

Employee Dispatches 7/1/2010 to 9/9/2010
Non-Odor for "Areas" 1 - 4

	Field Order Date Initiated	Field Order ID	Related Field Orders	Address	CPSD Area	Office Notes	Field Order Detail (See from "General" remarks on pg. 2)	Unabbreviated Field Order Detail Notes	Summary of PG&E Actions Taken	FO PDF
1	6/19/2010	5370039563		Redacted	4	UTC CODE UF UTC: UTC OTHER FINDING COMMENT:/11/20/08-rymar- UF- 3 dial gsr needed [!FW.ID=121	dog-mtr inside gate l/c	DOG, METER INSIDE GATE. LEFT CARD.	THE GAS METER WAS TO BE REPLACED AS PART OF THE SCHEDULED GAS METER CHANGE PROGRAM. THE GSR COULD NOT GAIN ACCESS SO THE WORK WAS NOT COMPLETED.	Attachment 2A
2	6/19/2010	5369996523		Redacted	4	UTC CODE DC UTC: DIAL COUNT WRONG: 12/12/08-dhamb-/DC- DC- 3 Dial GSR NEEDED [!FW.ID=1225142!]	cust says will call make appt. l/c	CUSTOMER WILL CALL TO MAKE APPOINTMENT. NO ACCESS AT THIS TIME. LEFT CARD.	THE GAS METER WAS TO BE REPLACED AS PART OF THE SCHEDULED GAS METER CHANGE PROGRAM. THE GSR COULD NOT GAIN ACCESS SO THE WORK WAS NOT COMPLETED.	Attachment 2B
3	6/19/2010	5369985876		Redacted	4	UTC CODE GC UTC: GAS COVER SCREW(S) BROKEN:/12/12/08-dhamb- GC- STRIPED HEADS [!FW.ID=1225141	dog-l/c	CAN'T GET IN, DOG. LEFT CARD.	THE GAS METER WAS TO BE REPLACED AS PART OF THE SCHEDULED GAS METER CHANGE PROGRAM. THE GSR COULD NOT GAIN ACCESS SO THE WORK WAS NOT COMPLETED.	Attachment 2C
4	6/19/2010	5380271118		Redacted	4	UTC CODE GC UTC: GAS COVER SCREW(S) BROKEN:/12/12/08-dhamb- GC- GSR NEEDED [!FW.ID=1225143!]	gc-nac	USED QUICK CHANGE TANK TO REPLACE METER WITH NO APPLIANCE CHECK.	THE GAS METER WAS CHANGED UTILIZING A QUICK CHANGE TANK TO PREVENT ANY INTERRUPTION OF SERVICE TO THE CUSTOMER. APPLIANCES WERE NOT CHECKED.	Attachment 2D
5	6/19/2010	5401658649		Redacted	2	UTC CODE UF UTC: UTC OTHER FINDING COMMENT:/09/29/08-bsmit- UF- 3 DIAL [!FW.ID=1190581!]	t300 rider did mtr change/talked to cust about e bill and med baseline/g mtr under hse	TITLE 300 RIDER DID METER CHANGE, TALKED TO CUSTOMER ABOUT ELECTRIC BILL AND MEDICAL BASELINE. GAS METER IS UNDER HOUSE.	THE GAS METER WAS REPLACED AS PART OF THE SCHEDULED METER CHANGE PROGRAM. THE GSR ALSO TALKED TO THE CUSTOMER ABOUT THE ELECTRIC BILL AND MEDICAL BASELINE.	Attachment 2E
6	6/19/2010	5401638391		Redacted	2	UTC CODE UF UTC: UTC OTHER FINDING COMMENT:/09/25/08-bsmit- UF- plywood n the way gsr [!FW.ID	g mtr in gar....nalc	NO ACCESS TO GAS METER. GAS METER IN GARAGE, LEFT SERVICE REPORT CARD.	A METER WAS TO BE SET AT THE PROPERTY, BUT THERE WAS NO ACCESS TO THE METER LOCATION AND THE WORK WAS NOT COMPLETED.	Attachment 2F
7	6/19/2010	5401555148		Redacted	2	UTC CODE UF UTC: UTC OTHER FINDING COMMENT:/10/29/08-jbrou- UF- INSULATION IN THE WAY OF MTR GS	mtr is inside garage , no answ at front door, no access	METER IS INSIDE GARAGE, NO ANSWER AT FRONT DOOR, NO ACCESS.	A METER WAS TO BE SET AT THE PROPERTY, BUT THE CUSTOMER WAS NOT AT HOME AND THE WORK WAS NOT COMPLETED.	Attachment 2G

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8	6/19/2010	5505746532		Redacted	2	UTC CODE GC UTC: GAS COVER SCREW(S) BROKEN:/11/24/08-nlizz- GC- NEED GSR [!FW.ID=1216955!]	give to alt trk/no large fitting on truck to convert 310 to 275	GIVE TO ALTERATION TRUCK, NO LARGE FITTING ON THIS TRUCK, NEED TO CONVERT 310 SIZE METER TO 275 SIZE METER.	THE GAS METER WAS TO BE REPLACED, BUT THE WORK WAS NOT PERFORMED DUE TO THE SIZE OF THE METER AND THE LACK OF PROPER FITTINGS ON THE GSR'S VEHICLE.	Attachment 2H
9	6/20/2010	5450992296		Redacted	1	DOT-HARD LOCK METER/	actual read is 1882-dial not keeping up with electronic read so replaced mtr	ACTUAL READ IS 1882, DIAL NOT KEEPING UP WITH ELECTRONIC READ. REPLACED METER.	THE GAS METER WAS REPLACED.	Attachment 2I
10	6/23/2010	5422396268		Redacted	2	Pre-1920 3 Dial Sprague - Non Retrofittable/[!FW.ID=1095900!]	mtr inside garage, no answ at door, no access ,	NO ACCESS, METER IS INSIDE THE GARAGE, NO ANSWER AT THE DOOR.	THE GAS METER WAS SCHEDULED TO BE REPLACED, BUT THE CUSTOMER WAS NOT AT HOME AND THE METER WAS INACCESSIBLE SO THE WORK WAS NOT COMPLETED.	Attachment 2J
11	6/25/2010	5451172517		Redacted	1	No Access or Safety Issues;T/O,/			THE GAS AND ELECTRIC SERVICE WAS TURNED ON.	Attachment 2K
12	6/25/2010	5401727422		Redacted	2	No Access or Safety Issues;SAFTY CK STOVE/			PILOTS WERE RELIT FOR A NUMBER OF APPLIANCES AND APPLIANCES WERE CHECKED.	Attachment 2L
13	6/27/2010	5440693443		Redacted	1	DOT-HARD LOCK METER/	s/o&locked mtr-paint set	SHUT OFF AND LOCKED METER. PAINTED SET	THE GAS SERVICE WAS SHUT OFF AND THE METER SET WAS PAINTED.	Attachment 2M
14	6/29/2010	5369804612		Redacted	4	IVR-LKGATE/	BAD FAN COMPARTMENT SWITCH REFER TO DEALER	BAD FAN COMPARTMENT SWITCH REFER TO DEALER	THE GSR WAS DISPATCHED TO RELIGHT AND CHECK THE HEATER. THE GSR ADVISED THE CUSTOMER TO CONTACT A DEALER TO HAVE THE FAN REPAIRED.	Attachment 2N
15	6/30/2010	5412169205		Redacted	2	SMS10 - SM R-Test Sample - customer notified - must/be completed before 8/1/10 [!FW.ID=1925483!]	METER TESTED OK.	METER TESTED OK.	AS PART OF A ROUTINE TEST, THE METER WAS TESTED OK.	Attachment 2O

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16	6/30/2010	5430282647	Redacted	1	AXS OK, T-ON GAS, LOCKBOX CODE 4928, NOTE DISCUSSED/	vacant hm-tlk w/Redact Realtor)over phone-key box onsite-recnct&restored serv@mtr-0'mvmt-relit appls-	VACANT HOME, TALKED WITH Redact (REALTOR) OVER THE PHONE. KEY BOX ON-SITE. RECONNECTED AND RESTORED SERVICE AT METER, ZERO MOVEMENT ON METER. RELIT APPLIANCES. DRYER OK, CLEANED FILTER. WATER HEATER NOT VENTING, LEAKING DOUBLE ADAPTER. DISCONNECTED AND MADE SAFE. FURNACE, DID MINOR BRUSHING, VERY DIRTY AND DUSTY, RIGHT FLAME IMPINGING AND UNABLE TO CORRECT. DISCONNECTED AND MADE SAFE. REFERRED ALL HAZARDS TO DEALER FOR REPAIRS. CALLED Redact REALTOR) BACK TO EXPLAIN ISSUES FOUND AT ADDRESS AND HOW TO GO ABOUT IT...	THE GAS SERVICE WAS TURNED ON TO THE RESIDENCE. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE FOUND. THE APPLIANCES WERE RELIT. THE WATER HEATER WAS FOUND NOT VENTING CORRECTLY; IT WAS DISCONNECTED AND MADE SAFE. THE FURNACE WAS VERY DIRTY AND NOT OPERATING CORRECTLY. AFTER ATTEMPTING TO CORRECT THE OPERATION, THE GSR DISCONNECTED IT TO MAKE SAFE. THE REALTOR WAS CONTACTED TO ADVISE OF THE CONDITIONS AND NEED TO HAVE DEALER MAKE REPAIRS.	Attachment 2P
17	7/1/2010	5389823416	Redacted	1	NO HOT WTR;AXS OK;RLT WTR HTR IN GAR;P Reda	faf)flue fan very slow in coming on-starts to turn slowly then eventually comes on-adv there is a	FORCED AIR FURNACE FLUE FAN IS VERY SLOW COMING ON. STARTS TO TURN SLOWLY THEN EVENTUALLY COMES ON. ADVISED THERE IS A PROBLEM EVEN THOUGH UNIT DOES FINALLY WORK. REFERRED TO DEALER. WATER HEATER, LIT PILOT UNIT WORKING AT THIS TIME, CUSTOMER SAYS 3RD OR 4TH TIME LIT. ADVISED CUSTOMER THAT DEALER SHOULD BE CALLED AS IT WILL PROBABLY GO OUT AGAIN. SEALED CHAMBER TYPE OF UNIT.	THE GSR FOUND THE FORCED AIR FURNACE FLUE FAN WAS NOT WORKING PROPERLY AND ADVISED THE CUSTOMER TO HAVE A DEALER MAKE REPAIRS. THE WATER HEATER PILOT WAS LIT. THE GSR ADVISED THAT SINCE THE PILOT ON THE WATER HAS GONE OUT MULTIPLE TIMES, THE CUSTOMER SHOULD CONTACT A DEALER TO HAVE IT SERVICED.	Attachment 2Q
18	7/1/2010	5484937799	Redacted	2	No Access or Safety Issues;PLS SAFETY CHK 2 FAF; IN/BASEMENT & GARAGE	CUST. WANTS ME TO SAFETY CK 2 FAFS	CUSTOMER WANTS ME TO SAFETY CHECK 2 FORCED AIR FURNACES.	THE GSR CHECKED TWO FORCED AIR FURNACES AT THE CUSTOMER'S REQUEST.	Attachment 2R
19	7/2/2010	5419897394	Redacted	1	AXS OK,Valve change.. contact 650-8732928 CGI'D/06/22/2010	BREG-buried serv vlv-dug up serv vlv-q/c-instld new insulated serv vlv-IRV reg-mtr swvls&ftngs-raise set	BREG, BURIED SERVICE VALVE, DUG UP SERVICE VALVE, USED QUICK CHANGE AND INSTALLED NEW INSULATED SERVICE VALVE, IRV REGULATOR, METER SWIVELS AND FITTINGS. RAISED SET, WRAPPED RISER AND PAINTED METER SET.	THE GAS SERVICE VALVE WAS REPLACED USING A QUICK CHANGE TANK SO THE CUSTOMER WOULD NOT EXPERIENCE A SERVICE INTERRUPTION.. IN ADDITION A NEW REGULATOR WAS INSTALLED WITH NEW SWIVELS AND FITTINGS. THE RISER WAS WRAPPED AND THE METER SET PAINTED.	Attachment 2S
20	7/2/2010	5432747665	Redacted	2	No Access or Safety Issues;PLS RLT H2O HTR;NO HOT/WATER;PER MAXINE;OUTSIDE;CUST PRES NOT REQ	unit has been lit-working ok-adv if continues to go out dealer should be called	UNIT HAS BEEN LIT AND IS WORKING OK. ADVISED CUSTOMER TO CALL DEALER IF UNIT CONTINUES TO GO OUT.	A GSR WAS DISPATCHED TO RELIGHT AND CHECK THE HOT WATER HEATER. THE UNIT WAS LIT AND FOUND TO BE WORKING OK. CUSTOMER WAS ADVISED TO CONTACT A DEALER IF PROBLEMS OF NO HOT WATER PERSIST.	Attachment 2T

