

Trouble and Outage Call log

Call History for MELISSA SAURINI 241 BRAXTON LN LOT 17 Outage #: 606-209-2339

Account Number: [REDACTED] CCS Notes: **TRAILOR IN THE CENTER
BRAXTON IS OFF VANZANT** Outage #: 6062092339 Home #: [REDACTED]
 Last Name: SAURINI Work #: [REDACTED] Contact #: [REDACTED]
 First Name: MELISSA MI: [REDACTED] Mobile #: [REDACTED]
 Business Name: [REDACTED] Mailing Address: 241 BRAXTON LN LOT 17
 Service Address: 241 BRAXTON LN LOT 17 Mailing City: LILY
 Service City: LILY Motor No: [REDACTED]
 Service Zip: 407403158 Co: KU Medical Alert: No
 Office #: 421 Service Off: Electric - No
 Acct Type: 01

italics means call logged only

Type	Call Time	Agent	Trouble Code	Comments	Ref #	Home #	Work #
E	09/13/2026 06:59:41p ET	Proactive Voice Message	Unknown	Outage update sent to customer. Type: RESTORED Sent to phone: 6062092339 Storm mode:			
E	09/13/2026 06:19:42p ET	Proactive Voice Message	Unknown	Outage update sent to customer. Type: UPDATE Sent to phone: 6062092339 Storm mode:			
E	09/13/2026 05:49:40p ET	Proactive Voice Message	Unknown	Outage update sent to customer. Type: NEW Sent to phone: 6062092339 Storm mode:			
E	07/19/2026 02:43:16p ET	Proactive Voice Message	Unknown	Outage update sent to customer. Type: RESTORED Sent to phone: 6062092339			
E	07/19/2026 11:38:28a ET	Proactive Voice Message	Unknown	Outage update sent to customer. Type: UPDATE Sent to phone: 6062092339			
E	07/19/2026 11:33:35a ET	Proactive Voice Message	Unknown	Outage update sent to customer. Type: UPDATE Sent to phone: 6062092339			
E	07/19/2026 11:03:30a ET	Proactive Voice	Unknown	Outage update sent to customer. Type: NEW Sent to phone: 6062092339			

Call History for MELISSA SAURINI 241 BRAXTON LN LOT 17 Outage #: 606-209-2339

Account Number: [REDACTED] CCS Notes: **TRAILOR IN THE CENTER
BRAXTON IS OFF VANZANT** Outage #: 6062092339 Home #: [REDACTED]
 Last Name: SAURINI Work #: [REDACTED] Contact #: [REDACTED]
 First Name: MELISSA MI: [REDACTED] Mobile #: [REDACTED]
 Business Name: [REDACTED] Mailing Address: 241 BRAXTON LN LOT 17
 Service Address: 241 BRAXTON LN LOT 17 Mailing City: LILY
 Service City: LILY Meter No: [REDACTED]
 Service Zip: 407403158 Co: KU Medical Alert: No
 Office #: 421 Service Off: Electric - No
 Acct Type: 01

italics means call logged only

Type	Call Time	Agent	Trouble Code	Comments	Ref #	Home #	Work #
E	07/19/2026 11:33:35a ET	Proactive Voice Message	Unknown	Outage update sent to customer. Type: UPDATE Sent to phone: 6062092339			
E	07/19/2026 11:03:30a ET	Proactive Voice Message	Unknown	Outage update sent to customer. Type: NEW Sent to phone: 6062092339			
E	03/16/2026 09:45:21a ET	Proactive Voice Message	Unknown	Outage update sent to customer. Type: RESTORED Sent to phone: 6062092339			
E	03/16/2026 05:05:33a ET	Proactive Voice Message	Unknown	Outage update sent to customer. Type: UPDATE Sent to phone: 6062092339			
E	03/16/2026 05:00:43a ET	Proactive Voice Message	Unknown	Outage update sent to customer. Type: UPDATE Sent to phone: 6062092339			
E	03/16/2026 03:35:37a ET	Proactive Voice Message	Unknown	Outage update sent to customer. Type: UPDATE Sent to phone: 6062092339			
E	03/16/2026 03:00:48a ET	Proactive Voice	Unknown	Outage update sent to customer. Type: NEW Sent to phone: 6062092339			

Outage Notes

Outage Status for MELISSA SAURINI 241 BRAXTON LN LOT 17 Outage #: 606-209-2339

Account: [REDACTED]	CCS Notes: TRAILOR IN THE CENTER BRAXTON IS OFF VANZANT	Outage #: 6062092339	Home #: [REDACTED]
Last Name: SAURINI		Work #: [REDACTED]	Contact #: [REDACTED]
First Name: MELISSA	MI: [REDACTED]	Mobile #: [REDACTED]	
Business Name: [REDACTED]		Mailing Address: 241 BRAXTON LN LOT 17	
Service Address: 241 BRAXTON LN LOT 17		Mailing City: LILY	
Service City: LILY		Meter No: [REDACTED]	
Service Zip: 407403158		Co: KU	Medical Alert: No
		Office #: 421	Service Off: Electric - No
		Acct Type: 01	

Outage Start Time (ET)	Status	Crew Dispatch Time (ET)	Estimated Restoration Time (ET)	Actual Restoration Time (ET)	Comments	Incident Number
09/13/26 05:41p	Complete	09/13/26 05:45p		09/13/26 07:19p	Cause: Tree Fell; Comment: Customer Responsibility: N/A; Action Taken: Repaired/Restored; Damage Location: 0258;	26317575
07/19/26 10:58a	Complete	07/19/26 11:31a		07/19/26 02:40p	Cause: Tree Fell; Damage Location: 0258	26080905
03/16/26 02:53a	Complete	03/16/26 04:41a		03/16/26 08:46a	Cause: Tree Fell; Comment: Customer Responsibility: N/A; Action Taken: Repaired/Restored; Damage Location: 0258;	26022497
01/23/26 09:22a	Complete			01/23/26 09:22a	Cause: --; Comment: Momentary Outage Event Momentary Outage Event Momentary Outage Event	26005554
11/12/25 02:24p	Complete			11/12/25 02:36p	Cause: --;	25140419
05/29/25 08:27p	Complete			05/29/25 08:27p	Comment: Momentary Outage Event;	25072614
05/17/25 01:23a	Complete			05/17/25 01:23a	Comment: Momentary Outage Event;	25061846
09/15/24 06:02a	Complete			09/16/24 10:39a	Cause: --;	24120603
08/30/24 01:33p	Complete			08/30/24 01:33p	Cause: --;	24113799