt	Response
When did problem occur?	3/2/2020
Where did the problem occur?	HOUSE
Who was involved?	CITIZEN
What would citizen like the city to do about the problem?	TURN ON WATER
Have you called about this problem before?	

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text

Resolution

COMPLETED
work done by contractors

Resolution Prompt	Response
What information was given to customer?	
What would citizen like the city to do about the problem?	
Who did customer talk to in your KBU?	
Who can customer call if more information needed?	
Was citizen satisfied with the service they received?	
If no, why?	
QA Only: Service Completed - Customer Satisfied	

Emerald Request Detail



Request #: 7772422	Received By: Diane Torres	Received: 03/05/2020 15:21
Type: COMPLAINT	Origin: Citizen	Due: 03/16/2020 15:21
Status: CLOSED	Complex?: N	Resolved: 03/05/2020 16:28
Priority: B-Priority	Public Official:	
Group: UT-Administration	Work Unit:	
Title: COMPLAINT		

Request Location	Parcel	Named Creek	Juris	CMPD Div	
[REDACTED]	[REDACTED]	[REDACTED]	Matt		
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
[REDACTED]	Caller	[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]		E-Mail			

Detail Description

Ms. [REDACTED] is upset and cannot believe that it actually took the full 24 hours to restore service. She feels that the technicians purposefully do not work the service orders in a timely manner. She said she's been without water since Monday March 2, 2020, and Crisis called and made commitment March 4, 2020. And on March 5, 2020 she's still without water at 3:25 p m. She wants technicians to be monitored and held accountable for not working in a timely manner and sometimes not at all.

Request Prompt	Response
When did problem occur?	3/4/2020
Where did the problem occur?	[REDACTED]
Who was involved?	
What would citizen like the city to do about the problem?	HAVE TECHNICIANS BE HELD ACCOUNTABLE FOR TAKING THEIR TIME TO WORK ORDERS
Have you called about this problem before?	NO

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text

Resolution

PHONE CALL MADE
spoke with customer and apologized for any inconvenience. advised that the order has been dispatched. sent email to dispatch to have service order worked soon.

Resolution Prompt	Response
What information was given to customer?	
What would citizen like the city to do about the problem?	
Who did customer talk to in your KBU?	
Who can customer call if more information needed?	
Was citizen satisfied with the service they received?	
If no, why?	
QA Only: Service Completed - Customer Satisfied	

Emerald Request Detail



Request #: 7776210	Received By: Jerilyn Bailey	Received: 03/09/2020 14:59
Type: COMPLAINT	Origin: Citizen	Due: 03/18/2020 14:59
Status: CLOSED	Complex?: N	Resolved: 03/09/2020 17:50
Priority: B-Priority	Public Official:	
Group: UT-Administration	Work Unit:	
Title: COMPLAINT		

Request Location	Parcel	Named Creek	Juris	CMPD Div	S8
[REDACTED]	[REDACTED]	[REDACTED]	Char	Providence	Y
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
[REDACTED]	Caller	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]		E-Mail	[REDACTED]	[REDACTED]	[REDACTED]

Detail Description

I spoke with [REDACTED] and she said she just came back from a nursing home and has congestive heart failure. [REDACTED] said while she was gone her daughter was threatened with turning her service off. She said it is against the law to turn off a disabled persons water especially someone such as herself who is on a ventilator. She is requesting a phone call at [REDACTED].

Request Prompt	Response
When did problem occur?	feb 17, 2020
Where did the problem occur?	[REDACTED]
Who was involved?	customer and her daughter [REDACTED]
What would citizen like the city to do about the problem?	She wants a guarantee that she won't be disconnected
Have you called about this problem before?	no

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text

Resolution

PHONE CALL MADE
spoke with customer, explained medical alert process. Reset payment arrangement.