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21	7/3/2010	5451201558	Redacted	1	2 DAY RULE;P/Redacted EMAIL/Redacted NAMED/Redacted /	s/o&locked G&E mtrs-rplcd rbbwashers@mtr swivls&paint gas mtr set	SHUT OFF AND LOCKED GAS AND ELECTRIC METERS. REPLACED RUBBER WASHERS AT GAS METER SWIVELS AND PAINTED GAS METER SET.	THE GAS AND ELECTRIC SERVICE WAS TURNED OFF. WHILE ON SITE, THE GSR REPLACED THE RUBBER WASHERS AT THE GAS METER SWIVELS AND PAINTED THE METER SET.	Attachment 2U
22	7/3/2010	5255478831	Redacted	4	AXS OK;PLS SFTY CHK FURN IN LVG RM & WTR HTR IN GAR/	faf)unit old butok-heat escaping out side of unit-adv replace filter wh)ok	FORCED AIR FURNACE UNIT OLD BUT OK. HEAT ESCAPING OUT SIDE OF UNIT-ADVISED REPLACE FILTER. WATER HEATER OK.	THE GSR WAS DISPATCHED TO RELIGHT AND CHECK MULTIPLE APPLIANCES. THE GSR NOTED THAT THE FURNACE WAS OLD BUT OPERATED OK WITH SOME LOSS OF HEAT. THE CUSTOMER WAS ADVISED TO REPLACE THE FILTER.	Attachment 2V
23	7/3/2010	5412003549	Redacted	2	Axs ok; pls sfty chk stove, furnace & dryer (loc in/utility room) plz call ahead for axs @least 15mins	called ahead no ans no 1 home left card	CALLED AHEAD, NO ANSWER. NO ONE HOME, LEFT SERVICE REPORT CARD.	THE GSR WAS TO CHECK A NUMBER OF APPLIANCES, BUT THE CUSTOMER WAS NOT AT HOME SO WORK WAS NOT COMPLETED.	Attachment 2W
24	7/3/2010	X100003854	Redacted	2	Axs ok; pls sfty chk stove, furnace & dryer (loc in/utility room) plz call ahead for axs @least 15mins	safety ck	SAFETY CHECKED.	A GSR WAS DISPATCHED TO RELIGHT AND CHECK MULTIPLE APPLIANCES.	Attachment 2X
25	7/6/2010	5443223691	Redacted	2	/	replaced elec.mtr ring	REPLACED ELECTRIC METER RING.	THE SERVICE WAS SHUT OFF AT THE PROPERTY. THE GAS SERVICE WAS LEFT ON, THE ELECTRIC SHUT OFF AND THE ELECTRIC METER RING WAS REPLACED.	Attachment 2Y
26	7/6/2010	5181895784	Redacted	1	/	cst wants wall heater pilot off for summer.adv to call back whenever they want it back on.safety ck	CUSTOMER WANTS WALL HEATER PILOT OFF FOR SUMMER. ADVISED TO CALL BACK WHENEVER THEY WANT IT BACK ON. SAFETY CHECK WATER HEATER.	PILOTS ON ALL APPLIANCES SHUT OFF FOR SUMMER. CUSTOMER ADVISED TO CALL BACK WHEN WANT SERVICE STARTED.	Attachment 2Z
27	7/6/2010	5386098336	Redacted	4	UTC CODE GC UTC: GAS COVER SCREW(S) BROKEN:/11/12/08-dcrai- GC- gsr needed [!FW.ID=1211434!]	mtr inside gate l/c	NO ACCESS, METER INSIDE GATE. LEFT CARD.	THE GAS METER WAS TO BE REPLACED AS PART OF THE SCHEDULED GAS METER CHANGE PROGRAM. THE GSR COULD NOT GAIN ACCESS SO THE WORK WAS NOT COMPLETED.	Attachment 2AA
28	7/7/2010	5369880961	Redacted	4	Access/Safety: Dog(s) TERRIER [Redacted] MIN CHOW/[Redacted]	reg corroded/replaced-installed useable tee-rebuilt mtr set-top)lf-clean as best could-cannot be	REGULATOR CORRODED. REPLACED-INSTALLED USEABLE TEE, REBUILT METER SET. RANGE TOP CLEAN AS BEST AS COULD BE AS TOP CANNOT BE REMOVED. RANGE TOP SOAKED IN GREASE. OVEN/BROILER OK. FORCED AIR FURNACE LIT PILOT OK. ADVISED TO REPLACE FILTER. WATER HEATER, LIT PILOT-OK	THE GAS METER WAS TO BE REPLACED AS PART OF THE SCHEDULED GAS METER CHANGE PROGRAM. THE REGULATOR WAS REPLACED AND APPLIANCES WERE CHECKED. ALL APPLIANCES CHECKED OK AND THE GSR NOTED THAT THE TOP OF THE RANGE WAS SOAKED IN GREASE.	Attachment 2AB

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29	7/7/2010	5451201554	Redacted	1	SHEPARD MIX DOG, T/ON, NEW TENANT, Redacted	range)ok-broiler-elec dryer)ok-adv clean lint (exhaust faf)ok-taped slight cracks between cold-air	RANGE OK, BROILER IS ELECTRIC. DRYER OK, ADVISED CUSTOMER TO CLEAN LINT EXHAUST. FORCED AIR FURNACE OK, TAPED SLIGHT CRACKS BETWEEN COLD AIR RETURN AND FURNACE COMPARTMENT. WATER HEATER, LIT PILOT OK.	THE GAS AND ELECTRIC SERVICE WAS TURNED ON. THE APPLIANCES WERE CHECKED AND MINOR REPAIRS MADE TO THE FURNACE COLD AIR RETURN. THE GSR ADVISED THE CUSTOMER TO CLEAN THE LINT FROM THE EXHAUST OF THE DRYER.	Attachment 2AC
30	7/7/2010	5255478360	Redacted	4	axs ok/fum lk gas mtr per kana/Redacted Redacted Enterprises/4 08-536 0550/A.M. APPTS/NO -ZYTHOR GAS			THE SERVICE WAS TEMPORARILY DISCONNECTED AT THE REQUEST OF THE CUSTOMER TO ENABLE CUSTOMER WORK ON SITE.	Attachment 2AD
31	7/8/2010	5474492923	Redacted	2	GERMAN SHEPARD,CWBT;PL S INSTALL GAS MODULE;P/ANNE/	replaced gas mtr,module from the outside, hot tank used, no entry , no appl ck , soap tested fittings fr	USED HOT TANK AND REPLACED GAS METER MODULE FROM THE OUTSIDE, NO ENTRY , NO APPLIANCE CHECK , SOAP TESTED FITTINGS FROM THE OUTSIDE ONLY. LARGE GERMAN SHEPHERD INSIDE THE HOUSE.	THE GAS METER WAS REPLACED AS PART OF THE SCHEDULED METER CHANGE PROGRAM. A QUICK CHANGE TANK WAS USED TO PREVENT ANY INTERRUPTION OF SERVICE. THE GSR ALSO SOAP TESTED ALL THE FITTINGS; CHECKED OK. THE GSR DID NOT CHECK APPLIANCES INSIDE DUE TO LARGE DOG IN HOUSE.	Attachment 2AE
32	7/8/2010	5443306245	Redacted	2	IVR-DOG/	CUST. SAID PILOT KEPT GOING OUT....FOUND LOOSE THERMOCOUPLE AND VERY DIRTY PERMANENT SCREEN ON WTR HTR	CUSTOMER SAID PILOT KEPT GOING OUT. FOUND LOOSE THERMOCOUPLE AND VERY DIRTY SCREEN ON WATER HEATER. I TIGHTENED THERMOCOUPLE AND CLEANED SCREEN WITH A BRUSH. SAFETY CHECKED FORCED AIR FURNACE AND ADVISED CUSTOMER TO CHANGE DIRTY FILTER.	A GSR WAS DISPATCHED TO RELIGHT AND CHECK THE HOT WATER HEATER. THE GSR FOUND A LOOSE CONNECTION TO THE THERMOCOUPLE AND A DIRTY SCREEN ON THE WATER HEATER. THE FORCED AIR FURNACE WAS ALSO CHECKED AND THE CUSTOMER ADVISED TO CHANGE THE DIRTY FILTER.	Attachment 2AF
33	7/9/2010	5484832854	Redacted	2	No Access or Safety Issues; X-CRYSTAL SPRINGS; UTC/- cabinet obstruction gsr needed; P/Redacted CWBT	cust not home need to replumb mtr set to fit smc type	CUSTOMER NOT HOME NEED TO RE-PLUMB METER SET TO FIT SCHEDULED METER CHANGE TYPE.	THE METER WAS TO BE REPLACED, BUT DUE TO THE CUSTOMER NOT BEING HOME AND THE NEED TO PERFORM SOME REPIPING, THE WORK WAS NOT PERFORMED.	Attachment 2AG
34	7/9/2010	5412087158	Redacted	2	Access/Safety: Dog(s);SFTY CHK WTR HTR P/Redacted	no answ on call ahead or at door, per tenant downstairs said to wait , but cust never showed up , meanwh	CALLED CUSTOMER BEFORE ARRIVING WITH NO ANSWER. DOWNSTAIRS TENANT SAID TO WAIT, CUSTOMER NEVER SHOWED UP. SAFETY CHECKED WALL HEATER FOR TENANT DOWNSTAIRS WHILE WAITING FOR CUSTOMER. LEFT WALL HEATER OFF FOR SUMMER, ADVISED CUSTOMER TO CLEAN BOTTOM OF HEATER BEFORE CALLING BACK FOR WINTER RELIGHT. UPSTAIRS CUSTOMER IS TO CALL BACK DUE TO NO SHOW.	THE GSR WAS UNABLE TO PERFORM WORK FOR THE CUSTOMER REQUESTING SERVICE. HOWEVER, WHILE ON SITE, THE GSR CHECKED DOWNSTAIRS TENANT'S HEATER OK AND LEFT IT OFF DURING SUMMER. ADVISED TENANT TO KEEP BOTTOM OF HEATER CLEAN BEFORE TURNING IT BACK ON FOR WINTER. A NOTICE WAS LEFT FOR THE CUSTOMER WHO HAD REQUESTED SERVICE.	Attachment 2AH

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35	7/9/2010	5495399974	Redacted	2	LOCKD GATE;WBT;UTC:COMMENT:11/19/08,nlizz,UF,CAB/DOOR WON T CLOSE W MTU INSTALLED. NEED GSR	modified mtr set to allow the cab door to close once the mtu is installed.	MODIFIED METER SET TO ALLOW THE CABINET DOOR TO CLOSE ONCE THE METER TRANSMITTING UNIT (MTU) IS INSTALLED.	THE GSR WAS DISPATCHED TO ADD THE METER TRANSMITTING UNIT TO THE METER. IN ORDER TO COMPLETE THE WORK THE METER SET WAS MODIFIED TO ALLOW IT TO FIT INTO THE CABINET.	Attachment 2AI
36	7/9/2010	4500307942	Redacted	2	No Access or Safety Issues;LOCKED GATES PER Redacted	need key and fop for access. office clocsed. na.	OFFICE CLOSED, NO ACCESS, NEED KEY FOR ACCESS.	NO WORK PERFORMED DUE TO NO ACCESS	Attachment 2AJ
37	7/10/2010	5367793062	Redacted	1	No Access or Safety Issues; NO HOT WATER; ENTRY/NOTE WILL BE POSTED PER Redacted			THE PILOT WAS RELIT ON THE WATER HEATER.	Attachment 2AK
38	7/11/2010	6157173487	Redacted	4	DOT-HARD LOCK METER/	could not lock meter at this time---construction latter propped up against cabinet door	UNABLE TO LOCK METER. CONSTRUCTION LADDER PROPPED UP AGAINST CABINET DOOR.	THE GAS SERVICE WAS TO BE SHUT OFF AND THE METER LOCKED, BUT ACCESS TO THE CABINET WAS OBSTRUCTED SO THE WORK WAS NOT COMPLETED.	Attachment 2AL
39	7/12/2010	5317978112	Redacted	4	axs ok safety check/	CSTM R CPLNT HIGH BILL...FOUND WTR HTR THRMST SET HIGH/ ADJUSTED LWR REF CSTM R TO OFFC FOR HIGH BILL	CUSTOMER COMPLAINED OF HIGH BILL. FOUND WATER HEATER THERMOSTAT SET AT HIGH. ADJUSTED LOWER AND REFERRED CUSTOMER TO OFFICE FOR HIGH BILL.	THE APPLIANCES WERE RELIT AND CHECKED. THE TEMPERATURE OF THE HOT WATER WAS REDUCED.	Attachment 2AM
40	7/12/2010	5171700928	Redacted	1	LOCKED GATE/DOG/NO HOT WATER/WTR HTR-GARAGE/Redac	cleared pilot. relite ok. cks ok.	CLEARED PILOT. RELIT OK, CHECKS OK.	THE PILOT WAS RELIT ON THE WATER HEATER.	Attachment 2AN
41	7/12/2010	5389835070	Redacted	1	No Access or Safety Issues; XST CARMEL Safety check// red tag issued / repairs completed, meter off	CITY INSPECTION STICKER PRESENT-DATED 7/12/10. CLOCKED TIGHT. RELIT APPLIANCES. LEFT DRYER OFF AT	CITY INSPECTION STICKER PRESENT, DATED 7/12/10. CLOCK TEST TIGHT. RELIT APPLIANCES. LEFT DRYER OFF AT APPLIANCE VALVE AS FOUND. CUSTOMER JUST MOVING IN AND DOES NOT HAVE EXHAUST VENT INSTALLED. CUSTOMER AWARE AND PLANNING TO INSTALL VENT SOON AND PRIOR TO USE. REFERRED TO DEALER.	THE GAS SERVICE WAS TO BE TURNED ON AT THE LOCATION. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE FOUND. THE APPLIANCES WERE RELIT; EXCEPT FOR THE DRYER WHICH WAS LEFT AS FOUND; DISCONNECTED.	Attachment 2AO
42	7/12/2010	5255478595	Redacted	4	No Access or Safety Issues;call ahead,fumigation/unlock, vikane.per sara	faf)left off per cust request-ck before-old but ok-heat escapes out side wh)lit pilot ok	FORCED AIR FURNACE OFF PER CUSTOMER REQUEST. FORCED AIR FURNACE OLD BUT OK. HEAT ESCAPES OUTSIDE. WATER HEATER, LIT PILOT, OK.	THE GAS SERVICE WAS TURNED ON AFTER FUMIGATION WORK WAS COMPLETED. APPLIANCES WERE CHECKED; OK.	Attachment 2AP

