

Gas Odor Field Orders for "Areas" 1 - 4
9/10/10 - 9/30/10

Field Order ID	Field Order Date	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	9/10/2010	5171582180		Redacted	1	AXS ok;faint @ range at connect. valve/2 days/cause tape on line/xst [Redacted] p/Mrs [Redacted]	found flex to range leaking gas 0.9% at adapter.i tighten flex to stop gas leak.af 3/4 customer refused me access to do inside sweep 0% outside sweep no leaks found outside.customer said only at range need help	FOUND FLEX TO RANGE LEAKING GAS 0.9% LOWER EXPLOSIVE LIMIT AT ADAPTER. I TIGHTENED FLEX TO STOP GAS LEAK. APPLIANCE FLOW 3/4 CUBIC FEET PER HOUR. CUSTOMER REFUSED ME ACCESS TO DO INSIDE SWEEP 0% OUTSIDE SWEEP NO LEAKS FOUND OUTSIDE. CUSTOMER SAID ONLY AT RANGE NEED HELP	A GSR RESPONDED TO GAS LEAK AT THE RANGE. A LEAK WAS FOUND AT THE FLEX CONNECTOR ADAPTOR TO THE RANGE; LEAKING GAS AT 0.9% LOWER EXPLOSIVE LIMIT. THE CONNECTION WAS TIGHTENED TO STOP THE LEAK. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; RESULTS OK WITH A FLOW OF 3/4 CUBIC FEET PER HOUR. THE CUSTOMER REFUSED THE PG&E GSR ACCESS TO PERFORM AN INSIDE SWEEP. AN OUTSIDE SWEEP WAS PERFORMED; WITH NO LEAKS FOUND. CUSTOMER SAID THEY ONLY WANTED HELP WITH INVESTIGATION OF RANGE.	Attachment 1A
2	9/10/2010	5317923151		Redacted	3	EVAC:ACCESS OK,GAS SMELL AT KITN(LAUNDRY ROOM)Gconfined area,CONST2MOTH XST [Redacted]	full leak investigation=clocked houseline, tight. inside & outside sweeps=0%L. relit & routine checked appliances.	FULL LEAK INVESTIGATION=CLOCKED HOUSELINE, TIGHT. INSIDE & OUTSIDE SWEEPS=0%LOWER EXPLOSIVE LIMIT. RELIT & ROUTINE CHECKED APPLIANCES.	A GSR RESPONDED TO A GAS CALL INSIDE AT THE LOCATION. A FULL LEAK INVESTIGATION WAS PERFORMED; NO LEAKS FOUND. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR FLOW OF GAS; RESULTS OK. INSIDE AND OUTSIDE SWEEPS WERE PERFORMED WITH NO LEAKS FOUND. THE GSR PERFORMED A SAFETY APPLIANCE CHECK AND RELIT THE APPLIANCES.	Attachment 1B
3	9/10/2010	5327490155	5327490557	Redacted	1	AXS OK; DUE TO FIRE VALVE @ MTR S/O, CST UNABLE TO TURN ON- PLEASE RELIGHT/SAFETY CHK ALL G APPL			A TAG WAS ISSUED TO CHECK THE OUTSIDE OF THE LOCATION, BUT WAS CANCELLED AND NOT ISSUED TO GAS SERVICE REPRESENTATIVE.	Attachment 1C

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4	9/10/2010	5327490557	5327490155	Redacted	1	PER RON.EVAC GAS IS OFF.STRONG SMELL@RANGE LAST 15 MINUTES.XST [Redacted]	customer turn off gas no gas leak found or detected inside i reestablished gas to res.no mov at mtr i will follow up to change service valve hard to turn .0%gas to start inside outside sweeps 0%gas no leaks detected or found outside sweep . cleaned pilots to range.	CUSTOMER TURN OFF GAS NO GAS LEAK FOUND OR DETECTED INSIDE I REESTABLISHED GAS TO RESIDENCE. NO MOVEMENT AT METER I WILL FOLLOW UP TO CHANGE SERVICE VALVE HARD TO TURN .0% LOWER EXPLOSIVE LIMIT GAS TO START INSIDE OUTSIDE SWEEPS 0% LOWER EXPLOSIVE LIMIT GAS NO LEAKS DETECTED OR FOUND OUTSIDE SWEEP . CLEANED PILOTS TO RANGE.	A GSR RESPONDED TO GAS LEAK AT THE RANGE. THE CUSTOMER HAD PREVIOUSLY TURNED OFF THE GAS; NO GAS LEAK FOUND OR DETECTED INSIDE. THE GSR REESTABLISHED GAS TO RESIDENCE. A CLOCK TEST WAS PERFORMED WITH ALL APPLIANCES SHUT OFF TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR FLOW OF GAS; NONE FOUND. WHILE TURNING ON THE SERVICE, THE GSR NOTED THAT THE VALVE WAS HARD TO TURN SO WILL FOLLOW-UP TO HAVE IT REPLACED. INSIDE AND OUTSIDE SWEEPS WERE PERFORMED WITH NO LEAKS FOUND. THE GSR ALSO CLEANED THE PILOTS TO THE RANGE.	Attachment 1D
