

Field Orders Initiated Through Various Non-Contact Center Means - 9/9/10 through 9/30/10

Field Order Date	Field Order Address	Field Order ID	Reason Tag Was Field Generated	Field Order Detail (Taken from "General" remarks on pg. 2)	Remarks / Comments from Field Order	Unabbreviated Remarks/Comment Sections of Field Order	Summary of Actions Taken	Corresponding FO PDF Attachment
1 9/22/2010	Redacted	"0000059688	[Red] appliance inspections proactively scheduled by PG&E account representative, GSR Supervisor & Dispatch Scheduling.	see acct mtr #38540667/called for flame pack per aar on supervisor	<u>Office Remarks</u> [Redacted] [Redacted] - UNKNOWN ODOR PERHAPS GAS - NO GAS ACCT <u>Field Remarks</u> see acct mtr #38540667/called for flame pack per aar on supervisor <u>Dispatch Remarks</u> NTFD PIG [Redacted] 1043 HRS ON SITE AT THIS TIME <u>Red Comments</u>	<u>Office Remarks</u> [Redacted] UNKNOWN ODOR PERHAPS GAS - NO GAS ACCOUNT <u>Field Remarks</u> see account meter #38540667/called for flame pack per aar on call supervisor <u>Dispatch Remarks</u> NOTIFIED GSR [Redacted] 1043 HOURS ON SITE AT THIS TIME [Redacted] <u>Extended Comments</u> N/A	PG&E Account Service Representatives contacted [Red] and offered to have PG&E perform appliance inspections during [Redacted] hours. At the request of the [Red] employee was dispatched and performed appliance check	Attachment 1A
2 9/25/2010	Redacted	"0000060857	[Red] appliance inspections proactively scheduled by PG&E account representative, GSR Supervisor & Dispatch Scheduling.	chkd mltipl apls&fmcs in [Red] all fltrs need to be replcd-repaired few leaks&2replcd flex lines-had..	<u>Office Remarks</u> GIVE TO [Redacted] AND [Redacted] FOR [Redacted] NO GAS PREMISE FOR ADDRESS <u>Field Remarks</u> chkd mltipl apls&fmcs in [Red] all fltrs need to be replcd-repaired few leaks&2replcd flex lines-had.. <u>Dispatch Remarks</u> <u>Comments</u> plmbr come out to repair leak on hselne in utility closet back of kitchen location...tag belongs to [Redacted] [Redacted] -San Bruno	<u>Office Remarks</u> GIVE TO [Redacted] AND [Redacted] FOR ADDRESS [Redacted] NO GAS PREMISE FOR ADDRESS <u>Field Remarks</u> checked multiple appliances & furnaces in [Red] all filters need to be replaced-repaired few leaks & replaced 2 flex lines-had.. <u>Dispatch Remarks</u> N/A <u>Extended Comments</u> GSR had plumber come out to repair leak on customer houseline in utility closet back of kitchen location...tag belongs to [Redacted] -San Bruno	PG&E Account Service Representatives contacted [Red] and offered to have PG&E perform appliance inspections during [Redacted] hours. At the request of the [Red] two employees were dispatched and performed appliance check. Found a few leaks that were repaired on appliances. Also found leak on house line in utility closet. A plumber was called to correct the house line leak. Notified customer that all filters need to be replaced on furnaces.	Attachment 1B
3 9/25/2010	Redacted	"0000063248	Tag issued per Fire Captain request.	cn.4127173629 no gas at this facility-water pumping station/generator/backu for cable tv-odor coming dispatch Remarks: ETA 8:50 PIG [Redacted] <u>Comments</u> from battery back up system in metal box-2%L read at box-no gas here cgi inside pump station-outside sweep 0.0reads-found small leak at mtr set at [Red] <u>Red</u> cust anxiety on block will have fu tag to flame pack area at co. conv.	<u>Office Remarks</u> [Redacted] PUMP STATION;CALL FIRE CAPTAIN CELL FOR ACCESS [Redacted] WILL MEET GAS SERVICE REP ON SITE <u>Field Remarks</u> case number 4127173629 issued to maintenance construction flame pack because of gas odor even though there is no gas at this facility-water pumping station/generator/backu for cable tv-odor coming <u>Dispatch Remarks</u> Expected Time of Arrival 8:50 PIG [Redacted] <u>Comments</u> from battery back up system in metal box-2%Lower explosive limit read at box-no gas here can't get in inside pump station-outside sweep 0.0reads-found small leak at meter set at [Redacted] customer anxiety on block will have follow up tag to flame pack area at company convenience.	<u>Office Remarks</u> [Redacted] PUMP STATION;CALL FIRE CAPTAIN CELL FOR ACCESS [Redacted] WILL MEET GAS SERVICE REP ON SITE <u>Field Remarks</u> case number 4127173629 issued to maintenance construction flame pack because of gas odor even though there is no gas at this facility-water pumping station/generator/backu for cable tv-odor coming <u>Dispatch Remarks</u> Expected Time of Arrival 8:50 PIG [Redacted] <u>Comments</u> from battery back up system in metal box-2%Lower explosive limit read at box-no gas here can't get in inside pump station-outside sweep 0.0reads-found small leak at meter set at [Redacted] customer anxiety on block will have follow up tag to flame pack area at company convenience.	Fire department notified PG&E of odor coming from facility with water pump station and generator back up for cable T V. An M&C case number was issued to M&C organization because the odor was coming from a facility with no gas service. Employee surveyed property and instrument registered leak near box containing batter back up equipment; employee was not able to gain entry. Employee performed further sweep outside facility and found no leaks. While on site, employee found small leak at house meter at [Redacted] issued follow up tag to have area surveyed.	Attachment 1C
4 9/25/2010	Redacted	"0000668741	[Red] appliance inspections proactively scheduled by PG&E account representative, GSR Supervisor & Dispatch Scheduling.	6 ROOF MOUNT HTRS HAVE NO ELECTRICITY TO CHECK.2 AWH ,RANGE AND 3 OVENS HAVE BEEN LINED OFF AND ARE	<u>Office Remarks</u> [Redacted] SAN BRUNO GAS APPLIANCE INSPECTION FOR [Redacted] <u>Field Remarks</u> 6 ROOF MOUNT HTRS HAVE NO ELECTRICITY TO CHECK.2 AWH ,RANGE AND 3 OVENS HAVE BEEN LINED OFF AND ARE <u>Dispatch Remarks</u> <u>Comments</u> GOING TO BE REPLACED.NO OTHER GAS APPLS PER CUST.	<u>Office Remarks</u> [Redacted] SAN BRUNO GAS APPLIANCE INSPECTION FOR SAN BRUNO SCHOOL <u>Field Remarks</u> 6 ROOF MOUNT HEATERS HAVE NO ELECTRICITY TO CHECK.2 AUTOMATIC WATER HEATERS ,RANGE AND 3 OVENS HAVE BEEN LINED OFF AND ARE <u>Dispatch Remarks</u> N/A <u>Extended Comments</u> GOING TO BE REPLACED.NO OTHER GAS APPLIANCES PER CUST.	PG&E Account Service Representatives contacted [Redacted] and offered to have PG&E perform appliance inspections during [Redacted] hours. At the request of the [Redacted] employee was dispatched and performed appliance check. Found that the six heaters mounted on the roof had no electricity to operate so a check of their operation could not be performed. Employee also found that 2 water heaters a range and 3 ovens had the gas lines caped since they were to be replaced; no leaks found.	Attachment 1D

