

Summary of Gas Odor Calls for "Areas" 1-4 7/1/10 - 9/9/10

	Date & Time of Call	Account #	Address	City	CPSD Area	Wave File	Name of Customer Calling	Contact Phone Number Provided	Date Issued	Field Order #	Summary of Call
1	7/1/2010 8:51:59AM	Redacted		AN BRUNO	2	01.20100701 08.51.59_T5999-1.wav	Redacted	Redacted	7/1/2010	5474490618	Customer calling about low gas pressure. Customer does not indicate that they are smelling gas. Smart meter recently installed. Caller concerned about gas pressure to water heater.
2	7/6/2010 10:02:26 AM			AN BRUNO	3	Redacted			7/6/2010	5735396612	Gas leak at meter (Mild odor), not hissing or blowing but customer can see bubbles at the meter. Odor is located by the garage, customer has turned off gas but can still smell odor in home. Customer is having water heater replaced, contractor noticed the gas odor today. Cross street Redacted All Safety Tips provided to the customer.
3	7/9/2010 12:18:31PM			SOUTH SAN FRANCISCO	1	03.20100709 12.18.31_5103241464.wav			7/9/2010	1116353781	Mild/Faint gas odor at water heater or heater in hallway, no hissing or blowing, noticed for about 2 weeks.
4				AN BRUNO	2	None			7/10/2010	3720601238	Field Order not initiated by customer call. Issued by Field Services
5				AN BRUNO	2	None			7/10/2010	5484899400	Field Order not initiated by customer call. Issued by Field Services
6				AN BRUNO	2	None			7/10/2010	5756284682	Field Order not initiated by customer call. Issued by Field Services
7	7/10/2010 9:33:35 AM			AN BRUNO	2	04.20100710 09.33.35_6509528127.wav			7/10/2010	5756284825	Duration = Caller happened to go to Radio Shack this morning and smelled it. Employee there had advised this has been ongoing but no one can seem to find it. Location = inside Radio Shack. Severity = Very Strong Odor
8	7/12/2010 2:55:02 PM			AN BRUNO	4	05.20100712 14.55.02_4085360554.wav			7/12/2010	5255478917	Customer calling to check status of fumigation gas lock, order was completed, Customer states normally there is a lock and she doesn't see that. Agent schedules a Gas Unspecified Outside FO to check and make sure meter was shut off. They want to make sure it is safe to start fumigation.
9				AN BRUNO	1	None			7/13/2010	5379392454	Field Order not initiated by customer call. Issued by CEE CSR in San Ramon
10				AN BRUNO	2	None			7/14/2010	4426173828	Field Order not initiated by customer call. Issued by Office Service CSR
11				AN BRUNO	1	None			7/15/2010	5327294106	This field order was issued by an ECI specialist who called the customer. Initial call regarding high bill inquiry. No recording of the outbound call that generated the tag.
12	7/16/2010 10:45:17 AM			AN BRUNO	3	Redacted			7/16/2010	5725093802	David calling with gas leak in his basement. Dryer, furnace and water heater all located in basement. Reports odor is mild and started noticing it the day prior. No hissing or blowing. Advised to call immediately in future, we are open 24 hours, 7 days/week.