Resolution Prompt	Response
What information was given to customer?	
What would citizen like the city to do about the problem?	
Who did customer talk to in your KBU?	
Who can customer call if more information needed?	
Was citizen satisfied with the service they received?	
If no, why?	
QA Only: Service Completed - Customer Satisfied	

Emerald Request Detail



Request #: 7795723	Received By: Lanette Harrison	Received: 04/02/2020 12:25
Type: COMPLAINT	Origin: Citizen	Due: 04/14/2020 12:25
Status: CLOSED	Complex?: N	Resolved: 04/02/2020 14:45
Priority: B-Priority	Public Official:	
Group: UT-Administration	Work Unit:	
Title: COMPLAINT		

Request Location	Parcel	Named Creek	Juris	CMPD Div	
[REDACTED]	[REDACTED]		Char	Independence	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
[REDACTED]	Caller			[REDACTED]	
		E-Mail			

Detail Description

[REDACTED] advised she was turned off due to another citizen calling in to start service and then cancelled inadvertently leaving her without service. She adv possible covid exposure patient in the home and would like to have services restored asap. She would also like for the requirements to be changed as to when a person calls in for a mvin they should lhave to show proof of residency.

Request Prompt	Response
When did problem occur?	4/02/2020
Where did the problem occur?	
Who was involved?	
What would citizen like the city to do about the problem?	
Have you called about this problem before?	YES

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text

Resolution

PHONE CALL MADE
called and left voicemail for customer. sent email to dispatchers to have services turned on ASAP. customer water back on.

Resolution Prompt	Response
What information was given to customer?	
What would citizen like the city to do about the problem?	
Who did customer talk to in your KBU?	
Who can customer call if more information needed?	
Was citizen satisfied with the service they received?	
If no, why?	
QA Only: Service Completed - Customer Satisfied	



Emerald Request Detail



Request #: 7797466 Received By: Keyona Bryant Received: 04/06/2020 07:26
 Type: COMPLAINT Origin: Citizen Due: 04/16/2020 07:26
 Status: OPEN Complex?: N Resolved:
 Priority: B-Priority Public Official:
 Group: UT-Administration Work Unit:
 Title: COMPLAINT

Request Location	Parcel	Named Creek	Juris	CMPD Div	
[REDACTED]	[REDACTED]	[REDACTED]	Char	North	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
[REDACTED]	Caller	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]		E-Mail			

Detail Description

[REDACTED] HAS A LEAK ON PRIVATE SIDE SO HE CUTS WATER ON AND OFF DAILY AT METER WITH HIS OWN UTILITY KEY BECAUSE HE CANT AFFORD TO GET IT FIXED YET. SAYS WORK WAS DONE ON CITY SIDE ON HIS STREET AND THE KEY HE USED WAS TAKEN AND THE METER WAS LEFT ON. WORK WAS DONE ON 4/3/2020 AND ONE TRUCK SAID CHARLOTTE WATER. BEST CONTACT # [REDACTED]. CITIZEN ALSO STATED HE WOULD LIKE TO BE COMPENSATED FOR THE WATER BEING ON BECAUSE HE CUTS IT OFF TO MAINTAIN BILL UNTIL HE CAN GET LEAK FIXED.

Request Prompt	Response
When did problem occur?	4/3/2020
Where did the problem occur?	ON HIS STREET
Who was involved?	CHARLOTTE WATER TECH
What would citizen like the city to do about the problem?	REPLACE KEY AND PAY FOR WATER FROM WHEN KEY WAS TAKEN BECAUSE HE CANT CUT OFF THE WATER DUE TO THE LEAK.
Have you called about this problem before?	YES

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text

Resolution

sent to c. johnson, in field ops, for further assistance.

Resolution Prompt	Response
What information was given to customer?	
What would citizen like the city to do about the problem?	
Who did customer talk to in your KBU?	
Who can customer call if more information needed?	
Was citizen satisfied with the service they received?	
If no, why?	
QA Only: Service Completed - Customer Satisfied	