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5	9/25/2010	Redacted	Job initially requested by Fire Department and then cancelled by Fire Department.	CANCEL PER FIRE DEPT PER DISP [Red]	<u>Office Remarks</u> SAN MATEO FD-STRNG GAS ODOR UNDER THE WATER STATION@Redacted <u>Field Remarks</u> CANCEL PER FIRE DEPT PER DISP [Re] <u>Dispatch Remarks</u> <u>Comments</u>	<u>Office Remarks</u> SAN MATEO FIRE DEPARTMENT-STRONG GAS ODOR UNDER THE WATER STATION@Redacted <u>Field Remarks</u> Work and Resource Dispatcher <u>Dispatch Remarks</u> CANCEL PER FIRE DEPT PER DISPATCH [Re] <u>Dispatch Remarks</u> N/A <u>Extended Comments</u> N/A	This was a duplicate of Field Order 0000063248 and was therefore cancelled since the previous tag addressed the concern.	Attachment 1E
6	9/13/2010	1314288941	Tag issued by Dispatch and Scheduling Work and Resource team as part of San Bruno restoration effort	OUTSIDE SWEEP 0.0 LEL, INSIDE SWEEP 0.0 LEL, LINE HELD TIGHT, NO GAS LEAK DETECTED @ THIS TIME.	<u>Office Remarks</u> GIVE TO [Reda] <u>Field Remarks</u> OUTSIDE SWEEP 0.0 LEL, INSIDE SWEEP 0.0 LEL, LINE HELD TIGHT, NO GAS LEAK DETECTED @ THIS TIME. <u>Dispatch Remarks</u> <u>Comments</u>	<u>Office Remarks</u> GIVE TO [Reda] <u>Field Remarks</u> OUTSIDE SWEEP 0.0 LOWER EXPLOSIVE LIMIT, INSIDE SWEEP 0.0 LOWER EXPLOSIVE LIMIT, LINE HELD TIGHT, NO GAS LEAK DETECTED @ THIS TIME. <u>Dispatch Remarks</u> N/A <u>Extended Comments</u> N/A	An employee was dispatched to perform a leak survey of premises; no leaks found	Attachment 1F
7	9/24/2010	5276054081	[Red] appliance inspections proactively scheduled by PG&E account representative, GSR Supervisor & Dispatch Scheduling.	CHECKED 9 FAF, 1 RANGE, 3 OVEN, 1 TANKLESS AWH.THERMOST AT TO FAF ON ROOF LOCKED.	<u>Office Remarks</u> gas appliance inspection for [Redacted] <u>Field Remarks</u> CHECKED 9 FAF, 1 RANGE, 3 OVEN, 1 TANKLESS AWH.THERMOST AT TO FAF ON ROOF LOCKED. <u>Dispatch Remarks</u> <u>Comments</u>	<u>Office Remarks</u> gas appliance inspection for [Redacted] <u>Field Remarks</u> CHECKED 9 Forced Air Furnace, 1 RANGE, 3 OVEN, 1 TANKLESS Automatic Water Heater. THERMOST AT TO Forced Air Furnace ON ROOF LOCKED. <u>Dispatch Remarks</u> N/A <u>Extended Comments</u> N/A	PG&E Account Service Representatives contacted [Red] and offered to have PG&E perform appliance inspections during [Redacted] hours. At the request of the [Redacted] employee was dispatched and performed appliance check. Employee checked 9 forced air furnaces, 1 range, 3 ovens and 1 tankless hot water heater; no leaks found.	Attachment 1G
8	9/20/2010	5328162575	Tag requested by owner of home. [Redacted] thru Dispatch and Scheduling Work and Resource team as part of San Bruno restoration effort	0% LEL FOUND, INSIDE AND OUTSIDE SWEEPS. H[Red] STOOD UP. SAFETY CHECKED FAF, RANGETOP AND WTR HTR. FOU <u>Dispatch Remarks</u> <u>Comments</u> ND AND FIXED DBL ADAPTOR ON WTR HTR. REPLACED APPL VALVE. CLEANED PILOT ON FAF. DRYER AND OVEN ARE 240V. NO OTHER GAS APPL'S PER CUST.	<u>Office Remarks</u> owner wants house inspected after fire [Redacted] <u>Field Remarks</u> 0% LEL FOUND, INSIDE AND OUTSIDE SWEEPS. H[Red] STOOD UP. SAFETY CHECKED FAF, RANGETOP AND WTR HTR. FOU <u>Dispatch Remarks</u> <u>Comments</u> ND AND FIXED DBL ADAPTOR ON WTR HTR. REPLACED APPL VALVE. CLEANED PILOT ON FAF. DRYER AND OVEN ARE 240V. NO OTHER GAS APPL'S PER CUST.	<u>Office Remarks</u> owner wants house inspected after fire [Redacted] <u>Field Remarks</u> 0% Lower Explosive Limit FOUND, INSIDE AND OUTSIDE SWEEPS. HOUSELINE STOOD UP. SAFETY CHECKED Forced Air Furnace, RANGE TOP AND WATER HEATER. FOU <u>Dispatch Remarks</u> N/A <u>Extended Comments</u> ND AND FIXED DOUBLE ADAPTOR ON WATER HEATER. REPLACED APPLIANC VALVE. CLEANED PILOT ON FORCED AIR FURNACE. DRYER AND OVEN ARE 240VOLT. NO OTHER GAS APPLIANCE'S PER CUSTOMER.	Employee dispatched to perform leak survey and appliance check at premises. Employee performed inside and outside sweep and found no leaks. Performed appliance check of force air furnace; and water heater. The dryer and oven are electric. Employee replaced adaptor on water heater cleaned pilot on furnace.	Attachment 1H
9	9/12/2010	5328175756	Tag issued by Dispatch and Scheduling Work and Resource team as part of San Bruno restoration effort	duplicate tag	<u>Office Remarks</u> TAG 4 G1G [Re] <u>Field Remarks</u> duplicate tag <u>Dispatch Remarks</u> <u>Comments</u>	<u>Office Remarks</u> TAG 4 G1G [Redacted] <u>Field Remarks</u> duplicate tag <u>Dispatch Remarks</u> N/A <u>Extended Comments</u> N/A	(Related Field Order Tag 5328175635 for [Redacted]) Duplicate Tag. Field Order 5328175756 remarks state duplicate tag. Appears each Gas Service Rep. was under the impression the other was completing the tag notes.	Attachment 1I
10	9/12/2010	5328176522	Tag issued by Dispatch and Scheduling Work and Resource team as part of San Bruno restoration effort	duplicate tag	<u>Office Remarks</u> TAG 4 G1G [Re] <u>Field Remarks</u> duplicate tag <u>Dispatch Remarks</u> <u>Comments</u>	<u>Office Remarks</u> TAG 4 G1G [Redacted] <u>Field Remarks</u> duplicate tag <u>Dispatch Remarks</u> N/A <u>Extended Comments</u> N/A	Field Order 5328176522 Tag for [Redacted] Duplicate Tag. Related Field Order 5328176156, remarks state duplicate tag. Appears each Gas Service Rep was under the impression the other was completing the tag notes.	Attachment 1J
11	9/12/2010	5328178283	Tag issued by Dispatch and Scheduling Work and Resource team as part of San Bruno restoration effort	duplicate tag	<u>Office Remarks</u> TAG 4 G1G [Re] <u>Field Remarks</u> duplicate tag <u>Dispatch Remarks</u> <u>Comments</u>	<u>Office Remarks</u> TAG 4 G1G [Redacted] <u>Field Remarks</u> duplicate tag <u>Dispatch Remarks</u> N/A <u>Extended Comments</u> N/A	Tag for [Redacted] Duplicate Tag was cancelled; Work performed under Related Field Order 5328178236	Attachment 1K

