

## Gas Odor Field Orders for "Areas" 1 - 4 7/1/10 - 9/9/10

Field Order Date	Field Order ID	Related Field Orders	Address	CPSD Area	Office Notes	Field Order Detail (See "General" remarks on pg. 2)	Unabbreviated Field Order Detail Notes	Summary of PG&E Actions Taken	FO PDF
7/1/2010	5474490618		Redacted	2	Access/Safety: Dog (s)/ COR HAD WATER HEATER SERVICED AND TECH ADVISED HI-LOW GAS PRESS.	METER FOUND REPLACED ----CUSTOMER NOT HOME-----PRESSURE CHECKED OK AT METER USED QC	METER FOUND REPLACED ----CUSTOMER NOT HOME-----PRESSURE CHECKED OK AT METER USED QUICK CHANGE	A GSR RESPONDED TO HIGH-LOW GAS PRESSURE CALL. CUSTOMER WAS NOT HOME. NONETHELESS GSR LOCATED METER AND CONFIRMED THAT PRESSURE AT THE METER WAS O.K. IN CHECKING THE PRESSURE, THE GSR USED A "QUICK CHANGE" PROCEDURE THAT ALLOWED APPLIANCE PILOTS TO REMAIN ON.	Attachment 1A
7/6/2010	5735396612		Redacted	3	AXS OK:MEDIUM:OUTSIDE BY GARAGE:P/CANDACE;NOTICED TODAY:WTR HTR BEING FIXED:X/STRESSMORE	NO ENTRY. UNMEASURABLE LEAK DETECTED AND CORRCTD AT FITTING BEFR REGULATOR. TIME TAKEN TO MUNIPULATE METER INSIDE METER BOX. NO OTHER LEAKS DETECTED OUTSIDE. NO BACKYARD ACCESS. 20%LEL INITIAL AT LEAK SOURCE INSIDE METER BOX. 0%LEL IN BOX AFTER REPAIR. 0%LEL OUTSIDE	NO ENTRY. UNMEASURABLE LEAK DETECTED AND CORRECTED AT FITTING BEFORE REGULATOR. TIME TAKEN TO MANIPULATE METER INSIDE METER BOX. NO OTHER LEAKS DETECTED OUTSIDE. NO BACKYARD ACCESS. 20% LOWER EXPLOSIVE LIMIT INITIAL AT LEAK SOURCE INSIDE METER BOX. 0% LOWER EXPLOSIVE LIMIT IN BOX AFTER REPAIR. 0% LOWER EXPLOSIVE LIMIT OUTSIDE	A GSR RESPONDED TO GAS LEAK AT METER. NO ENTRY. UNMEASURABLE LEAK DETECTED AND CORRECTED AT FITTING BEFORE REGULATOR. ALSO FOUND A 20% LOWER EXPLOSIVE LIMIT LEAK INSIDE METER BOX. ADDITIONAL TIME WAS TAKEN TO MANIPULATE METER INSIDE METER BOX TO REPAIR LEAK. 0% LOWER EXPLOSIVE LIMIT IN BOX AFTER REPAIR. NO OTHER LEAKS DETECTED OUTSIDE. NO BACKYARD ACCESS.	Attachment 1B
7/9/2010	1116353781		Redacted	1	AXS OK,MILD GAS ODR FRM WTR HTR IN HALLWY(OR FURNACE).2 WKS.X-Redacted	OUTSIDE SWEEP 0%LEL.CST NOT HOME NO ACCESS TO SPOT CK MTR LEFT CARD	OUTSIDE SWEEP 0% LOWER EXPLOSIVE LIMIT. CUSTOMER NOT HOME NO ACCESS TO SPOT CHECK GAS METER LEFT CARD	A GSR RESPONDED TO GAS LEAK AT WATER HEATER. CUSTOMER NOT AT HOME. PERFORMED OUTSIDE SWEEP AND FOUND ZERO LOWER EXPLOSIVE LIMIT READS. SPOT CHECKED THE GAS METER AND LEFT CARD FOR CUSTOMER LETTING THEM KNOW WE HAD BEEN THERE.	Attachment 1C
7/10/2010	3720601238	5756284825 & 5756284682	Redacted	2	Redacted	REG LEAKING THRU VENT/REPLACED REG NO OTHER LEAKS FOUND/PAINTED SET/LOAD ON METER/BYPASSED METER DID NOT SHUTDOWN/ASST BY JOE	REGULATOR LEAKING THROUGH VENT/REPLACED REGULATOR NO OTHER LEAKS FOUND/PAINTED SET/LOAD ON METER/BYPASSED METER DID NOT SHUTDOWN/ASSISTED BY JOE	A GSR RESPONDED TO GAS ODOR CALL AT LOCATION. GSR FOUND THE REGULATOR LEAKING THROUGH THE VENT. THE REGULATOR WAS REPLACED WITH HELP OF OTHER PG&E PERSONNEL. NO OTHER LEAKS WERE FOUND AFTER WORK WAS COMPLETED. THE METER SET WAS PAINTED. THERE WAS LOAD ON THE METER SO IT WAS BYPASSED DURING THE REPLACEMENT TO AVOID HAVING TO SHUTDOWN THE SERVICE DURING THE WORK. GSR WAS ASSISTED BY JOE	Attachment 1D

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7/10/2010	5484899400		Redacted	2	SAN BRUNO FIRE, 650-363-4693, CO INVEST,CHECK FURNACE	0PPM AMBIENT READ THROUGHOUT HSE-T/O HEATER 0PPM AT REGISTERS-0PPM AT UNIT(ADV REPLACE FILTER) UNIT BURNING AT ABOUT 52,50BTU(RATED 50,000BTU) RANGE TOP)AMBIENT READ 6PPM WHEN ON-WH)AMBIENT READ 0.0PPM IN FRT OF DIVETER WHEN ON-CUST SAYS NO APP.WAS IN USE WHEN DETECTOR WENT OFF-NO OTHER CO SOURCE IN PLAY-ADV CUST I BELIEVE THERE IS NO CO PROBLEM-MAY BE BEST TO REPLACE UNIT(6YRS OLD)	ZERO PARTS PER MILLION AMBIENT READ THROUGHOUT HOUSE-TURN/ON HEATER ZERO PARTS PER MILLION AT REGISTERS-ZERO PARTS PER MILLION AT UNIT (ADVISED REPLACE FILTER) UNIT BURNING AT ABOUT 52,50 BTU (RATED 50,000 BTU) RANGE TOP AMBIENT READ 6 PARTS PER MILLION WHEN ON-WATER HEATER AMBIENT READ ZERO PARTS PER MILLION IN FRONT OF DIVETER WHEN ON-CUSTOMER SAYS NO APPLIANCE WAS IN USE WHEN DETECTOR WENT OFF-NO OTHER CARBON MONOXIDE SOURCE IN PLAY-ADVISED CUSTOMER I BELIEVE THERE IS NO CARBON MONOXIDE PROBLEM-MAY BE BEST TO REPLACE UNIT (6YRS OLD)	GSR RESPONDED TO REQUEST TO PERFORM A CARBON MONOXIDE INVESTIGATION. ZERO PARTS PER MILLION AMBIENT READ THROUGHOUT HOUSE. WITH THE HEATER TURNED ON FOUND ZERO PARTS PER MILLION AT REGISTERS AND ZERO PARTS PER MILLION AT THE HEATER UNIT. GSR ADVISED THE CUSTOMER TO REPLACE FILTERS. ALSO FOUND THE HEATER BURNING AT APPROXIMATELY 52,50 BUT (THE UNIT IS RATED AT 50,000BTU). AT THE RANGE TOP FOUND AN AMBIENT READING OF 6 PARTS PER MILLION WHEN ON WITH THE BACKGROUND AMBIENT READING OF ZERO PARTS PER MILLION IN FRONT OF DIVETER. CUSTOMER SAYS NO APPLIANCE WAS IN USE WHEN THEIR CARBON MONOXIDE DETECTOR WENT OFF. GSR FOUND NO OTHER POSSIBLE SOURCES OF CARBON MONOXIDE AND ADVISED THE CUSTOMER. ALSO ADVISED CUSTOMER THAT HE/SHE MAY WANT TO REPLACE THE UNIT SINCE THE EXISTING UNIT IS 6 YEARS OLD.	Attachment 1E
7/10/2010	5756284682	5756284825 & 3720601238	Redacted	2	TAG FOR P1GJ1CA, ASSIST P1GDACI	IN YARD GETTING ALT TRK TO REPLACE REG ON COMMERCIAL MTR ON CHERRY/ASSISTED SVCMAN IN REG CHANGE ON MANIFOLD /BUTTERFLY REG SET AT 7.0 7.2/PAINT MANIFOLD TOO/RETURNED ALT TRK TO YARD/FINISHED THIS TAG IN YARD	IN YARD GETTING ALTERATION TRUCK TO REPLACE REGULATOR ON COMMERCIAL METER ON CHERRY/ASSISTED SERVICEMAN IN REGULATOR CHANGE ON MANIFOLD /BUTTERFLY REGULATOR SET AT 7.0 - 7.2/PAINT MANIFOLD TOO/RETURNED ALTERATION TRUCK TO YARD/FINISHED THIS TAG IN YARD	A GSR RESPONDED TO GAS CALL AT LOCATION. THERE ARE MULTIPLE EMPLOYEES WORKING AT THIS LOCATION. EMPLOYEE WAS AT SERVICE CENTER YARD GETTING ALTERATION TRUCK NEEDED TO REPLACE REGULATOR ON COMMERCIAL METER ON CHERRY AVE. EMPLOYEE THEN ASSISTED GSR IN REGULATOR CHANGE ON MANIFOLD BUTTERFLY REGULATOR PRESSURE SET AT 7.0 - 7.2 INCHES WATER COLUMN. THE MANIFOLD WAS ALSO PAINTED. THE ALTERATION TRUCK WAS THEN RETURNED TO YARD, WITH THE EMPLOYEE FINISHING THE PAPERWORK FOR THIS TAG IN THE SERVICE CENTER YARD	Attachment 1F

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7/10/2010	5756284825	3720601238 & 5756284682	Redacted	2	EVAC; CIA;AXS OK; VERY STR;INSIDE BLDG; FEW WEEKS;CAUSE UNKN;XST/SAN BRUNO; Redacted (CUST)	GSR LEAK CASE # 0213771329 CSR LAN ID KTBO/ GAS REG LEAKING GAS THRU VENT/ADJ REG/NOTFD ON CALL T R WOULD NOT COME OUT UNDER 2 LBS//ADV ON CALL WAS GETTING ANOTHER SERVICEMAN MAN TO GET ALT TRUCK TO REPLACE BUTTERFLY REG-//ADV DSPTCH/ RADIO SHACK HAD NO AXS TO APPLIANCES/HL CLOCKED TIGHT AF 0 CFH//0.6 % LEL INSIDE SWEEP/0.1 % LEL ON DEPARTURE// FOUND 16 % LEL AT REG VENT REPLACED REG/DID OUTSIDE SWEEEP 0.0 % LEL	GAS SERVICE REPRESENTATIVE LEAK CASE # 0213771329. CUSTOMER SERVICE REPRESENTATIVE LAN ID KTBO/ GAS REGULATOR LEAKING GAS THROUGH VENT/ADJUSTED REGULATOR/NOTIFIED ON CALL TRANSMISSION AND REGULATION WOULD NOT COME OUT UNDER 2 LBS PRESSURE//ADVISED ON CALL WAS GETTING ANOTHER SERVICEMAN MAN TO GET ALTERATION TRUCK TO REPLACE BUTTERFLY REGULATOR-//ADVISED DISPATCH/ RADIO SHACK HAD NO ACCESS TO APPLIANCES/HOUSELINE CLOCKED TIGHT APPLIANCE FLOW 0 CUBIC FEET PER HOUR//0.6 % LOWER EXPLOSIVE LIMIT INSIDE SWEEP/0.1 % LOWER EXPLOSIVE LIMIT ON DEPARTURE// FOUND 16 % LOWER EXPLOSIVE LIMIT AT REGULATOR VENT REPLACED REGULATOR. DID OUTSIDE SWEEP WITH 0.0% LOWER EXPLOSIVE LIMIT FOUND.	GSR RESPONDED TO CALL AT LOCATION. GSR LEAK CASE # 0213771329 ISSUED BY CUSTOMER SERVICE REPRESENTATIVE. THE GSR ADVISED GAS DISPATCH THAT CUSTOMER (RADIO SHACK EMPLOYEE) DID NOT HAVE ACCESS TO APPLIANCES. THE HOUSELINE WAS CLOCKED TO CHECK FOR UNACCOUNTED FOR GAS LEAKS; NONE INDICATED. A SWEEP WAS CONDUCTED AND FOUND A READING OF 0.6 % LOWER EXPLOSIVE LIMIT AND A READING OF 0.1 % LOWER EXPLOSIVE LIMIT. UPON LEAVING THE INTERIOR OF THE STORE THE GSR FOUND A READING OF 16 % LOWER EXPLOSIVE LIMIT AT THE REGULATOR VENT. THE GSR ADJUSTED REGULATOR AND NOTIFIED ON THE CALL TRANSMISSION AND REGULATION (T&R) REP OF THE FINDINGS. THE GSR WAS ADVISED BY THE T&R ON CALL REP THAT T&R WOULD NOT RESPOND TO ISSUES OF LESS THAN 2 LBS PRESSURE. GSR THEN ADVISED THE ON CALL REP THAT THE GSR WAS GOING TO GET ANOTHER SERVICEMAN TO HELP AND TO HAVE THE 2ND GSR PICK UP THE ALTERATION TRUCK NEEDED TO REPLACE THE BUTTERFLY REGULATOR. WHEN 2ND EMPLOYEE ARRIVED THE LEAK WAS CORRECTED BY REPLACING THE REGULATOR. AFTER WORK COMPLETE, SECOND SWEEP FOUND NO LEAKS.	Attachment 1G
7/12/2010	5255478917		Redacted	4	AXS OK,FUM LOCK COMPLETED TODAY, CUST CONCERNED NOT PLUGGED LIKE NORMAL POSS SFTY HZRD, PER SSR SAME DAY	MTR HAS A SOLID SWIVEL ON INLET & HAS A DISC ON OUTLET SIDE LEFT CARD.	METER HAS A SOLID SWIVEL ON INLET & HAS A DISC ON OUTLET SIDE LEFT CARD	GSR RESPONDED TO GAS CALL AT LOCATION. THE PROPERTY WAS TO BE FUMIGATED SO THE GSR CHECKED THAT THE METER WAS MADE READY FOR WORK. THE METER WAS SEALED WITH A SOLID SWIVEL ON INLET & HAS A DISC ON OUTLET SIDE. GSR LEFT CARD.	Attachment 1H