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43	7/12/2010	5422413455	Redacted	2	AXS OK;RELIGHT & CHK STOVE (IN KIT) & FURN (IN/BASEMENT);PER [Redact]	CLEANED PILOTS AND BURNERS. ADV OVEN AND BROILER DOORS LOOSE. WORN OUT. FAF UNDER HOUSE .	CLEANED PILOTS AND BURNERS. ADVISED OVEN AND BROILER DOORS WERE LOOSE AND WORN OUT. FORCED AIR FURNACE IS UNDER THE HOUSE. ADVISED CUSTOMER THAT APPLIANCES NEED TO BE KEPT CLEAN AND TO CHANGE FILTER REGULARLY. VERY DUSTY.	A GSR WAS DISPATCHED TO RELIGHT AND CHECK APPLIANCES. THE GSR FOUND THE OVEN DOORS WERE LOSE AND WORN OUT AND ADVISED THE CUSTOMER. THE GSR ALSO ADVISED THE CUSTOMER TO KEEP THE APPLIANCES CLEAN AND TO CHANGE FILTERS REGULARLY.	Attachment 2AQ	
44	7/12/2010	5495404297		2	No Access or Safety Issues;UTC OTHER FINDING/COMMENT: 11/19/08, nlizz, UF, CAB DOOR WON T CLOSE W	HOT TANKED HOUSELINE AND CHANGED FITTING SIO MTR WOULD FIT IN CAB/CHANGED MTR-PROGRAMMED MODULE-OK/	HOT TANKED HOUSELINE AND CHANGED FITTING SO METER WOULD FIT IN CABINET. CHANGED METER AND PROGRAMMED MODULE-OK.	THE METER WAS REPLACED AS PART OF THE SCHEDULED METER REPLACEMENT PROGRAM. A HOT TANK WAS USED TO PREVENT ANY INTERRUPTION OF SERVICE. SOME OF THE FITTINGS ON THE METER SET WERE REPLACED TO ALLOW IT TO FIT INTO THE CABINET.	Attachment 2AR	
45	7/12/2010	5495473129		2	LOCK'D GATE; UTC 11/21/08, nlizz, UF, CAB DOOR WON/T CLOSE WITH MTU MOUNTED. NEED GSR; [Redacted] [Red]	CUT CABINET BEHIND METER SO METER WOULD FIT AND INSTALLED MODULE.	CUT CABINET BEHIND METER SO METER WOULD FIT AND INSTALLED MODULE.	A GAS METER TRANSMITTING UNIT WAS INSTALLED AFTER THE CABINET WAS MODIFIED TO ALLOW IT TO FIT.	Attachment 2AS	
46	7/13/2010	5461544568		1	Acess is unk;turn off meters - no one is/financially responsible for acct. PerBobby/SSR	tag is kinda confusing-job no.is t/o,remarks say s/o mtrs-spoke to cust.says parents who have	TAG IS KIND OF CONFUSING, JOB NUMBER IS TURN ON, REMARKS SAY SHUT OFF METERS. SPOKE TO CUSTOMER, SAYS PARENTS WHO HAVE POWER OF ATTORNEY CALLED FOR GAS TURN ON. ADVISED TO HAVE ELECTRIC PUT INTO THEIR NAME ALSO. (I DO NOT HAVE ELECTRIC TAG).	THE GAS SERVICE WAS TURNED ON AND THE CUSTOMER ADVISED TO CHANGE THE NAME ON THE ACCOUNT.	Attachment 2AT	
47	7/13/2010	5495487421		X100004450	2	lkd gate/cwbt/UTC Other FINDING COMMENT: 11/21/08,/nlizz, UF, METAL GRATE COVERS MOST OF METR/ND GSR	assisted by [Reda]-inside set-pop out-chged reg, had to shut down. adv filter in cold air return. hse	ASSISTED BY [Redact]. SET INSIDE POP OUT CABINET AREA. CHANGED REGULATOR. HAD TO SHUT GAS DOWN. ADVISED CUSTOMER THE FILTER IS IN COLD AIR RETURN. HOUSE LINE GAS IS GOOD.	THE GAS METER WAS REPLACED AS PART OF THE SCHEDULED METER CHANGE PROGRAM. THE GSR WAS ASSISTED BY A 2ND GSR AND THE REGULATOR WAS REPLACED. THE CUSTOMER WAS ADVISED ABOUT REPLACING THE FILTER FOR THE FURNACE COLD AIR RETURN.	Attachment 2AU
48	7/13/2010	X100004450		5495487421	2	lkd gate/cwbt/UTC Other FINDING COMMENT: 11/21/08,/nlizz, UF, METAL GRATE COVERS MOST OF METR/ND GSR	helping [Redac] service man	HELPING SERVICE MAN [Redacted]	A GSR WAS DISPATCHED TO HAVE THE PILOTS RELIT AND APPLIANCES CHECKED. THE GSR NOTED THAT HE/SHE WAS ASSISTING ANOTHER GSR.	Attachment 2AV

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49	7/13/2010	5495474671	Redacted	2	Access/Safety: Dog(s)CWBT;CAB DOOR WN'T CLOSE WITH/MOD INSTALL CHANGE METER REQUIRED	moved g mtr so cab. could close/relite/faf in attic is e ignition,no axs	MOVED GAS METER SO CABINET COULD CLOSE. RE-LIT FORCED AIR FURNACE IN ATTIC IS ELECTRONIC IGNITION, NO ACCESS.	THE GAS METER WAS MOVED TO ALLOW IT TO FIT INTO THE CABINET. THE APPLIANCES WERE RELIT AND CHECKED; THE FORCED AIR FURNACE IS ELECTRONIC IGNITION AND WAS IN AN ATTIC WHICH DID NOT ALLOW ACCESS.	Attachment 2AW
50	7/14/2010	5484848038	Redacted	2	ACCESS- METER IN GARAGE; CWBT/	REPLACED GAS METER//INSTALLED USABLE TEE//INSTALLED NEW OUTLET FITTINGS//RELIT AND CHECKED APPLIANCES	REPLACED GAS METER AND INSTALLED USABLE TEE. INSTALLED NEW OUTLET FITTINGS, RELIT AND CHECKED APPLIANCES. ADVISED CUSTOMER ON HEATER NEEDS TO BE SECURED PROPERLY. HE IS GOING TO INSTALL SHEET METAL SCREWS TO SECURE IT.	THE GAS METER WAS REPLACED AS PART OF THE SCHEDULED METER CHANGE PROGRAM. IN ADDITION SOME OF THE FITTINGS WERE REPLACED. THE APPLIANCES WERE RELIT AND CHECKED. THE CUSTOMER WAS ADVISED TO SECURE THE HEATER PROPERLY.	Attachment 2AX
51	7/16/2010	5369888809	Redacted	4	No Access Issues;COR SAYS G ON,SYS SAYS OFF;PLZ/VERIFY AND CORRECT IN SYS	fso. cust dec appl ck. turned on mtu. note: recon crashed.	FOUND SERVICE ON. CUSTOMER DECLINED APPLIANCE CHECK. TURNED ON METER TRANSMITTING UNIT. NOTE: RECON CRASHED.	THE GAS SERVICE WAS TO BE TURNED ON, BUT THE GSR FOUND THE SERVICE ALREADY ON. THE SMART METER TRANSMITTING UNIT WAS TURNED ON.	Attachment 2AY
52	7/17/2010	5369218927	Redacted	1	AXS OK; TURN ON G MTR; START SVC; P/ Redacted	wh)lit pilot-adv keep fresh air supply openings clear-all app.ok	WATER HEATER, LIT PILOT ADVISED CUSTOMER TO KEEP FRESH AIR SUPPLY OPENINGS CLEAR. ALL APPLIANCES OK.	THE GAS SERVICE WAS TURNED ON AND THE APPLIANCES WERE CHECKED,	Attachment 2AZ
53	7/17/2010	5386098302	Redacted	4	No Access or Safety Issues;install gas sm per/jennifer. cwbt	REPLACED GAS METER//PAINTED	REPLACED GAS METER AND PAINTED	THE GAS METER WAS REPLACED AS PART OF THE SCHEDULED METER CHANGE PROGRAM. THE GSR ALSO PAINTED THE METER SET.	Attachment 2BA
54	7/18/2010	5369955777	Redacted	4	DOT-HARD LOCK METER/	KNCKD NO ANSWR/ PAINTED SET / SPRAYED FR LKS OK	KNOCKED, NOW ANSWER. PAINTED METER SET AND SPRAYED FOR LEAKS, OK.	THE GAS SERVICE WAS SHUT OFF AND THE METER SET WAS PAINTED.	Attachment 2BB
55	7/18/2010	5286614943	Redacted	2	SMMC - T300 - meter exchange [!FW.ID=1931197!]	Locked mtr closet	NO ACCESS DUE TO LOCKED METER CLOSET.	NO WORK PERFORMED DUE TO NO ACCESS	Attachment 2BC
56	7/18/2010	5286747809	Redacted	2	SMMC - T300 - meter exchange [!FW.ID=1931198!]	Locked mtr closet	NO ACCESS DUE TO LOCKED METER CLOSET.	NO WORK PERFORMED DUE TO NO ACCESS	Attachment 2BD
57	7/19/2010	5401660722	Redacted	2	AXS OK,PLEZ ENTER G RD;SAFETY CHK;FAF,STOVE,WT R/HTR;CWBT;KMCJ ECI Redacted Reda	ADV TO KEEP APPLS CLEAN AND CHANGE FAF FILTER REGULARLY. GAS READ WAS DIFFIERENT THAN BILLING.	GAS SERVICE REPRESENTATIVE ADVISED CUSTOMER TO KEEP APPLIANCES CLEAN AND CHANGE FILTER REGULARLY. GAS READ WAS DIFFERENT THAN BILLING READ, VERIFIED READ. PUT METER READ ON SERVICE REPORT FORM, GAS SERVICE REPRESENTATIVE ADVISED CUSTOMER TO CALL FOR CORRECTION OF BILL IF THEY HAVE NOT BEEN CONTACTED SOON.	THE PILOTS WERE RELIT FOR A NUMBER OF APPLIANCES AND THE APPLIANCES WERE CHECKED. THE CUSTOMER WAS ADVISED TO KEEP APPLIANCES CLEAN AND REPLACE FILTERS REGULARLY.	Attachment 2BE

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58	7/19/2010	6157270843		Redacted	4	lockedgate,code: 066 to buzzin,ht in attic, Reda /	ref cstmr to dlr....igniter not working in furnace filter is ok	REFERRED CUSTOMER TO DEALER. IGNITER NOT WORKING IN FURNACE, FILTER IS OK.	THE GSR WAS DISPATCHED TO RELIGHT AND CHECK THE APPLIANCES. THE IGNITER ON THE FURNACE WAS NOT WORKING; THE CUSTOMER WAS REFERRED TO A DEALER TO HAVE IT REPAIRED.	Attachment 2BF
59	7/20/2010	5432864757		Redacted	2	UTC CODE UF UTC: UTC OTHER FINDING COMMENT:/11/12/08-jbrou- UF- CABINET OBSTRUCTION [!FW.ID=1	CUST OPENED GAR FOR ACCESS TO CHANGE MTR BUT HE HAD TO LEAVE SHORTLY FOR WORK / UPON INSPECTION	CUSTOMER OPENED GARAGE FOR ACCESS TO CHANGE METER BUT HAD TO LEAVE SHORTLY THEREAFTER. UPON INSPECTION FOUND NON-USABLE TEE WHERE CUSTOMER HAD ADDED A LINE. I WOULD HAVE TO SHUT DOWN, RE-PIPE IN ORDER TO FIT SMART METER AND UPGRADE SERVICE POSSIBLY CABINET DOOR. PER CUSTOMER AM APPOINTMENT WOULD BE BETTER, HE WILL CALL TO SCHEDULE AN 8AM - 12PM APPOINTMENT BECAUSE HE WORKS IN THE AFTERNOON.	THE GAS METER WAS TO BE REPLACED, BUT THE GSR FOUND THE PIPING THAT HAD BEEN ADDED BY THE CUSTOMER WOULD NOT ALLOW THE WORK TO TAKE PLACE AT THAT TIME. THE CUSTOMER WAS GOING TO CALL FOR A MORNING APPOINTMENT WHERE MORE TIME COULD BE ALLOCATED TO SHUT THE SERVICE DOWN AND THEN RELIGHT / CHECK APPLIANCES WHEN DONE.	Attachment 2BG
60	7/20/2010	5349187274		Redacted	4	No Access/Safety Issues- per csol cust email/removing gas appl			THE GAS SERVICE WAS SHUT OFF.	Attachment 2BH
61	7/20/2010	5412065801		Redacted	2	No Access or Safety Issues;/	INSTALLED NEW METER AND MODULE/UPDATED REG INFO//COULD NOT REPLACE ELECTRIC IT IS A-BASE METER.	INSTALLED NEW GAS METER AND MODULE. UPDATED GAS REGULATOR INFORMATION. UNABLE TO REPLACE ELECTRIC METER BECAUSE IT IS AN A BASE METER.	THE GSR INSTALLED A NEW GAS METER AND MODULE AND UPDATED THE CUSTOMER RECORDS. THE GSR WAS UNABLE TO REPLACE THE ELECTRIC METER.	Attachment 2BI
62	7/20/2010	5432742881		Redacted	2	UTC CODE UF UTC: UTC OTHER FINDING COMMENT:/11/20/08-bcass- UF- gsr needed cabinet [!FW.ID=12	HOT TANK / GAR ACCESS BLKD HAD TO CLEAR /	USED HOT TANK/QUICK CHANGE TANK TO REPLACE GAS METER. GARAGE ACCESS BLOCKED, HAD TO CLEAR.	THE GAS METER WAS REPLACED UTILIZING A QUICK CHANGE TANK TO PREVENT ANY SERVICE INTERRUPTION TO THE CUSTOMER.	Attachment 2BJ