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12	9/14/2010	Redacted	5328197560	Tag issued by Dispatch and Scheduling Work and Resource team as part of San Bruno restoration effort	cust declined gas turn on at this time - will call w hen ready. okay per customer to "safety sweep" area	<u>Office Remarks</u> GIVE TO [Red] <u>Field Remarks</u> cust declined gas turn on at this time - will call w hen ready. okay per customer to "safety sweep" area <u>Dispatch Remarks</u> <u>Comments</u>	<u>Office Remarks</u> GIVE TO [Red] <u>Field Remarks</u> customer declined gas turn on at this time - will call when ready. okay per customer to "safety sweep" area <u>Dispatch Remarks</u> N/A <u>Extended Comments</u> N/A	Employee dispatched to perform gas turn on. Customer declined service at this time. Employee performed a safety sweep of area and found no leaks.	Attachment 1L
13	9/14/2010	Redacted	5328201130	Tag issued by Area 1 Customer Service Representative as part of San Bruno restoration effort	RECHKD APPLS IN HOME-GOOD-NO PROBLEMS FOUND	<u>Office Remarks</u> PLEASE T/O G & E ASAP. OFF DUE TO SB FIRE.. CUST STILL WAITING.. TY [Red] <u>Field Remarks</u> RECHKD APPLS IN HOME-GOOD-NO PROBLEMS FOUND <u>Dispatch Remarks</u> <u>Comments</u>	<u>Office Remarks</u> PLEASE T/O G & E AS SOON AS POSSIBLE. OFF DUE TO SAN BRUNO FIRE.. CUST STILL WAITING.. TY [Red] <u>Field Remarks</u> RECHECKED APPLIANCES IN HOME-GOOD-NO PROBLEMS FOUND <u>Dispatch Remarks</u> N/A <u>Extended Comments</u> N/A	Customer requested service be turned on due to previous fire. Employee was dispatched to restore service and checked all appliances finding no leaks or problems.	Attachment 1M
14	9/15/2010	Redacted	5328209324	Tag issued by Area 1 Field Service Operating Clerk as part of San Bruno restoration effort	reconnect&restored serv-0'mvmt-chk&rit appls-ok-replcd fltr@furnace	<u>Office Remarks</u> give to [Redacted] pls. <u>Field Remarks</u> reconnect&restored serv-0'mvmt-chk&rit appls-ok-replcd fltr@furnace <u>Dispatch Remarks</u> <u>Comments</u>	<u>Office Remarks</u> give to [Redacted] pls. <u>Field Remarks</u> reconnect & restored service -0 feet movement on gas meter test hand-checked & relit appliances-ok-replaced filter @ furnace <u>Dispatch Remarks</u> N/A <u>Extended Comments</u> N/A	Employee dispatched to reconnect and restore service. Employee checked meter and verified no flow of gas while appliances shut off. Performed relight and appliance check; no leaks. Furnace filter was replaced.	Attachment 1N
15	9/13/2010	Redacted	5328214716	Assist Tag issued by Concord Dispatch	Assisted [Red]	<u>Office Remarks</u> TAG FOR [Red] <u>Field Remarks</u> Assisted [Red] <u>Dispatch Remarks</u> <u>Comments</u>	<u>Office Remarks</u> TAG FOR [Red] <u>Field Remarks</u> Assisted [Red] <u>Dispatch Remarks</u> N/A <u>Extended Comments</u> N/A	Field order for [Redacted] requested assistance for employee already on site	Attachment 1O
16	9/16/2010	Redacted	5328388018	Tag issued by Area 1 Field Service Operating Clerk as part of San Bruno restoration effort	no answer. painted set. In.	<u>Office Remarks</u> <u>Field Remarks</u> no answer. painted set. In. <u>Dispatch Remarks</u> <u>Comments</u>	<u>Office Remarks</u> <u>Field Remarks</u> no answer. painted set. In. <u>Dispatch Remarks</u> N/A <u>Extended Comments</u> N/A	Employee dispatched to premises; no customer home. Employee painted meter set.	Attachment 1P
17	9/21/2010	Redacted	5328394570	Tag requested by San Mateo County Dispatch	outside=0, water meter cover=0, sewer=0, vents=0, windows=0, perimeter=0, neighbors perimeter=0 and	<u>Office Remarks</u> PLS ASSIT/ MAKE SAFE/ SAN MATEO COUNTY DISPATCH <u>Field Remarks</u> outside=0, water meter cover=0, sewer=0, vents=0, windows=0, perimeter=0, neighbors perimeter=0 and <u>Dispatch Remarks</u> MULTIPLE IR GAS LEAK TAGS IN AREA; CALLED P1G [Red] @1509;(DNR); CALLED P1G [Red] @1513; ACCEPTED <u>Comments</u> street area = 0. found pile of garbage in neighbors yard creating odor. verified and confirmed with the sbfd.	<u>Office Remarks</u> PLEASE ASSIST/ MAKE SAFE/ SAN MATEO COUNTY DISPATCH <u>Field Remarks</u> Combustible Gas Indicator shows zero reads outside, at water meter cover, sewer, house foundation vents, windows, perimeter of home and neighbors perimeter of home and <u>Dispatch Remarks</u> MULTIPLE IR GAS LEAK TAGS IN AREA; CALLED P1G [Red] @1509;(DNR); CALLED P1G [Red] @1513; ACCEPTED GSR <u>Extended Comments</u> street area. Found pile of garbage in neighbors yard creating odor. Verified and confirmed with the San Bruno fire department.	Employee dispatched to location to check for odor call. Employee performed leak sweep outside property, at water meter cover, sewer line, house foundation vents, windows and perimeter of home. Also performed sweep along neighbors property and street; found pile of garbage in neighbors yard creating odor. Employee verified and confirmed findings with fire department.	Attachment 1Q
18	9/13/2010	Redacted	5328400808	Tag requested by crew that shut off gas service.	n.a. Will f/u in the morning.	<u>Office Remarks</u> obw cust waiting <u>Field Remarks</u> n.a. Will f/u in the morning. <u>Dispatch Remarks</u> DISP@2040 P1G [Red] <u>Comments</u>	<u>Office Remarks</u> off by workers customer waiting <u>Field Remarks</u> No access. Will follow up in the morning. <u>Dispatch Remarks</u> DISPATCHED @2040 P1G [Red] (Dudley, Thomas) <u>Extended Comments</u> N/A	PG&E crew shut off gas service and requested field employee be dispatched to address to meet with customer. Employee dispatched, but could not gain access; noted that it should be followed up in morning. [Redacted]	Attachment 1R

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19 9/17/2010	Redacted	5328415483	Issued by [Redacted] at the request of [Redacted]	PERFORMED SWEEP INSIDE AND OUTSIDE WITH GAS TRAC MACHINE AND ZERO READINGS WERE	Office Remarks Issued Per [Redacted] Field Remarks PERFORMED SWEEP INSIDE AND OUTSIDE WITH GAS TRAC MACHINE AND ZERO READINGS WERE [Redacted] ARE WORKING THIS TAG Comments FOUND,PERFORMED CLOCK TEST ON HSELINE AND FOUND NO MOVEMENT,FOUND SMALL FUZZ AT W/H'S APPL VALVE,TIGHTEN BACKING NUT TO STOP GAS LEAKAGE,OLDER S/OFF VALVE,ADVISED TO REPLACE WITH NEW VALVE,SO THAT VALVE CAN BE S/OFF BY HAND.REPAIRED FUZZ LEAK AT FLEX CONNECTOR UNDER COOK TOP BY TIGHTING FLEX AND FOUND FLEX CONNECTOR INTO NEWLY INSTALLED S/OFF VALVE UNDER COOK TOP,NOT LEAKING BUT ADVISED TO REPLACE WITH CORRECT NIPPLE.	Office Remarks Issued Per [Redacted] Field Remarks PERFORMED SWEEP INSIDE AND OUTSIDE WITH GAS TRAC MACHINE AND ZERO READINGS WERE [Redacted] ARE WORKING THIS TAG Extended Comments FOUND,PERFORMED CLOCK TEST ON HOUSELINE AND FOUND NO MOVEMENT,FOUND SMALL FUZZ LEAK AT WATER HEATER APPL VALVE,TIGHTEN BACKING NUT TO STOP GAS LEAKAGE,OLDER SHUT OFF VALVE, ADVISED TO REPLACE WITH NEW VALVE,SO THAT VALVE CAN BE SHUT OFF BY HAND. REPAIRED FUZZ LEAK AT FLEX CONNECTOR UNDER COOK TOP BY TIGHTING FLEXIBLE CONNECTOR AND FOUND FLEXIBLE CONNECTOR INTO NEWLY INSTALLED SHUT OFF VALVE UNDER COOK TOP, NOT LEAKING BUT ADVISED TO REPLACE WITH CORRECT NIPPLE.	Two employees were dispatched to property to perform leak survey and appliance check. When house line was checked for flow of gas with appliances shut off; no flow detected. Performed safety check of appliances and found small leak at water heater valve which was repaired. Advised customer that shut off on water heater was older unit and should be replaced with a shut off that could be hand operated. Also found small leak at the flexible connector under the cook top. Repaired by tightening. Advised customer that shut off for cooktop was newly installed but noted that the connecting nipple should be replaced with correct unit.	Attachment 1S
20 9/13/2010	Redacted	5338544553	Tag issued by Dispatch and Scheduling Work and Resource team as part of San Bruno restoration effort	NO ANSWER @ DOOR. OUTSIDE SWEEP 0.0 LEL. CLOCKED MET ER @ 1.5 CFH. CALLED SUPERVISOR [Redacted] LEFT SRF	Office Remarks ODOR AT MTR Field Remarks NO ANSWER @ DOOR. OUTSIDE SWEEP 0.0 LEL. CLOCKED MET ER @ 1.5 CFH. CALLED SUPERVISOR [Redacted] LEFT SRF Dispatch Remarks Comments FOR FOLLOW UP AND SAFETY CHECK. NO LEAK DETECTED @ THIS TIME.	Office Remarks ODOR AT MTR Field Remarks NO ANSWER @ DOOR. OUTSIDE SWEEP 0.0 LOWER EXPLOSIVE LIMIT. CLOCKED MET ER @ 1.5 CUBIC FEET PER HOUR. CALLED SUPERVISOR [Redacted] LEFT SERVICE REPORT FORM Dispatch Remarks N/A Extended Comments FOR FOLLOW UP AND SAFETY CHECK. NO LEAK DETECTED @ THIS TIME.	Employee dispatched to investigate gas odor at meter. Employee performed sweep of exterior; no leaks found. Employee could not gain access to inside of property. Performed a clock test on meter to measure flow of gas into house; noted rate of 1.5 cubic feet/hour. Left follow-up for further leak check inside; no leaks detected at this time.	Attachment 1T
21 9/17/2010	Redacted	5338572833	Tag requested by Gas Service Supervisor Aaron Brownson	assisted sf svcmn/found and fixed several tiny lk's/ see that tag for more info	Office Remarks Give To GSR [Redacted] Field Remarks assisted sf svcmn/found and fixed several tiny lk's/ see that tag for more info Dispatch Remarks Comments	Office Remarks Give To GSR [Redacted] Field Remarks assisted San Francisco serviceman/found and fixed several tiny leak's/ see that tag for more information. Dispatch Remarks N/A Extended Comments N/A	A Gas Service Representative (GSR) was dispatched to assist another employee at location. Actions shown under Field Order 53382328	Attachment 1U
22 9/14/2010	Redacted	5338579718	Assist Tag issued by Concord Dispatch	SWEEP INSIDE AND OUTSIDE FOR LEAKS, NO READS; CLOCKE D HSE LINE NO MOVEMENT;	Office Remarks GIVE TAG TO [Redacted] Field Remarks SWEEP INSIDE AND OUTSIDE FOR LEAKS, NO READS; CLOCKED HSE LINE NO MOVEMENT; Dispatch Remarks Comments 40 PPM CO FROM HOT OVEN, ADVISE TO USE RANGE HOOD FAN; CHANGED OLD REG;	Office Remarks GIVE TAG TO [Redacted] Field Remarks SWEEP INSIDE AND OUTSIDE FOR LEAKS, NO READS; CLOCKED HOUSE LINE NO MOVEMENT; Dispatch Remarks N/A Extended Comments 40 PARTS PER MILLION CARBON MONOXIDE FROM HOT OVEN, ADVISE TO USE RANGE HOOD FAN; CHANGED OLD GAS REGULATOR;	Employee dispatched to performed leak survey and appliance safety check at premises. Performed sweep inside and outside; no leaks found. Performed clock test on meter to identify any unaccounted for gas; none found. Identified carbon monoxide coming from hot oven and advised customer to use range hood fan when cooking. Employee also changed out gas regulator	Attachment 1V
23 9/16/2010	Redacted	5338596407	Tag issued by Area 1 Field Service Operating Clerk as part of San Bruno restoration effort	Turned on gas and electric service. Safety checked and relit gas appliances. All found working ok	Office Remarks give to [Redacted] pls. Field Remarks Turned on gas and electric service. Safety checked and relit gas appliances. All found working ok Dispatch Remarks Comments at this time. Electric Meter Read : 03803	Office Remarks give to [Redacted] pls. Field Remarks Turned on gas and electric service. Safety checked and relit gas appliances. All found working ok Dispatch Remarks N/A Extended Comments at this time. Electric Meter Read : 03803	Employee dispatched to turn on gas and electric service. Turned on service and checked premises for leaks and relit gas appliances;. All appliances were found to be working ok. Employee read electric meter.	Attachment 1W