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7/13/2010	5379392454		Redacted	1	EP-STAGE HSE-AXS OK; AWH FLUE 160+PPM BADGE#23995	READ- >160PPM AT W/H UPON TESTING. PULLED BURNER OUT. CLEANED ORIFICE. WASHED BURNER ASSEMBLY. RETESTED. READINGS DOWN TO 50PPM. BOTH READINGS BELOW APPL THRESHOLD. ROUTINE CHECKED APPLIANCE=OK. OUTSIDE & INSIDE AMBIENT AIR READINGS=0PPM	READ- >160 PARTS PER MILLION AT WATER/HEATER UPON TESTING. PULLED BURNER OUT. CLEANED ORIFICE. WASHED BURNER ASSEMBLY. RETESTED. READINGS DOWN TO 50 PARTS PER MILLION. BOTH READINGS BELOW APPLIANCE THRESHOLD. ROUTINE CHECKED APPLIANCE=OK. OUTSIDE & INSIDE AMBIENT AIR READINGS=ZERO PARTS PER MILLION.	A GSR RESPONDED TO REQUEST FOR A CARBON MONOXIDE INVESTIGATION. UPON ARRIVING, THE GSR FOUND COMBUSTIBLE GAS INDICATOR SHOWING CARBON MONOXIDE READING OF GREATER THAN 160 PARTS PER MILLION AT THE WATER HEATER. THE GSR PULLED AND CLEANED BURNER AND ORIFICE AND WASHED THE BURNER ASSEMBLY. THE GSR THEN RETESTED AND FOUND CARBON MONOXIDE READINGS DOWN TO 50 PARTS PER MILLION. READINGS WERE BELOW THE APPLIANCE THRESHOLD. THE GSR ALSO PERFORMED AN APPLIANCE SAFETY CHECK OF OTHER APPLIANCES AND FOUND NO LEAKS. FINALLY AN INSIDE AND OUTSIDE SWEEP WAS CONDUCTED WITH AMBIENT READINGS INDICATING ZERO PARTS PER MILLION CARBON MONOXIDE.	Attachment 1I
7/14/2010	4426173828		Redacted	2	GIVE TO ALT TRUCK Redacted	INSTALLED 105 PIE PLATES AND SEALS ON ELECTRIC PANEL	INSTALLED 105 PIE PLATES AND SEALS ON ELECTRIC PANEL	A GSR RESPONDED TO GAS CALL AT LOCATION. ENDED UP INSTALLING PROTECTIVE COVER OVER METER SOCKET AND SEALS ON ELECTRIC PANEL.	Attachment 1J
7/15/2010	5327294106		Redacted	1	AXS;ECI Special Handle to Redacted	QC-NAC-(LEAK SURVEY TIE)REPLACED REG/LEAKING FITTINGS BELOW REG.	QUICK CHANGE - NO ACCESS - (LEAK SURVEY TIE) REPLACED REGULATOR / LEAKING FITTINGS BELOW REGULATOR	A GSR RESPONDED TO METER CHANGE REQUEST WITH A SPECIAL HANDLING REQUEST FOR THE OLD UNIT SO IT COULD BE TESTED FOR ACCURACY AT THE METER PLANT. THE GSR USED A QUICK CHANGE TANK DURING THE METER REPLACEMENT TO ALLOW FOR A CONTINUED FLOW OF SERVICE TO THE CUSTOMER. THE GSR HAD NO ACCESS TO THE INTERIOR OF THE HOME. WHILE ON-SITE THE GSR NOTICED LEAK SURVEY MARKER AT THE REGULATOR, SO THE REGULATOR WAS REPLACED TO CORRECT THE LEAKING FITTINGS BELOW REGULATOR.	Attachment 1K

9

10

11

## Gas Odor Field Orders for "Areas" 1 - 4 7/1/10 - 9/9/10

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7/16/2010	5725093802		Redacted	3	AXS OK,MILD,NO HISS,YESTERDAY,BASEMENT,DRYER,WTR HTR,FAF-ALL IN BASEMENT_XST-Redacted	OUTSIDE SWEEP 0%LEL INSIDE READ 1.8%LEL AT DRYER INLET CONNECTION.SOAPED CONNECTION ; BAD DRYER FLEXLINE CST SAID HE WILL REPLACE FLEX ;ADV TO MAKE SURE EXHAUST IS HOOKED UP SO WON'T BE A MESS. LEFT APPLIANCE VALVE OFF.	OUTSIDE SWEEP 0% LOWER EXPLOSIVE LIMIT INSIDE READ 1.8% LOWER EXPLOSIVE LIMIT AT DRYER INLET CONNECTION. SOAPED CONNECTION; BAD DRYER FLEX LINE CUSTOMER SAID HE WILL REPLACE FLEX; ADVISED TO MAKE SURE EXHAUST IS HOOKED UP SO WON'T BE A MESS. LEFT APPLIANCE VALVE OFF.	A GSR RESPONDED TO GAS CALL AT LOCATION. THE GSR PERFORMED AN OUTSIDE SWEEP AND FOUND 0% LOWER EXPLOSIVE LIMIT. THE INSIDE WAS ALSO CHECKED WITH A READING OF 1.8% LOWER EXPLOSIVE LIMIT AT DRYER INLET CONNECTION. THE GSR SOAPED THE CONNECTION AND FOUND A BAD DRYER FLEX LINE. CUSTOMER SAID HE WILL REPLACE FLEX. THE GSR ALSO ADVISED THE CUSTOMER TO MAKE SURE THE EXHAUST IS HOOKED CORRECTLY. THE APPLIANCE VALVE TO THE DRYER WAS LEFT OFF.	Attachment 1L
7/17/2010	5735268068		Redacted	3	NO ACCESS/SAFETY ISSUES;P/MARK MODERATE GAS LEAK FROM DRYER IN GARAGE,YESTERDAY,XST PIEDMONT, NO CAUS	NO LEAKS FOUND PER SCOPE. CLOCKED HOUSELINE=TIGHT. RELIT & ROUTINE CHECKED APPLS.	NO LEAKS FOUND PER SCOPE. CLOCKED HOUSELINE=TIGHT. RELIT & ROUTINE CHECKED APPLIANCES.	A GSR RESPONDED TO GAS LEAK AT DRYER. THE GSR CHECKED THE APPLIANCE AND FOUND NO LEAKS. THE GSR THEN PERFORMED A CLOCK TEST OF THE HOUSELINE TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS; NO LEAKS FOUND. BEFORE LEAVING, THE GSR RELIT THE PILOT & AND PERFORMED A ROUTINE APPLIANCE SAFETY CHECK.	Attachment 1M
7/18/2010	5461507560		Redacted	1	EVAC,STRNG,NO HISS,ANXIOUS,TODAY,GRGE,WTR HTR,FAF,NO CONST,NO PLUMB_YST-Redacted	NO LEAKS FOUND PER SCOPE. CLOCKED HOUSELINE=TIGHT. RELIT & ROUTINE CHECKED APPLIANCES. INSIDE & OUTSIDE SWEEPS=0%L.	NO LEAKS FOUND PER SCOPE. CLOCKED HOUSELINE=TIGHT. RELIT & ROUTINE CHECKED APPLIANCES. INSIDE & OUTSIDE SWEEPS=0% LOWER EXPLOSIVE LIMIT.	A GSR RESPONDED TO GAS CALL AT LOCATION. THE GSR PERFORMED AN INSIDE & OUTSIDE SWEEPS FOR LEAKS AND FOUND NONE. A CLOCK TEST WAS THEN PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS; NONE FOUND. BEFORE LEAVING THE GSR RELIT ANY APPLIANCES & PERFORMED A ROUTINE SAFETY CHECK OF APPLIANCES.	Attachment 1N
7/18/2010	5557886950		Redacted	2	DOT-HARD LOCK METER	FOUND GAS MTR, DISC OUTLET SIDE OF MTR, TIGHTENED LOSE FITTING ON MTR , NO ENTRY , FOUND GAS MTR, DISC OUTLET SIDE OF MTR, TIGHTENED LO SE FITTING ON MTR , NO ENTRY ,	FOUND GAS METER, DISC OUTLET SIDE OF METER, TIGHTENED LOSE FITTING ON METER, NO ENTRY, FOUND GAS METER, DISC OUTLET SIDE OF METER, TIGHTENED LOOSE FITTING ON METER, NO ENTRY,	A TAG ISSUED TO LOCK GAS METER. THE GSR FOUND THE GAS METER SHUT OFF WITH A DISC IN THE OUTLET SIDE OF GAS METER. A LOOSE FITTING ON THE GAS METER WAS TIGHTENED. THE GSR WAS UNABLE TO ENTER THE HOUSE.	Attachment 1O
7/23/2010	5419800082		Redacted	1	NO ACCESS OR SAFETY ISSUES;CUST REMOVING GAS DRYER	CASE NO.4887018043(DXGT)RISER BADLY RUSTED(MUSHROOMI NG)NOT LEAKING/NO ODOR DID NOT DO INSIDE/OUTSIDE SWEEP AS THERE WAS NO ODOR BUT BECAUSE OF BADLY RUSTED RISE CK TO MAKE SURE HAD TAG ISSUED BY HOTLINE AS NO LEAK/NO IR FU TAG	CASE NO.4887018043 (DXGT) RISER BADLY RUSTED (MUSHROOMING) NOT LEAKING/NO ODOR DID NOT DO INSIDE/OUTSIDE SWEEP AS THERE WAS NO ODOR BUT BECAUSE OF BADLY RUSTED RISER CHECK TO MAKE SURE HAD TAG ISSUED BY HOTLINE AS NO LEAK/NO IMMEDIATE RESPONSE FOLLOW UP TAG	A GSR RESPONDED TO REQUEST TO SHUT OFF GAS METER. ISSUED CASE # 4887018043 (DXGT) DUE TO RISER BADLY RUSTED BUT NOT LEAKING. THERE WAS NO ODOR OR LEAKS DETECTED, BUT BECAUSE OF THE BADLY RUSTED RISER THE GSR CHECKED TO MAKE SURE A FOLLOW UP TAG WAS ISSUED	Attachment 1P

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17	7/27/2010	5409516381	5409516513	Redacted	1	NONE	NONE	NONE	A TAG WAS ISSUED FOR GAS LEAK AT METER BUT TAG WAS CANCELLED AND NOT DISPATCHED. THERE ARE NO NOTES FOR WHY TAG WAS CANCELLED, HOWEVER, RELATED TAG 5409516513 ISSUED SAME TIME FOR SAME ADDRESS.	Attachment 1Q
18	7/27/2010	5409516513	5409516381	Redacted	1	3 DOGS;MILD ODOR PER DONNA OUTSIDE R SIDE OF HSE; X OAKMONT ADVISED MUST BE PRESENT	GAS WAS LEAKING FROM VARIOUS PARTS TO SERVICE _ FITTING & BODY OF METER THE SERVICE METER WAS REMOVED AND REPLACED VIA ' SMART ' SERVICE WAS NOT IMPACTED DURING CHANGE / REPAIRS.	GAS WAS LEAKING FROM VARIOUS PARTS TO SERVICE FITTING & BODY OF METER THE SERVICE METER WAS REMOVED AND REPLACED VIA ' SMART ' SERVICE WAS NOT IMPACTED DURING CHANGE / REPAIRS.	A GSR RESPONDED TO GAS LEAK AT LOCATION. GAS WAS LEAKING FROM VARIOUS PARTS OF SERVICE, INCLUDING FITTING & BODY OF METER. THE SERVICE METER WAS REMOVED AND REPLACED VIA "SMART". AFTER REPLACEMENT, NO FURTHER LEAKS FOUND. CUSTOMER DID NOT EXPERIENCE ANY LOSS OF SERVICE DURING THE METER CHANGE AND REPAIRS	Attachment 1R
19	7/29/2010	5181902383	Redacted	1	GET KEY FROM MTR READING PLS INSTALL G SM & NOTE MTR#/MTU#	INCLUDES DRIVE TIME TO PICK UP MR KEYS-QC-NAC-LEAK A T UNION BELOW REG-REPLACED REG/UNION-NO SWEEPS NOTIFIED SUPE	INCLUDES DRIVE TIME TO PICK UP METER KEYS-QUICK-NO ACCESS-LEAK AT UNION BELOW REGULATOR-REPLACED REGULATOR/UNION-NO SWEEPS NOTIFIED SUPERVISOR	A GSR RESPONDED TO A REQUEST TO REPLACE A GAS METER WITH GAS METER THAT INCLUDES A SMART METER MODULE. THE GSR NEEDED TO PICK UP KEYS TO GAIN ACCESS TO METER LOCATION. THE GSR UTILIZED A QUICK CHANGE TANK TO REPLACE METER WITHOUT INTERRUPTING SERVICE. A LEAK WAS FOUND AT THE UNION BELOW THE REGULATOR; WHICH WAS THEN REPLACED CORRECTING THE ISSUE	Attachment 1S	
20	7/30/2010	5349201270	Redacted	4	NO ACCESS OR SAFETY ISSUES; HISSING AND BLOWING, GAS ODOR FROM MAIN BREAKER LOCATED OUTSIDE X-ST:GOO	ALL READS OUTSIDE & GARAGE 0.0 % LEL, EXCEPT 36.4 % LEL AT CRACK IN GAS METER, REPAIRED BY REPLACING METER // CLOKED METER FOUND NO MOVEMENT SLO/FLO OK // SPRAY PAINTED GAS SET & REG // INFORMED CUST ABOUT DIRTY FAF FILTER // NO SAFE ACCESS TO CHECK CLOTHES DRYER BURNER--MOTO SCOOTER PARK IN FRONT OF DRYER // S/O MOD # 07479189	ALL READS OUTSIDE & GARAGE 0.0 % LOWER EXPLOSIVE LEVEL, EXCEPT 36.4 % LOWER EXPLOSIVE LEVEL AT CRACK IN GAS METER, REPAIRED BY REPLACING METER // CLOKED METER FOUND NO MOVEMENT SLOW/FLOW OK // SPRAY PAINTED GAS SET & REGULATOR // INFORMED CUSTOMER ABOUT DIRTY FORCED AIR FURNACE FILTER // NO SAFE ACCESS TO CHECK CLOTHES DRYER BURNER --MOTOR SCOOTER PARKED IN FRONT OF DRYER // S/O MOD # 07479189	A GSR WAS DISPATCHED TO A GAS LEAK CALL AT LOCATION. A SWEEP FOR LEAKS WAS CONDUCTED WITH ALL READINGS AT 0 EXCEPT FOR A READING OF 36.4 % LOWER EXPLOSIVE LIMIT AT A CRACK IN THE GAS METER. THIS WAS REPAIRED BY REPLACING THE GAS METER. A CLOK TEST WAS THEN PERFORMED WITH NO FURTHER LEAKS INDICATED. THE GAS METER SET AND REGULATOR WERE THEN PAINTED. THE GSR ADVISED THE CUSTOMER TO CLEAN THE DIRTY FORCED AIR FURNACE FILTER AND OF AN ACCESS ISSUE TO THE CLOTHES DRYER BURNER DUE TO A MOTOR SCOOTER PARKED IN FRONT OF IT.	Attachment 1T	