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63	7/20/2010	5432942291	Redacted	2	UTC CODE UF UTC: UTC OTHER FINDING COMMENT:/11/20/08-bcass- UF- gsr needed cabinet [!FW.ID=12	CAB DR WOULD NOT CLOSE AFTER REPIPING TO FIT IN CAB I WOULD OF HAD TO SHUT DOWN AND MOVE TEE FOR CORRECT	CABINET DOOR WOULD NOT CLOSE AFTER REPIPING TO FIT IN CABINET. I WOULD OF HAD TO SHUT DOWN AND MOVED THE TEE FOR CORRECT FIT. CUSTOMER WAS NOT HOME SO I HOT TANKED AND MOVED THE METER BACK AS FAR AS POSSIBLE. I ALSO HAD A FUZZ LEAK AT THE UNION TO REPAIR BUT I DIDN'T HAVE ENOUGH GAS IN HOT TANK TO REPIPE AND FIX FUZZ LEAK. AFTER METER INSTALL I HAD TO HOT TANK AGAIN WITH NEW TANK TO FIX FUZZ LEAK. LEAK REPAIRED, FLOW AT 1.5 CUBIC FOOT HOUR MOVEMENT, LINE FLOW CHECKED OK. NO CONTACT NUMBER WAS LEFT SO SERVICE REPRESENTATIVE ADVISED I WILL FORWARD TO SMART METER MAINTENANCE TO FIT CABINET.	THE GAS METER WAS TO BE REPLACED AS PART OF A SCHEDULED REPLACEMENT PROGRAM. THE GSR HAD TO RE-PIPE AND MOVE THE SERVICE TO FIT INTO THE METER CABINET. A LEAK WAS FOUND AT THE UNION WHICH WAS REPAIRED. THE GSR USED A HOT TANK TO ALLOW SERVICE TO CONTINUE WITHOUT INTERRUPTION DURING THE WORK.	Attachment 2BK
64	7/20/2010	5432953964	Redacted	2	UTC CODE UF UTC: UTC OTHER FINDING COMMENT:/11/12/08-jbrou- UF- meter in garage behind glass GS	mtr inside, no answ at door,	METER INSIDE, NO ANSWER AT DOOR.	NO WORK PERFORMED DUE TO NO ACCESS	Attachment 2BL
65	7/21/2010	5370039769	Redacted	4	Access/Safety: Dog(s)-PREV CGI;UTC CODE UF UTC: UTC/OTHER FINDING COMMENT: 11/20/08- rymar- UF- 3 dial g	qc-nac-replaced damaged reg.vent-includes time taken to return to office to leave	USED QUICK CHANGE, NO APPLIANCE CHECK. REPLACED DAMAGED REGULATOR VENT. INCLUDES TIME TAKEN TO RETURN TO OFFICE TO LEAVE METER FOR SPECIAL HANDLE.	THE GAS METER WAS CHANGED AS PART OF THE SCHEDULED METER CHANGE PROGRAM AND THE REGULATOR VENT WAS REPLACED. A QUICK CHANGE TANK WAS USED TO PREVENT INTERRUPTION OF SERVICE FOR THE CUSTOMER.	Attachment 2BM
66	7/21/2010	7527765225	Redacted	1	CONTSET~LOT 20, CNTC [Redacted]	left off at valve-to be t/o/lit by contractor	LEFT OFF AT VALVE, TO BE TURNED ON AND LIT BY CONTRACTOR.	A NEW GAS METER WAS INSTALLED, BUT THE SERVICE WAS LEFT OFF. THE SERVICE WILL BE TURNED ON AND APPLIANCES CHECKED BY THE CONTRACTOR.	Attachment 2BN
67	7/21/2010	5396306600	Redacted	4	AXOK,RLT HTR PILOT IN GARAGE PER [Redacted]	spark ignitor not truning on the pilot. adv. to see dealer for replacement of [Redacted]	SPARK IGNITER NOT TURNING ON THE PILOT. ADVISED TO SEE DEALER FOR REPLACEMENT OF ROBERT SHAW ELECTRONIC CONTROL SYSTEM. NOT COMING ON. ADVISED TO SEE DEALER FOR REPAIRS.	THE GSR WAS DISPATCHED TO RELIGHT AND CHECK THE APPLIANCES. THE IGNITER WAS NOT WORKING CORRECTLY; THE CUSTOMER WAS REFERRED TO A DEALER TO HAVE IT REPAIRED.	Attachment 2BO
68	7/21/2010	5422480623	Redacted	2	No Access or Safety issues;n side wall gsr needed/	used qc.	USED QUICK CHANGE TANK / HOT TANK.	THE GAS METER WAS REPLACED AS PART OF A SCHEDULED METER CHANGE. A QUICK CHANGE TANK WAS USED TO PREVENT AN INTERRUPTION IN SERVICE TO THE CUSTOMER.	Attachment 2BP

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69	7/21/2010	5412068390	Redacted	2	METER INSIDE GARAGE/DOGS CHANGES TO SMART METER UTC/	UPON ARRIVAL FOUND MTR IN CAB HAD TO MOVE TO FIT REPLACED MTR FOUND TWO FUZZ LEAKS	FOUND METER IN CABINET UPON ARRIVAL, HAD TO MOVE IT TO FIT. REPLACED METER, FOUND TWO FUZZER LEAKS, ONE AT THE UNION AND THE OTHER ONE ON THE HOUSELINE SIDE. REPAIRED LEAKS, CHECKED HOUSELINE AND FOUND ZERO CUBIC FOOT HOUR FLOW ON 5 MINUTE CLOCK TEST. UNABLE TO TURN ON SMART METER MODULE, RECON UNIT DOWN, AM LOG IN PROBLEM. CALLED OFFICE FOR CUSTOMER TO GIVE INFORMATION ON HAVING METER MOVED OUTSIDE. HEATER FILTER IN HOUSE GOOD PER CUSTOMER, SHE CHANGED IT.	THE METER WAS RELOCATED AND REPLACED. TWO LEAKS WERE FOUND AT THE METER SET; ONE AT THE UNION AND ONE ON THE HOUSELINE SIDE. BOTH LEAKS WERE REPAIRED. A CLOCK TEST WAS THEN PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE FOUND. THE SMART METER MODULE WAS NOT TURNED ON DUE TO PROBLEM WITH UNIT.	Attachment 2BQ
70	7/22/2010	5495423709	Redacted	2	No Access or Safety issues; WTR HTR LOC IN GRG//	PRP (PARTS REPLACEMENT PROGRAM) INSTALLED SHUT OFF VALVE AT WTR HTR FOR CUST / SHUT DOWN / TURN ON CHKD	PRP (PARTS REPLACEMENT PROGRAM) INSTALLED SHUT OFF VALVE AT WATER HEATER FOR CUSTOMER. SHUT DOWN, TURNED ON AND CHECKED ALL GAS APPLIANCES. FORCED AIR FURNACE IS UNDER HOSE, ADVISED NEED FILTER. LEFT DRYER OFF DUE TO NO VENT ATTACHED, ADVISED CUSTOMER. CUSTOMER JUST MOVING IN AND IS NOT USING DRYER UNTIL CORRECTED. RANGE BURNER TOPS WERE CROSSED AND DID NOT FIT PROPERLY, I CORRECTED.	THE GAS SERVICE WAS TURNED ON AND APPLIANCES WERE CHECKED OK. THE CUSTOMER WAS ADVISED TO REPLACE THE FILTER FOR THE FORCED AIR FURNACE. THE DRYER WAS OFF DUE TO NOT HAVING A VENT ATTACHED SINCE THE CUSTOMER WAS JUST MOVING IN AND NOT UTILIZING IT. THE RANGE BURNER TOPS WERE CROSSED AND NOT FITTING CORRECTLY, WHICH WAS CORRECTED BY THE GSR.	Attachment 2BR
71	7/23/2010	5492879324	Redacted	1	LOCKD GTE/SFT CHECK/REQ TO BE TAUGHT TO TURN OFF/GAS MTR/XST Redacted .SSR BMBO..PER Red	gate to frt door locked-left message machine-yelled into open garage no response l/c	GATE TO FRONT DOOR LOCKED, LEFT MESSAGE ON MACHINE. YELLED INTO OPEN GARAGE, NO RESPONSE, LEFT CARD	THE APPLIANCES WERE TO BE RELIT AND CHECKED, BUT CUSTOMER NOT AT HOME SO WORK WAS NOT COMPLETED.	Attachment 2BS
72	7/26/2010	5171711624	Redacted	1	AXS OK, SAFETY CHECK ON GAS FURNACE .CLR Redacted PLS CALL AHEAD	all app.working ok-faf)adv replace filter dryer)adv clean lint exhaust	ALL APPLIANCES WORKING OK. FORCED AIR FURNACE, ADVISED CUSTOMER TO REPLACE FILTER. DRYER, ADVISED TO CLEAN LINT EXHAUST	THE PILOTS FOR APPLIANCES WERE RELIT AND CHECKED FOR PROPER OPERATION.	Attachment 2BT
73	7/26/2010	5451176807	Redacted	1	AXS OK/PLS RELITE & SFTY CK CENTRAL HEATER ON 2ND/FLOOR/KOCHIN	faf)flue fan not operating-can hear motor but not turning-rtd wh)adv keep fresh air openings clear	FORCED AIR FURNACE, FLUE NOT OPERATING, CAN HEAR MOTOR BUT NOT TURNING. REFERRED TO DEALER. WATER HEATER, ADVISED TO KEEP FRESH AIR OPENINGS CLEAR	THE PILOTS FOR APPLIANCES WERE RELIT; THE FORCED AIR FURNACE WAS NOT OPERATING CORRECTLY AND THE CUSTOMER ADVISED TO CONTACT A DEALER TO HAVE THE FAN MOTOR CHECKED.	Attachment 2BU
74	7/26/2010	5265726301	Redacted	4	/	n/r, left card	NO ONE HOME LEFT CARD.	THE GSR WAS DISPATCHED TO RELIGHT AND CHECK THE APPLIANCES. THE CUSTOMER WAS NOT AT HOME SO THE WORK WAS NOT PERFORMED.	Attachment 2BV