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24	9/10/2010	Redacted						
		5338747459	Tag issued by Concord Dispatch	LEAK MTR CAP// MISSING WASHER/ USED QC TO CORRECT/ NO OTHER LEAK AT MTR SET CSTMR NOT HM NA/LN	Office Remarks TAG FOR [Redacted] Field Remarks LEAK MTR CAP// MISSING WASHER/ USED QC TO CORRECT/ NO OTHER LEAK AT MTR SET CSTMR NOT HM NA/LN Dispatch Remarks Comments CGI TEST OUTSIDE INDICATES 0 % LEL	Office Remarks TAG FOR [Redacted] Field Remarks LEAK METER CAP// MISSING WASHER/ USED QUICK CHANGE TO CORRECT/ NO OTHER LEAK AT METER SET CUSTOMER NOT HOME NO ACCESS/LEFT NOTE Dispatch Remarks N/A Extended Comments COMBUSTIBLE GAS INDICATOR TEST OUTSIDE INDICATES 0 % LOWER EXPLOSIVE LIMIT	Employee dispatched to property, but unable to contact customer. Found a leak caused by a washer missing at a meter cap and used a quick change replacement to repair. No other leaks at meter set.	Attachment 1X
25	9/10/2010	5338748233	Tag issued by Dispatch and Scheduling Work and Resource team as part of San Bruno restoration effort	CASE # 2973487815/LAN ID: [Redacted] FOR ODOR OF GAS IN FRONT OF HOUSE NEAR GARAGE, .6%LEL	Office Remarks GIVE TO [Redacted] Field Remarks CASE # 2973487815/LAN ID: [Redacted] FOR ODOR OF GAS IN FRONT OF HOUSE NEAR GARAGE, .6%LEL Dispatch Remarks IN BARHOLES IN FRONT LAWN, 0.0%LEL FOUND DURING INSIDE/OUTSIDE SWEEP. REPAIRED FROZEN/LEAKING STOP COCK AT GRADE. REBUILT INLET DUE TO CLOSE FITTINGS ON HIGH PRESSURE SIDE. VERIFIED SLOW FLOW ON MTR, MTR CLOCKD TIGHT, SAFETY CHCKD APPLS. DISCONNECTED STOVE DUE TO MISSING COVER PLATE ON MIDDLE BURNER OF RANGE. MADE TEMP REPAIR OF COMMUNICATION IN FAF IN CLOSET. APPLS INCLUDED GAS DRYER. ADVISED CUST OF FIZZER LEAK ON ELBOW AT AWH. ASSISTED BY GSR'S [Redacted] [Redacted] NO EVAC PER [Redacted]	Office Remarks GIVE TO [Redacted] Field Remarks CASE # 2973487815/LAN ID: [Redacted] FOR ODOR OF GAS IN FRONT OF HOUSE NEAR GARAGE, .6%LOWER EXPLOSIVE LIMIT Dispatch Remarks N/A Extended Comments IN BARHOLES IN FRONT LAWN, 0.0%LOWER EXPLOSIVE LIMIT FOUND DURING INSIDE/OUTSIDE SWEEP. REPAIRED FROZEN/LEAKING STOP COCK AT GRADE. REBUILT INLET DUE TO CLOSE FITTINGS ON HIGH PRESSURE SIDE. VERIFIED SLOW FLOW ON METER, METER CLOCKED TIGHT, SAFETY CHECKED APPLIANCES. DISCONNECTED STOVE DUE TO MISSING COVER PLATE ON MIDDLE BURNER OF RANGE. MADE TEMPORARY REPAIR OF COMMUNICATION IN FORCED AIR FURNACE IN CLOSET. APPLIANCES INCLUDED GAS DRYER. ADVISED CUST OF FIZZER LEAK ON ELBOW AT AUTOMATIC WATER HEATER. ASSISTED BY GSR'S [Redacted] [Redacted] NO EVAC UATION PER SUPERVISOR [Redacted]	Three employees were dispatched to premises (original GSR and two others who assisted) to perform leak survey and appliance safety check. An odor in front of the house near the garage was detected through holes that were poked into front lawn with a digging bar. An inside and outside sweep of property then performed; no leaks found. Employees repaired a leak at the stop cock at meter location. Also rebuilt inlet because of its proximity to the high pressure side of meter set. Performed a clock test to identify flow of gas through house line; found a slow flow into house. Safety checked appliances, including stove, gas dryer, furnace and water heater. Disconnected stove due to missing cover plate on one of the burners and repaired small leak on elbow to water heater. Also made temporary repair for proper air flow circulation in forced air furnace closet.	Attachment 1Y
26	9/24/2010	5380243548	Tag issued by Dispatch and Scheduling Work and Resource team as part of San Bruno restoration effort	GSR LEAK 4207474069 [Redacted]//CUST SMELLING IFO HOUSE// DID OUTSIDE SWEEP, 0.0% LEL/CALLED DISPATCH	Office Remarks GIVE TO [Redacted] Field Remarks GSR LEAK 4207474069 [Redacted] JUST SMELLING IFO HOUSE// DID OUTSIDE SWEEP, 0.0% LEL/CALLED DISPATCH Remarks Comments REQUESTED FLAME PACK / HE ARRIVED AND CHECKED, DID NOT FIND ANY LEAKS./NOTIFIED SUPERVISOR OKD OUTSIDE SWEEP ONLY/ AF 1/4 CFT HR//SERVICE VALVE, METER BURIED NO TEE MADE F/U FOR ALT.	OFFICE REMARKS GIVE TO [Redacted] FIELD REMARKS GAS SERVICE REPRESENTATIVE LEAK CASE #4207474069 CREATED BY CUSTOMER SERVICE REPRESENTATIVE [Redacted] CUST SMELLING IN FRONT OF HOUSE DID OUTSIDE SWEEP, 0.0% LOWER EXPLOSIVE LIMIT CALLED DISPATCH DISPATCH REMARKS N/A. EXTENDED COMMENTS REQUESTED FLAME PACK. FLAME PACK ARRIVED AND CHECKED, DID NOT FIND ANY LEAKS. NOTIFIED SUPERVISOR OKAYED OUTSIDE SWEEP ONLY ACTUAL FLOW 1/4 CUBIC FOOT PER HOUR. SERVICE VALVE, METER BURIED NO TEE MADE FOLLOW-UP FOR ALTERATIONS.	Employee dispatched to perform leak survey because customer stated they smelled gas in front of house. Employee performed outside sweep of property; no leaks found. Also noted flow at meter of 1/4 cubic foot per hour. Employee noted that meter was buried requiring a follow up visit.	Attachment 1Z

Field Remarks ="General"; **Office Remarks** ="GSR Remarks"; **Dispatch Remarks** ="Dispatcher"; **Extended Comments** ="Extended"

Field Orders Initiated Through Various Non-Contact Center Means - 9/9/10 through 9/30/10