5	9/10/2010	5359657760		Redacted	4	AXS OK // PER [Redacted] GSR ASKED TO ISSUE TAG TO CHANGE GAS REGULATOR	WHILE DOING GAS CHKS FOUND TWO FUZZ LEAKS AT REG / REG WOULD NOT ADJUST REPLACED REG	WHILE DOING GAS CHECKS FOUND TWO FUZZ LEAKS AT REGULATOR / REGULATOR WOULD NOT ADJUST REPLACED REGULATOR	A GSR RESPONDED TO GAS CALL OUTSIDE AT THE LOCATION. WHILE PERFORMING A GAS LEAK INVESTIGATION, TWO SMALL LEAKS WERE FOUND AT THE REGULATOR. THE GSR ATTEMPTED TO CORRECT THE LEAKS BY ADJUSTING THE REGULATOR, BUT FOUND THIS WOULD NOT CORRECT THE LEAKS. THE REGULATOR WAS REPLACED TO CORRECT THE LEAKS.	Attachment 1E
6	9/10/2010	5379477335		Redacted	1	evac- mild odor on hill thru yard @ orange tree- xst [Redacted] per [Redacted] concerned cuz of san bru	outside=0, water=0, drain=0, windows=0, garage door= 0, front door=0 and vents = 0. no answer. perimeter ck = 0 and clocktest shows 2 cfh. left notice.	OUTSIDE=0, WATER=0, DRAIN=0, WINDOWS=0, GARAGE DOOR= 0, FRONT DOOR=0 AND VENTS = 0. NO ANSWER. PERIMETER CHECK = 0 AND CLOCK TEST SHOWS 2 CUBIC FEET PER HOUR. LEFT NOTICE	A GSR RESPONDED TO GAS CALL OUTSIDE AT THE LOCATION. AN OUTSIDE SWEEP WAS PERFORMED USING A COMBUSTIBLE GAS INDICATOR DEVICE; NO LEAKS WERE FOUND. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; RESULTS INDICATED A FLOW RATE OF 2 CUBIC FEET PER HOUR. THE CUSTOMER WAS NOT HOME, SO THE GSR LEFT A NOTICE AT THE LOCATION.	Attachment 1F
7	9/10/2010	5379610783		Redacted	1	EVAC;MILD GAS ODOR@RANGE;TO DAY;CAUSE?;X [Redacted]	CANCELED BY CSTMR ON MY ARRIVAL SAYS IT IS OK NOW	CANCELED BY CUSTOMER ON MY ARRIVAL SAYS IT IS OK NOW	A GSR RESPONDED TO A GAS LEAK CALL REPORTED AT THE RANGE. HOWEVER UPON ARRIVAL, THE CUSTOMER CANCELLED THE ORDER STATING THAT THE ISSUE WAS OK NOW.	Attachment 1G

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8	9/10/2010	5379632936	Redacted	1	evac;no hiss/blow;strong occas & moderate@night;xst-Redact;kitchen;cabinet under s	FOUND AND CORRECTED LEAK AT S/OFF VALVE FOR RANGETO P. RANGETOP OPERATION IS NORMAL. METER FLOW AT .40 C FH. SWEEPS OK.	FOUND AND CORRECTED LEAK AT SHUT/OFF VALVE FOR RANGE TOP. RANGE TOP OPERATION IS NORMAL. METER FLOW AT .40 CUBIC FEET PER HOUR. SWEEPS OK.	A GSR RESPONDED TO GAS LEAK AT THE RANGE. A LEAK WAS FOUND AND CORRECTED AT THE SHUT OFF VALVE FOR THE RANGE TOP. A CHECK OF THE RANGE TOP FOUND IT OPERATING NORMALLY. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR FLOW OF GAS; RESULTS INDICATED A FLOW RATE OF 0.40 CUBIC FEET PER HOUR. INSIDE AND OUTSIDE SWEEPS WERE PERFORMED WITH NO LEAKS FOUND.	Attachment 1H
9	9/10/2010	5409467400	Redacted	1	2DOGS;STRONG;LO C UNKWN;P/Redact; PLUMB ON WTR LINE 2MNTHS AGO;XST Redact	CASE# 9832306866.LN ID: EVB4. FULL LEAK FOUND AND REPAIRED 1.2CFH LEAK BEHIND DRYR. AFTER REPAIR FOUND N O FLOW ON MTR FOR 5MINS. LEFT WATER HTR AT NORMAL TEMP SETTING AS FOUND. DRYR LINE CAPPED OFF. 240 RANGE. LOG LIGHTER IN FIREPLACE NON OP. RECC'D CLEANING AND SERVICING SAME. CALL BACK FOR INSPECT. NO WALL HTR. FAF NEEDS NEW FILTER. STANDING BY FOR FLAME PAC TO RELIEVE DUE TO 75%LEL READ AT FLOWR BOX IN DRIVEWAY. 2%LEL IN GARAGE.	