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75	7/26/2010	5457735670	Redacted	4	No Access/Safety Issues- CUST REMOVED GAS DRYER/PLSE LOCK METER	lkd g&e	LOCKED GAS AND ELECTRIC.	THE GAS AND ELECTRIC SERVICE WERE SHUT OFF.	Attachment 2BW
76	7/26/2010	5495408192	Redacted	2	AXS GATES & DOGS; INSTALL SM MODULE; CWBT/	recon not connecting. called for dup tag to enter mtu info. had to modify cabinet for mtu to fit.	RECON UNIT NOT CONNECTING. CALLED FOR DUPLICATE TAG TO ENTER METER TRANSMITTING UNIT (MTU) INFO. HAD TO MODIFY CABINET FOR METER TRANSMITTING UNIT (MTU) TO FIT.	THE METER WAS REPLACED AS PART OF THE SCHEDULED METER REPLACEMENT PROGRAM. SOME MODIFICATIONS WERE MADE TO THE CABINET TO ALLOW THE UNIT TO FIT. A SECOND TAG WAS REQUESTED BY THE GSR TO OBTAIN A DIFFERENT METER TRANSMITTING UNIT.	Attachment 2BX
77	7/26/2010	X100005696	Redacted	2	AXS GATES & DOGS; INSTALL SM MODULE; CWBT/	adv cust that a conduit from the elec panel to under the house was right up to the gas mtr. unable to	ADVISED CUSTOMER THAT A CONDUIT FROM THE ELECTRIC PANEL TO UNDER THE HOUSE WAS RIGHT UP TO THE GAS METER. UNABLE TO RAISE THE METER DUE TO THE POSITION OF THE CONDUIT. ADVISED CUSTOMER THAT THE CABINET WOULD HAVE TO BE MODIFIED (CUT), TO ALLOW THE METER TRANSMITTING UNIT (MTU) TO FIT. OKAY PER CUSTOMER. MADE THE NECESSARY CUTS TO THE CABINET TO REPOSITION THE REGULATOR TO ALLOW THE METER TRANSMITTING UNIT (MTU) TO FIT, OK. ADVISED CUSTOMER IF THE CONDUIT IS REPOSITIONED, THE METER COULD BE RAISED AND REBUILT TO STANDARDS.	A GSR WAS DISPATCHED TO INSTALL A NEW GAS METER TRANSMITTING UNIT. THE GSR FOUND THE ELECTRIC CONDUIT FROM THE ELECTRIC PANEL THAT THEN RAN UNDER THE HOUSE INTERFERED WITH RAISING THE METER. THE CUSTOMER WAS ADVISED THAT THE CABINET WOULD HAVE TO BE MODIFIED TO ALL THE MODULE TO BE INSTALLED. THE MODIFICATIONS WERE MADE AND MTU INSTALLED.	Attachment 2BY
78	7/27/2010	5369996237	Redacted	4	aks ok, 2 gates, 1 lck, 1 open. cwbt ,UTC: DIAL/COUNT WRONG: 12/12/08, dhamb, DC, DC, 3 Dial GSR NEE	verified and up-dated reg data // spray painted gas set & reg	VERIFIED AND UP-DATED REGULATOR DATA, SPRAY PAINTED GAS SET & REGULATOR.	THE GAS METER WAS REPLACED AS PART OF THE SCHEDULED METER REPLACEMENT PROGRAM. THE GSR PERFORMED MAINTENANCE ON THE REGULATOR AND PAINTED THE METER SET.	Attachment 2BZ
79	7/27/2010	5409516344	Redacted	1	/	Original ' GAS METER ' was found leaking _ Removed & Replaced. New meter installed, Recon did not	ORIGINAL GAS METER WAS FOUND LEAKING. REMOVED AND REPLACED. NEW METER INSTALLED, RECONNECT DEVICE DID NOT RECOGNIZE ORIGINAL TAG ISSUED. DISPATCH WAS CALLED TO GENERATE A SEPARATE TAG FOR PROGRAMMING MODULE, NEW METER INSTALLED READINGS 0000, ORIGINAL SERVICE REGULATOR VENTING WAS MISSING PART, REMOVED AND REPLACED.	THE GAS METER WAS FOUND LEAKING AND REPLACED. THE REGULATOR WAS ALSO REPLACED.	Attachment 2CA

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80	7/27/2010	5419800267	Redacted	1	No Access or Safety Issues;TURN ON GAS AND ELECTRIC/	dryer)capped open line-found app.s/o valve handle broken off wh\lit pilot-ok	DRYER, CAPPED OPEN LINE, FOUND APPLIANCE SHUT OFF VALVE HANDLE BROKEN OFF. WATER HEATER, LIT PILOT OK. FORCED AIR FURNACE, PILOT WILL NOT HOLD, BAD THERMOCOUPLE OR MAGNET, REFERRED TO DEALER. WHEN HERE EARLIER HAS HOTLINE, MAKE FOLLOW UP TAG FOR MAINTENANCE AND OPERATIONS TO CHECK SERVICE. NO LEAK BADLY RUSTED.	THE GAS AND ELECTRIC SERVICE WAS TO BE TURNED ON AND APPLIANCES CHECKED. THE LINE TO THE DRYER WAS CAPPED, AND THE FORCED AIR FURNACE PILOT WOULD NOT STAY LIT. THE CUSTOMER WAS REFERRED TO A DEALER TO HAVE THE FURNACE SERVICED. THE GSR NOTED THAT THERE WAS THE SERVICE WAS RUSTED SO ISSUED A FOLLOW UP TAG TO HAVE MAINTENANCE AND CONSTRUCTION (M&C) CHECK.	Attachment 2CB
81	7/27/2010	5349142352	Redacted	4	No Access or Safety Issues;sfty check faf per laurie/	advised to clean all around faf very dirty not in uses for 2years. very dirty.adv to replace filter	ADVISED TO CLEAN ALL AROUND FORCED AIR FURNACE. VERY DIRTY NOT IN USES FOR 2 YEARS. VERY DIRTY, ADVISED TO REPLACE FILTER.	THE GSR WAS DISPATCHED TO RELIGHT AND CHECK THE APPLIANCE. THE GSR NOTED THAT THE FURNACE WAS VERY DIRTY AND ADVISED THE CUSTOMER TO REPLACE THE FILTERS.	Attachment 2CC
82	7/28/2010	5307464331	Redacted	2	CIA; AXS OK; PLZ READ FOR CHANG OF PTY/ FRANK/	gas rd	READ GAS METER.	THE GAS METER WAS READ.	Attachment 2CD
83	7/28/2010	5265726597	Redacted	4	NO HOT WTR-PI[Redacted](HAD APPT ON 07/27/CALLED&RES SCHEDULED THRU IVR FOR 07/28-FA WAS CANCEL	relit & routine checked heating appliance=ok.	RELIT AND ROUTINE CHECKED HEATING APPLIANCE. CHECKED OK.	THE PILOT WAS RELIT ON THE WATER HEATER.	Attachment 2CE
84	7/28/2010	5412068859	Redacted	2	PLEASE GIVE TO TITLE 300/PROGRAM MODULE/	BADGE ID IS [Redacted] MTU ID [Redacted] VERIFIED READ IS 0003. PLS UPDATE RECORDS.	VERIFIED BADGE ID IS [Redacted] METER TRANSMITTING UNIT (MTU) ID [Redacted] AND VERIFIED METER READ IS 0003. PLEASE UPDATE RECORDS.	THE GSR PROGRAMMED THE MODULE FOR THE GAS SMART METER.	Attachment 2CF
85	7/28/2010	5433012849	Redacted	2	Axs Dog, ECI Pend. Plz sfty check all gas appl. 2/water heaters, heater, and stove. Thank you.	applis ck and operate ok. clocktest = 2 cfh. adv cust of "crushed" and loose duct connections.	APPLIANCES CHECKED AND OPERATE OK. CLOCK TEST EQUALS 2 CUBIC FOOT HOUR MOVEMENT. ADVISED CUSTOMER OF "CRUSHED" AND LOOSE DUCT CONNECTIONS.	A GSR WAS DISPATCHED TO PERFORM AN ENERGY COST INQUIRY AND TO CHECK ALL GAS APPLIANCES. THE APPLIANCES WERE CHECKED OK AND A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR FLOW OF GAS; RESULTS INDICATED 2 CUBIC FEET PER HOUR FLOW. THE CUSTOMER WAS ADVISED OF CRUSHED AND LOOSE DUCT CONNECTIONS WHICH CAN IMPACT EFFICIENCY.	Attachment 2CG

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86	7/29/2010	5401644611	Redacted	2	gates, per [Redacted] on g please thanks/ will/provided safe access	REPLCD LEAKING FITTING BELOW SERVIC REGULATOR	TURNED ON GAS METER. REPLACED LEAKING FITTING BELOW SERVICE REGULATOR. CLEANED AND ADJUSTED RANGE TOP BURNERS & PILOTS. LUBRICATED TOP BURNER VALVES, ADJUSTED MINIMUM FLAME ON OVEN. ADVISED CUSTOMER FURNACE FILTER NEEDS CHANGING AND INSTRUCTED HER ON WHAT TO DO.	THE GAS SERVICE WAS TURNED ON AND APPLIANCES WERE CHECKED. A LEAKING FITTING BELOW THE REGULATOR WAS REPLACED. THE CUSTOMER WAS ADVISED TO CHANGE THE FURNACE FILTER AND WAS SHOWN HOW TO DO IT.	Attachment 2CH
87	7/30/2010	5087172751	Redacted	1	CONTSET~LOT 19, CNTC [Redacted] [Redacted]	app. to be lit/inspected by contractor	APPLIANCES TO BE LIT AND INSPECTED BY CONTRACTOR.	A NEW GAS METER WAS INSTALLED AND SERVICE TURNED ON. THE ON SITE CONTRACTOR WAS TO PERFORM LIGHTING OF APPLIANCES AND SAFETY CHECKS.	Attachment 2CI
88	7/31/2010	5357324576	Redacted	1	/	RMVD & CLEANED PILOT/ THRMCPLE IS NOT GOOD=001 MV REPLACED PER PARTS RPLCMNT PRGM	REMOVED AND CLEANED PILOT, THERMOCOUPLE IS NOT GOOD 001 MILIVOLT, REPLACE PER PARTS REPLACEMENT PROGRAM. ADVISED CUSTOMER NEEDS TO CHANGE FILTER.	THE THERMOCOUPLE TO THE WATER HEATER WAS REPLACED; THE PILOT WAS CLEANED AND THEN RELIT.	Attachment 2CJ
89	8/1/2010	5419925033	Redacted	1	dogs/poss lckd gate;no hot wtr; sfty chk and/relight;connie	TEMP NOT SET HIGH ENOUGH WORKING OK	TEMPERATURE NOT SET HIGH ENOUGH. WORKING OKAY	THE PILOT TO THE WATER HEATER WAS RELIT AND TEMPERATURE ADJUSTED.	Attachment 2CK
90	8/1/2010	5369955283	Redacted	4	DOT-HARD LOCK METER/	found locked	FOUND METER LOCKED.	THE GAS SERVICE WAS SHUT OFF.	Attachment 2CL
91	8/3/2010	5450992419	Redacted	1	No Access or Safety Issues;PER REGINO T/ON NEW/SERVICE REQ	na door-cgi gas-left elec open l/c	NO ANSWER AT DOOR, CAN'T GET IN GAS, LEFT ELECTRIC OPEN, LEFT CARD.	THE GAS AND ELECTRIC SERVICE WAS TO BE TURNED ON BUT THE CUSTOMER WAS NOT HOME SO WORK WAS NOT COMPLETED.	Attachment 2CM
92	8/3/2010	5461524283	Redacted	1	Non-Tin Excludable - Cannot be Successfully/Retrofitted [!FW.ID=1946056!]	mtu 07386889	METER TRANSMITTING UNIT 07386889	THE GAS METER WAS TO BE REPLACED, BUT FOUND THAT WORK WAS ALREADY DONE.	Attachment 2CN
93	8/3/2010	5338636839	Redacted	1	ep- APT 29 -axs ok, sfty ck sw. badge# [Redacted]	cleaned pilot-had ign. ok at present time-could not detect any problems-adv to call if occurs again	CLEANED PILOT, HAD IGNITION. OK AT PRESENT TIME, COULD NOT DETECT ANY PROBLEMS. ADVISED CUSTOMER TO CALL IF OCCURS AGAIN.	THE APPLIANCES WERE RELIT AND CHECKED.	Attachment 2CO
94	8/5/2010	6637443955	Redacted	2	CIA--No Access Issues--PLSE READ METER ONLY THANKS/	mtr location locked - need key for access. contractors gone for the day.	METER LOCATION LOCKED, NEED KEY FOR ACCESS. CONTRACTORS GONE FOR THE DAY.	NO WORK PERFORMED DUE TO NO ACCESS	Attachment 2CP

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95	8/5/2010	5430191114	Redacted	1	EP AXS OK. SAFETY CK FAF IN GARAGE, FAN STAYS ON./P/BADGE [Redacted]	(faf)cleaned/adj 3 pilots-t/o unit,soon as fan came on had cust turn them back down-fan was	FORCED AIR FURNACE, CLEANED AND ADJUSTED 3 PILOTS, TURNED ON UNIT, SOON AS FAN CAME ON, HAD CUSTOMER TURN THERMOSTAT BACK DOWN. FAN WAS SLOW IN SHUTTING DOWN, CUSTOMER SAYS WHEN HEAT IS ON FOR LONGER PERIOD, FAN DOES NOT SHUT DOWN. (COLD AIR FROM THE UNIT). HE SHUTS OFF THE POWER SWITCH THEN AFTER AWHILE TURNS SWITCH BACK ON AND FAN STAYS OFF. SOUNDS LIKE A PROBLEM AT THE FAN SWITCH. REFERRED TO DEALER.	APPLIANCES WERE RELIT AND ADJUSTED. THE FAN ON THE HEATER WAS NOT OPERATING CORRECTLY SO THE CUSTOMER WAS REFERRED TO A DEALER TO HAVE CORRECTED.	Attachment 2CQ
96	8/5/2010	5386085060	Redacted	4				THE GAS SERVICE WAS SHUT OFF.	Attachment 2CR
97	8/5/2010	5457735792	Redacted	4	No Access or Safety Issues;2 DAY RULE; E/G T/O; P/[Redacted] XST/[Redacted]; ADV TO BE HOME	left wtr htr set to pilot only until wtr is turned on to house furnace fltr is ok / painted mtr set	LEFT WATER HEATER SET TO PILOT ONLY UNTIL WATER IS TURNED ON TO HOUSE. FURNACE FILTER IS OK. PAINTED METER SET.	THE GAS AND ELECTRIC SERVICE WERE TURNED ON AND THE APPLIANCES WERE CHECKED OK. THE METER SET WAS ALSO PAINTED.	Attachment 2CS
98	8/5/2010	5286618999	Redacted	2	CGI AMS OPS REPORT-REISSUED FA/FO-GO TO MGR OFC/8AM-5PM[Redacted] FOR ENTRY- MTR RDR HAS KEY #0	found smart meter installed.	FOUND SMART METER INSTALLED UPON ARRIVAL.	A GSR WAS DISPATCHED TO INSTALL SMART METER; FOUND WORK WAS ALREADY DONE.	Attachment 2CT
99	8/6/2010	5450992054	Redacted	1	Access/Safety: Meter Locations - Locked Gate or/Cabinet T/ONG NEW CUST STR	called ahead no ans .no 1 home left card	CALLED AHEAD, NO ANSWER, NO ONE HOME. LEFT CARD.	THE SERVICE WAS TO BE TURNED ON BUT NO ONE WAS HOME SO WORK WAS NOT COMPLETED.	Attachment 2CU
100	8/6/2010	5457666670	Redacted	4	TO P1GWRD4 PER REQUEST/	qc-nac-possible dr mtr-replaced-cust says called because read was same on bill for 2 mths	QUICK CHANGE, NO APPLIANCE CHECK. POSSIBLE NON-REGISTERING GAS METER, REPLACED GAS METER, CUSTOMER SAYS CALLED BECAUSE READ WAS SAME ON BILL FOR 2 MONTHS	THE GAS METER WAS REPLACED UTILIZING A QUICK CHANGE TANK TO PREVENT ANY SERVICE INTERRUPTION TO THE CUSTOMER. THE GSR NOTED THAT THE METER MAY NOT HAVE BEEN REGISTERING CORRECTLY.	Attachment 2CV
101	8/7/2010	5348985691	Redacted	3	Mid-Year Sample 415 [!FW.ID=1940669!]/	lrg sz mtr needs alt crew...iss fu to chnge	LARGE SIZE METER NEEDS ALTERATION CREW. ISSUED FOLLOW UP TO CHANGE.	THE METER WAS TO BE CHANGED AS PART OF THE SCHEDULED METER CHANGE PROGRAM, BUT THE METER WAS TOO LARGE FOR GSR. A FOLLOW UP TAG WAS ISSUED TO HAVE A CREW WITH ALTERATION EQUIPMENT DISPATCHED TO REPLACE THE METER.	Attachment 2CW