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7/31/2010	5451116177		Redacted	1	MILD, TODAY, CAUSE UNKNOWN, XST OLYMPIC, ROMI CALLING	SWEPT OUT/INSIDE 0%LEL-FND 48%LEL LEAK BYPASSNG CONTROL VLV@FRNC IN KITCHEN CLOSET, DSCNCT RFR2DLR-DRYER& SWEPT OUT/INSIDE 0%LEL-FND 48%LEL LEAK BYPASSNG CONTR OL VLV@FRNC IN KITCHEN CLOSET, DSCNCT RFR2DLR-DRYER& WTRHTR OK, SPOT CHKD GAS MTR-0.25CFH-OK, LEFT SERV ON...RANGETOP&OVEN IS ELECTRIC NOT GAS...	SWEPT OUT/INSIDE 0% LOWER EXPLOSIVE LIMIT-FOUND 48% LOWER EXPLOSIVE LIMIT LEAK BYPASSING CONTROL VALVE AT FURNACE IN KITCHEN CLOSET, DISCONNECTED REFERRED TO DEALER-DRYER & WATER HEATER OK, SPOT CHECKED GAS METER-0.25 CUBIC FEET PER HOUR-OK, LEFT SERVICE ON. RANGE TOP & OVEN IS ELECTRIC NOT GAS.	A GSR RESPONDED TO GAS LEAK AT RANGE. THE GSR PERFORMED SWEEPS INSIDE AND OUTSIDE WITH COMBUSTIBLE GAS INDICATOR AND FOUND ZERO READS; NO LEAKS. THEN CHECKED THE APPLIANCES AND FOUND A 48% LOWER EXPLOSIVE LIMIT AT BYPASSING CONTROL VALVE ON THE FURNACE, WHICH WAS LOCATED IN KITCHEN CLOSET. THE GSR DISCONNECTED FURNACE AND REFERRED THE CUSTOMER TO A DEALER TO GET THE FURNACE REPAIRED. THE DRYER AND WATER HEATER WERE CHECKED WITH NO LEAKS FOUND. THE RANGE TOP AND OVEN IS ELECTRIC NOT GAS. ALSO, CHECKED THE GAS METER AND FOUND IT OK. THE SERVICE TO THE PROPERTY WAS LEFT ON SINCE THE FURNACE WAS SHUT OFF.	Attachment 1U
8/2/2010	5265753911		Redacted	4	EVAC;PER LESLIE;STR AT WTR HTR IN GRG 4 FEW DAYS;NEW UNIT;X-ST COLLEGE	UNABLE TO CLOCK HSE. LINE. 2 UNITS. CGI TO 1. CO DETECTOR BEEPING ON ARRIVEL. SOAP AND CGI TESTED APPL.N NO LEAKS.SPILLAGE AT WATER HEATER. ADVISED CUST TO CALL DEALER. FREE AIR READING AT AT WATER HEATER 18. CO DETECTOR WAS PLACED DIRECTLY OVER WATER HEATER.ADVISED CUST. TO REPLACE FAF FILTER.	UNABLE TO CLOCK HOUSE. LINE. 2 UNITS. COMBUSTIBLE GAS INDICATOR TO 1. CARBON MONOXIDE DETECTOR BEEPING ON ARRIVAL. SOAP AND COMBUSTIBLE GAS INDICATOR TESTED APPLIANCE. NO LEAKS. SPILLAGE AT WATER HEATER. ADVISED CUSTOMER TO CALL DEALER. FREE AIR READING AT WATER HEATER 18. CARBON MONOXIDE DETECTOR WAS PLACED DIRECTLY OVER WATER HEATER. ADVISED CUSTOMER TO REPLACE FORCED AIR FURNACE FILTER.	A GSR RESPONDED TO GAS LEAK AT WATER HEATER. THE GSR WAS UNABLE TO CLOCK TEST THE HOUSELINE AS THE LINE SERVES 2 SEPARATE UNITS. THE COMBUSTIBLE GAS INDICATOR GAVE A READING OF 1 PART PER MILLION CARBON MONOXIDE. THE CUSTOMER'S CARBON MONOXIDE DETECTOR WAS BEEPING WHEN THE GSR ARRIVED. THE GSR PERFORMED AN APPLIANCE SAFETY CHECK AND FOUND NO LEAKS. HOWEVER, THE GSR NOTED WATER SPILLAGE AT WATER HEATER DRAFT DIVERTER. THE CUSTOMER WAS ADVISED TO CALL THE DEALER. A CHECK OF THE WATER HEATER THEN FOUND 18 PARTS PER MILLION CARBON MONOXIDE. THE CUSTOMER'S CARBON MONOXIDE DETECTOR WAS PLACED DIRECTLY OVER WATER HEATER. THE GSR ADVISED CUSTOMER TO REPLACE FORCED AIR FURNACE FILTER.	Attachment 1V

## Gas Odor Field Orders for "Areas" 1 - 4 7/1/10 - 9/9/10

Field Order Date	Field Order ID	Related Field Orders	Address	CPSD Area	Office Notes	Field Order Detail (See "General" remarks on pg. 2)	Unabbreviated Field Order Detail Notes	Summary of PG&E Actions Taken	FO PDF
8/3/2010	5409550646		Redacted	1	Dog(s), XST-OAKMONT, FAINT ODR AT WTR HTR IN GRGE STRT TODAY AFTER GRGE SHEETROCKED TODAY. JAN	SPOT CLOCK NO MOVEMENT-OUTSIDE SWEEP OK 0.0 READS-INSIDE 1.7%L IN DRAIN IN GARAGE BY WH PROBABLE SEWER GAS-REP'D FUZZ LEAK AT S/O VALVE-ADV VALVE SHOULD BE REPLACED-LIT PILOT UNIT OK-CLEARED INSIDE FRESH AIR SUPPLY SCREEN-OUTSIDE SCREENS MISSING-ADV KEEP CLEAR	SPOT CLOCK NO MOVEMENT-OUTSIDE SWEEP OK 0.0 READS-INSIDE 1.7% LOWER EXPLOSIVE LIMIT IN DRAIN IN GARAGE BY WATER HEATER PROBABLE SEWER GAS-REPAIRED FUZZ LEAK AT SHUT/OFF VALVE-ADVISED VALVE SHOULD BE REPLACED-LIT PILOT UNIT OK-CLEARED INSIDE FRESH AIR SUPPLY SCREEN-OUTSIDE SCREENS MISSING-ADVISED TO KEEP LINT SCREENS CLEAR.	A GSR RESPONDED TO GAS LEAK AT WATER HEATER. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS LOSS; CHECKED OK. AN OUTSIDE SWEEP WAS CONDUCTED WITH NO LEAKS DETECTED. A SWEEP OF THE INSIDE IDENTIFIED 1.7% LOWER EXPLOSIVE LIMIT IN A DRAIN LOCATED IN GARAGE BY THE WATER HEATER. THE GSR SUSPECTED THE 1.7% WAS CAUSED BY SEWER GAS FROM DRAIN. THE GSR FOUND AND REPAIRED A SMALL LEAK AT THE SHUT OFF VALVE TO WATER HEATER. THE PILOT WAS RELIT AND CHECKED OK. FINALLY THE GSR CLEARED INSIDE FRESH AIR SUPPLY SCREEN, AND NOTICED THAT OUTSIDE SCREEN WAS MISSING; THE CUSTOMER WAS ADVISED TO REPLACE IT. ALSO ADVISED CUSTOMER TO KEEP DRYER LINT SCREENS CLEAR.	Attachment 1W
8/4/2010	5419848597		Redacted	1	AXC OK. MILD SML ~TODAY, IN FRT YARD. PER [Redacted] WE WENT OUT THERE BEFORE FOR G LE	INSIDE/OUTSIDE SWEEPS 0.0 READS-SPOT CLOCK <1/2CU.FT/HR-CUST TOLD BY SAN BRUNO WATER DEPT. GAS ODOR FROM THEIR DIG IN-I GET NO READS & A SEWAGE TYPE ODOR-WILL HAVE FLAME PACK CK-CUST SAYS GAS ST.WORK DONE HERE FEB.CASE NO.8391295928	INSIDE/OUTSIDE SWEEPS 0.0 READS-SPOT CLOCK <1/2 CUBIC FEET/HOUR-CUSTOMER TOLD BY SAN BRUNO WATER DEPT. GAS ODOR FROM THEIR DIG IN-I GET NO READS & A SEWAGE TYPE ODOR-WILL HAVE FLAME PACK CHECK-CUSTOMER SAYS GAS STREET WORK DONE HERE FEB. CASE NO.8391295928	A GSR RESPONDED TO GAS LEAK INSIDE AT LOCATION. THE CUSTOMER HAD BEEN TOLD BY SAN BRUNO WATER DEPARTMENT THAT A GAS ODOR WAS FROM THEIR WORK (DIG IN) IN FEBRUARY. THE GSR PERFORMED INSIDE AND OUTSIDE SWEEPS WITH NO LEAKS DETECTED. A CLOCK TEST WAS PERFORMED TO DETERMINE IF ANY UNACCOUNTED FOR GAS; RESULTS OK. GSR FOUND NO INDICATION OF GAS LEAK. REFERRED TO M&C FOR FOLLOW-UP; CASE NO.8391295928	Attachment 1X
8/4/2010	5422515215	5422515238 & 5422515299	Redacted	2	EVAC: ODR @ WTR HTR GARAGE 2DAYS: X-ST [Redacted]	CGI NA/LN MTR INDICATES 1/2 CFH AF LFT GAS MTR ON	CAN'T GET IN NO ACCESS/LEFT NOTE METER INDICATES 1/2 CUBIC FEET PER HOUR APPLIANCE FLOW. LEFT GAS METER ON.	A GSR RESPONDED TO GAS LEAK CALL FOR POSSIBLE LEAK AT WATER HEATER. THE CUSTOMER WAS NOT PRESENT SO THE GSR COULD NOT GAIN ACCESS; A NOTE WAS LEFT INFORMING THE CUSTOMER THAT PG&E HAD BEEN ON SITE. A SMALL AMOUNT OF GAS WAS PASSING THROUGH METER TO RESIDENCE; LIKELY DUE TO APPLIANCES IN USE. GSR LEFT GAS ON.	Attachment 1Y



## Gas Odor Field Orders for "Areas" 1 - 4 7/1/10 - 9/9/10

Field Order Date	Field Order ID	Related Field Orders	Address	CPSD Area	Office Notes	Field Order Detail (See "General" remarks on pg. 2)	Unabbreviated Field Order Detail Notes	Summary of PG&E Actions Taken	FO PDF
8/5/2010	5422515238	5422515215 & 5422515299	Redacted	2	CGI STRONG ODOR WTR HTR Redacted	OUTSIDE=0, WATER=0, CONDUIT=0, VENTS=0, WINDOWS=0, FRONT DOOR=0, INSIDE=0, AND GARAGE = 0. FOUND UNUSED DRYER LINE UNCAPPED. ADV CUST. CAPPED LINE. AWH CKS OK. CLOCKTEST = 2 CFH.	OUTSIDE=0, WATER=0, CONDUIT=0, VENTS=0, WINDOWS=0, FRONT DOOR=0, INSIDE=0, AND GARAGE = 0. FOUND UNUSED DRYER LINE UNCAPPED. ADVISED CUSTOMER. CAPPED LINE. AUTOMATIC WATER HEATER CHECKS OK. CLOCK TEST = 2 CUBIC FEET PER HOUR	A GSR WAS DISPATCHED TO LOCATION TO INVESTIGATE A GAS LEAK AT THE WATER HEATER. AN OUTSIDE SWEEP WAS PERFORMED WITH NO LEAKS FOUND. ONCE IN THE GARAGE, THE GSR FOUND AN UNUSED DRYER LINE UNCAPPED. ADVISED CUSTOMER OF THE CONDITION AND THEN CAPPED THE LINE. THE AUTOMATIC WATER HEATER CHECKED OK.	Attachment 1Z
8/5/2010	5422515299	5422515215 & 5422515238	Redacted	2	MOD-AXS O.K.;CUST ANXIOUS;IN GAR-PLATFORM NOW RMVD-2ND REQ-CUST W/B/T. Redacted	CHNGD STICKING MTR / CLOCK TEST INDICATES NO LEAK 000 CFH FLOW HSE LN NO OTHR LEAK INDICATED CHNGD STICKING MTR / CLOCK TEST INDICATES NO LEAK 000 CFH FLOW HSE LN NO OTHR LEAK INDICATED NO LOCK UP ON SERVICE REG. CLEANED ORIFICE OF DEBRIS TO CORRECT LEAK TEST 0 % LEL INSIDE AND 0 % LEL OUTSIDE NO ACCESS TO ATTIC LOCATED FURANCE...PILOTLESS IGNITION ...IT IS WORKING BEGAN THIS JOB AT 5:30 PM DUE TO RECON TRBLE LOST ALL THAT TIME	CHANGED STICKING METER / CLOCK TEST INDICATES NO LEAK 000 CUBIC FEET PER HOUR FLOW. HOUSE LINE NO OTHER LEAK INDICATED. NO LOCK UP ON SERVICE REGULATOR. CLEANED ORIFICE OF DEBRIS TO CORRECT LEAK TEST 0 % LOWER EXPLOSIVE LIMIT INSIDE AND 0 % LOWER EXPLOSIVE LIMIT OUTSIDE. NO ACCESS TO ATTIC LOCATED FURNACE...PILOT LESS IGNITION ...IT IS WORKING. BEGAN THIS JOB AT 5:30 PM DUE TO RECON DEVICE TROUBLE LOST ALL THAT TIME.	A GSR RESPONDED TO GAS CALL AT LOCATION. A CLOCK TEST WAS PERFORMED TO DETERMINE IF ANY UNACCOUNTED FOR GAS LEAKING BEYOND METER; RESULTS INDICATED NO LEAK. THE GSR CLEANED SOME DEBRIS FROM THE REGULATOR TO PREVENT A LOCK UP. A SWEEP WAS CONDUCTED OUTSIDE; WITH NO LEAKS FOUND. THE GSR COULD NOT GAIN ACCESS TO THE ATTIC. THE FURNACE IS A PILOT LESS IGNITION TYPE (ELECTRONIC IGNITION) AND IT WAS FOUND TO BE WORKING.	Attachment 1AA
8/5/2010	5461422109		Redacted	1	AXC OK;MOD ODOR FRM DRYER;2DAYS; NEW DRYER INSTALLED;P/ Redacted	FOUND & CORRECTED LK @ DRYER FLEXCONNECT. S/OFF VALV E HAS BROKEN HANDLE. RTD FOR REPAIRS. (NO S/OFF V ALVES IN STOCK @ YARD. CLOTHES DRYER OPERATION NORMAL.	FOUND & CORRECTED LEAK AT DRYER FLEX CONNECTOR. SHUT/OFF VALVE HAS BROKEN HANDLE. REFERRED TO DEALER FOR REPAIRS. (NO- SHUT/OFF VALVES IN STOCK AT YARD. CLOTHES DRYER OPERATION NORMAL.	A GSR RESPONDED TO GAS LEAK CALL FOR A LEAK AT THE CLOTHES DRYER. A LEAK WAS FOUND AND CORRECTED AT THE FLEX CONNECTOR TO THE DRYER. THE SHUT OFF VALVE TO THE DRYER HAD A BROKEN HANDLE SO THE CUSTOMER WAS REFERRED TO A DEALER TO GET IT FIXED. THE CLOTHES DRYER WAS FOUND TO BE OPERATING NORMALLY.	Attachment 1AB
8/5/2010	5484848880		Redacted	2	EP BADGE 22013 FUZZ LK AT AWH AT PIPELINE AXSOK	REPAIRED LEAK AT WTR HTR 1/2" UNION...NO OTHER LEAK FOUND MTR INDICATES 1 1/2 CFH AF LEAK TEST INDICATES 0 % LEL INSIDE AND 0 % LEL OUTSIDE	REPAIRED LEAK AT WATER HEATER 1/2" UNION...NO OTHER LEAK FOUND METER INDICATES 1 1/2 CUBIC FEET PER HOUR APPLIANCE FLOW LEAK TEST INDICATES 0 % LOWER EXPLOSIVE LIMIT INSIDE AND 0 % LOWER EXPLOSIVE LIMIT OUTSIDE.	GSR RESPONDED TO GAS LEAK AT WATER HEATER. A LEAK WAS FOUND AND REPAIRED AT WATER HEATER ON A 1/2" UNION JOINT. AFTER REPAIRS, NO OTHER LEAK FOUND. CLOCK TEST AT METER INDICATED A 1-1/2 CUBIC FEET PER HOUR APPLIANCE FLOW. A SWEEP INSIDE AND OUTSIDE FOUND NO LEAKS.	Attachment 1AC