CASE# 9832306866.LAN ID: EVB4. FULL LEAK FOUND AND REPAIRED 1.2 CUBIC FEET PER HOUR LEAK BEHIND DRYER. AFTER REPAIR FOUND NO FLOW ON METER FOR 5 MINUTES. LEFT WATER HEATER AT NORMAL TEMPERATURE SETTING AS FOUND. DRYER LINE CAPPED OFF. 240 VOLT ELECTRIC RANGE. LOG LIGHTER IN FIREPLACE NON OPERATIONAL. RECOMMENDED CLEANING AND SERVICING SAME. CALL BACK FOR INSPECT. NO WALL HEATER. FORCED AIR FURNACE NEEDS NEW FILTER. STANDING BY FOR FLAME PACK TO RELIEVE DUE TO 75% LOWER EXPLOSIVE LEVEL READ AT FLOWER BOX IN DRIVEWAY. 2% LOWER EXPLOSIVE LIMIT IN GARAGE.	A GSR RESPONDED TO GAS LEAK INSIDE AT THE LOCATION. A CASE NUMBER WAS ISSUED (# 9832306866) BY CUSTOMER SERVICE REPRESENTATIVE (LAN ID: EVB4). AN INSIDE SWEEP WAS CONDUCTED. A LEAK WAS FOUND AND REPAIRED (1.2 CUBIC FEET PER HOUR LEAK) BEHIND THE CLOTHES DRYER. AFTER THE LEAK WAS REPAIRED, A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR FLOW OF GAS; RESULTS NO FLOW. THE GSR LEFT THE WATER HEATER AT THE NORMAL TEMPERATURE SETTING. THE RANGE WAS ELECTRIC. THE LOG LIGHTER IN THE FIREPLACE WAS NON OPERATIONAL; THE GSR RECOMMENDED THE CUSTOMER HAVE IT CLEANED AND SERVICED. ONCE THAT IS DONE, THE CUSTOMER CAN CALL PG&E BACK TO HAVE IT RE-INSPECTED. THERE WAS NO WALL HEATER AND THE FORCED AIR FURNACE NEEDED A NEW FILTER. AN OUTSIDE SWEEP WAS PERFORMED WITH READINGS OF 0.2% LOWER EXPLOSIVE LIMIT FOUND IN THE GARAGE AND 75% LOWER EXPLOSIVE LEVEL READING FOUND AT A FLOWER BOX IN THE DRIVEWAY AREA. AN M&C CREW WAS REQUESTED TO PERFORM A LEAK SURVEY OF UNDERGROUND NEAR DRIVEWAY; THE GSR STAYED ON SITE UNTIL THE M&C CREW ARRIVED.	Attachment 1I

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10	9/10/2010	5411902604	Redacted	2	DOG INSIDE HOUSE; GARAGE OPEN GAS ODOR STRONG;	off on arrival/hse line tight/ found pilot on faf out on 50% safety/ showed cust/ found lifting burner on faf on r side/ cleaned both burners but could not correct/ hazard/ rtd to correct/ cleared orifice on r back range top burner for proper operation/ update reg info/ cust had turned off g and turned back on, then smelled gas/ pilot	OFF ON ARRIVAL/HOUSE LINE TIGHT/ FOUND PILOT ON FORCED AIR FURNACE OUT ON 50% SAFETY/ SHOWED CUSTOMER/ FOUND LIFTING BURNER ON FORCED AIR FURNACE ON RIGHT SIDE/ CLEANED BOTH BURNERS BUT COULD NOT CORRECT/ HAZARD/ REFERRED TO DEALER TO CORRECT/ CLEARED ORIFICE ON RIGHT BACK RANGE TOP BURNER FOR PROPER OPERATION/ UPDATE REGULATOR INFORMATION/ CUSTOMER HAD TURNED OFF GAS AND TURNED BACK ON, THEN SMELLED GAS/ PILOT	A GSR RESPONDED TO A GAS LEAK AT THE METER. GAS WAS OFF ON ARRIVAL; SHUT OFF BY CUSTOMER. THE GAS WAS TURNED ON, AND THE HOUSE LINE SHOWED NO FLOW OF GAS. THE PILOT ON THE FORCED AIR FURNACE WAS FOUND ON THE 50% SAFETY SETTING. THE CUSTOMER WAS ADVISED OF THE CONDITION. FOUND LIFTING BURNER ON FORCED AIR FURNACE ON RIGHT SIDE. THE GSR CLEANED BOTH BURNERS BUT COULD NOT CORRECT THE CONDITION; THEREFORE, THE GSR REFERRED THE CUSTOMER TO CONTACT A DEALER TO GET IT CORRECTED. THE ORIFICE ON THE RIGHT BACK RANGE TOP BURNER WAS CLEARED FOR PROPER OPERATION. THE REGULATOR WAS REPLACED AND THE ASSOCIATED EQUIPMENT INFORMATION WAS UPDATED. THE CAUSE OF THE INITIAL CALL WAS LIKELY THE CUSTOMER TURNING OFF THE GAS AND THEN TURNING IT BACK ON; THEY THEN SMELLED GAS FROM THE PILOT.	Attachment 1J