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102	8/7/2010	5181868838		Redacted	1	Mid-Year Sample R275 [!FW.ID=1940974!]/			THE GAS METER WAS REPLACED.	Attachment 2CX
103	8/8/2010	6157173873		Redacted	4	DOT-HARD LOCK METER/	lock gate no gate code to open gate no access	LOCKED GATE AND NO GATE CODE TO OPEN GATE, NO ACCESS.	THE GAS SERVICE WAS TO BE SHUT OFF AND THE METER LOCKED, BUT THE GSR COULD NOT GAIN ACCESS SO THE WORK WAS NOT COMPLETED.	Attachment 2CY
104	8/9/2010	5492865510		Redacted	1	08/30;Module stopped transmitting . If off turn/on, if on replace.	RPLCD GAS MTU	REPLACED GAS METER TRANSMITTING UNIT.	THE TRANSMITTING UNIT ON THE GAS METER WAS REPLACED	Attachment 2CZ
105	8/9/2010	5722256507		Redacted	4	09/06;Module stopped transmitting . If off turn/on, if on replace.	REPLACED MTU	REPLACED METER TRANSMITTING UNIT.	THE TRANSMITTING UNIT ON THE GAS METER WAS REPLACED	Attachment 2DA
106	8/9/2010	5412090977		Redacted	2	09/07;Module stopped transmitting . If off turn/on, if on replace.	RPLCD GAS MTU NONCOMM	REPLACED NON COMMUNICATING GAS METER TRANSMITTING UNIT (MTU).	A GAS METER TRANSMITTING UNIT WAS REPLACED.	Attachment 2DB
107	8/10/2010	4426173856		Redacted	2	/	no access to garage/mtr area	NO ACCESS TO GARAGE OR METER AREA	NO WORK PERFORMED DUE TO NO ACCESS	Attachment 2DC
108	8/11/2010	5422348237		Redacted	2	No Access or Safety Issues; PLSE RELGHT PILOT ON/DRYER IN GARAGE.	CLOTHS DRYER WOULD NOT COME ON GAS TO UNIT OK /NO GLOW FOM HSI VALVE WOULD NOT OPN /	CLOTHES DRYER WOULD NOT COME ON, NO GLOW FROM HSI VALVE WHICH WOULD NOT OPEN. CHECKED POWER TO UNIT AND WIRING, BOTH OK. REFERRED TO DEALER. WHILE LEAVING PROPERTY SAW LADY LAYING ON GROUND, SHE WAS SICK SO I CALLED HER FAMILY FOR HER AT 483-4970, HER NAME WAS KATHY	A GSR WAS DISPATCHED TO RELIGHT AND CHECK APPLIANCES. THE DRYER WOULD NOT OPERATE. THE GSR WAS UNABLE TO REPAIR AND INSTRUCTED THE CUSTOMER TO CONTACT A DEALER FOR REPAIRS. AS THE GSR WAS LEAVING THE LOCATION HE/SHE SAW A LADY LAYING ON THE GROUND. HE/SHE STOPPED TO HELP AND NOTIFIED THE FAMILY WHO CAME TO ATTEND TO HER.	Attachment 2DD
109	8/12/2010	5557762370		Redacted	2	No Access or Safety Issues;mtr will hit cabinet gsr/needed	found door broken at the hinges. adv cust access needed to install the mtu and drain for the sink needs	FOUND DOOR BROKEN AT THE HINGES. ADVISED CUSTOMER ACCESS NEEDED TO INSTALL THE METER TRANSMITTING UNIT (MTU) AND DRAIN FOR THE SINK NEEDS TO BE REPOSITIONED SO THE GAS METER CAN BE MOVED BACK OR THE DOOR CAN BE CUT. CUSTOMER DOES NOT WANT THE DOOR TO BE CUT AND WILL CALL WHEN THE SINK IS MOVED.	THE GAS METER WAS TO BE REPLACED AND WORK PERFORMED TO ALLOW IT TO FIT INTO THE CABINET. THE WORK WAS NOT PERFORMED DUE TO ACCESS PROBLEMS WITH SINK AND CUSTOMER NOT WANTING DOOR MODIFIED.	Attachment 2DE
110	8/12/2010	5450992145		Redacted	1	AXS OK- CGI 08/05 & 08/09- GAS T/ON/	add cgi 8/17 also-na l/c	ADD CAN'T GET IN 8/17 ALSO NOT AVAILABLE. LEFT CARD.	THE GAS SERVICE WAS TO BE TURNED ON, BUT THERE WAS NO ONE AT SOME SO WORK WAS NOT COMPLETED.	Attachment 2DF

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111	8/12/2010	5440592677		Redacted	1	Access/Safety: Meter Locations - Locked Gate or/Cabinet.Service Valve frozen / stuck	CUST STATED VALVE WOULD NOT TURN OFF (CUST TURNS OFF VALVE AT MTR WHEN GOES ON VAC	CUSTOMER STATES VALVE WOULD NOT TURN OFF, CUSTOMER TURNS OFF VALVE AT METER WHEN GOES ON VACATION. I CHECKED FOR LEAKS, FOUND NONE. I SPRAYED LUBRICANT ON VALVE, FOUND IT WAS TURNING WITH NO PROBLEMS. RECOMMENDED TURN WATER HEATER OFF OR TO VACATION WHEN GOING AWAY, PER CUSTOMER FORCED AIR FURNACE AND STOVE HAVE ELECTRONIC IGNITION.	THE GSR LUBRICATED THE GAS VALVE AT THE SERVICE, BECAUSE THE CUSTOMER STATED IT WOULD NOT OPERATE CORRECTLY. THE GSR FOUND THE VALVE TO OPERATE CORRECTLY AND THERE WERE NO LEAKS.	Attachment 2DG
112	8/12/2010	5265878012		Redacted	3	LKD GRGE;NEEDS SAFTY CHK AND RLGHT; HTR LOC IN GRGE/	elec igniter not working. adv cust may be module. 120 vac cks ok. rtd.	ELECTRONIC IGNITER NOT WORKING. ADVISED CUSTOMER MAY BE MODULE, 120 VOLTS CHECKS OK, REFERRED TO DEALER.	THE CUSTOMER REQUESTED TO HAVE THE PILOT LIT ON THE HEATER. THE GSR FOUND THAT THE HEATER HAD AN ELECTRONIC IGNITION WHICH WAS NOT FUNCTIONING. THE CUSTOMER WAS ADVISED TO CONTACT A DEALER TO HAVE THE MODULE FOR THE IGNITION CHECKED.	Attachment 2DH
113	8/13/2010	5461524562		Redacted	1	Non-Tin Excludable - Cannot be Successfully/Retrofitted , change mtr for sure	REPLACED GAS METER AND MODULE, USED QC	REPLACED GAS METER AND MODULE, USING QUICK CHANGE.	THE GAS METER WAS REPLACED.	Attachment 2DI
114	8/15/2010	5430312717		Redacted	1	DOT-HARD LOCK METER/			THE GAS SERVICE WAS SHUT OFF, NEW SEALS WERE ADDED AND THE METER SET WAS PAINTED.	Attachment 2DJ
115	8/16/2010	5430312740		Redacted	1	AXS OK/PLEASE TURN ON ELEC AND GAS FOR CUST/NOEL/ADVISED NEED 2 BE THERE FOR GAS	dryer)removed old flex line-capped outlet faf)cust says has not been operating for awhile	DRYER, REMOVED OLD FLEX LINE AND CAPPED OUTLET, FORCED AIR FURNACE, CUSTOMER SAYS THAT IT HAS NOT BEEN OPERATING FOR AWHILE, FLUE FAN MOTOR NOT COMING AT START UP, REFERRED TO DEALER. WATER HEATER, LIT PILOT, TAPED VENTING SECURE, ADVISED SHOULD BE REPLACED.	THE GAS AND ELECTRIC SERVICE WAS TURNED ON AND THE APPLIANCES WERE CHECKED. THE DRYER HAD BEEN REMOVED SO THE FLEX LINE WAS REMOVED AND SERVICE CAPPED. THE CUSTOMER WAS ADVISED TO CONTACT THE DEALER TO HAVE THE FORCED AIR FURNACE SERVICED.	Attachment 2DK
116	8/17/2010	5443322278		Redacted	2	R275 [!FW.ID=1785407!]	used qc. cleared cap & swivel and stopcock union of rust. update reg info.	USED QUICK CHANGE TANK. CLEARED CAP, SWIVEL AND STOPCOCK UNION OF RUST. UPDATED REGULATOR INFORMATION.	THE GAS METER WAS REPLACED AS PART OF THE SCHEDULED METER CHANGE PROGRAM. A QUICK CHANGE TANK WAS USED TO PREVENT ANY INTERRUPTION OF SERVICE. ADDITIONAL MAINTENANCE WAS PERFORMED ON THE METER SET INCLUDING CLEARING THE CAP, SWIVEL AND STOPCOCK UNION OF RUST.	Attachment 2DL

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117	8/17/2010	5443320406		Redacted	2	R275 [!FW.ID=1785402!]/	q/c hselne-remvd existing gas mtr&deativte old module-instld new smart mtr	QUICK CHANGED / HOT TANKED SERVICE, REMOVED EXISTING GAS METER AND DEACTIVATED OLD MODULE AND INSTALLED NEW SMART METER.	THE GAS METER WAS REPLACED AS PART OF THE SCHEDULED METER CHANGE PROGRAM. A QUICK CHANGE TANK WAS USED TO PREVENT ANY INTERRUPTION OF SERVICE.	Attachment 2DM
118	8/17/2010	5443318460		Redacted	2	R275 [!FW.ID=1785403!]/	BREG-q/c-remvd existng mtr&deativte old module-instld new smart mtr&IRV regulator-paint set-ok	BREAKAWAY REGULATOR - QUICK CHANGED/HOT TANKED SERVICE, REMOVED EXISTING METER AND DEACTIVATED MODULE. INSTALLED NEW SMART METER AND IRV REGULATOR, PAINTED SET -OK.	A NEW METER WAS INSTALLED AS PART OF THE SCHEDULED METER CHANGE PROGRAM. IN ADDITION THE REGULATOR WAS REPLACED AND METER SET PAINTED. A QUICK CHANGE TANK WAS USED TO PREVENT ANY INTERRUPTION TO THE CUSTOMER'S SERVICE.	Attachment 2DN
119	8/17/2010	5450992975	5450992917	Redacted	1	AXIS OK, PREV CGI, T/ON G MTR, HSE VCNT, CST STATES/SLIDING DR IN SIDE PRCH, P/Redac	NO ENTRY NOTE ON FRONT DOOR, NO MENTION OF NOTE IN COMMENTS. CALLED AHEAD-LEFT MESSAGE. KNOCKED TWICE,	NO ENTRY NOTE ON FRONT DOOR, NO MENTION OF NOTE IN COMMENTS. CALLED AHEAD AND LEFT MESSAGE. KNOCKED TWICE, LEFT CARD ADVISING SIGNED AND DATED NOTE NEEDED TO ENTER WITHOUT RESPONSIBLE ADULT.	THE GAS SERVICE WAS TO BE TURNED ON BUT NO ONE WAS HOME SO TAG WAS NOT COMPLETED.	Attachment 2DO
120	8/17/2010	5503060816		Redacted	1	R275 [!FW.ID=1786282!]/	q-c gas mtr.	QUICK CHANGED GAS METER.	THE METER WAS CHANGED AS PART OF THE SCHEDULED GAS METER CHANGE PROGRAM. A QUICK CHANGE TANK WAS USED TO PREVENT ANY DISRUPTION OF SERVICE TO THE CUSTOMER.	Attachment 2DP
121	8/17/2010	5451184126		Redacted	1	R275 [!FW.ID=1786044!]/	cgi	CAN'T GET IN	METER WAS TO BE CHANGED AS PART OF SCHEDULED METER CHANGE PROGRAM, BUT CUSTOMER WAS NOT HOME THEREFORE NO WORK DONE.	Attachment 2DQ
122	8/17/2010	5451244287		Redacted	1	R275 [!FW.ID=1786079!]/	q/c used	QUICK CHANGE USED.	THE METER WAS CHANGED AS PART OF THE SCHEDULED GAS METER CHANGE PROGRAM. A QUICK CHANGE TANK WAS USED TO PREVENT ANY DISRUPTION OF SERVICE TO THE CUSTOMER.	Attachment 2DR
123	8/17/2010	5451166218		Redacted	1	AXS OK;METER OFF,RED TAG ISSUED(HAZARD)RE PAIRS/COMPLETED PERReda ,ADV BE HME.PLS SFTY CHK.	working ok fltr chngd w/ cstmr supplied fltr	WORKING OK, FILTER CHANGED, CUSTOMER SUPPLIED THE FILTER.	THE GAS SERVICE WAS TURNED ON AND THE APPLIANCES WERE CHECKED.	Attachment 2DS
124	8/17/2010	5492875066		Redacted	1	R275 [!FW.ID=1786304!]/	right gate locked-no access-cgi	RIGHT GATE LOCKED, NO ACCESS, CAN'T GET IN.	THE GAS METER WAS TO BE REPLACED AS PART OF THE SCHEDULED METER CHANGE PROGRAM. THE CUSTOMER WAS NOT AT HOME SO WORK COULD NOT BE DONE.	Attachment 2DT

