

Position Letter

Wade, Sharon

Subject: FW: Hincken, Theresa

Hincken, Theresa

<b>Issue Number</b>	164592	<b>Submitted On</b>	08/23/2017
<b>Priority</b>	Routine	<b>Submitted At</b>	09:27:25
<b>Status</b>	Pending	<b>Last Edited On</b>	08/23/2017
<b>Submitted By</b>	Venessa Rodgers	<b>Last Edited At</b>	10:13:28
<b>Assignees</b>	Analysts: Sara Cummins		
<b>Description</b>			

Entered on 08/23/2017 at 10:13:28 EDT (GMT-0400) by Sara Cummins:  
consumer:

water is black; was fine last night; did some laundry this morning and now her laundry is dirty; the water was black; cons is upset that her laundry was messed up and she cannot drink the laundry; cons feels she pays too much for water that isn't decent; rep she spoke to was rude and unhelpful; wld like something done.

belvedere subdivision.

Entered on 08/23/2017 at 09:27:25 EDT (GMT-0400) by Venessa Rodgers:

**Consumer has major concerns with her water being brown.**

<b>Customer Account</b>	4433 9033 66	<b>How Received</b>	Telephone
<b>Assistant Referral</b>	Analyst	<b>Primary Phone</b>	570-313-0164
<b>Spanish</b>	No	<b>Industry</b>	Water
<b>Company</b>	C W S	<b>Category</b>	Service
<b>Sub Category</b>	Water Quality	<b>Service Address</b>	120 Azalea Drive
<b>Service City</b>	Hempstead	<b>Service Zip Code</b>	28443
<b>Contacted Company</b>	Yes	<b>Reminder Sent</b>	Off
<b>Escalated</b>	Off	<b>Company Response Due Date</b>	07/01/2013
<b>Call Back</b>	Off	<b>Verify Phone</b>	Yes
<b>Verify Name</b>	Yes	<b>Caller Not Authorized</b>	No

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