11	9/10/2010	5422525410		2	No Access or Safety Issues; light Gas leak at the meter	found 9.4% at tang to main service valve. reads are off checked out side sweep 0% gas no gas leak found or detected after repairs made to service valve. or out sweeps. customer said only needed gas checked out side only. no service need inside af 3/4cfh	FOUND 9.4% LOWER EXPLOSIVE LIMIT AT TANG TO MAIN SERVICE VALVE. READS ARE OFF CHECKED OUTSIDE SWEEP 0% LOWER EXPLOSIVE LIMIT GAS NO GAS LEAK FOUND OR DETECTED AFTER REPAIRS MADE TO SERVICE VALVE. OR OUTSIDE SWEEPS. CUSTOMER SAID ONLY NEEDED GAS CHECKED OUT SIDE ONLY. NO SERVICE NEED INSIDE AF 3/4 CUBIC FEET PER HOUR.	A GSR RESPONDED TO A GAS LEAK AT THE METER. A LEAK WAS FOUND MEASURING 9.4% LOWER EXPLOSIVE LIMIT AT THE MAIN SERVICE VALVE. THE GSR NOTED THAT THE METER MAY NOT BE READING CORRECTLY. AFTER REPAIRS WERE MADE TO THE SERVICE VALVE AN OUTSIDE SWEEP WAS PERFORMED; WITH NO LEAKS FOUND. CUSTOMER STATED THEY ONLY NEEDED GAS CHECKED OUTSIDE AND NO SERVICE WAS NEEDED INSIDE THE PROPERTY. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR FLOW OF GAS; RESULTS SHOWED A FLOW RATE OF	Attachment 1K

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12	9/10/2010	5557840469	Redacted	2	EVAC; DOG;STRONG ODOR-1 YR -VERY CONCERNED; CAUSE UNKNOWN; X ST [Redacted]; CALLER [Redac]	at gas meter customer concern crack cement. no gas leak found or detected i checked all around riser area + brocken cement area 0% gas to start 0% gas for out side in area.and meter area.. customer just wanted out side area checked. no inside sweep allowed. customer was reassured that no gas leaks were found.	AT GAS METER CUSTOMER CONCERN CRACK CEMENT. NO GAS LEAK FOUND OR DETECTED I CHECKED ALL AROUND RISER AREA AND BROCKEN CEMENT AREA 0% LOWER EXPLOSIVE LIMIT GAS TO START 0% LOWER EXPLOSIVE LIMIT GAS FOR OUTSIDE IN AREA AND METER AREA.. CUSTOMER JUST WANTED OUT SIDE AREA CHECKED. NO INSIDE SWEEP ALLOWED. CUSTOMER WAS REASSURED THAT NO GAS LEAKS WERE FOUND.	A GSR RESPONDED TO GAS LEAK OUTSIDE AT THE LOCATION. THE CUSTOMER WAS CONCERNED ABOUT A CRACK IN THE CEMENT NEAR THE GAS METER. THE GSR CHECKED ALL AROUND THE METER AND THE CRACK IN THE CEMENT WITH NO LEAKS FOUND. AN OUTSIDE SWEEP WAS PERFORMED WITH NO LEAKS FOUND. THE CUSTOMER ONLY WANTED AN OUTSIDE SWEEP OF THE AREA PERFORMED. THE GSR WAS NOT ALLOWED TO PERFORM AN INSIDE SWEEP. HOWEVER, THE CUSTOMER INDICATED THEY WERE REASSURED THAT NO GAS LEAKS WERE FOUND.	Attachment 1L
13	9/10/2010	5725059235	5725059565 & 5725059691	3	EVAC//DOG//STRNG/ BTW [Redacted] RIGHT SIDE//SIDEWALK/TO DAY/XST [Redacted] P [Redac]			A TAG WAS ISSUED FOR GAS LEAK OUTSIDE AT THE LOCATION. HOWEVER, THE TAG WAS THEN CANCELLED. (SEE RELATED FIELD ORDERS 5725059565 & 5725059691)	Attachment 1M
14	9/10/2010	5725059565	5725059235, 5725059691 & 5725060096	3	EVAC, [Redac] VERY STRONG ODR BTWN HOMES ON LFT SIDE, SEVRL YRS, DYING TREE, XST [Redacted]	no one home/3/4cfh on arrival/walked frt of home no reads/dog in backyard/found leak at [Reda] [Redacte] called for crew thru dispatch/see that acct for more info	NO ONE HOME / 3/4CUBIC FEET PER HOUR ON ARRIVAL/ WALKED FRONT OF HOME NO READINGS/ DOG IN BACKYARD/ FOUND LEAK AT [Redacted] CALLED FOR CREW THROUGH DISPATCH/ SEE THAT ACCOUNT FOR MORE INFORMATION	A GSR RESPONDED TO GAS LEAK OUTSIDE AT THE LOCATION. WHEN THE GSR ARRIVED, THERE WAS NO ONE HOME. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; RESULTS INDICATED A FLOW RATE OF 3/4 CUBIC FEET PER HOUR. AN OUTSIDE SWEEP WAS PERFORMED AT THE FRONT OF THE PROPERTY WITH NO LEAKS FOUND. A DOG WAS IN THE BACK OF THE PROPERTY SO THE SWEEP DID NOT COVER THAT AREA. A LEAK WAS FOUND AT A NEIGHBORING ADDRESS ([Redacted]). THE GSR NOTIFIED GAS DISPATCH TO SEND AN M&C CREW TO ADDRESS THE LEAK AT [Red] [Redacted]	Attachment 1N