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125	8/17/2010	5451077997		Redacted	1	R275 [!FW.ID=1786009!]/	behine fence	BEHIND FENCE	METER WAS TO BE CHANGED AS PART OF SCHEDULED METER CHANGE PROGRAM, BUT CUSTOMER WAS NOT HOME THEREFORE NO WORK DONE.	Attachment 2DU
126	8/17/2010	5484956836		Redacted	2	/	faf under house. faf cycled on and before the htr could be reached to check the main burner was off.	FORCED AIR FURNACE UNDER HOUSE. FORCED AIR FURNACE CYCLED ON AND BEFORE THE HEATER COULD BE REACHED TO CHECK THE MAIN BURNER WHICH WAS OFF. FOUND THE FAN/LIMIT COMBO SWITCH WAS NO GOOD. TRIED TO CYCLE HEATER SEVERAL TIMES AND MAIN BURNER SWITCH WAS NOT OPENING. 120 VOLTS ALTERNATE CURRENT (VOLTS AC) CIRCUIT CHECKS OUT OK. REFERRED TO DEALER, ADVISED CUSTOMER TO CHANGE FILTER.	A GSR WAS DISPATCHED TO RELIGHT AND SAFETY CHECK AN APPLIANCE. THE GSR FOUND THAT FAN / LIMIT SWITCH COMBO FOR THE FORCED AIR FURNACE WAS NO GOOD AND COULD NOT BE REPAIRED BY THE GSR. THE CUSTOMER WAS REFERRED TO A DEALER TO HAVE REPAIRS MADE.	Attachment 2DV
127	8/17/2010	5412109095		Redacted	2	R275 [!FW.ID=1785319!]/	USED HOT TANK TO CHANGE MTR & PROGRAM MTU.	USED QUICK CHANGE TANK / HOT TANK TO CHANGE GAS METER AND THEN PROGRAMMED METER TRANSMITTING UNIT (MTU).	THE GAS METER WAS CHANGED AS PART OF THE SCHEDULED METER CHANGE PROGRAM. THE REPLACEMENT WAS MADE USING A QUICK CHANGE TANK WHICH PREVENTED ANY INTERRUPTION IN SERVICE TO THE CUSTOMER.	Attachment 2DW
128	8/17/2010	5412110630		Redacted	2	R275 [!FW.ID=1785320!]/	USED HOT TANK TO CHANGE MTR & PROGRAM MTU.	USED QUICK CHANGE TANK / HOT TANK TO CHANGE GAS METER AND THEN PROGRAMMED MOBILE TRANSMITTING UNIT (MTU).	THE GAS METER WAS CHANGED AS PART OF THE SCHEDULED METER CHANGE PROGRAM. THE REPLACEMENT WAS MADE USING A QUICK CHANGE TANK WHICH PREVENTED ANY INTERRUPTION IN SERVICE TO THE CUSTOMER.	Attachment 2DX
129	8/17/2010	5367830955		Redacted	1	R275 [!FW.ID=1785669!]/	qc-nac	QUICK CHANGE,	THE METER WAS CHANGED AS PART OF THE SCHEDULED GAS METER CHANGE PROGRAM. A QUICK CHANGE TANK WAS USED TO PREVENT ANY DISRUPTION OF SERVICE TO THE CUSTOMER.	Attachment 2DY
130	8/18/2010	5349187300		Redacted	4	No Access or Safety Issues;turn on gas svc- [Red]	contacted cust on phone claims appt was cancelled.he no longer leave there.will call back...	CONTACTED CUSTOMER ON PHONE CLAIMS APPOINTMENT WAS CANCELLED. HE NO LONGER LIVES THERE. WILL CALL BACK...	THE GSR WAS DISPATCHED TO TURN ON THE GAS SERVICE, BUT THE CUSTOMER WAS NOT HOME SO THE WORK WAS NOT DONE.	Attachment 2DZ
131	8/18/2010	5443253554		Redacted	2	/	PD 400.00	PAID \$400.00	THE GSR FOUND THE BILL HAD ALREADY BEEN PAID SO NO WORK WAS PERFORMED.	Attachment 2EA
132	8/19/2010	5359599266		Redacted	4	R275 [!FW.ID=1491402!]/	smc=installed a new smart mtr	SCHEDULED METER CHANGE. INSTALLED A NEW SMART METER	THE GAS METER WAS REPLACED AS PART OF THE SCHEDULED METER REPLACEMENT PROGRAM.	Attachment 2EB
133	8/19/2010	5432975712		Redacted	2	R275 [!FW.ID=1493372!]/			THE GAS METER WAS REPLACED AS PART OF THE SCHEDULED METER CHANGE.	Attachment 2EC

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Employee Dispatches 7/1/2010 to 9/9/2010
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Field Order Date Initiated	Field Order ID	Related Field Orders	Address	CPSD Area	Office Notes	Field Order Detail (See from "General" remarks on pg. 2)	Unabbreviated Field Order Detail Notes	Summary of PG&E Actions Taken	FO PDF
134	8/19/2010	5348985328	Redacted	3	Give To Alt- [Redacted] //G Meter Change- SMC//Badge#[Redacted] R	RD 5451 CORRECT; QC NO APPL CK; UPDATE REG INFOR, NO REG CHANGE	READ 5451 CORRECT. QUICK CHANGE, NO APPLIANCE CHECK. UPDATE REGULATOR INFORMATION, NO REGULATOR CHANGE.	THE GAS METER WAS CHANGED AS PART OF THE SCHEDULED METER CHANGE PROGRAM. THE REPLACEMENT WAS MADE USING A QUICK CHANGE TANK WHICH PREVENTED ANY INTERRUPTION IN SERVICE TO THE CUSTOMER.	Attachment 2ED
135	8/19/2010	5430323671	Redacted	1	R275 [!FW.ID=1494803!]/	load on gas meter.	LOAD ON GAS METER	METER WAS TO BE CHANGED AS PART OF SCHEDULED METER CHANGE PROGRAM, BUT CUSTOMER WAS NOT HOME THEREFORE NO WORK DONE.	Attachment 2EE
136	8/19/2010	5484848760	Redacted	2	EP AXS OK. SPILLAGE FAF IN BASEMENT. #23995/	cleared pilot. cycled htr to test vent. spillage did occur at atart up, however, after the vent and	CLEARED PILOT. CYCLED HEATER TO TEST VENT, SPILLAGE DID OCCUR AT START UP, HOWEVER, AFTER THE TRANSITE VENT HEATED UP THE VENTING PROCESS STARTED. VENTING OK AT THIS TIME, ADVISED CUSTOMER.	A GSR WAS DISPATCHED TO CHECK THE HEATER. THE GSR CLEARED THE PILOT AND CYCLED THE HEATER TO TEST THE VENT. SOME SPILLAGE DID OCCUR AT START UP, HOWEVER, AFTER THE VENT HEATED UP, IT VENTED OK. THE CUSTOMER WAS ADVISED OF THE RESULTS.	Attachment 2EF
137	8/20/2010	5450992917	5450992975	1	AXS-OK; PREV CGI. NOTE ON FRONT DOOR. UNLOCKED/SLIDING DOOR.	note not on door-called cust waited to see if he could get someone to come by-cust	NOTE NOT ON DOOR, CALLED CUSTOMER, WAITED TO SEE IF HE COULD GET SOMEONE TO COME BY, CUSTOMER CALLED BACK, SAID SOMEONE COULD BE BY IN A HALF OF AN HOUR, I ADVISED CUSTOMER I COULD NOT WAIT THAT LONG, I WOULD BE OFF. LEFT CARD.	THE GAS SERVICE WAS TO BE TURNED ON BUT NO ONE WAS HOME SO TAG WAS NOT COMPLETED.	Attachment 2EG
138	8/20/2010	5484936701	Redacted	2	Please give to P1IG1BM...H18 Test thks [Redacted]	H-18 TEST	H-18 MODULE TEST.	A NEW MODULE WAS INSTALLED ON THE METER.	Attachment 2EH
139	8/20/2010	8210180870	Redacted	2	Please give to P1IG1BM...H18 Test Thks [Redacted]	H-18 Module TEST	H-18 MODULE TEST.	A GSR WAS DISPATCHED TO INSTALL A NEW GAS METER TRANSMITTING UNIT.	Attachment 2EI
140	8/21/2010	5317990647	Redacted	4	NO AXS ISS,FAF N DWNSTRS CLOSET PER [Redacted]	REPLACED THERMOST BATTERIES ADV CUST TO REPLACE FAF FILTER ALSO/LEFT OPERATING NORMAL	REPLACED THERMOSTAT BATTERIES ADVISED CUSTOMER TO REPLACE FORCED AIR FURNACE FILTER. ALSO LEFT OPERATING NORMAL	THE GSR WAS DISPATCHED TO RELIGHT AND CHECK THE HEATER. THE GSR REPLACED THE THERMOSTAT BATTERIES AND ADVISED THE CUSTOMER TO REPLACE THE FURNACE FILTER.	Attachment 2EJ
141	8/21/2010	5443305557	Redacted	2	/	DOWNSTAIRS HEATER NEEDS NEW FILTER DIRTY OPERATING NORMAL UPSTAIRS NORMAL HAS	DOWNSTAIRS HEATER OPERATING NORMALLY, NEEDS NEW FILTER. UPSTAIRS HEATER WORKING NORMAL, HAS UPPER AIR OPENING, COULDN'T SEE LOWER OPENING, FILTER IS OK WITH NO SPILLAGE AT THIS TIME. LEFT UPSTAIRS HEATER UNPLUGGED BECAUSE CUSTOMER DOES NOT USE IT. ADVISED CUSTOMER TO LEAVE CLOSET CLEAR IF DECIDES TO USE.	A GSR WAS DISPATCHED TO RELIGHT AND CHECK MULTIPLE APPLIANCES. TWO HEATERS WERE CHECKED OK. THE CUSTOMER WAS ADVISED TO ENSURE CLOSET IS CLEAR IF USING THE UPSTAIRS HEATER; IT WAS LEFT UNPLUGGED AT THE CUSTOMER'S REQUEST.	Attachment 2EK