Field Order Date	Field Order Address	Field Order ID	Reason Tag Was Field Generated	Field Order Detail (Taken from "General" remarks on pg. 2)	Remarks / Comments from Field Order	Unabbreviated Remarks/Comment Sections of Field Order	Summary of Actions Taken	Corresponding FO PDF Attachment	
27	9/12/2010	Redacted	5380327759	Tag issued by Dispatch and Scheduling Work and Resource team as part of San Bruno restoration effort	check appls only-ok	<u>Office Remarks</u> TAG 4 P1G [Redacted] <u>Field Remarks</u> check appls only-ok <u>Dispatch Remarks</u> <u>Comments</u>	<u>OFFICE REMARKS</u> TAG FOR [Redacted] <u>FIELD REMARKS</u> CHECK APPLIANCES ONLY. FOUND ALL OKAY. <u>DISPATCH REMARKS</u> N/A <u>EXTENDED COMMENTS</u> N/A	Employee dispatched to perform appliance safety check. Appliances were found to be okay; no leaks.	Attachment 1AA
28	9/23/2010	Redacted	5380343756	Tag issued by Dispatch and Scheduling Work and Resource team as part of San Bruno restoration effort	outside=0, storm drain=0, water covers=0, mtr set=0, water =0, garage door=0, vents=0, windows=0, front	<u>Office Remarks</u> NO LEAK HOWEVER CUSTOMER WANTS CLOCK TEST - ANXIETY <u>Field Remarks</u> outside=0, storm drain=0, water covers=0, mtr set=0, water =0, garage door=0, vents=0, windows=0, front <u>Dispatch Remarks</u> NTFD P1G [Redacted] 245 HRS [Redacted] <u>Comments</u> door=0 and inside = 0. clock test = 0. appls ck ok.	<u>OFFICE REMARKS</u> NO LEAK HOWEVER CUSTOMER WANTS CLOCK TEST - ANXIETY. <u>FIELD REMARKS</u> OUTSIDE SWEEP, STORM DRAIN, WATER COVERS, METER SET, WATER HEATER, GARAGE DOOR, VENTS, WINDOWS AND FRONT HAD ZERO LOWER EXPLOSIVE LIMITS. <u>DISPATCH REMARKS</u> NOTIFIED GAS SERVICE REPRESENTATIVE [Redacted] AT 12:45 HOURS BY [Redacted] <u>EXTENDED COMMENTS</u> DOOR AND INSIDE SWEEP ZERO LOWER EXPLOSIVE LIMIT. CLOCK TEST ZERO FLOW. APPLIANCE CHECKS WERE OKAY.	Employee dispatched to perform leak survey and perform appliance safety check. An outside sweep of the property, storm drain, water meter covers, meter set, water heater, garage, house vents, windows and front of house; no leaks found. A clock test was performed to determine if there was any unaccounted for gas; results ok. A safety appliance check was performed; no leaks.	Attachment 1AB
29	9/12/2010	Redacted	5380358794	Tag issued by Dispatch and Scheduling Work and Resource team as part of San Bruno restoration effort	"OBC" CLOCK TEST HELD. APPLIS. ARE OPERATING PROPERLY. FILTER OK ON FAF.. REMOVED DOUBLE ADAPTER ON	<u>Office Remarks</u> TAG 4 G1G [Redacted] <u>Field Remarks</u> "OBC" CLOCK TEST HELD. APPLIS. ARE OPERATING PROPERLY. FILTER OK ON FAF.. REMOVED DOUBLE ADAPTER ON <u>Dispatch Remarks</u> <u>Comments</u> DRYER. NO WF..	<u>OFFICE REMARKS</u> TAG FOR GAS SERVICE REPRESENTATIVE [Redacted] <u>FIELD REMARKS</u> OFF BY CREW, CLOCK TEST HELD. APPLIANCES ARE OPERATING PROPERLY. FILTER OKAY ON FORCED AIR FURNACE. REMOVED DOUBLE ADAPTER ON <u>DISPATCH REMARKS</u> : N/A <u>EXTENDED COMMENTS</u> DRYER. NO WALL FURNACE.	Employee dispatched to turn on gas service and to perform an appliance safety check. A clock test was performed to identify any unaccounted for gas; results ok. Appliance safety check performed with all appliances operating properly. Also removed a double adapter that was found on clothes dryer	Attachment 1AC
30	9/12/2010	Redacted	5380359861	Tag issued by Dispatch and Scheduling Work and Resource team as part of San Bruno restoration effort	COMPLETED UPON ARRIVAL PER CUST.	<u>Office Remarks</u> TAG 4 D1G [Redacted] <u>Field Remarks</u> COMPLETED UPON ARRIVAL PER CUST. <u>Dispatch Remarks</u> <u>Comments</u>	<u>OFFICE REMARKS</u> TAG FOR GAS SERVICE REPRESENTATIVE [Redacted] <u>FIELD REMARKS</u> COMPLETED UPON ARRIVAL PER CUSTOMER. <u>DISPATCH REMARKS</u> N/A <u>EXTENDED COMMENTS</u> N/A	Employee dispatched to turn on gas service and to perform an appliance safety check. Employee found that work was already completed.	Attachment 1AD
31	9/12/2010	Redacted	5380371303	Tag issued by Dispatch and Scheduling Work and Resource team as part of San Bruno restoration effort	found and left wall htr off p/custs spec..assisted b y gsrs [Redacted]	<u>Office Remarks</u> <u>Field Remarks</u> found and left wall htr off p/custs spec..assisted b y gsrs [Redacted] <u>Dispatch Remarks</u> <u>Comments</u>	<u>OFFICE REMARKS</u> NONE <u>FIELD REMARKS</u> FOUND AND LEFT WALL HEATER OFF PER CUSTOMERS SPECIFICATIONS. ASSISTED BY GAS SERVICE REPRESENTATIVE [Redacted] <u>DISPATCH REMARKS</u> N/A <u>EXTENDED COMMENTS</u> N/A	Employee dispatched to premises to turn off wall heater per customer request. With assistance of 2nd employee heater shut off.	Attachment 1AE

Field Remarks ="General"; Office Remarks ="GSR Remarks"; Dispatch Remarks ="Dispatcher"; Extended Comments ="Extended"

Field Orders Initiated Through Various Non-Contact Center Means - 9/9/10 through 9/30/10

Field Order Date	Field Order Address	Field Order ID	Reason Tag Was Field Generated	Field Order Detail (Taken from "General" remarks on pg. 2)	Remarks / Comments from Field Order	Unabbreviated Remarks/Comment Sections of Field Order	Summary of Actions Taken	Corresponding FO PDF Attachment	
32	9/13/2010	Redacted	5380371869	Tag issued by Dispatch and Scheduling Work and Resource team as part of San Bruno restoration effort	Party concerned about riser wrap condition. Outside sweep 0%LEL-Riser in good condition. No lks or odors	<p>Office Remarks CUST CONCERNED ABOUT MTR;PLSE SAFETY CHECK MTR FOR NO LEAKS; Field Remarks Party concerned about riser wrap condition. Outside sweep 0%LEL-Riser in good condition. No lks or odors.</p> <p>Dispatch Remarks DISP@1749 P1G Red</p> <p>Comments noted w/CGI-Explained wrap condition to party.</p>	<p>OFFICE REMARKS CUSTOMER CONCERNED ABOUT METER. PLEASE SAFETY CHECK METER FOR NO LEAKS. FIELD REMARKS PARTY CONCERNED ABOUT RISER WRAP CONDITION. OUTSIDE SWEEP ZERO PERCENT LOWER EXPLOSIVE LIMIT RISER IN GOOD CONDITION. NO LEAKS OR ODORS</p> <p>DISPATCH REMARKS DISPATCHED AT 5:49 PM TO GAS SERVICE REPRESENTATIVE Redacted</p> <p>EXTENDED COMMENTS NOTED WITH COMBUSTABLE GAS INDICATOR, EXPLAINED WRAP CONDITION TO PARTY.</p>	Employee dispatched to property because customer was concerned about meter and condition of wrap around riser that feeds into meter. Outside sweep performed; no leaks found. Riser found to be in good condition. Employee discussed findings with customer and explained the condition of the wrap and the riser.	Attachment 1AF
33	9/16/2010	Redacted	5380390136	Tag issued by Area 1 Field Service Operating Clerk as part of San Bruno restoration effort	FOUND THAT CUSTOMER HERE WANTED TEMP REPAIRS TO HIGH PRESSURE RISER COMPLETELY	<p>Office Remarks assign to Redac, pls.</p> <p>Field Remarks FOUND THAT CUSTOMER HERE WANTED TEMP REPAIRS TO HIGH PRESSURE RISER COMPLETELY</p> <p>Dispatch Remarks REPLACED, CALLED Redacted AND HE CALLED FOREMAN TO GET TIME AND DATE OF REPLACEMENT. WAITED FOR RETURN CALL AND DURING WAIT I GAS TRAC GAS MTR SET AND FOUND TWO SMALL GAS LEAKS ON THE HIGH PRESSURE SIDE, AFTER SPEAKING WITH Red HE ADVISED ME TO REPAIR LEAK AT GAS MTR SET, USED QUICK CHANGE TANK AND REBUILT BOTH SIDES OF GAS MTR SET AND INSTALLED NEW REGULATOR AND PAINTED GAS MTR SET, PERFORMED SWEEP OUTSIDE & INSIDE AND NO OTHER GAS LEAKAGE WAS FOUND.</p>	<p>OFFICE REMARKS ASSIGN TO Redacted PLEASE.</p> <p>FIELD REMARKS FOUND THAT CUSTOMER HERE WANTED TEMPORARY REPAIRS TO HIGH PRESSURE RISER COMPLETELY</p> <p>DISPATCH REMARKS : N/A</p> <p>EXTENDED COMMENTS REPLACED, CALLED Redacted AND HE CALLED FOREMAN TO GET TIME AND DATE OF REPLACEMENT, WAITED FOR RETURN CALL AND DURING WAIT I GAS TRAC GAS MTR SET AND FOUND TWO SMALL GAS LEAKS ON THE HIGH PRESSURE SIDE, AFTER SPEAKING WITH Red HE ADVISED ME TO REPAIR LEAK AT GAS METER, USED QUICK CHANGE TANK AND REBUILT BOTH SIDES OF GAS METER SET AND INSTALLED NEW REGULATOR AND PAINTED GAS METER SET, PERFORMED SWEEP OUTSIDE & INSIDE AND NO OTHER GAS LEAKAGE WAS FOUND.</p>	Employee dispatched to perform temporary repairs on gas riser and to perform leak survey. Employee found two small leaks on the high pressure side of meter set. Then employee used a quick change tank and rebuilt both sides of meter set and installed new regulator. Also painted meter set and performed gas survey sweep of inside and outside of home; no leaks found.	Attachment 1AG
34	9/26/2010	Redacted	5380392850	Tag issued by Dispatch and Scheduling Work and Resource team as part of San Bruno restoration effort	CALLED, KNOCKED, RANG BELL- NO ANSWER/NOTIFIED Reda Redacted	<p>Office Remarks CLOCK LINE & SAFETY CK ALL APPLIANCES AFTER 2:00PM Redac Redact SAFETY CLAIM Field Remarks CALLED, KNOCKED, RANG BELL- NO ANSWER/NOTIFIED Redacted Redacted Dispatch Remarks PLS BE THERE@3PM & CALL Redacted Comments LAW CLAIM Redacted</p>	<p>OFFICE REMARKS CLOCK LINE & SAFETY CHECKED ALL APPLIANCES AFTER 2:00PM Redacted SAFETY CLAIM. FIELD REMARKS CALLED, KNOCKED, RANG BELL- NO ANSWER. NOTIFIED Redacted DISPATCH REMARKS PLEASE BE THERE AT 3PM AND CALL Redacted LAW CLAIM Redacted</p> <p>EXTENDED COMMENTS N/A</p>	Employee dispatched to perform clock test on house line and appliance safety check. Requested to meet customer after 2:00 PM. Employee on site at 3:45PM, but unable to contact customer.	Attachment 1AH
35	9/12/2010	Redacted	5380401475	Tag issued by Dispatch and Scheduling Work and Resource team as part of San Bruno restoration effort	REPLACED NON IRV REG.,,	<p>Office Remarks TAG 4 D1G Red Field Remarks REPLACED NON IRV REG.,,</p> <p>Dispatch Remarks Comments</p>	<p>OFFICE REMARKS TAG FOR GAS SERVICE REPRESENTATIVE Redacted FIELD REMARKS REPLACED NON Internal. Relief Valve REGULATOR.</p> <p>DISPATCH REMARKS N/A EXTENDED COMMENTS N/A</p>	Employee dispatched to replace non internal relieve valve on regulator; work complete.	Attachment 1AI