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15	9/10/2010	5725059691	5725059235 & 5725059565	Redacted	3	EVAC//DOG//STRNG/BTW[Redacted] RIGHT SIDE//SIDEWALK/TODAY/XST [Redacted] P [Redacted]	outside sweep=0%lel.no one home.no access to house.chkd mtr set.soap test neg.chkd neighbors on both sides.=0%lel.	OUTSIDE SWEEP= 0% LOWER EXPLOSIVE LIMIT. NO ONE HOME. NO ACCESS TO HOUSE. CHECKED METER SET. SOAP TEST NEGATIVE. CHECKED NEIGHBORS ON BOTH SIDES. =0% LOWER EXPLOSIVE LIMIT	A GSR RESPONDED TO A GAS LEAK OUTSIDE AT THE LOCATION. NO ONE WAS HOME WHEN THE GSR ARRIVED. AN OUTSIDE SWEEP WAS PERFORMED WITH NO LEAKS FOUND. THE METER SET WAS CHECKED AND A SOAP TEST WAS PERFORMED TO IDENTIFY ANY POSSIBLE LEAKS; NONE FOUND. NEIGHBORING PROPERTIES ON BOTH SIDES WERE CHECKED WITH NO LEAKS FOUND.	Attachment 1O
16	9/10/2010	5725060096	5725059565	Redacted	3	TO R1GJ1CA PER REQUEST	3/4cfh on arrival/no one home/lk at rotted riser/hazardous/called for crew/csr kxdq case#1478227355 work on hse going on(asbestos)	3/4 CUBIC FEET PER HOUR ON ARRIVAL/ NO ONE HOME/ LEAK AT ROTTED RISER /HAZARDOUS/CALLED FOR CREW/ CUSTOMER SERVICE REPRESENTATIVE, KXDQ CASE#1478227355 WORK ON HOUSE GOING ON (ASBESTOS)	A GSR RESPONDED TO GAS LEAK AT THE METER. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR FLOW OF GAS; RESULTS INDICATED 3/4 CUBIC FEET PER HOUR. NO ONE WAS HOME AT THE LOCATION. A LEAK WAS FOUND AT THE RISER TO THE METER RESULTING IN A HAZARDOUS CONDITION. AN M&C CREW WAS CALLED TO ADDRESS THE RISER AND A CASE NUMBER WAS ASSIGNED (#1478227355) BY THE CUSTOMER SERVICE REPRESENTATIVE (KXDQ). THE GSR NOTED THAT THERE APPEARED TO BE CONSTRUCTION WORK TAKING PLACE AT THE PROPERTY; ASBESTOS REMOVAL.	Attachment 1P
17	9/10/2010	5735517250		Redacted	3	evac; no odor very concerned hm shook violently yesterday ensure safety anxious xst-geneven per mrs	FND SMART METER TRANSMITTING WRONG. INSTALLED NEW METER. CORRECT READ ON 9-10-10 IS 5639. ALSO REPLACED INSUL BUSHING. NO OTHER PROBLEMS FOUND. FRONT OUTSIDE SWEEPS FND NO GAS. CUSTOMER NOT HOME. USED QUICK CHANGE TO REPLACE METER.	FOUND SMART METER TRANSMITTING WRONG. INSTALLED NEW METER. CORRECT READ ON 9-10-10 IS 5639. ALSO REPLACED INSULATED BUSHING. NO OTHER PROBLEMS FOUND. FRONT OUTSIDE SWEEPS FOUND NO GAS. CUSTOMER NOT HOME. USED QUICK CHANGE TO REPLACE METER.	A GSR RESPONDED TO GAS LEAK OUTSIDE AT THE LOCATION. THE GSR FOUND THE SMART METER WAS NOT OPERATING CORRECTLY SO REPLACED THE METER AND AN INSULATED BUSHING. A QUICK CHANGE TANK WAS USED DURING THE METER REPLACEMENT SO GAS SERVICE WAS NOT INTERRUPTED. THE GSR NOTED THE CORRECT METER READING AT THE TIME OF REPLACEMENT OF 5639. AN OUTSIDE SWEEP WAS PERFORMED IN THE FRONT OF THE PROPERTY WITH NO LEAKS FOUND. THE CUSTOMER WAS NOT AT HOME SO A SWEEP OF THE BACK OF THE PROPERTY WAS NOT PERFORMED DUE TO ACCESS.	Attachment 1Q