## Gas Odor Field Orders for "Areas" 1 - 4 7/1/10 - 9/9/10

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8/9/2010	5474680001		Redacted	2	ACCESS/SAFETY: DOG(S)2; GAS LEAK @ MTR; ODOR INSIDE GARAGE	OUTSIDE=0, GARAGE DOOR=0, WINDOW=0, FRONT DOOR=0, INSIDE=0, AND GARAGE = 0. FOUND LOOSE UNION FITTING BELOW THE REG. TIGHTENED. CKS OK.	OUTSIDE=0, GARAGE DOOR=0, WINDOW=0, FRONT DOOR=0, INSIDE=0, AND GARAGE = 0. FOUND LOOSE UNION FITTING BELOW THE REGULATOR. TIGHTENED. CHECKS OK.	A GSR RESPONDED TO GAS LEAK AT METER. AN OUTSIDE SWEEP WAS CONDUCTED WITH NO LEAKS INDICATED. THE GSR FOUND A LOOSE UNION FITTING BELOW THE REGULATOR WHICH WAS TIGHTENED AND THEN CHECKED OK.	Attachment 1AD
8/10/2010	5349184476		Redacted	4	AXS OK; FAINT ODR RIGHT SIDE OF HSE FOR 1 MNTH; X-ST GOODWIN; PER Reda	FOUND LEAK BELOW SERVC VALVE AT OLD CLAMP...NO OTHER LEAK FOUND CGI TO INSIDE NA/LN LEAK TEST OUTSIDE INDICATES 0 %LEL OTHER THAN THE LEAK AT MTR SET WHICH IS 7 % LEL REF TO OFFICE TO CONTACT ON CALL SUPERVSR CASE NO. 5909513670 CSR S1MW	FOUND LEAK BELOW SERVICE VALVE AT OLD CLAMP...NO OTHER LEAK FOUND COMBUSTIBLE GAS INDICATOR TO INSIDE NO ACCESS/ LEAK TEST OUTSIDE INDICATES 0 % LOWER EXPLOSIVE LIMIT OTHER THAN THE LEAK AT METER SET WHICH IS 7 % LOWER EXPLOSIVE LIMIT REFERRED TO OFFICE TO CONTACT ON CALL SUPERVISOR CASE NO. 5909513670 CSR S1MW	THE GSR RESPONDED TO GAS LEAK AT METER. A LEAK WAS FOUND BELOW THE SERVICE VALVE AT OLD CLAMP, NO OTHER LEAK FOUND. AN OUTSIDE SWEEP WAS CONDUCTED WITH NO LEAKS IDENTIFIED BEYOND THE LEAK AT THE METER SET. THE GSR WAS UNABLE TO GAIN ACCESS TO PERFORM AN INSIDE SWEEP. A NOTIFICATION WAS MADE FOR FOLLOW-UP WORK TO CORRECT METER LEAK; REFERENCED IN CASE # 5909513670.	Attachment 1AE
8/10/2010	5474676245		Redacted	2	EP-STAGE HSE.AXS OK, XST-ELM,AWH FLUE-3500PPM W/SPILLAGE. BADGE# 23645	DID CO SWEEP. FOUND 0%CO IN AND AROUND HOUSE. DID FIND 4000PPM AIR FREE IN AWH FLUE. FOUND CUMBUSTION AIR VENT UNDER AWH CLOGED. CLEANED VENT, CO DROPPED TO 26PPM AIR FREE. CLOCKED AWH AT WITHIN BTU THRESHOLD. SLIGHT SPILLAGE AT AWH FLUE, ADVISE TO HAVE FLUE LOWERD FOR MORE RISE. RTD. HS LN CLOCKED TIGHT. FIXED FUZ LEAK UNDER REG.	DID CARBON MONOXIDE SWEEP. FOUND ZERO CARBON MONOXIDE IN AND AROUND HOUSE. DID FIND 4000 PARTS PER MILLION AIR FREE IN AUTOMATIC WATER HEATER FLUE. FOUND COMBUSTION AIR VENT UNDER AUTOMATIC WATER HEATER CLOGGED. CLEANED VENT, CARBON MONOXIDE DROPPED TO 26 PARTS PER MILLION AIR FREE. CLOCKED AUTOMATIC WATER HEATER AT WITHIN BRITISH THERMAL UNIT THRESHOLD. SLIGHT SPILLAGE AT AUTOMATIC WATER HEATER FLUE, ADVISE TO HAVE FLUE LOWERED FOR MORE RISE. REFERRED TO DEALER. HOUSE LINE CLOCKED TIGHT. FIXED FUZZ LEAK UNDER REGULATOR.	A GSR RESPONDED TO REQUEST FOR CARBON MONOXIDE INVESTIGATION AT LOCATION. THE GSR PERFORMED A CARBON MONOXIDE SWEEP AND FOUND 0% CARBON MONOXIDE IN AND AROUND HOUSE. HOWEVER, THE GSR FOUND 4000 PARTS PER MILLION AIR FREE IN AUTOMATIC WATER HEATER FLUE. THIS WAS CAUSED BY THE COMBUSTION AIR VENT UNDER AUTOMATIC WATER HEATER BEING CLOGGED. THE EMPLOYEE CLEANED THE VENT AND RETESTED. FOUND THE CARBON MONOXIDE HAD DROPPED TO 26 PARTS PER MILLION AIR FREE. THE WATER HEATER OPERATION WAS CHECKED AND FOUND TO BE WITHIN BTU THRESHOLD. THERE WAS A SLIGHT SPILLAGE AT AUTOMATIC WATER HEATER FLUE, WHICH THE GSR ADVISED THE CUSTOMER TO HAVE FLUE LOWERED FOR MORE RISE OF AIR (UPDRAFT) BY THE DEALER. THE HOUSE LINE CLOCK TESTED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS; CHECKED OK. THE GSR FOUND A SMALL LEAK AT THE REGULATOR WHICH WAS CORRECTED.	Attachment 1AF

## Gas Odor Field Orders for "Areas" 1 - 4 7/1/10 - 9/9/10

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8/10/2010	5495491917		Redacted	2	AXSOK BRLY NOTICBLE;GARGE;1 DAY;UNKNWN CAUSE VACANT XST ELM CLAIRE LEAVE SRVC CARD UNDER MAT	HARD LOCKED GAS MTR, VACANT HOME, NO AVAILABLE, NO ACCESS, LEFT NOTICE UNDER MAT AT FRT DOOR.	HARD LOCKED GAS METER, VACANT HOME, NO AVAILABLE, NO ACCESS, LEFT NOTICE UNDER MAT AT FRONT DOOR	GSR RESPONDED TO GAS LEAK AT WATER HEATER IN GARAGE. THE GSR FOUND THE METER WAS LOCKED WITH A DISC BECAUSE THE PROPERTY WAS VACANT. NO ACCESS WAS AVAILABLE SO THE GSR LET A NOTICE UNDER THE MAT AT THE FRONT DOOR.	Attachment 1AG
8/10/2010	5756284416	5756284995, 3720601848, 3720601964	Redacted	2	EVAC-CIA-STRONG GAS LEAK THRU OUT STORE PER LEWIS FOR 4 DAYS GETTING STRONGER. AXS OK X ST IS SAN BRU	CHECKED DOOR AT THE OUTSIDE=0, INSIDE=0.2, TOWARD BACK OF STORE=0.7, BAC K ROOM=2.2 AND BACK DOOR = 0. CKD NEXT DOOR AT THE REST AND INSIDE =0, STAIRWAY = 0, OFFICE = 0, ACCESS TO ROOF = 0 AND HTRS = 0. AFTER FURTHER INVESTIGATING, FOUND A READ OF 6.8 COMING FROM THE JANITORS SINK UPSTAIRS. ADV CUST. ADV SUPV. ADV DISP AND CALLED IN FOR A CASE NUMBER. *****CASE #: 5353420691 PER Red	CHECKED DOOR AT THE OUTSIDE=0, INSIDE=0.2, TOWARD BACK OF STORE=0.7, BACK ROOM=2.2 AND BACK DOOR = 0. CHECKED NEXT DOOR AT THE RESTAURANT AND INSIDE =0, STAIRWAY = 0, OFFICE = 0, ACCESS TO ROOF = 0 AND HEATERS = 0. AFTER FURTHER INVESTIGATING, FOUND A READ OF 6.8 COMING FROM THE JANITORS SINK UPSTAIRS. ADVISED CUSTOMER. ADVISED SUPERVISOR. ADVISED DISPATCH AND CALLED IN FOR A CASE NUMBER. CASE #: 5353420691 PER Red	A GSR RESPONDED TO GAS LEAK INSIDE AT LOCATION. THE GSR PERFORMED AN OUTSIDE SWEEP WITH NO LEAKS FOUND. AN INSIDE SWEEP WAS PERFORMED WITH READINGS OF 0.2% LOWER EXPLOSIVE LIMIT INSIDE THE DOOR, 0.7% LOWER EXPLOSIVE LIMIT MOVING FURTHER INTO BACK OF STORE, IN THE BACK ROOM A READING OF 2.2% LOWER EXPLOSIVE LIMIT, AND AT THE BACK DOOR A READING OF 0% LOWER EXPLOSIVE LIMIT. THE GSR THEN WENT TO THE BUSINESS NEXT DOOR (RESTAURANT) TO PERFORM AN INSIDE SWEEP. INITIAL READINGS WERE 0% LOWER EXPLOSIVE LIMIT INSIDE DOOR, AT STAIRWAY, AT THE OFFICE, NEAR THE ACCESS TO THE ROOF, AND AT THE HEATERS. FURTHER INVESTIGATION FOUND A READING OF 6.8% LOWER EXPLOSIVE LIMIT COMING FROM THE JANITOR'S SINK UPSTAIRS. THE CUSTOMER WAS ADVISED AND A CASE NUMBER ASSIGNED; CASE # 5353420691.	Attachment 1AH

## Gas Odor Field Orders for "Areas" 1 - 4 7/1/10 - 9/9/10

35

Field Order Date	Field Order ID	Related Field Orders	Address	CPSD Area	Office Notes	Field Order Detail (See "General" remarks on pg. 2)	Unabbreviated Field Order Detail Notes	Summary of PG&E Actions Taken	FO PDF
8/11/2010	3720601848	5756284416, 5756284995, 3720601964	Redacted	2	Redacted	PLEASE NOTE OTHER TAG Redacted WE SWEEP INSIDE AND OUTSIDE OF STORE FOUND NO READINGS, SPOT METER FLOW NO MOVEMENT; .....THIS ADDRESS WE CLOCKED HSE LINE USING SM BYPASS MTR-NO MOVEMENT; SWEEP INSIDE & OUTSIDE ,NO GAS READS; S/OFF LEFT PASTA COOKER DUE TO SOOTED CHAMBER W/500PPM CO; ISSUED HAZARD NOTICE & LEFT OFF; DID NOT DISCONN AS COOKER AS IT WAS ON SAME LINE AS MAIN RANGE TOP, WHICH IS NEEDED FOR BUSINESS; MAINTANCEMAN SIGNED HAZARD NOTICE; ;FOUND PILOTS OFF APON ARRIVAL WHICH WERE KNOCKED OUT BY NIGHT CLEANUP CREW--ADVISE; NO CK ON ELECT IGN ROOF FAF;	PLEASE NOTE OTHER TAG Redacted WE SWEEP INSIDE AND OUTSIDE OF STORE FOUND NO READINGS, SPOT METER FLOW NO MOVEMENT; THIS ADDRESS WE CLOCKED HOUSE LINE USING SERVICE MECHANIC BYPASS METER-NO MOVEMENT; SWEEP INSIDE & OUTSIDE ,NO GAS READS; SHUT/OFF LEFT PASTA COOKER DUE TO SOOTED CHAMBER WITH/500 PARTS PER MILLION CARBON MONOXIDE; ISSUED HAZARD NOTICE & LEFT OFF; DID NOT DISCONNECT AS COOKER AS IT WAS ON SAME LINE AS MAIN RANGE TOP, WHICH IS NEEDED FOR BUSINESS; MAINTENANCE MAN SIGNED HAZARD NOTICE; ;FOUND PILOTS OFF UPON ARRIVAL WHICH WERE KNOCKED OUT BY NIGHT CLEANUP CREW--ADVISE; NO CHECK ON ELECTRIC IGNITION ROOF FORCED AIR FURNACE;	A SECOND GSR WAS DISPATCHED TO THE LOCATION TO HELP IN RESPONDING TO A GAS LEAK CALL. GSR'S PERFORMED SWEEP INSIDE AND OUTSIDE OF STORE FOUND NO READINGS. ALSO CHECKED METER FLOW AND FOUND NO MOVEMENT VERIFYING NO UNACCOUNTED FOR GAS PASSING METER. BECAUSE THIS WAS A COMMERCIAL PROPERTY WITH MULTIPLE UNITS THE CLOCK TEST WAS PERFORMED USING SERVICE MECHANIC BYPASS METER. EMPLOYEES FOUND A PASTA COOKER WITH A SOOTED COMBUSTION CHAMPER WHICH INDICATED A 500 PARTS PER MILLION CARBON MONOXIDE READING. THE SERVICE TO THE PASTA COOKER WAS SHUT-OFFAND A HAZARD NOTICE WAS ISSUED. THE COOKER WAS SHUT OFF, BUT NOT DISCONNECTED BECASUE THE SERVICE LINE WAS SHARED WITH THE MAIN RANGE TOP, WHICH WAS NEEDED FOR BUSINESS. RESTRUARANT MAINTANCE MAN SIGNED HAZARD NOTICE. GSRs ALSO FOUND FOUND PILOTS OFF WHICH WERE FOUND TO HAVE BEEN KNOCKED OUT BY NIGHT CLEANUP CREW. THE CUSTOMER WAS ADVISED OF FINDINGS. NO CHECK WAS CONDUCTED ON THE ELECTRIC IGNITION ROOF FORCED AIR FURNACE UNIT ON THE ROOF.	Attachment 1A1