Field Remarks ="General"; **Office Remarks** ="GSR Remarks"; **Dispatch Remarks** ="Dispatcher"; **Extended Comments** ="Extended"

Field Orders Initiated Through Various Non-Contact Center Means - 9/9/10 through 9/30/10

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36	9/12/2010	Redacted	5380401577	Tag issued by Dispatch and Scheduling Work and Resource team as part of San Bruno restoration effort	INSTRUCT ELDERLY CUST HOW TO USE THERMOSTATE(SAN BRU NO FIRE)	<u>Office Remarks</u> TAG 4 P1G [Redacted] <u>Field Remarks</u> INSTRUCT ELDERLY CUST HOW TO USE THERMOSTATE(SAN BRU NO FIRE) <u>Dispatch Remarks</u> <u>Comments</u>	<u>OFFICE REMARKS</u> TAG FOR GAS SERVICE REPRESENTATIVE [Redacted] <u>FIELD REMARKS</u> INSTRUCTED ELDERLY CUSTOMER HOW TO USE THERMOSTATE (SAN BRUNO FIRE) <u>DISPATCH REMARKS</u> N/A <u>EXTENDED COMMENTS</u> N/A	Employee dispatched to property and helped customer in use of thermostat	Attachment 1AJ
37	9/17/2010	Redacted	5380420340	Tag issued by Dispatch and Scheduling Work and Resource team as part of San Bruno restoration effort	DUPLICATE TAG	<u>Office Remarks</u> PER FIRE DEPT..STANDING BY <u>Field Remarks</u> DUPLICATE TAG <u>Dispatch Remarks</u> <u>Comments</u>	<u>OFFICE REMARKS</u> PER FIRE DEPARTMENT. STANDING BY. <u>FIELD REMARKS</u> DUPLICATE TAG <u>DISPATCH REMARKS</u> N/A <u>EXTENDED COMMENTS</u> N/A	Employee dispatched at request of fire department. <u>This was a duplicate of tag # 5380420170</u>	Attachment 1AK
38	9/13/2010	Redacted	5380447785	Tag issued by Dispatch and Scheduling Work and Resource team as part of San Bruno restoration effort	OBC USED THE QUICK CHANGE TANK TO FEED THE HSE RAN O UT OF GAS WHILE THE CREW WAS REPLACING THE MAIN	<u>Office Remarks</u> <u>Field Remarks</u> OBC USED THE QUICK CHANGE TANK TO FEED THE HSE RAN O UT OF GAS WHILE THE CREW WAS REPLACING THE MAIN <u>Dispatch Remarks</u> <u>Comments</u> GAS LEFT OFF LEFT A S.R.C.	<u>OFFICE REMARKS</u> NONE. <u>FIELD REMARKS</u> OFF BY CREW, USED THE QUICK CHANGE TANK TO FEED THE HOUSE, RAN OUT OF GAS WHILE THE CREW WAS REPLACING THE MAIN. <u>DISPATCH REMARKS</u> N/A <u>EXTENDED COMMENTS</u> GAS LEFT OFF, LEFT A SERVICE REPORT CARD.	(Related to FO # 5380447999) While a PG&E crew was replacing gas main, customer ran out of gas. Employee used quick change tank to feed property while main work continued.	Attachment 1AL
39	9/14/2010	Redacted	5380447999	Tag issued by Dispatch and Scheduling Work and Resource team as part of San Bruno restoration effort	RAISED GAS MTR, MTR CLOCKED TIGHT, SAFETY CHCKD APPL S. DISCONNECTED BOTH NON-OP WALL HEATERS & DISCON-	<u>Office Remarks</u> PIPELINE INCIDENT T/O AS SOON AFTER 1800 HRS AS POSSIBLE <u>Field Remarks</u> RAISED GAS MTR, MTR CLOCKED TIGHT, SAFETY CHCKD APPL S. DISCONNECTED BOTH NON-OP WALL HEATERS & DISCON- <u>Dispatch Remarks</u> <u>Comments</u> NECTED FAF DUE TO CRACK IN CHAMBER.	<u>OFFICE REMARKS</u> PIPELINE INCIDENT TURN ON AS SOON AFTER 6:00 PM AS POSSIBLE <u>FIELD REMARKS</u> RAISED GAS METER. METER CLOCKED TIGHT, SAFETY CHECKED APPLIANCES. DISCONNECTED BOTH NON-OPERATIVE WALL HEATERS & DISCON- <u>DISPATCHERS REMARKS</u> : N/A <u>EXTENDED COMMENTS</u> NECTED FORCED AIR FURNACE DUE TO CRACK IN CHAMBER.	(Related to FO # 5380447785). Employee dispatched to reconnect service, perform leak survey and appliance safety check. The gas meter was raised and then a clock test was performed to determine if there was any unaccounted for gas. During appliance safety check two wall heaters were disconnected because they were non-operative and the forced air furnace was disconnected due to a crack in combustion chamber..	Attachment 1AM
40	9/12/2010	Redacted	5380454637	Tag issued by Dispatch and Scheduling Work and Resource team as part of San Bruno restoration effort	NO ANSWER..GAS DISKED IN OUTLET...	<u>Office Remarks</u> TAG 4 D1G [Redacted] <u>Field Remarks</u> NO ANSWER..GAS DISKED IN OUTLET... <u>Dispatch Remarks</u> <u>Comments</u>	<u>OFFICE REMARKS</u> TAG FOR GAS SERVICE REPRESENTATIVE [Redacted] <u>FIELD REMARKS</u> NO ANSWER, GAS METER DISKED AT OUTLET <u>DISPATCH REMARKS</u> N/A <u>COMMENTS</u> N/A	Employee dispatched to property, but unable to contact customer. Found gas sealed with a disc at the outlet side of the gas meter.	Attachment 1AN
41	9/12/2010	Redacted	5380478532	Tag issued by Dispatch and Scheduling Work and Resource team as part of San Bruno restoration effort		<u>Office Remarks</u> [Redacted] <u>Field Remarks</u> <u>Dispatch Remarks</u> <u>Comments</u>	<u>OFFICE REMARKS</u> GIVE TAG TO GAS SERVICE REPRESENTATIVE [Redacted] <u>FIELD REMARKS</u> N/A <u>DISPATCH REMARKS</u> N/A <u>EXTENDED COMMENTS</u> N/A	Employee dispatched to gas leak outside- unspecified. Employee completed tag as a turn on gas. No notes from employee but completion codes infer the gas was off on arrival.	Attachment 1AO
42	9/13/2010	Redacted	X100009626	Tag issued by Dispatch and Scheduling Work and Resource team as part of San Bruno restoration effort	n.a. gas off at the mtr. rt. side door locked. notified [Redacted]	<u>Office Remarks</u> obw cust waiting <u>Field Remarks</u> n.a. gas off at the mtr. rt. side door locked. Notified [Redacted] <u>Dispatch Remarks</u> <u>Comments</u> DISP@2040 P1G [Redacted]	<u>OFFICE REMARKS</u> OFF BY WORK CREW, CUSTOMER WAITING. <u>FIELD REMARKS</u> NO ANSWER, GAS OFF AT METER. RIGHT SIDE DOOR LOCKED. NOTIFIED [Redacted] <u>DISPATCH REMARKS</u> DISPATCHED AT 8:40 PM TO GAS SERVICE REPRESENTATIVE [Redacted] <u>EXTENDED COMMENTS</u> N/A	Employee dispatched because gas service was off by PG&E crew performing work. When employee arrived customer not there and employee unable to contact customer.	Attachment 1AP