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18	9/10/2010	5745796165	Redacted	3	EVAC-IR-dog-mod smell in hallway-today cause unknwn-xst Redacted	FOUND ZERO LEL ON CGI WALK THRU AND WLK AROUND HSE / SHUT DOWN CLK ZERO CFH 5 MIN / RELIT DID 2ND WLK THRU ALL RMS ZERO LEL / APLNC CHK OK	FOUND ZERO LOWER EXPLOSIVE LIMIT ON COMBUSTIBLE GAS INDICATOR WALK THROUGH AND WALK AROUND HOUSE / SHUT DOWN CLOCK ZERO CUBIC FEET HOUR 5 MINUTES / RELIT DID SECOND WALK THROUGH ALL ROOMS ZERO LOWER EXPLOSIVE LIMIT CHECK OK.	A GSR RESPONDED TO A GAS LEAK INSIDE AT THE LOCATION. AN INSIDE AND OUTSIDE SWEEP WAS PERFORMED WITH NO LEAKS FOUND. A CLOCK TEST WAS PERFORMED WITH ALL APPLIANCES TURNED OFF TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE FOUND. THE GSR RELIT THE APPLIANCES AND PERFORMED A SECOND INSIDE SWEEP WITH NO LEAKS FOUND.	Attachment 1R
19	9/11/2010	1418454905	Redacted	3		cust worried about area odor. explained to her that pg&e crew are pumping gas into the transmission line per Redacted thru dispatch. i walked up & down the street & checked storm drains & sewer drains with negative readings per cgi 0%L. cust said she doesnt smell anything inside house, i hear dogs & kids, & did not want inside checked.	CUSTOMER WORRIED ABOUT AREA ODOR. EXPLAINED TO HER THAT PG&E CREW ARE PUMPING GAS INTO THE TRANSMISSION LINE PER Redacted THROUGH DISPATCH. I WALKED UP & DOWN THE STREET & CHECKED STORM DRAINS & SEWER DRAINS WITH NEGATIVE READINGS PER COMBUSTIBLE GAS INDICATOR 0% LOWER EXPLOSIVE LIMIT. CUSTOMER SAID SHE DOESN'T SMELL ANYTHING INSIDE HOUSE, I HEAR DOGS & KIDS, & DID NOT WANT INSIDE CHECKED.	A GSR RESPONDED TO A GAS LEAK OUTSIDE AT THE LOCATION. THE CUSTOMER WAS WORRIED ABOUT AN AREA GAS ODOR. THE GSR CONTACTED GAS DISPATCH (Redacted) AND WAS TOLD THAT PG&E CREWS WERE PUMPING GAS INTO THE TRANSMISSION LINE; THIS WAS EXPLAINED TO THE CUSTOMER AS THE LIKELY CAUSE OF THE SMELL. THE GSR WALKED UP AND DOWN THE STREET, CHECKING STORM AND SEWER DRAINS; CHECKING FOR POSSIBLE GAS LEAK INDICATIONS - NONE FOUND. THE CUSTOMER SAID SHE DIDN'T SMELL ANYTHING INSIDE THE HOUSE AND DID NOT WANT THE INSIDE OF THE PROPERTY CHECKED. THE GSR NOTED THAT HE/SHE COULD HEAR DOGS AND KIDS.	Attachment 1S
20	9/11/2010	5327453157	Redacted	1	AXS_OK;PER Reda EVAC.BLOWING AND MODERATGE SMELL@HTR IN BASEMENT.PAST WEEK.XST Redacted	2.0% lel gas leaking at pilot tubing. s/off appl. valve. Adv. to replace appl. valve also.	2.0% LOWER EXPLOSIVE LIMIT GAS LEAKING AT PILOT TUBING. SHUT/OFF APPLIANCE VALVE. ADVISED. TO REPLACE APPLIANCE VALVE ALSO.	A GSR RESPONDED TO A GAS LEAK AT THE HEATING APPLIANCE. A LEAK WAS FOUND (2.0% LOWER EXPLOSIVE LIMIT) AT THE PILOT TUBING TO THE APPLIANCE. THE GAS SERVICE TO THE APPLIANCE WAS SHUT OFF BY THE GSR AND THE CUSTOMER WAS ADVISED TO CONTACT THE DEALER TO HAVE APPLIANCE REPAIRED AND TO HAVE THE VALVE REPLACED.	Attachment 1T
21	9/11/2010	5337810513	Redacted	1	TAG FOR R1GGJP6			A GSR RESPONDED TO A GAS CALL INSIDE FOR THE LOCATION. THE JOB WAS COMPLETED AS A RELIGHT AND APPLIANCE ADJUSTMENT TAG FOR MULTIPLE APPLIANCES. THE GSR, HOWEVER, DID NOT RECORD ANY NOTES.	Attachment 1U

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22	9/11/2010	5337823793	Redacted	1		repaired leak below reg	REPAIRED LEAK BELOW REGULATOR	A GSR RESPONDED TO A GAS LEAK AT THE METER. A LEAK WAS FOUND AND REPAIRED BELOW THE REGULATOR	Attachment 1V