## Gas Odor Field Orders for "Areas" 1 - 4 7/1/10 - 9/9/10

Field Order Date	Field Order ID	Related Field Orders	Address	CPSD Area	Office Notes	Field Order Detail (See "General" remarks on pg. 2)	Unabbreviated Field Order Detail Notes	Summary of PG&E Actions Taken	FO PDF
8/11/2010	3720601964	5756284416, 5756284995, 3720601848	Redacted	2	AXS OK;STRNG GAS ODR INSIDE UNKNOWN;5DAYS;NO HISSNG/BLWNG/NO RECENT CONST;NO OTHER INFOR TO ID CA	UPON ARRIVAL FOUND CUST AT 813 RADIO SHACK CALLED IN LEAK / IN AM STRONG GAS ODER IN BK FOUND ZERO LEL ON CGI WHEN WLK AROUND 811 AND 813 CHERRY / IN BK RM OF 813 FOUND .8%LEL ON CGI NEAR WALL SOCKET AN 2PPM CO / THE REST OF 813 HAD ZERO LEL ON CGI INSIDE / WENT TO 811 PASTA POMADORA FOUND ZERO LEL ON CGI WHEN WLKD THRU ALL ROOMS 2 DRS WERE LKD / CGI RECORDED 2PPM CO UPSTAIRS BUT ZERO LEL / CALLED SUP AARON B / ROTARY MTR FOR 811 SUP ADVISED ALT TRUCK WILL BE DISPATCHED IN AM TO DO SHUT DWN LINE CHK MTR/ MGR AT REST HAD REPAIRS DONE BUT DIDN'T KNOW WHAT THEY DID /WILL CHK IN AM	UPON ARRIVAL FOUND CUSTOMER AT 813 RADIO SHACK CALLED IN LEAK / IN AM STRONG GAS ODER IN BACK FOUND ZERO LOWER EXPLOSIVE LIMIT ON COMBUSTIBLE GAS INDICATOR WHEN WALKED AROUND 811 AND 813 CHERRY / IN BACK ROOM OF 813 FOUND .8% LOWER EXPLOSIVE LIMIT ON COMBUSTIBLE GAS INDICATOR NEAR WALL SOCKET AN 2 PARTS PER MILLION CARBON MONOXIDE / THE REST OF 813 HAD ZERO LOWER EXPLOSIVE LIMIT ON COMBUSTIBLE GAS INDICATOR INSIDE / WENT TO 811 PASTA POMADORA FOUND ZERO LOWER EXPLOSIVE LIMIT ON COMBUSTIBLE GAS INDICATOR WHEN WALKED THROUGH ALL ROOMS 2 DOORS WERE LOCKED / COMBUSTIBLE GAS INDICATOR RECORDED 2 PARTS PER MILLION CARBON MONOXIDE UPSTAIRS BUT ZERO LOWER EXPLOSIVE LIMIT / CALLED SUPERVISOR AARON BROWNSON / ROTARY METER FOR 811 SUPERVISOR ADVISED ALTERATION TRUCK WILL BE DISPATCHED IN AM TO DO SHUT DOWN LINE CHECK METER/ MANAGER AT RESTAURANT HAD REPAIRS DONE BUT DIDN'T KNOW WHAT THEY DID /WILL CHECK IN AM	RESPONDED TO GAS LEAK INSIDE AT LOCATION. UPON ARRIVAL FOUND CUST AT 813 (RADIO SHACK) HAD CALLED IN LEAK EARLIER IN THE MORNING AND NOTED A STRONG GAS ODOR IN BACK OF STORE. GSR FOUND ZERO LOWER EXPLOSIVE LIMIT ON COMBUSTIBLE GAS INDICATOR WHEN WALKED AROUND 811 AND 813 CHERRY. IN BACK ROOM OF 813 FOUND .8%LOWER EXPLOSIVE LIMIT ON COMBUSTIBLE GAS INDICATOR NEAR WALL SOCKET AND 2 PARTS PER MILLION CARBON MONOXIDE. THE REST OF 813 HAD ZERO LOWER EXPLOISIVE LIMIT ON COMBUSTIBLE GAS INDICATOR INSIDE. THE GSR THEN WENT TO 811 CHERRY ADDRESS (PASTA POMADORA) AND FOUND ZERO LOWER EXPLOSIVE LIMIT ON COMBUSTIBLE GAS INDICATOR WHEN WALKED THROUGH ALL ROOMS; 2 DOORS WERE LOCKED. COMBUSTIBLE GAS INDICATOR RECORDED 2 PARTS PER MILLION CARBON MONOXIDE UPSTAIRS BUT ZERO LOWER EXPLOSIVE LIMIT. GSR CALLED SUPERVISOR TO OBTAIN EQUIPMENT TO CLOCK TEST A ROTARY METER FOR ADDRESS 811 CHERRY. THE SUPERVISOR ADVISED THAT THE ALTERATION TRUCK WILL BE DISPATCHED IN AM TO DO SHUT DOWN OF HOUSELINE TO CHECK METER. MANAGER AT RESTRAUNT HAD REPAIRS DONE BY OTHER GSR, BUT DIDN'T KNOW WHAT TH	Attachment 1AJ

36

## Gas Odor Field Orders for "Areas" 1 - 4 7/1/10 - 9/9/10

Field Order Date	Field Order ID	Related Field Orders	Address	CPSD Area	Office Notes	Field Order Detail (See "General" remarks on pg. 2)	Unabbreviated Field Order Detail Notes	Summary of PG&E Actions Taken	FO PDF
8/11/2010	5756284995	5756284416, 3720601848, 3720601964	Redacted	2	GIVE TO ALT TRUCK... Redacted	CLOCKED HOUSE LINE USING SMALL BYPASS METER--NO MOVEMENT SWEEP INSIDE AND OUTSIDE OF REST WITH CGI NO GAS READINGS; FOUND FLAME RECIRCULATION IN LEFT PASTA COOKER, FOUND 500 PPM CO FROM PASTA COOKER; ISSUED HAZARD NOTICE AND LEFT OFF, WAS UNABLE TO DISCONN PASTA COOKER AS IT WAS ON SAME LINE AS MAIN RANGE TOP COOKER (NEED RANGE TOP FOR BUSINESS) NO CK ON ELECT IGN FAF ON ROOF; FOUND PILOTS OFF APON ARRIVAL WHICH WERE KNOCKED OUT BY NIGHT CLEANUP CREW, ADVISE CUST;	CLOCKED HOUSE LINE USING SMALL BYPASS METER--NO MOVEMENT SWEEP INSIDE AND OUTSIDE OF REST WITH COMBUSTIBLE GAS INDICATOR NO GAS READINGS; FOUND FLAME RECIRCULATION IN LEFT PASTA COOKER, FOUND 500 PARTS PER MILLION CARBON MONOXIDE FROM PASTA COOKER; ISSUED HAZARD NOTICE AND LEFT OFF, WAS UNABLE TO DISCONNECT PASTA COOKER AS IT WAS ON SAME LINE AS MAIN RANGE TOP COOKER (NEED RANGE TOP FOR BUSINESS) NO CHECK ON ELECTRIC IGNITION FORCED AIR FURNACE ON ROOF; FOUND PILOTS OFF UPON ARRIVAL WHICH WERE KNOCKED OUT BY NIGHT CLEANUP CREW, ADVISE CUSTOMER	A GSR RESPONDED TO GAS CALL OUTSIDE AT LOCATION. A CLOCK TEST OF THE HOUSE LINE WAS PERFORMED USING SMALL BYPASS METER; NO UNACCOUNTED FOR GAS NOTED. AN INSIDE AND OUTSIDE SWEEP OF RESTAURANT PERFORMED WITH COMBUSTIBLE GAS INDICATOR; CHECKED OK. THE GSR FOUND FLAME RECIRCULATION IN LEFT PASTA COOKER AND FOUND 500 PARTS PER MILLION CARBON MONOXIDE FROM PASTA COOKER. A HAZARD NOTICE WAS ISSUED AND THE PASTA COOKER LEFT OFF. THE LINE TO THE COOKER WAS NOT DISCONNECTED BECAUSE IT WAS SHARED BY THE MAIN RANGE TOP COOKER (NEED RANGE TOP FOR BUSINESS). THERE WAS NO CHECK PERFORMED ON THE ELECTRIC IGNITION FORCED AIR FURNACE ON ROOF. THE GSR DID NOTE THAT PILOTS WERE OFF UPON ARRIVAL WHICH WERE KNOCKED OUT BY NIGHT CLEANUP CREW, ADVISED CUSTOMER.	Attachment 1AK
8/12/2010	5430191250		Redacted	1	EP- AXS OK- FUZZ LEAK @ FAF S/O VALVE- #23995			TAG WAS CANCELLED AND NOT ISSUED TO GAS SERVICE REPRESENTATIVE.	Attachment 1AL
8/13/2010	5451166734		Redacted	1	NO ACCESS OR SAFETY ISSUES;GAS LEAK @ MTR;HISSING NOISE;LEFT SIDE FACING;X-ST Redacted	SWEEP OUTSIDE W/CGI NO READS; FOUND 22%LEL UNDER HOUSE AT HOUSELINE AND EXTERIOR WALL.. CK'ED IN HOUSE --FOUND 6%LEL IN LIVINGROOM CORNER AT EXTERIOR WALL AND ABOVE HOUSELINE; CLOCKED HSELINE FLOW W/PILOTS OFF-- 3/4CFH FLOW;...LOCKED METER W/SOLID SWIVEL, ISSUED HAZARD NOTICE; CHANGED CORRODED REG	SWEEP OUTSIDE WITH /COMBUSTIBLE GAS INDICATOR NO READS; FOUND 22% LOWER EXPLOSIVE LIMIT UNDER HOUSE AT HOUSELINE AND EXTERIOR WALL. CHECKED IN HOUSE --FOUND 6% LOWER EXPLOSIVE LIMIT IN LIVING ROOM CORNER AT EXTERIOR WALL AND ABOVE HOUSELINE; CLOCKED HOUSELINE FLOW WITH/PILOTS OFF-- 3/4 CUBIC FEET PER HOUR FLOW;...LOCKED METER WITH SOLID SWIVEL, ISSUED HAZARD NOTICE; CHANGED CORRODED REGULATOR	A GSR WAS DISPATCHED TO INVESTIGATE A GAS LEAK CALL AT THE METER. AN OUTSIDE SWEEP WAS CONDUCTED WITH NO LEAKS FOUND. A CHECK UNDER THE PROPERTY FOUND A READING OF 22% LOWER EXPLOSIVE LIMIT AT THE HOUSELINE AND THE EXTERIOR WALL. AN INSIDE SWEEP WAS CONDUCTED WITH A READING OF 6% LOWER EXPLOSIVE LIMIT FOUND IN THE LIVING ROOM CORNER ALONG THE EXTERIOR WALL AND ABOVE HOUSELINE. A CLOCK TEST WAS PERFORMED WITH ALL APPLIANCES OFF AND A FLOW OF 3/4 CUBIC FEET PER HOUR FOUND. THE GSR LOCKED THE METER WITH A SOLID SWIVEL, ISSUED A HAZARD NOTICE, AND CHANGED A CORRODED REGULATOR.	Attachment 1AM

## Gas Odor Field Orders for "Areas" 1 - 4 7/1/10 - 9/9/10

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8/16/2010	5327362759		Redacted	1	PER Redacted, EVAC. HISSING STRONG SMELL AT DRYER IN GARAGE SINCE TODAY. JUST INSTALLED. XST FLEETWOOD	FOUND FLEXLINE LEAKING TO DRYER DUE TO WRONG ADAPTER THAT WAS INSTALLED. REMOVED ADAPTER. REFERRED CUST A DEALER. INSIDE & OUTSIDE SWEEPS=0%L. 0.75CFH AT MTR TESTHAND.	FOUND FLEX LINE LEAKING TO DRYER DUE TO WRONG ADAPTER THAT WAS INSTALLED. REMOVED ADAPTER. REFERRED CUSTOMER A DEALER. INSIDE & OUTSIDE SWEEPS=0% LOWER EXPLOSIVE LIMIT. 0.75 CUBIC FEET PER HOUR AT METER TEST HAND.	A GSR RESPONDED TO GAS LEAK AT DRYER. A FLEX LINE CONNECTING THE DRYER WAS FOUND LEAKING DUE TO THE WRONG ADAPTER BEING USED FOR INSTALLATION. THE SERVICE TO THE DRYER WAS SHUT OFF AND THE INCORRECT ADAPTER REMOVED. THE CUSTOMER WAS REFERRED TO A DEALER TO GET THE PROPER CONNECTIONS MADE. AN INSIDE AND OUTSIDE SWEEP OF THE PREMISES WAS MADE WITH NO LEAKS FOUND. A CLOCK TEST WAS MADE TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS; RESULTS OK.	Attachment 1AN
8/17/2010	5171573332		Redacted	1	ACCESS/SAFETY: DOG(S)/ MODERATE/ METER/ MONTHS/ XST VALLEYWOOD/ ROOM & RESTROOM ADDITION/ Redacted	CASE NO.5182807077(EMK6)-LEAK ON RISER(PREVIOUSLY TAPED)ODOR IN AIR-NOTIFIED DISPATCH SEND CREW INSIDE/OUTSIDE SWEEPS OTHERWISE 0.0READS-GETTING 5%GAS READS AT TAPE ON RISER	CASE NO. 5182807077 (EMK6)-LEAK ON RISER (PREVIOUSLY TAPED) ODOR IN AIR-NOTIFIED DISPATCH SEND CREW INSIDE/OUTSIDE SWEEPS OTHERWISE 0.0 READS-GETTING 5% LOWER EXPLOSIVE GAS READS AT TAPE ON RISER	A GSR RESPONDED TO GAS LEAK CALL AT METER. INSIDE AND OUTSIDE SWEEPS WERE CONDUCTED WITH A READING OF 5% LOWER EXPLOSIVE LIMIT AT A PREVIOUSLY PG&E MARKED LOCATION AT THE RISER TO THE GAS METER. INSIDE RESULTS WERE OK. THE GSR NOTIFIED DISPATCH THAT A CREW WOULD BE NEEDED TO ADDRESS UNDERGROUND LEAK. A CASE NUMBER WAS ISSUED (CASE # 5182807077).	Attachment 1AO