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43	9/15/2010	Redacted	X100010216	Tag issued by Dispatch and Scheduling Work and Resource team as part of San Bruno restoration effort	chkd apls-clnd brnrs&ignith source to fmc-rangetop- ok,wtrthr ok,torch sound due to air in gag hselne-ok	<u>Office Remarks</u> GIVE TO <u>Re</u> <u>Field Remarks</u> chkd apls-clnd brnrs&ignith source to fmc-rangetop- ok,wtrthr ok,torch sound due to ai in gag hselne-ok <u>Dispatch Remarks</u> <u>Comments</u>	<u>OFFICE REMARKS</u> GIVE TO <u>Redacted</u> <u>FIELD REMARKS</u> CHECKED APPLIANCES AND CLEANED BURNERS AND IGNITION SOURCE TO FURNACE, RANGE TOP, WATER HEATER OF TORCH SOUND OK DUE TO AIR IN GARAGE. HOUSELINE OKAY <u>DISPATCH REMARKS</u> N/A <u>EXTENDED COMMENTS</u> N/A	Employee dispatched to perform appliance safety check. Appliances checked included furnace, range top, and water heater. Employee cleaned ignition source to furnace. Employee noted to customer that the torch sound at the water heater was ok and caused by air in garage houseline.	Attachment 1AQ
44	9/15/2010	Redacted	X100010218	Tag issued by Dispatch and Scheduling Work and Resource team as part of San Bruno restoration effort	fnl leak@ftngs by control vlv to fmc-s/o gas-remvd old ftngs-instld new adapter ftngs&flexline-did not-	<u>Office Remarks</u> GIVE TO <u>Re</u> <u>Field Remarks</u> fnl leak@ftngs by control vlv to fmc-s/o gas-remvd old ftngs-instld new adapter ftngs&flexline-did not- <u>Dispatch Remarks</u> <u>Comments</u> offer APRP Contract due to San Bruno Fire Outage-restored serv-cust happy repairs made-rplcd fltr@cool air return	<u>OFFICE REMARKS</u> GIVE TO <u>Redacted</u> <u>FIELD REMARKS</u> FOUND LEAK AT FITTINGS BY CONTROL VALVE TO FURNACE. SHUT OFF GAS, REMOVED OLD FITTINGS, INSTALLED NEW ADAPTER, FITTINGS AND FLEXLINE, DID NOT- <u>DISPATCH REMARKS</u> N/A <u>EXTENDED COMMENTS</u> OFFER APPLIANCE PARTS REPLACEMENT PROGRAM CONTRACT DUE TO SAN BRUNO FIRE OUTAGE. RESTORED SERVICE, CUSTOMER HAPPY REPAIRS MADE, REPAIRED FILTER AT COOL AIR RETURN.	Employee dispatched to perform appliance safety check. Found a leak at the fittings by the control valve of the furnace shut off. Removed old fittings and installed new adapter, fittings and flexible line. Employee then restored service and made a repair of air filter at cool air return.	Attachment 1AR
45	9/25/2010	Redacted	X100011038	Tag issued by Dispatch and Scheduling Work and Resource team as part of San Bruno restoration effort	Found and rep'd leaks at 2 flex connection fittings to FAF, advised cus to repl all furnace filters,	<u>Office Remarks</u> GIVE TO <u>Redacted</u> AND <u>Redacted</u> FOR <u>Redacted</u> NO GAS PREMISE FOR ADDRESS <u>Field Remarks</u> Found and rep'd leaks at 2 flex connection fittings to FAF, advised cust to repl all furnace filters, <u>Dispatch Remarks</u> <u>Comments</u> found 10%L leak on hse line side, plumber came on-site to make permanent repairs on pipe. 0 CGI reads in classrooms, mtr set, wtr boxes and around perimeter of bldg9	<u>OFFICE REMARKS</u> GIVE TO <u>Redacted</u> AND <u>Redacted</u> FOR <u>Redacted</u> NO GAS PREMISE FOR ADDRESS. <u>FIELD REMARKS</u> FOUND AND REPAIRED LEAKS AT TWO FLEX CONNECTION FITTINGS TO FORCED AIR FURNACE. ADVISED CUSTOMER TO REPLACE ALL FURNACE FILTERS. <u>DISPATCH REMARKS</u> N/A <u>EXTENDED COMMENTS</u> FOUND 10 PERCENT LOWER EXPLOSION LIMIT LEAK ON HOUSE LINE SIDE. PLUMBER CAME ON-SITE TO MAKE PERMANENT REPAIRS ON PIPE. ZERO PERCENTAGE LOWER EXPLOSIVE LIMIT READS WITH CUMBUSTIBLE GAS INSTRUMENT IN <u>Redacted</u> METER SETS, WATER BOXES AND AROUND PERIMETER OF BULBING NUMBER 9	Two employee were dispatched to perform leak survey and appliance safety check. Found and repaired two flex connectors to forced air furnace. Advised customer to replace all furnace filters. Also found leak on house line which was permanently repaired by plumber. Then performed inside and outside sweep of <u>Redact</u> and building 9; no leaks found.	Attachment 1AS
46	9/25/2010	Redacted	X100011046	School appliance inspections proactively scheduled through PG&E account representative, GSR Supervisor & Dispatch Scheduling.	assisted <u>Redact</u> with gas appliance safety chec k. see <u>Redact</u> tag.	<u>Office Remarks</u> <u>Redacted</u> SAN BRUNO GAS APPLIANCE INSPECTION FOR <u>Redacted</u> <u>Field Remarks</u> assisted <u>Redac</u> with gas appliance safety check. see <u>Redact</u> tag. <u>Dispatch Remarks</u> <u>Comments</u>	<u>OFFICE REMARKS</u> <u>Redacted</u> SAN BRUNO GAS APPLIANCE INSPECTION FOR <u>Redacte</u> <u>Reda</u> <u>FIELD REMARKS</u> ASSISTED <u>Redact</u> <u>Re</u> WITH GAS APPLIANCE SAFETY CHECK. SEE <u>Redacted</u> TAG. <u>DISPATCH REMARKS</u> N/A <u>EXTENDED COMMENTS</u> N/A	(<u>Related Field Order # X100011048</u>) Employee dispatched to assist another employee in performing appliance safety check for <u>Red</u> . See other field order for work performed	Attachment 1AT

Field Remarks ="General"; Office Remarks ="GSR Remarks"; Dispatch Remarks ="Dispatcher"; Extended Comments ="Extended"

Field Orders Initiated Through Various Non-Contact Center Means - 9/9/10 through 9/30/10