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13	7/17/2010 2:13:28 PM	Redacted		SAN BRUNO	3	Redacted	Redacted	Redacted	7/17/2010	5735268068	Cross street is Piedmont customer smells gas in the garage when the washer is running, it is a moderate smell. Has been going on for a few months but has been faint. Only when the washer is on. CSR sent Field Order stating customer was smelling gas at dryer.
14	7/18/2010 1:59:07PM			SOUTH SAN FRANCISCO	1	08.20100718 13.59.07_6509523245.wav			7/18/2010	5461507560	Customer high anxiety. Noticed today. Gas odor in garage. Strong odor no hissing or blowing.
15				SAN BRUNO	2	None			7/18/2010	5557886950	Field Order not initiated by customer call. Issued by Field Services
16	7/23/2010 12:47:35 PM			SAN BRUNO	1	09.20100723 12.47.35_6502194123.wav			7/23/2010	5419800082	Customer requesting a transfer of service. Customer moving gas dryer. CSR created a lock electric meter and a lock gas meter field orders.
17	7/27/2010 12:48:49 PM			SAN BRUNO	1	10.20100727 12.48.49_6505894611.WAVE.wav			7/27/2010	5409516381	Mild odor on the side of the home possibly near the meter, gas not hissing or blowing. Caller states the resident of the home noticed odor last year.
18	7/28/2010 12:48:49 PM			SAN BRUNO	1	Redacted			7/27/2010	5409516513	Caller reporting for customer. Says side of house smells like gas. On right side, noticed by daughter.
19				SAN BRUNO	1	None			7/29/2010	5181902383	Field Order not initiated by customer call. Issued by Office Service CSR
20	7/30/2010 10:07:00 AM			SAN BRUNO	4	12.20100730 10.07.00_6503559224.wav			7/30/2010	5349201270	Customer is reporting a strong gas odor at the circuit breaker at service address Redacted San Bruno. The main is hissing and blowing. CSR advised to evacuate. 2nd observation - Redacted R, SAN BRUNO - Heavy propane smell by the electric panel. Contractor advised her and says it is hissing at the meter. Rep opened IR field order 5349201270. She advised to evac and provided safety tips. (FYI - Gas meter was cracked. GSR replaced meter) CLMZ
21	7/31/2010 6:49:63 pm			SOUTH SAN FRANCISCO	1	13.20100731 18.49.43_4155526214.wav			7/31/2010	5451116177	Customer states a gas odor inside and outside the house. Duration: today Severity: Strong
22	8/2/2010 10:15:48AM			SAN BRUNO	4	14.20100802 10.15.48_6507380514.wav			8/2/2010	5265753911	Customer does not answer strength of odor she keeps saying I can smell it, customer has high anxiety, hearing a beeping noise, no hissing or blowing at water heater in garage. Noticed for a few days.
23	8/3/2010 9:33:54 AM			SAN BRUNO	1	15.20100803 09.33.54_6505895326.WAVE.wav			8/3/2010	5409550646	Faint odor from water heater in garage noticed odor the day of the call. Cust recently had Sheetrock work in the garage.

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24 8/4/2010 8:03:07 AM	Redacted		SAN BRUNO	1	Redacted	Redacted	Redacted	8/4/2010	5419848597	Redacted in San Bruno. Customer states PG&E worked in front of her house on a gas leak or something and she started having problems with a water leak. San Bruno city found water leak but smell gas from the same hole that we dug up. Water leak started when we worked on it originally. Hole is in the front of her house. Cross street is Redacted. States hole dug by us in February and she has had a water leak since.
25 8/4/2010 6:12:19 PM			SAN BRUNO	2	Redacted			8/4/2010	5422515215	Realtor calling to report gas odor in garage. Thinks pilot light is out, but unsure. Odor pretty strong. Notices a couple days prior.
26 8/5/2010 10:13:39 AM			SAN BRUNO	2	Redacted			8/5/2010	5422515238	Realtor calling to follow up on the outcome of a gas leak Redacted San Bruno, CA. The CSR advised that PG&E went out there but no one was home so they were unable to resolve issue. The CSR offered to send gas leak tag out again but advised that we do not call ahead. The CSR advised we send out right away so customer is going to go to the premise and call from there so we can send someone out again.
27 8/5/2010 5:07:03 PM			SAN BRUNO	2	Redacted 805			8/5/2010	5422515299	Someone came out from PG&E and said there is a slight gas leak but unable to access. Left gas on so plumber could locate and repair since light odor. Customer cleared out the area and opened up the dryer platform but plumber still can't find the leak next to the water heater in garage. Rep issued GL field order.
28 8/5/2010 4:18:52 PM			SOUTH SAN FRANCISCO	1	18.20100805 161852_6508716886.wav			8/5/2010	5461422109	Location: Gas odor coming from the dryer Duration: 2 days ago Severity: moderate
29			SAN BRUNO	2	None			8/5/2010	5484848880	Field Order not initiated by customer call. Issued by CEE CSR in San Ramon
30 8/9/2010 2:01:06 PM			SAN BRUNO	2	Redacted			8/9/2010	5474680001	Customer calling in a gas leak. No hissing or blowing, but can smell it near the meter. Customer lives at Redacted San Bruno. The customer says the meter is on the outside of the garage, but smelling the gas inside of the garage. Customer provided a callback number, and asked that someone call her when we can respond, but the CSR advised we would send some out immediately and we would respond between the time of the call and 8 PM. The CSR asked if someone 18 or older could be present. The caller stated she was leaving work at the time of the call and would be home within about 25-30 mins. The CSR confirmed there were dogs onsite. The CSR advised not turn on anything electrical, or start any motors in the garage. Also advised the GSR would lock the gas meter, and assess the situation from there.