23	9/11/2010	5349200205	Redacted	4	EVAC;AXS OK;STRNG;MTR;SIDE HOUSE;RCNT;SAN BRUNO GAS LEAK;XST Redacted	inside/outside sweepd 0.0reads-fitting on hseline side of tee badly corroded(able to twist off by hand) was able to remove pipe and replace as ell on other side of wall was easily accessed-replaced reg/mtr rebuilt set replacing all corroded pipe-clock test tight dryer)ok faf)lit pilot ok wh)lit pilt-ok	INSIDE/OUTSIDE SWEEP PERFORMED 0.0 READS FITTING ON HOUSELINE SIDE OF TEE BADLY CORRODED (ABLE TO TWIST OFF BY HAND) WAS ABLE TO REMOVE PIPE AND REPLACE AS ELL ON OTHER SIDE OF WALL WAS EASILY ACCESSED -REPLACED REGULATOR/ METER REBUILT SET REPLACING ALL CORRODED PIPE- CLOCK TEST TIGHT DRYER)OK FORCED AIR FURNACE) LIT PILOT OK WATER HEATER) LIT PILOT-OK	A GSR RESPONDED TO A GAS LEAK AT METER. INSIDE AND OUTSIDE SWEEPS WERE PERFORMED WITH NO LEAKS FOUND. A FITTING ON THE HOUSELINE SIDE OF THE "TEE" WAS FOUND TO BE BADLY CORRODED. THE GSR WAS ABLE TO TWIST THE FITTING OFF BY HAND. THE FITTING WAS REMOVED AND REPLACED AS "ELL" FITTING ON THE OTHER SIDE OF THE WALL WITH EASY ACCESS. THE REGULATOR WAS ALSO REPLACED AND THE METER REBUILT REPLACING ALL CORRODED PIPE. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE FOUND. THE APPLIANCES WERE CHECKED OK AND RELIT.	Attachment 1W
24	9/11/2010	5359523796	Redacted	4	LCK GT; COR CONCERNED RUSTY VALVE/LNE TO GS MTR (EARTHQUAKE VLV) PLS CALL AHEAD	per cust not a gas leak call-plumber to install earthquake valve whated corrosion checked per cust not a gas leak call-plumber to install earthquake valve whated corrosion checked only surface rust-painted mtr set-ran cgi over mtr set anyway-ok	PER CUSTOMER NOT A GAS LEAK CALL - PLUMBER TO INSTALL EARTHQUAKE VALVE WANTED CORROSION CHECKED ONLY SURFACE RUST- PAINTED METER SET- RAN COMBUSTIBLE GAS INDICATOR OVER METER SET ANYWAY-OK	A GSR RESPONDED TO A GAS LEAK OUTSIDE AT THE LOCATION. UPON ARRIVAL, THE CUSTOMER INDICATED THE ORIGINAL CALL WAS NOT FOR A GAS LEAK. A PLUMBER WAS TO INSTALL AN EARTHQUAKE VALVE AND THE CUSTOMER NOTED RUST ON THE METER SET AND WANTED IT CHECKED. THE GSR CHECKED THE AREA AND NOTED THAT THE RUST WAS ONLY ON THE SURFACE; WHICH WAS THEN PAINTED. A CHECK FOR LEAKS AT THE METER SET FOUND NO LEAKS.	Attachment 1X
25	9/11/2010	5367839767	Redacted	1	AXS OK/XST Redacted/MILD SMELL AT WTR HTR(MIGHT NOT BE GAS)/TODAY/PER Redacted	zero cfh on arrival/walked outside around duplex,no reads	ZERO CUBIC FEET PER HOUR ON ARRIVAL /WALKED OUTSIDE AROUND DUPLEX, NO READS	A GSR RESPONDED TO A GAS LEAK AT THE WATER HEATER. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE FOUND. AN OUTSIDE SWEEP WAS PERFORMED AROUND DUPLEX; NO LEAKS FOUND.	Attachment 1Y

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26	9/11/2010	5379590635	Redacted	1	AXS Dog/NO GAS BUT HI ANXIETY NOT SURE IF GAS ODOR/XST Redacted	complete leak investigation: inside & outside sweeps =0%L. clocked houseline=tight. relit & routine check ed appliances. checked for c o per request. water heater, range tops, & furnace within threshold limits. oven=259ppm, referred cust to a dlr.	COMPLETE LEAK INVESTIGATION: INSIDE & OUTSIDE SWEEPS = 0%LOWER EXPLOSIVE LIMIT. CLOKED HOUSELINE = TIGHT. RELIT & ROUTINE CHECKED APPLIANCES. CHECKED FOR CARBON MONOXIDE PER REQUEST. WATER HEATER, RANGE TOPS, & FURNACE WITHIN THRESHOLD LIMITS. OVEN= 259PARTS PER MILLION, REFERRED CUSTOMER TO A DEALER.	A GSR RESPONDED TO A GAS CALL AT THE LOCATION INSIDE. THE GSR PERFORMED A COMPLETE LEAK INVESTIGATION INCLUDING INSIDE AND OUTSIDE SWEEPS WITH NO LEAKS FOUND. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE FOUND. APPLIANCES WERE SAFETY CHECKED AND RELIT. THE CUSTOMER REQUESTED A CARBON MONOXIDE CHECK. ALL APPLIANCES WERE FOUND TO BE WITHIN LIMITS EXCEPT THE OVEN WHICH GAVE A READING OF 259 PARTS PER MILLION. THE CUSTOMER WAS REFERRED TO THE DEALER TO GET THE OVEN CORRECTED.	Attachment 1Z