Field Order Date	Field Order Address	Field Order ID	Reason Tag Was Field Generated	Field Order Detail (Taken from "General" remarks on pg. 2)	Remarks / Comments from Field Order	Unabbreviated Remarks/Comment Sections of Field Order	Summary of Actions Taken	Corresponding FO PDF Attachment	
47	9/24/2010	Redacted	X100011047	[Red] appliance inspections proactively scheduled through PG&E account representative, GSR Supervisor & Dispatch Scheduling.	assisted [Redacted] safety check heaters. see [Redacted] tag	<u>Office Remarks</u> gas appliance inspection for [Redacted] <u>Field Remarks</u> assisted [Redacted] safety check heaters. see [Redacted] tag <u>Dispatch Remarks</u> <u>Comments</u>	<u>OFFICE REMARKS</u> GAS APPLIANCE INSPECTION FOR [Redacted] <u>FIELD REMARKS</u> ASSISTED [Redacted] SAFETY CHECK HEATERS. SEE [Redacted] TAG. <u>DISPATCH REMARKS</u> N/A <u>EXTENDED COMMENTS</u> N/A	Employee dispatched to assist another employee in performing appliance safety check for school. See Field Order # 5276054081 for work performed.	Attachment 1AU
48	9/25/2010	Redacted	X100011048	[Red] appliance inspections proactively scheduled through PG&E account representative, GSR Supervisor & Dispatch Scheduling.	[Redacted] chk appls-all ok at this time roof mount fmc&2wtrhtrs in utility room	<u>Office Remarks</u> [Redacted] SAN BRUNO GAS APPLIANCE INSPECTION FOR [Redacted] <u>Field Remarks</u> [Redacted] -chk appls-all ok at this time roof mount fmc&2wtrhtrs in utility room <u>Dispatch Remarks</u> <u>Comments</u>	<u>OFFICE REMARKS</u> [Redacted] SAN BRUNO GAS APPLIANCE INSPECTION FOR [Redacted] <u>FIELD REMARKS</u> [Redacted] CHECKED APPLIANCES, ALL OKAY AT THIS TIME. ROOF MOUNT FURNACES AND TWO WATER HEATERS IN UTILITY ROOM. <u>DISPATCH REMARKS</u> N/A <u>EXTENDED COMMENTS</u> N/A	(Related Field Order # X100011046) Employee dispatched to perform appliance safety check for [Redacted] was assisted by another employee. Checked all appliances and they were found ok. Roof mounted furnaces and two waters in utility room..... [This is same address as FO's 0000668741 so reference is to appliances that are disconnected]	Attachment 1AV
49	9/25/2010	Redacted	X100011049	[Red] appliance inspections proactively scheduled through PG&E account representative, GSR Supervisor & Dispatch Scheduling.	O CGI reads in wtr htr room, unable to cycle on roof top furnaces, controlled by computer.....	<u>Office Remarks</u> [Redacted] SAN BRUNO GAS APPLIANCE INSPECTION FOR [Redacted] <u>Field Remarks</u> O CGI reads in wtr htr room, unable to cycle on roof top furnaces, controlled by computer..... <u>Dispatch Remarks</u> <u>Comments</u> supervisor to issue F/up tag	<u>OFFICE REMARKS</u> [Redacted] SAN BRUNO GAS APPLIANCE INSPECTION FOR [Redacted] <u>FIELD REMARKS</u> ZERO COMBUSTION GAS INSTRUMENT READINGS IN WATER HEATER ROOM. UNABLE TO CYCLE ON ROOF TOP FURNACES, CONRTROLLED BY COMPUTER.... <u>DISPATCH REMARKS</u> N/A <u>EXTENDED COMMENTS</u> SUPERVISOR TO ISSUE FOLLOW-UP TAG.	Employee dispatched to perform appliance safety check. Found no leaks in water heater room, but unable to cycle roof top furnaces because they are computer controlled. Notified supervisor to issue follow up tag.	Attachment 1AW
50	9/12/2010	Redacted	5328175635	Gas & Electric Service Turn On	Elec voltage 122.4 122.8	<u>Office Remarks</u> SAN BRUNO OUTAGE <u>FIELD REMARKS</u> Elec voltage 122.4 122.8 <u>DISPATCH REMARKS</u> N/A <u>EXTENDED COMMENTS</u> N/A.	<u>Office Remarks</u> SAN BRUNO OUTAGE <u>FIELD REMARKS</u> Elec voltage 122.4 122.8 <u>DISPATCH REMARKS</u> N/A <u>EXTENDED COMMENTS</u> N/A.	(Related Field Order Tag 5328175756 for [Redacted]) Duplicate Tag. Field Order 5328175635 remarks state duplicate tag. Appears each Gas Service Rep. was under the impression the other was completing the tag notes.	Attachment 1AX
51	9/12/2010	Redacted	5328176156	Gas & Electric Service Turn On	ASSISTED BY [Redacted]	<u>OFFICE REMARKS</u> : SAN BRUNO OUTAGE <u>FIELD REMARKS</u> ASSISTED BY [Redacted] <u>DISPATCH REMARKS</u> N/A <u>EXTENDED COMMENTS</u> N/A.	<u>OFFICE REMARKS</u> : SAN BRUNO OUTAGE <u>FIELD REMARKS</u> ASSISTED BY [Redacted] <u>DISPATCH REMARKS</u> N/A <u>EXTENDED COMMENTS</u> N/A.	Field Order 5328175635 Tag for [Redacted] Duplicate Tag. Related Field Order 5328176522 remarks state duplicate tag. Appears each Gas Service Rep was under the impression the other was completing the tag notes.	Attachment 1AY
52	9/12/2010	Redacted	5328178236	Gas & Electric Service Turn On	Elec voltage 123.0 123.2	<u>OFFICE REMARKS</u> : SAN BRUNO OUTAGE <u>FIELD REMARKS</u> Elec voltage 123.0 123.2. <u>DISPATCH REMARKS</u> N/A <u>EXTENDED COMMENTS</u> N/A.	<u>OFFICE REMARKS</u> : SAN BRUNO OUTAGE <u>FIELD REMARKS</u> Elec voltage 123.0 123.2. <u>DISPATCH REMARKS</u> N/A <u>EXTENDED COMMENTS</u> N/A.	Tag for [Redacted] Duplicate Tag was cancelled; Work performed under Related Field Order 5328178283.	Attachment 1AZ

Field Remarks ="General"; Office Remarks ="GSR Remarks"; Dispatch Remarks ="Dispatcher"; Extended Comments ="Extended"

Field Orders Initiated Through Various Non-Contact Center Means - 9/9/10 through 9/30/10

Field Order Date	Field Order Address	Field Order ID	Reason Tag Was Field Generated	Field Order Detail (Taken from "General" remarks on pg. 2)	Remarks / Comments from Field Order	Unabbreviated Remarks/Comment Sections of Field Order	Summary of Actions Taken	Corresponding FO PDF Attachment
53 9/17/2010	Redacted	53382328	Leak Investigation	PERFORMED SWEEP INSIDE AND ZERO READINGS,ASSITED BY [Redacted] ON CLOCK TEST OF HSELINE,CLOCKED HSELINE	<p>OFFICE REMARKS: EVAC-STRONG,CONFIND TO BTHRM-TODAY-XST[Redacted] NO HISS/BLW-UNK CAUSE-1 BLK FRM FIRE LOC P[Redacted] FIELD REMARKS PERFORMED SWEEP INSIDE AND ZERO READINGS,ASSITED BY [Redacted] ON CLOCK TEST OF HSELINE,CLOCKED HSELINE,ETA 1025 HRS [Redacted] EXTENDED COMMENTS AND FOUND NO MOVEMENT,SAFETY CKD GAS RANGE AND FOUND GAS ODOR AT COOK TOP BURNERS,FOUND SMALL FUZZ LEAK AT FLEX CONNECTOR AT APPL VALVE,TIGHTEN TO STOP GAS LEAKAGE,GAS TRAC COOK TOP AGAIN,STILL READINGS OF GAS ODOR,UNABLE TO REPAIR,DISCONNECTED AND CAPPED,ISSUED HAZARD NOTICE REF TO DLR,FAF APPL VALVE HAD FUZZ LEAK,TIGHTEN PACKING NUT TO REPAIR,ADVISED TO CLEAN TOP INLET COLD AIR SCREEN FOR CLOSET FAF.</p>	<p>OFFICE REMARKS: EVAC-STRONG ODOR,CONFINED TO BATHROOM -TODAY-XST[Redacted] NO HISS/BLW-UNK CAUSE-1 BLK FRM FIRE LOC P[Redacted] FIELD REMARKS PERFORMED SWEEP INSIDE AND ZERO READINGS,ASSITED BY [Redacted] ON CLOCK TEST OF HOUSELINE,CLOCKED,HOUSELINE, DISPATCH REMARKS NOTIFIED R1G[Redacted] ETA 1025 HRS [Redacted] EXTENDED COMMENTS AND FOUND NO MOVEMENT,SAFETY CECKED GAS RANGE AND FOUND GAS ODOR AT COOK TOP BURNERS,FOUND SMALL FUZZ LEAK AT FLEX CONNECTOR AT APPLIANCE VALVE,TIGHTEN TO STOP GAS LEAKAGE,GAS TRAC COOK TOP AGAIN,STILL READINGS OF GAS ODOR,UNABLE TO REPAIR,DISCONNECTED AND CAPPED,ISSUED HAZARD NOTICE REF TO DLEAR,FORCE AIR FURNACE APPLIANCE VALVE HAD FUZZ LEAK,TIGHTEN PACKING NUT TO REPAIR,ADVISED TO CLEAN TOP INLET COLD AIR SCREEN FOR CLOSET FORCED AIR FURNACE.</p>	Employee dispatched to perform leak investigation and appliance safety check. Employee was assisted by 2nd employee and they performed an inside sweep of property and found a small leak at the cook top caused by a loose flex connector which they attempted to repair. Unable to repair so disconnected and capped line to the cooktop; notified the customer to contact the dealer for permanent repair. Also found a small leak at the fumace which was repaired. Advised customer to clean the fumace filter for heating system. Performed a clock test at the service to determine if there was any unaccounted for gas; results ok	Attachment 1BA

Field Remarks ="General"; Office Remarks ="GSR Remarks"; Dispatch Remarks ="Dispatcher"; Extended Comments ="Extended"