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142	8/22/2010	5430215677		Redacted	1	Verify drive rate and meter dials[!FW.ID=1954470!]	2ft 4d mtr onsite	2 FOOT 4 DIAL METER ON SITE.	THE GAS METER WAS CHECKED AND MODULE PROGRAMMED.	Attachment 2EL
143	8/22/2010	5432752661		Redacted	2	DOT-HARD LOCK METER/			THE GAS SERVICE WAS SHUT OFF AND THE METER LOCKED.	Attachment 2EM
144	8/22/2010	5557886912		Redacted	2	DOT-HARD LOCK METER/	found mtr alrdy off ... and disc'd	FOUND METER ALREADY OFF AND DISKED	SERVICE WAS TO BE SHUT OFF, BUT GSR FOUND THAT THE WORK WAS ALREADY DONE.	Attachment 2EN
145	8/23/2010	5443230756		Redacted	2	NO AXS ISS-PLS SFTY CHK HTR UNDRNEATH HME P[Redacted]	found awk tank leaking water. shut off water and main burner control valve per cust req. rtd. cust	FOUND WATER HEATER TANK LEAKING WATER. SHUT OFF WATER AND MAIN BURNER CONTROL VALVE PER CUSTOMER REQUEST. REFERRED TO DEALER.	A GSR WAS DISPATCHED TO SAFETY CHECK THE WATER HEATER. THE GSR FOUND THE TANK LEAKING WATER. THE WATER WAS SHUT OFF AND THE MAIN BURNER CONTROL VALVE WAS SHUT OFF AT THE REQUEST OF THE CUSTOMER. THE CUSTOMER WAS ADVISED TO CONTACT A DEALER FOR REPAIRS.	Attachment 2EO
146	8/23/2010	5450992436		Redacted	1	AXS OK;PREV CGI;T/O GAS;KITCHEN;2 DAY RULE;WILL/LEAVE NOTE @ FRNT DOOR;LEAVE WAY IT WAS WHEN LEAVING	top)ok oven)igniter not functioing-rtd fa)unit works slow in coming on-adv replace filter	OVEN OK, TOP IGNITER NOT FUNCTIONING, REFERRED TO DEALER. FORCED AIR FURNACE UNIT WORKS, SLOW IN COMING ON, ADVISED CUSTOMER TO REPLACE FILTER. WATER HEATER, PILOT SMALL LEAK ON CONTROL VALVE, UNABLE TO PINPOINT, LEFT UNIT OFF AT SHUT OFF VALVE, REFERRED TO DEALER.	THE GAS SERVICE WAS TURNED ON AND APPLIANCES WERE CHECKED. THE CUSTOMER WAS ADVISED TO CONTACT A DEALER TO HAVE THE OVEN REPAIRED AND TO REPLACE FURNACE FILTER. THE WATER HEATER HAD A SMALL LEAK ON THE CONTROL VALVE WHICH COULD NOT BE REPAIRED BY THE GSR, SO THE CUSTOMER WAS REFERRED TO HAVE A DEALER MAKE REPAIRS.	Attachment 2EP
147	8/23/2010	5422343100		Redacted	2	AXS OK-PLS SAFETY CHECK WTR HTR IN GARAGE PER HIGH/GAS USAGE, NO HEAT ON.PER Reda	water htr cks and operates ok. found water leaking under house. adv cust. rtd.	WATER HEATER CHECKS OUT AND IS WORKING OK. FOUND WATER LEAKING UNDER HOUSE, ADVISED CUSTOMER AND REFERRED TO DEALER.	THE WATER HEATER WAS CHECKED DUE TO CUSTOMER CONCERN ON HIGH USAGE. THE WATER WAS FOUND TO BE OPERATING OK, BUT GSR NOTED A WATER LEAK UNDER THE HOUSE AND ADVISED THE CUSTOMER TO HAVE A DEALER MAKE REPAIRS.	Attachment 2EQ
148	8/25/2010	5265849754		Redacted	4	No Access/Safety issues; CUST REMVD GAS DRYER ..!	replace 5b gas mtr. shut off g&e per tag	REPLACE 5B GAS METER. SHUT OFF GAS & ELECTRIC PER TAG	THE GAS AND ELECTRIC SERVICE WAS SHUT OFF AND THE GSR REPLACED THE GAS METER.	Attachment 2ER

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149	8/26/2010	5457650019	Redacted	4	R275 [!FW.ID=1785364!]/	advised cust that the houseline pipe thru wall needs to be replaced so that we can do our smc. cust to	ADVISED CUSTOMER THAT THE HOUSELINE PIPE THRU WALL NEEDS TO BE REPLACED SO THAT WE CAN DO OUR SCHEDULED METER CHANGE. CUSTOMER TO CALL BACK TO MAKE AN APPT WHEN READY.	THE GAS METER WAS TO BE REPLACED AS PART OF THE SCHEDULED METER REPLACEMENT PROGRAM. THE WORK WAS NOT COMPLETED BECAUSE THE HOUSELINE PIPE PLUMBED THROUGH THE WALL NEEDED TO BE REPLACED. THE GSR ADVISED THE CUSTOMER TO CONTACT A PLUMBER TO MAKE THE REPAIRS.	Attachment 2ES
150	8/27/2010	5604869052	Redacted	3	Access OK. Note: This is a closed apartment/facility. Need to contact number provided to gain a	RANGE TOP FRNT RIGHT BURNER/ VALVE BYPASSING SHUT OFF AT ORIFICE WALL HTR WAS OFF SHUT OFF AFTR SRVC	RANGE TOP FRONT RIGHT BURNER VALVE BYPASSING. SHUT OFF AT ORIFICE, WALL HEATER WAS SHUT OFF AFTER SERVICING. CUSTOMER REQUESTED LEAVING WALL HEATER OFF AFTER SERVICE.	THE PILOTS FOR APPLIANCES WERE RELIT. THE RANGE WAS FOUND NOT OPERATING CORRECTLY SO IT WAS SHUT OFF. THE WALL HEATER WAS SERVICED AND THEN SHUT OFF AT THE REQUEST OF THE CUSTOMER.	Attachment 2ET
151	8/27/2010	5430319453	Redacted	1	No Access or Safety issues; noisy htr loc in/basement/per mr [Redacted] /he shut off gas @ vavle/xst	faf/unit now working power switch was off-wh)adv screen for outer fresh air supply openings	FORCED AIR FURNACE, UNIT NOW WORKING, POWER SWITCH WAS OFF. WATER HEATER, ADVISED SCREEN FOR OUTER FRESH AIR OPENINGS ARE MISSING. ADVISED TO KEEP INNER SCREEN CLEAR.	THE GSR FOUND THE ELECTRIC SWITCH WAS TURNED OFF ON THE FORCED AIR FURNACE AND CORRECTED IT. ALSO ADVISED THE CUSTOMER TO INSTALL SCREEN OVER THE FRESH AIR OPENINGS AND TO KEEP INNER SCREEN CLEAN.	Attachment 2EU
152	8/28/2010	5430319092	Redacted	1	axs: Meter Locations - Locked Gate, central heater/in basement, delayed ignition, cor did shut off app	found induction fan sticking. lubricated ind fan, cleared the pilot and the venturis. cycled 3 times.	FOUND INDUCTION FAN STICKING. LUBRICATED INDUCTION FAN, CLEARED THE PILOT AND VENTURI'S. CYCLED HEATER THREE TIMES.	THE GSR FOUND THE INDUCTION FAN STICKING ON THE HEATER. THE FAN WAS LUBRICATED THE PILOT AND VENTURI'S CLEANED AND THE HEATER CYCLED 3 TIMES OK.	Attachment 2EV
153	8/28/2010	5422522955	Redacted	2	LOL, MEDICAL- NEEDS HT WTR FOR CANCER SON- NO DOGS OR/LK GATES	bad thrmicpl-got wrkng for now-adv cust to replc thrmicpl&fxline-did not want APRP-says knows plmbr	BAD THERMOCOUPLE, GOT WORKING FOR NOW. ADVISED CUSTOMER TO REPLACE THERMOCOUPLE AND FLEX LINE. CUSTOMER NOT INTERESTED IN APPLIANCE PARTS REPLACEMENT PROGRAM, SAYS THEY KNOW A PLUMBER	A GSR WAS DISPATCHED TO RELIGHT AND CHECK THE HOT WATER HEATER. A BAD THERMOCOUPLE WAS FOUND BUT THE GSR WAS ABLE TO GET THE HOT WATER HEATER WORKING. THE CUSTOMER WAS ADVISED TO HAVE A DEALER REPLACE THE THERMOCOUPLE AND THE FLEX LINE.	Attachment 2EW
154	8/29/2010	5461382429	Redacted	1	Access/Safety: Dog(s) XST [Redacted] _LOC WTR HTR IN/GRGE IVR-DOG	CUST WANTED FAF LIT / CLEANED BURNER RELIT CHK OK / PAINTED REG	CUSTOMER WANTED FORCED AIR FURNACE LIT, CLEANED BURNER, RELIT, CHECKED OK. PAINTED REG.	THE GSR CLEANED THE BURNER OF THE FORCED AIR FURNACE, RELIT IT AND THEN PAINTED THE METER SET.	Attachment 2EX
155	8/30/2010	5327381385	Redacted	1	OBC-PER CREW REPAIRED LEAK AND RELIT ALL OTHER/APPLIANCE S/ EXCEPT FURNACE NEED GSR	CLEANED PILOT/ WON'T STAY LIT THRMCPLE = 10 MV REF CSTMR TO DLR FAILED PILOT SAFETY	CLEANED PILOT, WONT STAY LIT. THERMOCOUPLE EQUALS 10 MILIVOLTS. REFERRED CUSTOMER TO DEALER FOR FAILED PILOT SAFETY.	THE PILOT ON THE WATER HEATER WOULD NOT STAY LIT. THE CUSTOMER WAS REFERRED TO A DEALER TO HAVE THE UNIT SERVICED.	Attachment 2EY

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156	8/30/2010	5359477894		Redacted	4	AX OK TURN ON GAS GAS LEAK INVEST SKUNK UNDER HSE/	UPON ARRIVAL STRONG SKUNK SMELL AT FRONT DR / AFTER TURN ON CLOCKED LINE ZERO CFH FLOW 5 MIN	UPON ARRIVAL STRONG SKUNK SMELL AT FRONT DOOR. AFTER TURN ON METER CLOCK TESTED HOUSELINE ZERO CUBIC FEET PER HOUR FLOW WITH 5 MINUTE TEST.	THE GAS SERVICE WAS TURNED ON AND A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE FOUND.	Attachment 2EZ
157	8/30/2010	5386163442		Redacted	4	R275 [!FW.ID=1793218!]/	smc/rust replaced w/reg/paint	SCHEDULED METER CHANGE. RUST REPLACED WITH REGULATOR AND PAINT.	THE GAS METER WAS REPLACED AS PART OF THE SCHEDULED METER REPLACEMENT PROGRAM. THE GSR ALSO REPLACED THE REGULATOR AND PAINTED THE METER SET.	Attachment 2FA
158	9/5/2010	6157173428		Redacted	4	DOT-HARD LOCK METER/	disc gas meter	INSTALLED DISC TO GAS METER TO SHUT OFF GAS.	THE GAS SERVICE WAS SHUT OFF.	Attachment 2FB
159	9/7/2010	5503060974		Redacted	1	PLEASE GIVE TO TITLE 300/PROG MTU/	PROGRAMMED MTU # 32231306 TO MTR # 60956750 4D PHF2	PROGRAMMED METER TRANSMITTING UNIT NUMBER 32231306 TO METER NUMBER 60956750	THE GAS SMARTMETER WAS PROGRAMMED.	Attachment 2FC
160	9/7/2010	5450957523		Redacted	1	No Access or Safety Issues;P/MARY, RLT HTR,LOC/DOWNSTAIRS CLOSET,XST-Reda	faf)8A fuse forced into 61/4A socket stripping socket-replaced with proper fuse & was able	FORCED AIR FURNACE 8 AMP FUSE FORCED INTO 61/4 AMP SOCKET, STRIPPING SOCKET. REPLACED WITH PROPER FUSE AND WAS ABLE TO GET FUSE IN SECURE ENOUGH SO UNIT IS NOW WORKING. ADVISED SOCKET WILL NEED TO BE REPLACED BY DEALER AS SOON AS POSSIBLE, AS CAN GO OUT ANYTIME.	THE PROPER SIZE FUSE WAS INSTALLED IN THE FORCED AIR FURNACE, THE UNIT RELIT AND THE CUSTOMER ADVISED TO HAVE THE DEALER REPLACE THE FUSE SOCKET.	Attachment 2FD
161	9/8/2010	5265849067		Redacted	4	AXS OK;XST [Redacted] PLS T/O G AND E;[Redacted] NEW/SERVICE;PLS CALL AHEAD CUST NOT AT PREMISE	range)ok faf)unit working-adv replace filter wh)lit pilot-ok-left thermostat at"pilot lighting"	RANGE OK. FORCED AIR FURNACE UNIT WORKING. ADVISED REPLACE FILTER. WATER HEATER LIT PILOT, OK, LEFT THERMOSTAT AT "PILOT LIGHTING"	THE GAS AND ELECTRIC SERVICE WAS TURNED ON AND APPLIANCES CHECKED OK.	Attachment 2FE
162	9/8/2010	5419800605		Redacted	1	No Access or Safety Issues;readjust pilot on water/heater in gargage p/beth	adj water temp.for cust.wh in garage fairly long distance to main hse-adv water in between	ADJUSTED WATER TEMPERATURE FOR CUSTOMER. WATER HEATER IN GARAGE FAIRLY LONG DISTANCE TO MAIN HOUSE. ADVISED WATER IN BETWEEN WILL GET COLD AND THAT IS WHY SHE HAS TO RUN WATER BEFORE HOT WATER COMES. ADVISED INSULATING PIPES MAY HELP BUT CANNOT SAY HOW MUCH.	THE WATER HEATER TEMPERATURE WAS ADJUSTED FOR THE CUSTOMER. ADVISED THE CUSTOMER THAT SINCE THE WATER HEATER IS A LONG DISTANCE FROM THE HOUSE, IT WILL TAKE A WHILE FOR WATER TO HEAT.	Attachment 2FF
163	9/9/2010	5451172001		Redacted	1	OBC.PRIOR HI/LOW PRESSURE MTR OFF, T/O GAS, AXS OK/	GAS MTR HERE IS 60969224 NOT LISTED ON WORK ORDER	GAS METER HERE IS 60969224 NOT LISTED ON WORK ORDER.	THE GAS SERVICE WAS TURNED ON AND METER NUMBER RECORDED.	Attachment 2FG

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