## Gas Odor Field Orders for "Areas" 1 - 4 7/1/10 - 9/9/10

Field Order Date	Field Order ID	Related Field Orders	Address	CPSD Area	Office Notes	Field Order Detail (See "General" remarks on pg. 2)	Unabbreviated Field Order Detail Notes	Summary of PG&E Actions Taken	FO PDF
8/19/2010	5557770540	95%	Redacted	2	EVAC. AXS-OK; STRONG ODOR AT RANGE, RECENT INSTALL. DISCUSSED SFTY. X-ST HAZEL	OUTSIDE=0, WATER=0, VENTS=0, WIDOWS=0, GARAGE DOOR=0 AND FRONT DOOR = 0. INSIDE = 0 AND KITCHEN = 0. RANGE TOP CKS OK. LOWER OVEN CKS OK. UPPER OVEN SET TO 350 DEG. START UP OK AND REACHED TEMP OK. SET TEMP CONTROL TO 410 DEG AND WAITED FOR OVEN TO CYCLE. RE-IGNITION OK. OVEN REACHED TEMP WITH NO PROBLEMS. HOWEVER, WHEN THE OVEN WENT TO CYCLE ON TO MAINTAIN 410 DEG, THE BURNER DID NOT IGNITE COMPLETELY INITIALLY CAUSING THE GAS ODOR. THE BURNER DID IGNITE AND BURN PROPERLY BUT THE ODOR DID OCCUR DURING THE TEST. ADV CUST. WARRANTY RTD. CLOCKTEST = 2 CFH.	OUTSIDE=0, WATER=0, VENTS=0, WIDOWS=0, GARAGE DOOR=0 AND FRONT DOOR = 0. INSIDE = 0 AND KITCHEN = 0. RANGE TOP CHECKS OK. LOWER OVEN CHECKS OK. UPPER OVEN SET TO 350 DEGREES. START UP OK AND REACHED TEMPERATURE OK. SET TEMPERATURE CONTROL TO 410 DIGRESS AND WAITED FOR OVEN TO CYCLE. RE-IGNITION OK. OVEN REACHED TEMPERATURE WITH NO PROBLEMS. HOWEVER, WHEN THE OVEN WENT TO CYCLE ON TO MAINTAIN 410 DEGREE, THE BURNER DID NOT IGNITE COMPLETELY INITIALLY CAUSING THE GAS ODOR. THE BURNER DID IGNITE AND BURN PROPERLY BUT THE ODOR DID OCCUR DURING THE TEST. ADVISED CUSTOMER WARRANTY REFERRED TO DEALER. METER CLOCK TEST = 2 CUBIC FEET PER HOUR.	A GSR RESPONDED TO GAS LEAK CALL IN KITCHEN AT RANGE. AN OUTSIDE SWEEP WAS CONDUCTED WITH NO LEAKS FOUND. AN INSIDE SWEEP WAS CONDUCTED WITH NO LEAKS FOUND. A CLOSE INSPECTION OF THE RANGE TOP AND UPPER AND LOWER OVENS FOUND NO LEAKS. THE CUSTOMER WAS THEN ASKED TO TURN THE UPPER OVEN ON AT 350 DEGREES SO A CHECK COULD BE MADE. THE OVEN START UP WENT OK AND REACHED TEMPERATURE WITHOUT ANY GAS LEAKS MEASURED. THE OVEN WAS THEN SET TO 410 DEGREES AND MONITORED AS IT CYCLED TO MAINTAIN THAT TEMPERATURE. THE RE-IGNITION OF THE OVEN TO RAISE THE TEMPERATURE FROM 350 TO 410 WENT OK WITH NO PROBLEMS FOUND. HOWEVER, WHEN THE OVEN WENT TO CYCLE ON TO MAINTAIN 410 DEGREES, THE BURNER DID NOT INITIALLY IGNITE COMPLETELY CAUSING THE GAS ODOR. THE BURNER DID IGNITE AND BURN PROPERLY BUT BECAUSE THERE WAS A HESITATION IN THE BURNER IGNITING THE ODOR DID OCCUR DURING THE TEST. THE GSR ADVISED THE CUSTOMER TO CHECK THE WARRANTY AND CALL A DEALER TO HAVE THE OVEN REPAIRED. A METER CLOCK TEST WAS PERFORMED WITH A FLOW OF 2 CUBIC FEET PER HOUR FOUND.	Attachment 1AP
8/20/2010	5411987404		Redacted	2	OFF DUE TO ST WORK AFTER 1700 HRS	STOPCOCK PLUGGED AND MTR SET HAD TO BE REBUILT. CHGD REG AND REBUILT SET TO STDS. CLOCKTEST = 0 CFH. AWH ONLY APPL WITH PILOT. RELITE OK. CKS OK. BRASS FLEX CKS OK AT THIS TIME. ADV CUST.	STOPCOCK PLUGGED AND METER SET HAD TO BE REBUILT. CHANGED REGULATOR AND REBUILT SET TO STANDARDS. CLOCK TEST = 0 CUBIC FEET PER HOUR. AUTOMATIC WATER HEATER ONLY APPLIANCE WITH PILOT. RELIT OK. CHECKS OK. BRASS FLEX CONNECTOR CHECKS OK AT THIS TIME. ADVISED CUSTOMER.	A GSR WAS DISPATCHED TO A GAS ODOR CALL AT THE LOCATION. THE EMPLOYEE FOUND THE STOPCOCK PLUGGED AT THE METER SET. THE METER SET WAS REBUILT AND THE REGULATOR REPLACED. A CLOCK TEST WAS PERFORMED WITH ALL APPLIANCES OFF TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS; RESULTS OK. THE AUTOMATIC WATER HEATER WAS THE ONLY APPLIANCE WITH A PILOT. THE WATER HEATER PILOT WAS RELIT; AND CHECKED OK. THE GSR NOTED THE BRASS FLEX CONNECTOR TO THE WATER HEATER CHECKED OK AND ADVISED THE CUSTOMER.	Attachment 1AQ



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8/22/2010	5422413190		Redacted	2	AXS OK; STOVE HOT; PILOTS LIT; SNCE YEST WHEN CLEANING STOVE; Redacted	ADVISED CUST THAT AREA ON TOP OF STOVE WILL ALWAYS BE HOT DUE TO PILOTS UNDERNEATH. PILOTS ADJUSTED PRO- PERLY. PILOTS ALWAYS ON, WEDGEWOOD STOVE.	ADVISED CUSTOMER THAT AREA ON TOP OF STOVE WILL ALWAYS BE HOT DUE TO PILOTS UNDERNEATH. PILOTS ADJUSTED PROPERLY. PILOTS ALWAYS ON, WEDGEWOOD STOVE.	A GSR RESPONDED TO A REQUEST TO CHECK A GAS APPLIANCE THAT WILL NOT SHUT OFF. THE CUSTOMER WAS ADVISED THAT THE AREA ON TOP OF STOVE (WEDGEWOOD MODEL) WILL ALWAYS BE HOT DUE TO PILOTS UNDERNEATH BEING ON ALL THE TIME. THE GSR ADJUSTED THE PILOTS TO ENSURE THEY WERE OPERATING PROPERLY	Attachment 1AR
8/24/2010	5327381202	X100008387	Redacted	1	NO ACCESS OR SAFETY ISSUES; ECI SPECIAL HANDLE TO Redacted	LEAKING RISER HAPPENED AFTER TURNING OFF SVC VALVE T O CHANGE MTR. CALLED IN FOR CREW.	LEAKING RISER HAPPENED AFTER TURNING OFF SERVICE VALVE TO CHANGE METER. CALLED IN FOR CREW.	A GSR RESPONDED TO REQUEST TO CHANGE METER AND SPECIAL HANDLE BACK TO THE METER PLANT FOR ACCURACY TESTING. UPON TURNING OF SERVICE VALVE TO CHANGE METER RISER BELOW SERVICE VALVE BEGAN LEAKING. CALLED FOR CREW TO REPAIR RISER.	Attachment 1AS
8/24/2010	5359639321		Redacted	4	EVAC;STRNG;GARA GE;CONFINED;FEW DAYS;PGE FIXED HTR LEAK 6 MTHS AGO;XST Redacted	FOUND LEAK AT CRACK IN 1/2" MN APPL VALVE TO WTR HTR/ CHNGD VALVE TO CORRECT PER PARTS RPLCMNT PRGM NO OTHER LEAK FOUND...MTR TEST INDICATED 3/4 CFH LEAK AFTR REPAIR INDICATES 00 CFH GAS TESTER INDICATES 0 % LEL OUTSIDE AND 0 % LEL INSIDE ADVSD CSTMR NEEDS TO CHNGE FURNACE FLTR	FOUND LEAK AT CRACK IN 1/2" MAIN APPLIANCE VALVE TO WATER HEATER/ CHANGED VALVE TO CORRECT PER PARTS REPLACEMENT PROGRAM NO OTHER LEAK FOUND METER TEST INDICATED 3/4 CUBIC FEET HOUR LEAK. AFTER REPAIR INDICATES 00 CUBIC FEET HOUR. GAS TESTER INDICATES 0 % LOWER EXPLOSIVE LIMIT OUTSIDE AND 0 % LOWER EXPLOSIVE LIMIT INSIDE. ADVISED CUSTOMER NEEDS TO CHANGE FURNACE FILTER.	A GSR WAS DISPATCHED TO INVESTIGATE A GAS LEAK AT A HEATING APPLIANCE. THE WATER HEATER WAS FOUND TO HAVE A LEAK COMING FROM A CRACK IN THE 1/2" MAIN APPLIANCE VALVE. THE VALVE WAS CHANGED TO CORRECT PER PARTS REPLACEMENT PROGRAM. INSIDE AND OUTSIDE SWEEPS WERE CONDUCTED WITH NO LEAKS FOUND. WITH APPLIANCES SHUTOFF A CLOCK TEST WAS CONDUCTED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS. RESULTS BEFORE THE REPAIR TO THE FURNACE GAVE READINGS OF 3/4 CUBIC FEET PER HOUR FLOW; RESULTS AFTER REPAIR 0 FLOW RATE. BEFORE LEAVING THE CUSTOMER WAS ADVISED TO CHANGE FURNACE FILTER.	Attachment 1AT

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8/24/2010	5484929488		Redacted	2	AXS DOG, XST ELM, MOD GAS ODOR IN LR, POSS FROM FLOOR FURNACE, COUPLE DAYS, Redacted	OUTSIDE=0, WATER=0, VENTS=0, WINDOWS=0, GARAGE DOOR=0, GARAGE=0 AND BASEMENT = 0. CUSTOMER CONCERNED THAT DUST AND LINT KEEP BLOWING OUT OF THE FLOOR REGISTERS. ADV CUST THAT THERE IS ZERO READ IN THE HOUSE AND AT THE REGISTERS AT THIS TIME AND THAT THE HTR NEEDS TO BE CYCLED TO CK FOR PROPER OPERATION. HTR TURNED ON AND CKS OK. REGISTERS CK OK AND DUST AND LINT DOES COME OUT OF THE VENTS WHEN THE FAN TURNS ON. NO LEAK NOR CO DETECTED. ADV CUST. AWH CKS OK. CLOCKTEST = 3 CFH. PAINTED SET.	OUTSIDE=0, WATER=0, VENTS=0, WINDOWS=0, GARAGE DOOR=0, GARAGE=0 AND BASEMENT = 0. CUSTOMER CONCERNED THAT DUST AND LINT KEEP BLOWING OUT OF THE FLOOR REGISTERS. ADVISED CUSTOMER THAT THERE IS ZERO READ IN THE HOUSE AND AT THE REGISTERS AT THIS TIME AND THAT THE HEATER NEEDS TO BE CYCLED TO CHECK FOR PROPER OPERATION. HEATER TURNED ON AND CHECKS OK. REGISTERS CHECK OK AND DUST AND LINT DOES COME OUT OF THE VENTS WHEN THE FAN TURNS ON. NO LEAK NOR CARBON MONOXIDE DETECTED. ADVISED CUSTOMER. AUTOMATIC WATER HEATER CHECKS OK. CLOCK TEST = 3 CUBIC FEET PER HOUR. PAINTED SET.	A GSR RESPONDED TO A GAS LEAK AT HEATING APPLIANCE. AN OUTSIDE SWEEP WAS CONDUCTED WITH NO LEAKS FOUND. THE CUSTOMER WAS CONCERNED THAT DUST AND LINT KEEP BLOWING OUT OF THE FLOOR REGISTERS WHEN THE HEATER IS ON AND THE FAN OPERATING. AN INSIDE SWEEP WAS CONDUCTED WITH NO LEAKS FOUND. WHILE THE HEAT WAS ON AND AIR BLOWING THROUGH REGISTERS, THE GSR TOOK READINGS AND FOUND NO LEAKS AND NO DETECTABLE LEVEL OF CARBON MONOXIDE. THE HEATER WAS CHECKED WITH NO LEAKS FOUND. THE CUSTOMER WAS ADVISED OF THE RESULTS. A CLOCK TEST WAS CONDUCTED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS; RESULTS OK. THE GSR PAINTED THE METER SET BEFORE LEAVING.	Attachment 1AU
8/24/2010	5495463842		Redacted	2	GATES; ODOR ONLY WHEN HTR ON (IN GARAGE), APPL OFF NOW DUR : FEW DAYS, CAUSE UNKN, XST ELM / Redacted	OUTSIDE=0, WATER=0, GARAGE DOOR=0, DRAIN=0, VENT=0, WINDOW=0, AND FRONT DOOR = 0. NO ANSWER. PERIMETER CHECKS OKAY: VENTS =0, WINDOWS = 0 AND CONDUIT = 0. CLOCKTEST = 2 CFH. PAINTED RUST ON RISER.	OUTSIDE=0, WATER=0, GARAGE DOOR=0, DRAIN=0, VENT=0, WINDOW=0, AND FRONT DOOR = 0. NO ANSWER. PERIMETER CHECKS OKAY: VENTS =0, WINDOWS = 0 AND CONDUIT = 0. CLOCK TEST = 2 CUBIC FEET PER HOUR. PAINTED RUST ON RISER.	A GSR RESPONDED TO GAS LEAK AT HEATING APPLIANCE. AN OUTSIDE SWEEP WAS CONDUCTED WITH NO LEAKS FOUND. THE GSR ATTEMPTED TO CONTACT THE CUSTOMER TO GAIN ENTRY, BUT THERE WAS NO RESPONSE. A CLOCK TEST WAS CONDUCTED TO DETERMINE IF ANY UNACCOUNTED FOR GAS; THE RESULTS INDICATED A FLOW RATE OF 2 CUBIC FEET PER HOUR. THE RISER WAS PAINTED.	Attachment 1AV