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31	8/10/2010 12:43:04 PM	Redacted		SAN BRUNO	4	24.201000810 12.43.04_4152270203.WAVE.wav	Redacted		8/10/2010	5349184476	Faint odor at the meter when no appliances are in use, when appliances in use strong odor. Notice odor a month prior to call.
32				SAN BRUNO	2	None			8/10/2010	5474676245	Field Order not initiated by customer call. Issued by CEE CSR in San Ramon
33	8.10.2010 16:49:29			SAN BRUNO	2	22.201000810 16.49.29_6505895051.wav			8/10/2010	5495491917	Customer, Claire, states she smells gas in garage and is not currently living at the property. Customer suspects that gas smell may be coming from the water heater and described smell as "very noticeable." No hissing sounds. Once gas leak order was created, customer stated she had a second issue. Customer stated that she hears a "mooring" sound coming from the power lines from the house to the pole at the property of [Redacted] San Bruno (customer's current house). CSR created appointment for service person to take a look at the noise.
34	8/10/2010 10:05:05 AM			SAN BRUNO	2	Redacted			8/10/2010	5756284416	SAN BRUNO GAS ODOR inside Radio Shack; connected to restaurant next door. Customer Service Representative issued Immediate Response and advised to evacuate. Ongoing gas odor at this location for a month. GSR found flow @ janitor sink upstairs; pasta cooker @ restaurant next door, issued hazard notice.
35				SAN BRUNO	2	None			8/11/2010	3720601848	Field Order not initiated by customer call. Issued by Office Service CSR
36	8/11/2010 11:07:25 AM			SAN BRUNO	2	Redacted			8/11/2010	3720601964	[Redacted] San Bruno. Customer states we came out for a gas leak yesterday (8/10) FO#3720601964 and couldn't find anything and he is still smelling gas.
37				SAN BRUNO	2	None			8/11/2010	5756284995	Field Order not initiated by customer call. Issued by Office Service CSR
38				SOUTH SAN FRANCISCO	1	None			8/12/2010	5430191250	Field Order not initiated by customer call. Issued by CEE CSR in San Ramon
39	8/13/2010 9:01:00 AM			SOUTH SAN FRANCISCO	1	26.201000813 9.01.00_6502014406.wav			8/13/2010	5451166734	Location: Strong gas odor near the meter Duration: unknown Severity: Strong
40	8/16/2010 7:12:57 PM			SAN BRUNO	1	Redacted			8/16/2010	5327362759	2901 Rollingwood Drive, San Bruno - customer trying to hook up gas dryer - hissing is present - strong odor-behind dryer-laundry room in garage-notice it today when trying to hook up dryer-no construction by customer just moved in - no construction in area. Cross street [Redacted] Dog. Customer will be there. Safety tips given.

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8/17/10 11:19 AM	Redacted		SAN BRUNO	1	Redacted	Redacted		8/17/2010	5171573332	San Bruno [Redacted] Would like someone to come out and take a look at the gas meter. Smell odor at the gas meter. Contractor advised the smell was stronger than most gas meters. Wants to make sure not wasting gas and potentially causing an issue. Does not smell gas in house at all. No hissing or blowing heard. Not very strong but notices it occasionally when she's near the garage wall where the meter is. No grass in that area. Has noticed the gas odor for awhile since moved in but just haven't called cause not a problem. Once contractors mentioned that maybe a little stronger than need to be thought should call. No grass but gravel in the area. Yes there has been construction (expansion of bedroom and bathroom finished back in November) but not in that area. No other construction in that area. Customer believes has to do with connection to the meter. Representative issues Field Order 5171573332 for same day response and reviews safety information.
08192010 1:12:15 PM			SAN BRUNO	2	29.20100819 13.12.15_9258271976.WAVE.wav			8/19/2010	5557770540	Strong odor from stove recently installed duration not discussed. Only smells the gas odor when the range is on. Advised to Evac.
			SAN BRUNO	2	None			8/20/2010	5411987404	Field Order not initiated by customer call. Issued by Field Services
8/22/2010 1:00:32 PM			SAN BRUNO	2	30.20100822 13.00.32_6505837264.wav			8/22/2010	5422413190	Customer called explaining that the area on top of stove is really hot. CSR created a APPLTOFF FO.
8/24/2010 4:09:00PM			SAN BRUNO	1	31.20100824 16.09.00_T1019#1.wav			8/24/2010	5327381202	Call was transferred to ECI team, Ian took call - customer requesting a gas meter test because bill has been increasing since SmartMeter was installed. No discussion about a gas leak took place.
8/24/2010 2:38:35 PM			SAN BRUNO	4	Redacted			8/24/2010	5359639321	San Bruno [Redacted] customer believes gas leak in garage at heater. No hissing or blowing. Moderately strong smell. Relatively confined area. Noticed odor for a few days. No recent construction or plumbing by self or others. We had been out 6 months prior to fix leak in same area. Sent an order out and reviewed safety tips
8/24/2010 9:15:23 AM			SAN BRUNO	2	Redacted			8/24/2010	5484929488	Not felling well, smelling gas in house. Has old floor heater. Medium odor. Field order history shows no leak detected. Dust coming from vents when operating.