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8/24/2010	5725021133		Redacted	3	AX OK- MODERATE G ODR IN GARAGE FOR PAST WEEK - Redacted	INSIDE SWEEP DETECTED 35% LEL AT AWH FLEX ADAPTOR---REPAIRED ACTUAL FLOW WAS 0CFH INSIDE AND OUTSIDE SWEEPS WERE 0% AFTER REPAIR/AWH LEFT ON NORM/ADV CUST TO REPLACE FILTER BEFORE WINTER/ DRYER HAS DOUBLE FLEX CONNECTOR BUT HAS PROPER CONNECTOR/POOL HEATER FOR LARGE POOL NON FUNCTIONING PER CUST ALSO WOULD NEED TO BE CLEANED IF PUT INTO OPERATION FOUND AND LEFT OFF AT CONTROL VALVE AND APPLIANCE VALVE	INSIDE SWEEP DETECTED 35% LOWER EXPLOSIVE LIMIT AT AUTOMATIC WATER HEATER FLEX ADAPTOR---REPAIRED ACTUAL FLOW WAS 0 CUBIC FEET PER HOUR. INSIDE AND OUTSIDE SWEEPS WERE 0% LOWER EXPLOSIVE LIMIT AFTER REPAIR/AUTOMATIC WATER HEATER LEFT ON NORMAL/ADVISED CUSTOMER TO REPLACE FILTER BEFORE WINTER/ DRYER HAS DOUBLE FLEX CONNECTOR BUT HAS PROPER CONNECTOR/POOL HEATER FOR LARGE POOL NON FUNCTIONING PER CUSTOMER ALSO WOULD NEED TO BE CLEANED IF PUT INTO OPERATION FOUND AND LEFT OFF AT CONTROL VALVE AND APPLIANCE VALVE	A GSR RESPONDED TO GAS LEAK INSIDE AT LOCATION. AN INSIDE SWEEP DETECTED 35% LOWER EXPLOSIVE LIMIT AT AUTOMATIC WATER HEATER FLEX ADAPTOR. THIS WAS REPAIRED AND A CLOCK TEST FLOW RATE OF 0 CUBIC FEET PER HOUR WAS FOUND. THE AUTOMATIC WATER HEATER WAS LEFT ON NORMAL TEMPERATURE SETTING AND THE CUSTOMER WAS ADVISED TO REPLACE FURNACE FILTER BEFORE WINTER. THE CLOTHES DRYER HAD A DOUBLE FLEX CONNECTOR, AND HAD THE PROPER CONNECTION. THE POOL HEATER FOR A LARGE POOL WAS NON FUNCTIONING PER THE CUSTOMER AND WAS FOUND TO BE TURNED OFF AT THE CONTROL VALVE AND THE APPLIANCE VALVE. THE GSR ADVISED THE CUSTOMER THAT BEFORE IT WAS USED IT WOULD NEED TO BE CLEANED.	Attachment 1AW
8/24/2010	X100008387	5327381202	Redacted	1	NO ACCESS OR SAFETY ISSUES; ECI SPECIAL HANDLE TO Redacted	CASE#8343227370 BY J9HF, FORGOT TO ENTER CASE# ON OTHER TAG.	CASE #8343227370 BY J9HF, FORGOT TO ENTER CASE # ON OTHER TAG.	A GSR RESPONDED TO A TAG TO REPLACE A METER AND THEN PROVIDE SPECIAL HANDLING FOR THE OLD METER. THE GSR FOUND THAT THE WORK WAS ALREADY COMPLETED AS PART OF A PREVIOUS FULL GAS LEAK INVESTIGATION. A CASE NUMBER WAS ISSUED (CASE #8343227370).	Attachment 1AX
8/25/2010	5359486156		Redacted	4	Redacted INVESTIGATION - ALARM WENT OFF PER ROD	ALARM THAT WENT OFF IS A SMOKE ALARM-NO APP.IN USE(GAS)WHEN ALARM WENT OFF-DEFINITELY NOT HEAT IN USE SO TESTED WH-4PPM AIR FREE READ-CLOCK UNIT BURNING AT APPROX.39,789BTU-RATED AT 40,000BTU.0PPM READS OUTSIDE/INSIDE-ADV HAVE DEALER INSPECT ALARM(HARD WIRED INTO HSE WIRING)	ALARM THAT WENT OFF IS A SMOKE ALARM-NO APPLIANCE IN USE (GAS) WHEN ALARM WENT OFF-DEFINITELY NOT HEAT IN USE SO TESTED WATER HEATER-4 PARTS PER MILLION AIR FREE READ-CLOCK UNIT BURNING AT APPROXIMATELY 39,789 BRITISH THERMAL UNITS, RATED AT 40,000 BRITISH THERMAL UNITS. ZERO PARTS PER MILLION READS OUTSIDE / INSIDE-ADVISED HAVE DEALER INSPECT ALARM (HARD WIRED INTO HOUSE WIRING)	A GSR RESPONDED TO REQUEST TO PERFORM A CARBON MONOXIDE INVESTIGATION AT THE LOCATION. THE CUSTOMER STATED THAT THEIR SMOKE DETECTOR ALARM HAD GONE OFF AND THAT NO APPLIANCES OR HEATERS WERE IN USE DURING THE TIME THE ALARM SOUNDED. THE GSR TESTED FOR CARBON MONOXIDE AT THE WATER HEATER AND FOUND A READING OF 4 PARTS PER MILLION AIR FREE. THE WATER HEATER WAS BURNING AT APPROXIMATELY 39,789 BRITISH THERMAL UNITS; WHILE THE UNIT WAS RATED AT 40,000 BRITISH THERMAL UNITS. INSIDE AND OUTSIDE READINGS FOR CARBON MONOXIDE REVEALED NO DETECTABLE LEVELS. THE CUSTOMER WAS ADVISED TO CONTACT THEIR DEALER ABOUT THEIR ALARM SYSTEM.	Attachment 1AY

## Gas Odor Field Orders for "Areas" 1 - 4 7/1/10 - 9/9/10

Field Order Date	Field Order ID	Related Field Orders	Address	CPSD Area	Office Notes	Field Order Detail (See "General" remarks on pg. 2)	Unabbreviated Field Order Detail Notes	Summary of PG&E Actions Taken	FO PDF
8/25/2010	5369978146		Redacted	4	AXS OK-RUNAWAY APPLIANCE-FAF HTR IN GARAGE-TODAY-CUST TRIED Redacted	FOUND FAF FAN NO SHUTTING OFF. POSSIBLE BAD FAN BLOWER SWITCH. LEFT OFF AT FUSES SWITCH. RTD FOR INSPECT ION / REPAIRS	FOUND FORCED AIR FURNACE FAN NOT SHUTTING OFF. POSSIBLE BAD FAN BLOWER SWITCH. LEFT OFF AT FUSES SWITCH. REFERRED TO DEALER FOR INSPECTION / REPAIRS	A GSR RESPONDED TO REQUEST TO INVESTIGATE AN APPLIANCE THAT WOULD NOT SHUT OFF. THE GSR FOUND THE FORCED AIR FURNACE FAN WAS NOT SHUTTING OFF. THE CAUSE WAS POSSIBLY A BAD FAN BLOWER SWITCH. THE FURNACE WAS LEFT OFF AT FUSES AND SWITCH. THE CUSTOMER WAS REFERRED TO CONTACT A DEALER TO HAVE THE FURNACE FAN INSPECTED AND REPAIRED.	Attachment 1AZ
8/30/2010	5359477848		Redacted	4	AXS OK: STRONG ODOR/FUNNY SMELL @ WTR HTR/FAF IN Redacted	GAS OFF STRONG SMELL OF SCENZE T'OFF GAS PENDING LEAK INVESTIGATION	GAS OFF STRONG SMELL OF SCENE, TURNED OFF GAS METER PENDING LEAK INVESTIGATION	A GSR WAS DISPATCHED TO A GAS LEAK AT HEATING APPLIANCE. THE GSR FOUND A STRONG GAS ODOR OF GAS AND SHUT OFF SERVICE AT THE METER PENDING A MORE THOROUGH LEAK INSPECTION.	Attachment 1BA
8/30/2010	5745874169		Redacted	3	EP;AX SOK, FUZZ LEAK AT FAF S/O VALVE P/. BADGE 23872	REPAIRED LEAK AT FLEX CONNCTR FTING TO FURNACE/ NO OTHER LEAK FOUND/ MTR INDICATES 1 CFH AF CGI TEST INDICATES 0 % LEL INSIDE AND 0 % LEL OUTSIDE	REPAIRED LEAK AT FLEX CONNECTOR FITTING TO FURNACE/ NO OTHER LEAK FOUND/ METER INDICATES 1 CUBIC FEET HOUR APPLIANCE FLOW COMBUSTIBLE GAS INDICATOR TEST INDICATES 0 % LOWER EXPLOSIVE LIMIT INSIDE AND 0 % LOWER EXPLOSIVE LIMIT OUTSIDE	A GSR RESPONDED TO GAS LEAK AT HEATING APPLIANCE. THE GSR FOUND AND REPAIRED LEAK AT FLEX CONNECTOR FITTING TO FURNACE. NO OTHER LEAKS WERE FOUND. A CLOCK TEST WAS CONDUCTED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS; RESULTS INDICATED 1 CUBIC FEET PER HOUR FLOW. INSIDE AND OUTSIDE SWEEPS WERE CONDUCTED WITH NO LEAKS FOUND.	Attachment 1BB
8/31/2010	5430337743		Redacted	1	EP BADGE 21952 GAS LK AT FAF AT VALVE CONNECTION AXS OK XST Redacted	2CFH ON ARRIVAL/ZERO READS OUTSIDE AND INSIDE/LK AT OLD COPPER FLEX LINE AND SHUTOFF VALVE/ADVISED TO REPLACE,HAZARD CAPPED/HANDLE ON WTR HTR SHUTOFF VALVE BROKEN,ADVISED TO REPLACE/NO SHUTOFF VALVE ON DRYER,ADVISED TO INSTALL/RTD FOR ALL/DID NOT TURN ON FAF TO CHECK DUE TO LK AT COPPER FLEX	2 CUBIC FEET HOUR ON ARRIVAL / ZERO READS OUTSIDE AND INSIDE / LEAK AT OLD COPPER FLEX LINE AND SHUTOFF VALVE/ADVISED TO REPLACE, HAZARD CAPPED / HANDLE ON WATER HEATER SHUTOFF VALVE BROKEN, ADVISED TO REPLACE / NO SHUTOFF VALVE ON DRYER, ADVISED TO INSTALL / REFERRED TO DEALER FOR ALL/DID NOT TURN ON FORCED AIR FURNACE TO CHECK DUE TO LEAK AT COPPER FLEX	A GSR RESPONDED TO GAS LEAK AT HEATING APPLIANCE. THE INITIAL CLOCK TEST AT THE METER INDICATED A FLOW OF 2 CUBIC FEET PER HOUR. INSIDE AND OUTSIDE SWEEPS FOUND NO LEAKS. AN APPLIANCE SAFETY CHECK WAS CONDUCTED. A LEAK WAS FOUND AT AN OLD COPPER FLEX LINE AND SHUT OFF VALVE ON FURNACE. THE SERVICE TO THE FURNACE WAS CAPPED. THE HANDLE ON THE SHUT OFF VALVE FOR THE WATER HEATER WAS BROKEN AND THERE WAS NO SHUTOFF VALVE FOR THE CONNECTION TO THE DRYER. THE CUSTOMER WAS ADVISED TO HAVE A DEALER MAKE REPAIRS. THE FORCED AIR FURNACE WAS NOT TURNED ON AT THE TIME FOR ANY FURTHER CHECKS BECAUSE OF THE LEAKING FLEX CONNECTOR.	Attachment 1BC

## Gas Odor Field Orders for "Areas" 1 - 4 7/1/10 - 9/9/10

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8/31/2010	5450985620		Redacted	1	EP AXS OK. MODERATE GAS ODOR FAF IN HSE,SFTY CK. #24420	FOUND LEAK ON FITTING BELOW PILOT/ REPAIRED LEAK/ NO OTHER LEAK FOUND/ BRKN GLASS MTR PSSBLE DR MTR GAS TEST INDICATES 0 % LEL INSIDE AND OUTSIDE MTR CLOCK TEST INDICATES 00 CFH REMVD 7 CLEANED PILOT IN FURNACE ADVSD CSTMR NEEDS TRO CHNGE FURNACE FLTR	FOUND LEAK ON FITTING BELOW PILOT/ REPAIRED LEAK/ NO OTHER LEAK FOUND/ BROKEN GLASS METER POSSIBLE NON REGISTERING METER GAS TEST INDICATES 0 % LOWER EXPLOSIVE LIMIT INSIDE AND OUTSIDE METER CLOCK TEST INDICATES 0.0 CUBIC FEET PER HOUR REMOVED 7 CLEANED PILOT IN FURNACE ADVISED CUSTOMER NEEDS TO CHANGE FURNACE FILTER	A GSR RESPONDED TO LEAK AT HEATING APPLIANCE. A LEAK WAS FOUND ON A FITTING BELOW THE PILOT. THIS WAS REPAIRED AND NO OTHER LEAKS WERE FOUND. THE GSR CHECKED THE METER AND FOUND THE GLASS BROKEN WHICH COULD BE CAUSING IT TO NOT REGISTER THE GAS FLOW. INSIDE AND OUTSIDE SWEEPS WERE CONDUCTED WITH NO LEAKS FOUND. A CLOCK TEST WAS PERFORMED WITH RESULTS INDICATING A FLOW OF 00 CUBIC FEET PER HOUR. BEFORE LEAVING THE GSR CLEANED THE PILOT AREA FOR THE FURNACE AND ADVISED THE CUSTOMER TO CHANGE THE FURNACE FILTER	Attachment 1BD
8/31/2010	6157195218		Redacted	4	GATED COMM CALL 4 ENTRY;HIGH FLAME HTR NOW OFF IN ATTIC ADV Redacted	Q/C USED-CKED PRESSURE AT MTR-OK. OBSERVED FAF FROM ATTIC-LADDER NOT HIGH ENOUGH-FAF CYCLES ON THEN MAKE NOISE- POPPING SOUND- CK AWH AND RANGE TOP NO PROBLEMS PER CUST CKED OK. FAF LFT OFF AT LINE VALVE AND REFERED TO DEALER. THIS IS A 3 MTR MANIFOLD. POSSIBLY APP REG ON FAF? NEED LONGER LADDER FOR PROPER CK IN ATTIC FAF.	QUICK CHANGE USED-CHECKED PRESSURE AT METER-OK. OBSERVED FORCED AIR FURNACE FROM ATTIC-LADDER NOT HIGH ENOUGH-FORCED AIR FURNACE CYCLES ON THEN MAKE NOISE- POPPING SOUND- CHECK AUTOMATIC WATER HEATER AND RANGE TOP NO PROBLEMS PER CUSTOMER-CHECKED OK. FORCED AIR FURNACE LEFT OFF AT LINE VALVE AND REFERED TO DEALER. THIS IS A 3 METER MANIFOLD. POSSIBLY APPLIANCE REGULATOR ON FORCED AIR FURNACE? NEED LONGER LADDER FOR PROPER CHECK IN ATTIC FORCED AIR FURNACE.	A GSR RESPONDED TO GAS HIGH / LOW PRESSURE CALL. THE EMPLOYEE USED A QUICK CHANGE TANK TO CHECK PRESSURE AT THE METER WHICH WAS FOUND TO BE OPERATING OK. THE FORCED AIR FURNACE IN THE ATTIC WAS OBSERVED FROM A DISTANCE BECAUSE THE LADDER WAS NOT TALL ENOUGH TO ALLOW FULL ACCESS. AS THE FURNACE WAS CYCLED IT WAS NOTED THAT IT WAS MAKING A NOISE LIKE A POPPING SOUND; POSSIBLY CAUSED BY A FAULTY APPLIANCE REGULATOR. THE FORCED AIR FURNACE WAS LEFT OFF AT LINE VALVE AND THE CUSTOMER REFERRED TO CONTACT THE DEALER. THE AUTOMATIC WATER HEATER AND RANGE TOP WERE CHECKED WITH NO PROBLEMS FOUND.	Attachment 1BE
9/1/2010	5265654533		Redacted	4	AXS OK; MILD ODOR @ WTR HTR IN GARAGE; TODAY; CAUSE UNKNOWN; Redacted	FOUND WTR HTR TANK LEAKING WATER...NOT HAZARDOUOS BUT CSTMR RQSTD SHUT IT OFF MTR TEST INDICATES 0 CFH AF WITH WTR HTR OFF GAS TRAK TEST INDICATES 0 % LEL INSIDE & OUTSIDE	FOUND WATER HEATER TANK LEAKING WATER...NOT HAZARDOUS BUT CUSTOMER REQUESTED SHUT IT OFF METER TEST INDICATES 0 CUBIC FEET HOUR APPLIANCE FLOW WITH WATER HEATER OFF GAS TRAK TEST INDICATES 0 % LOWER EXPLOSIVE LIMIT INSIDE & OUTSIDE	A GSR RESPONDED TO A GAS LEAK AT THE WATER HEATER. THE WATER HEATER TANK WAS FOUND TO BE LEAKING WATER. THIS IS NOT A HAZARDOUS CONDITION, BUT THE CUSTOMER REQUESTED THE GSR TO SHUT IT OFF. A CLOCK TEST WAS PERFORMED WITH APPLIANCES TURNED OFF; RESULTS INDICATED 0.0 CUBIC FEET PER HOUR OF FLOW. INSIDE AND OUTSIDE SWEEPS WERE CONDUCTED WITH NO LEAKS FOUND.	Attachment 1BF

## Gas Odor Field Orders for "Areas" 1 - 4 7/1/10 - 9/9/10

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9/6/2010	5503046897		Redacted	1	AXS OK.WTR MAIN BROKE.CONCRETE FELL DAMAGE GAS LINE.XST FLEETWOOD.NO LEAK.PLS.SETY CHK. Redact	CASE # 5851723176 LAND ID TTL7 WATER MAIN BROKE CAUSING A SINKHOLE THE CONCRETE HIT OUR GAS LINE.OUTSIDE SWEEP NO GAS DETECTED.I WILL HAVE A LOCATOR FLAME PACK THE AREA AF 3/4 CFH	CASE # 5851723176 LAND ID TTL7 WATER MAIN BROKE CAUSING A SINKHOLE THE CONCRETE HIT OUR GAS LINE. OUTSIDE SWEEP NO GAS DETECTED. I WILL HAVE A LOCATOR FLAME PACK THE AREA. AF 3/4 CUBIC FEET PER HOUR	A GSR RESPONDED TO GAS CALL OUTSIDE AT LOCATION. A WATER MAIN WAS BROKEN WHICH CAUSED A SINK HOLE WHERE A PIECE OF CONCRETE FELL AND HIT THE GAS LINE. NO GAS WAS DETECTED BY THE GSR, HOWEVER, A CASE NUMBER WAS ISSUED (# 5851723176) TO HAVE AN M&C EMPLOYEE PERFORM AN AREA LEAK SURVEY UTILIZING A FLAME PACK INSTRUMENT. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS; RESULTS WERE 3/4 CUBIC FEET PER HOUR FLOW.	Attachment 1BG
9/7/2010	5171705800		Redacted	1	EP AXS OK. FUZZ LEAK FAF FLEXLIN AREA MARKED GARAGE. #23645	REPAIRED LEAK AT FLEX CONNCTR FITTING TO FURNACE. NO OTHR LEAK FOUND CGI TEST = 0 % LEL OUTSIDE & INSIDE MTR TEST INDICATES 3/8 CFH AF FURNACE FLTR IS OK	REPAIRED LEAK AT FLEX CONNECTOR FITTING TO FURNACE. NO OTHER LEAK FOUND COMBUSTIBLE GAS INDICATOR TEST = 0 % LOWER EXPLOSIVE LIMIT OUTSIDE & INSIDE METER TEST INDICATES 3/8 CUBIC FEET PER HOUR APPLIANCE FLOW, FURNACE FILTER IS OK	A GSR RESPONDED TO A GAS LEAK AT HEATING APPLIANCE. A LEAK WAS FOUND AT THE FLEX CONNECTOR FITTING TO THE FURNACE WHICH WAS REPAIRED. NO OTHER LEAKS WERE FOUND INSIDE AND OUTSIDE SWEEPS WERE CONDUCTED WITH NO LEAKS FOUND. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS; RESULTS INDICATED A FLOW RATE OF 3/8 CUBIC FEET PER HOUR. THE FURNACE FILTER WAS CHECKED AND FOUND TO BE OK.	Attachment 1BH
9/7/2010	5412019295		Redacted	2	EVAC, DOG IN BK, VRY STRNG, GRG, YSTDY, PILT S/O WHILE SPRYING WTR. XST Redact	CUST FATHER THERE OUTSIDE NO ACCESS INTO HSE ONLY GAR / FOUND ZERO LEL ON CGI OUSIDE AND IN GAR AREA SPRAYED GAS LINES IN GAR / DOG CHEWED ELEC ING WIRE OFF OF WTR HTR / I RECONNECTED AND TAPED IT WORKED TO RELIGHT UNIT RTD TO GET REPLACED / ADVISED TO STRAP DOWN WTR HTR AND INSTALL PRESS RELEASE TUBE / CLOKED LINE WITH PILOT ON POINT .5 CFH FLOW OK /	CUSTOMER FATHER THERE OUTSIDE NO ACCESS INTO HOUSE ONLY GARAGE / FOUND ZERO LOWER EXPLOSIVE LIMIT ON COMBUSTIBLE GAS INDICATOR OUTSIDE AND IN GARAGE AREA SPRAYED GAS LINES IN GARAGE / DOG CHEWED ELECTRIC IGNITION WIRE OFF OF WATER HEATER / I RECONNECTED AND TAPED IT WORKED TO RELIGHT UNIT REFERRED TO DEALER TO GET REPLACED / ADVISED TO STRAP DOWN WATER HEATER AND INSTALL PRESSURE RELEASE TUBE / CLOKED HOUSELINE WITH PILOT ON POINT .5 CUBIC FEET PER HOUR FLOW OK /	A GSR RESPONDED TO A GAS LEAK AT WATER HEATER. THE CUSTOMER'S FATHER MET THE GSR AND WAS ONLY ABLE TO PROVIDE ACCESS TO THE GARAGE. AN OUTSIDE SWEEP AND A SWEEP OF THE GARAGE WAS CONDUCTED WITH NO LEAKS FOUND. THE GAS LINES IN THE GARAGE WERE THEN SPRAYED TO PERFORM A SOAP TEST. THE GSR FOUND THAT THE DOG HAD CHEWED THE ELECTRIC IGNITION WIRE OFF OF THE WATER HEATER SO IT WOULD NOT OPERATE CORRECTLY. THE GSR RECONNECTED AND TAPED THE WIRE SO IT WOULD OPERATE. THE CUSTOMER WAS REFERRED TO HAVE A DEALER MAKE PERMANENT REPAIRS AND TO HAVE A PRESSURE RELEASE TUBE ADDED TO THE WATER HEATER. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS WITH THE RESULTS INDICATING A FLOW OF 0.5 CUBIC FEET PER HOUR FLOW - OK.	Attachment 1BI

## Gas Odor Field Orders for "Areas" 1 - 4 7/1/10 - 9/9/10

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9/7/2010	5440804685		Redacted	1	EP- X SHANNON-STAGE HSE-RANGETOP FLUE RF 28ppm- AXS OK- #23995	UPON ARRIVAL FOUND ZERO PPM CO IN ALL RMS AND WALK AROUND HSE / TURNED ON ALL APLNCE STILL ZERO UPON BURNER CHK FOUND 45PPM CO ON R F BURNER / 1PPM ON RR / 15PPM ON LR AND 14PPM ON LF / OVEN DID NOT WORK NO PWR TO FRONT KEY PAD / NO ADJ COULD BE MADE SHUT OFF RTD / CHKD ALL HEAT DUCTS ZERO PPM OK SEALED VENT ON FAF / WTR HTR CHK FOUND 3PPM FACING UP IN VENT AND 14 PPM FACING DWN WITHIN LIMITS/ BTU CHK ON ALL APLNCES FOUND ONLY ONE HIGH RF BURNER WAS AT 14K BTU RATED 12.5 ON TAG	UPON ARRIVAL FOUND ZERO PARTS PER MILLION CARBON MONOXIDE IN ALL ROOMS AND WALK AROUND HOUSE / TURNED ON ALL APPLIANCES STILL ZERO UPON BURNER CHECK FOUND 45 PARTS PER MILLION CARBON MONOXIDE ON RIGHT FRONT BURNER / 1 PART PER MILLION ON RIGHT REAR / 15 PARTS PER MILLION ON LEFT REAR AND 14 PARTS PER MILLION ON LEFT FRONT / OVEN DID NOT WORK NO POWER TO FRONT KEY PAD / NO ADJUSTMENT COULD BE MADE SHUT OFF REFERRED TO DEALER / CHECKED ALL HEAT DUCTS ZERO PARTS PER MILLION OK SEALED VENT ON FORCED AIR FURNACE / WATER HEATER CHECK FOUND 3 PARTS PER MILLION FACING UP IN VENT AND 14 PARTS PER MILLION FACING DOWN WITHIN LIMITS/ BTU CHECK ON ALL APPLIANCES FOUND ONLY ONE HIGH RIGHT FRONT BURNER WAS AT 14K BTU RATED 12.5 BTU'S ON TAG	A GSR RESPONDED TO INVESTIGATE CARBON MONOXIDE AT THE LOCATION. THE GSR CHECKED ALL APPLIANCES WITH CARBON MONOXIDE; RESULTS OF 45 PARTS PER MILLION ON RIGHT FRONT RANGE BURNER, 1 PART PER MILLION ON THE RIGHT REAR, 15 PARTS PER MILLION ON ON THE LEFT REAR AND 14 PARTS PER MILLION ON THE LEFT FRONT BURNERS. EACH BURNER SHOULD NOT EXCEED 25 PARTS PER MILLION OF CARBON MONOXIDE. SINCE THE RIGHT FRONT RANGE BURNER REGISTERED 45 PARTS PER MILLION AND THE BURNER COULD NOT BE ADJUSTED, THE GSR DISCONNECTED THE APPLIANCE AND REFERRED CUSTOMER TO HAVE A DEALER MAKE REPAIRS. ALL OF THE OTHER APPLIANCES, FORCED AIR FURNACE AND WATER HEATER WERE WITHIN IN ACCEPTABLE CARBON MONOXIDE LIMITS. THE WATER HEATER HAD READINGS OF 3 AND 14 PARTS PER MILLION.	Attachment 1BJ
9/7/2010	5451165784		Redacted	1	EVAC; NO ACCESS OR SAFETY ISSUES; STRONG ODOR LOC GARAGE; TODAY; DRY ROCK REPAIR 3 MONTH AGO NEAR MTR;X	FOUND GAS CONTROL VALVE LEAKING @ AWH WHEN CYCLED. U NABLE TO CORRECT. 20%N.ON CGI. DISCONNECT ED APPLIANCE AND ISSUED HAZARD NOTICE. RTD FOR REPAIRS.	FOUND GAS CONTROL VALVE LEAKING AT AUTOMATIC WATER HEATER WHEN CYCLED. UNABLE TO CORRECT. 20% LOWER EXPLOSIVE LIMIT. ON COMBUSTIBLE GAS INDICATOR. DISCONNECTED APPLIANCE AND ISSUED HAZARD NOTICE. REFERRED TO DEALER FOR REPAIRS.	A GSR WAS DISPATCHED TO THE LOCATION TO INVESTIGATE A GAS LEAK AT THE WATER HEATER. A LEAK WAS FOUND AT THE GAS CONTROL VALVE ON THE AUTOMATIC WATER HEATER WHILE IT WAS CYCLED ON; IT WAS MEASURED AT 20% LOWER EXPLOSIVE LIMIT. THE GSR WAS UNABLE TO CORRECT OR REPAIR THE LEAK AT THE TIME SO THE APPLIANCE WAS DISCONNECTED AND A HAZARD NOTICE WAS ISSUED. THE CUSTOMER WAS ADVISED TO CONSULT A DEALER TO HAVE IT REPAIRED.	Attachment 1BK
9/9/2010	5265633300		Redacted	4	AXS DOG. XST SUSAN. LIGHT GAS ODR @JOINT IN PIPE TO MTR FOR 6 MNTHS. PER Redac	CASE NO.4902020180(LXDI)INSIDE/OUTSIDE SWEEPS-0.0READS-LEAK ON RISER COUPLE INCHES ABOVE GROUND ADV DISPATCH TO HAVE CREW CLAMP LEAK-BECAUSE OF CUST.COMPLAINT-NOT BLOWING	CASE # 4902020180 (LXDI) INSIDE/OUTSIDE SWEEPS- 0.0 READS-LEAK ON RISER COUPLE INCHES ABOVE GROUND ADVISED DISPATCH TO HAVE CREW CLAMP LEAK-BECAUSE OF CUSTOMER COMPLAINT-NOT BLOWING	A GSR RESPONDED TO GAS LEAK INSIDE AT LOCATION. INSIDE AND OUTSIDE SWEEPS WERE PERFORMED WITH NO LEAKS FOUND. A LEAK WAS FOUND ON THE METER SET RISER A COUPLE OF INCHES ABOVE GROUND LEVEL. THE DISPATCH CENTER WAS CALLED AND ADVISED TO SEND A CREW TO CLAMP THE RISER; THE LEAK WAS NOT BLOWING AT THE TIME	Attachment 1BL

## Gas Odor Field Orders for "Areas" 1 - 4 7/1/10 - 9/9/10

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9/9/2010	5451172412		Redacted	1	AXS OK; NGNR;STOVE,DRYE R,FURNACE & WTR HTR IN GARAGE; X ST TIPPERARY: CALLER-Redac	TOOK PRESURE DROPPED TO 0.0-REMOVED MTR OK-REPLACED MTR-NA BELL SO LEFT GAS OFF L/C PRESSURES TAKEN REFER TO AFTER CHANGE PRESSURES	TOOK PRESSURE DROPPED TO 0.0 -REMOVED METER OK-REPLACED METER-NO ACCESS BELL SO LEFT GAS OFF LEFT/CARD PRESSURES TAKEN REFER TO AFTER CHANGE PRESSURES	A GSR RESPONDED TO REQUEST TO RELIGHT AND ADJUST MULTIPLE PILOTS. UPON ARRIVAL, THE GSR FOUND ZERO PRESSURE AT THE SERVICE. THE METER WAS REPLACED TO CORRECT THE FLOW. DUE TO NO ACCESS INSIDE THE PROPERTY, NO RELIGHTING OF PILOTS TOOK PLACE. THE GAS SERVICE WAS LEFT OFF AND A CARD WAS LEFT FOR THE CUSTOMER ADVISING THAT GAS WAS LEFT OFF.	Attachment 1BM
9/9/2010	X100009288		Redacted	4	AXS DOG. XST SUSAN. LIGHT GAS ODR @JOINT IN PIPE TO MTR FOR 6 MNTHS. PER Redac	QC-NAC-DID SWEEPS EARLIER-HAD TO WAIT FOR CREW TO REPR LEAK ON RISER BEFORE REPAIRING LEAK BELOW REG REPLACED REG/UNION-PER ST CREW CLAMP ONLY MADE SAFE(STILL LEAKING)THEY WILL REPLACE RISER TOMORROW-ADV CUST.	QUICK CHANGE-NO APPLIANCE CHECK- DID SWEEPS EARLIER- HAD TO WAIT FOR CREW TO REPAIR LEAK ON RISER BEFORE REPAIRING LEAK BELOW REGULATOR REPLACED REGULATOR/ UNION-PER STREET CREW CLAMP ONLY MADE SAFE (STILL LEAKING) THEY WILL REPLACE RISER TOMORROW-ADVISED CUSTOMER.	A GSR RESPONDED TO GAS LEAK AT METER. A LEAK WAS FOUND ON THE RISER AT THE METER SET. A QUICK CHANGE TANK WAS USED TO KEEP PILOTS LIT WHILE REGULATOR WAS REPLACED; NO APPLIANCES WERE CHECKED. AFTER THE REPLACING REGULATOR, A CREW INSTALLED A CLAMP ON LEAKING RISER AS A TEMPORARY REPAIR. A FOLLOW UP VISIT WILL BE NECESSARY THE NEXT DAY TO REPLACE THE RISER. THE CUSTOMER WAS ADVISED THAT THE CREW WOULD RETURN THE NEXT DAY TO PERFORM PERMANENT REPAIRS.	Attachment 1BN