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48 8/24/2010 7:07:17 AM	Redacted		SAN BRUNO	2	34.20100824 07.07.17_6508714838.wav	Redacted		8/24/2010	5495463842	Redacted San Bruno. Customer calling to report a possible gas leak and also wants electrical service relocated. Gas odor only happens when heater in garage is first turned on. Smell described as varying, from strong to no odors at all. No gas hissing or blowing reported. The gas issue has been going on for "a few days."
49 8/24/2010 12:38:51 PM			SAN BRUNO	3	Redacted			8/24/2010	5725021133	Customer calling in regards to service at his address in San Bruno and he says that he has been smelling gas at his address for a while a mild smell does not hear any hissing or blowing address (Redac Redacted) says every time he opens the garage he smells gas he says definitely a gas smell cross St is Redacted Redacted
50 08/24/2010 16:09:00 PM			SAN BRUNO	1	32.20100824 16.09.00_T1019#1.WAVE.wav			8/24/2010	X100008387	Not a Gas Leak. A meter test schedule for a Gas SmartMeter, customer feels his bill has increased since SmartMeter Module installed.
51 8/25/2010 8:45:44 AM			SAN BRUNO	4	37.201000825 08.45.44_4083218864.WAVE.wav			8/25/2010	5359486156	Customer called in to report Carbon Monoxide possibly present. Alarm triggered the day of the call, not experiencing any headaches or dizziness.
52 8/28/2010 20:36:39 PM			SAN BRUNO	4	38.20100825 20.36.39_6505894527.WAVE.wav			8/25/2010	5369978146	Not a gas leak. Customer calling in to report unable to shut off gas appliance.
53 8/30/2010 5:47:41 AM			SAN BRUNO	4	39.20100830 05.47.41_4158103788.wav			8/30/2010	5359477848	Redacted in San Bruno. Customer reporting a strong gas leak near water heater and heater. Agent does not advise customer to evacuate. Field comments: FIELD: GAS OFF STRONG SMELL AT SCENE TURNED OFF GAS PENDING LEAK INVESTIGATION. Last contact from field states: UPON ARRIVAL STRONG SKUNK SMELL AT FRONT DR / AFTER TURN ON CLOCKED LINE ZERO CFH FLOW 5 MIN
54			SAN BRUNO	3	None			8/30/2010	5745874169	Field Order not initiated by customer call. Issued by Field Services
55			SOUTH SAN FRANCISCO	1	None			8/31/2010	5430337743	Field Order not initiated by customer call. Issued by CEE CSR in San Ramon
56			SOUTH SAN FRANCISCO	1	None			8/31/2010	5450985620	Field Order not initiated by customer call. Issued by CEE CSR in San Ramon
57 8/31/2010 11:55:47 AM			PACIFICA	4	40.20100831 11.55.47_7035872138.wav			8/31/2010	6157195218	Duration = heater started not working 2-3 days ago. Location = at heater. Severity = Gas pressure seems high to the technician that went out to check heater. Technician was a non-PGE employee.

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58	9/1/2010 10:12:32 AM	744877776	Redacted	SAN BRUNO	4	41[Redacted]_20100901 10.12.32_6503596688.wav	Redacted		9/1/2010	5265654533	San Bruno [Redacted] smells gas from heater [Redacted] San Bruno. Water heater is off and she smells gas just a little bit. Not hissing or blowing
59	9/6/2010 9:28:17 PM	4486432696		SAN BRUNO	1	42.20100906 21.28.17_6503338936.WAVE .wav			9/6/2010	5503046897	Water Co. calling in to request we check our gas line. No gas leaks but water main has broken and bent the pipe lines.
60		286122961		SAN BRUNO	1	None			9/7/2010	5171705800	Field Order not initiated by customer call. Issued by CEE CSR in San Ramon
61	9/7/2010 8:41:14 AM	2536935592		SAN BRUNO	2	44.20100907 8.41.14_4157530403.wav			9/7/2010	5412019295	Location: Garage Duration: Yesterday after 3 pm. Severity: Strong Odor. No hissing or blowing.
62		1784395101		SOUTH SAN FRANCISCO	1	None			9/7/2010	5440804685	Field Order not initiated by customer call. Issued by CEE CSR in San Ramon
63	9/7/2010 4:58:20 PM	994340137		SOUTH SAN FRANCISCO	1	43.20100907 16.58.20_6508921256.wav			9/7/2010	5451165784	Location: Gas odor coming from garage (water heater or mtr) Duration: today Severity: Strong
64	9/9/2010 9:26:17 AM	9578212630		SAN BRUNO	4	46[Redacted]_20100909 09.26.17_6503595926.wav			9/9/2010	5265633300	Gas Leak @ the meter, customer has been smelling a light gas odor for 6 months, his painters were able to identify for him where the leak was located. The CSR went through all safety tips.
65	9/9/2010 7:00:50AM	7996248193		SOUTH SAN FRANCISCO	1	45.20100909 07.00.50_4153858647.wav			9/9/2010	5451172412	Customer states no gas coming into home. A reflight field order scheduled for No Gas No Reason.
66	9/9/2010 2:14:33PM	9578212630		SAN BRUNO	4	47.20100909 14.14.33_4157628160.wav			9/9/2010	X100009288	GSR calling needs a Gas Leak referral case created

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