27	9/11/2010	5409499033	Redacted	1	AXS OK;No Gas odor, High Anxiety about gas svc;SENIOR DAUGHTER Redacted	complete leak investigation: inside & outside sweeps=0%L. clocked houseline=tight. relit & routine check appliances=ok	COMPLETE LEAK INVESTIGATION: INSIDE & OUTSIDE SWEEPS= 0%LOWER EXPLOSIVE LIMIT. CLOKED HOUSELINE=TIGHT. RELIT & ROUTINE CHECK APPLIANCES=OK	A GSR RESPONDED TO A GAS LEAK INSIDE AT THE LOCATION. INSIDE AND OUTSIDE SWEEPS WERE PERFORMED WITH NO LEAKS FOUND. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE FOUND. THE APPLIANCES WERE SAFETY CHECKED AND RELIT.	Attachment 1AA
28	9/11/2010	5724957049	Redacted	3	no gas odor high anx says watr htr keeps turning off xst Redacted confined area center of house few	ON ARRIVAL THE H.L. CLKED TIGHT,OUTSIDE AND INSIDE SWEEP NO GAS DETECTED I DID FIND THE H2O HTR'S FLEX LINE TO THE APPLS VALVE LEAKING.I REPAIRED THE LEAK.CLKED THE H.L. AND THE MTR HELD TIGHT APPLS WORKING OK,PILOT WAS OUT TO THE H2O HTR.I CLEANED THE AIR SCREEN	ON ARRIVAL THE HOUSELINE CLOKED TIGHT, OUTSIDE AND INSIDE SWEEP NO GAS DETECTED I DID FIND THE WATER HEATER'S FLEX LINE TO THE APPLIANCE VALVE LEAKING. I REPAIRED THE LEAK. CLOKED THE HOUSELINE AND THE METER HELD TIGHT. APPLIANCES WORKING OK. PILOT WAS OUT TO THE WATER HEATER. I CLEANED THE AIR SCREEN.	A GSR RESPONDED TO A GAS LEAK AT THE WATER HEATER. UPON ARRIVAL THE GSR PERFORMED A CLOCK TEST TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE FOUND. AN OUTSIDE AND INSIDE SWEEP WAS PERFORMED WITH NO LEAKS FOUND. A CHECK OF THE APPLIANCES FOUND THE WATER HEATER PILOT WAS OUT AND A LEAK WAS FOUND AT THE FLEX LINE CONNECTION TO THE VALVE. THE GSR REPAIRED THE LEAK AT THE VALVE AND CLEANED THE AIR SCREEN. ALL OTHER APPLIANCES WERE FOUND TO BE WORKING OK.	Attachment 1AB

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29	9/11/2010	5725054121	Redacted	3	ir strong san bruno outside just now ax ok per cor xst [Redacted] west side of house			A TAG WAS ISSUED AS GAS LEAK OUTSIDE AT THE LOCATION. HOWEVER, THE TAG WAS THEN CANCELLED AND NOT ISSUED TO THE GSR AS IT WAS DETERMINED BY DISPATCH THAT FIELD CREWS WERE BLOWING DOWN THE PIPELINE NEARBY CAUSING AN AREA ODOR.	Attachment 1AC
30	9/11/2010	5735488713	Redacted	3	EVAC;axs ok;san burno cust;str smell outside;ft yard;dur today;xst;[Redacted] [Redacted]	complete leak investigation: inside & outside sweeps=0%L. clocked houseline=tight. walked up & down the complete leak investigation: inside & outside sweeps =0%L. clocked houseline=tight. walked up & down the street, checked storm drains per [Redacted] (no locater available). 0%L per cgi. case#6387984800 by mdr.	COMPLETE LEAK INVESTIGATION: INSIDE & OUTSIDE SWEEPS =0% LOWER EXPLOSIVE LIMIT. CLOKED HOUSELINE= TIGHT. WALKED UP & DOWN THE STREET CHECKED STORM DRAINS PER [Redacted] (NO LOCATER AVAILABLE). 0% LOWER EXPLOSIVE LIMIT PER COMBUSTIBLE GAS INDICATOR. CASE#6387984800 BY MDR.	A GSR RESPONDED TO A GAS LEAK INSIDE AT THE LOCATION. THE GSR PERFORMED A COMPLETE LEAK INVESTIGATION INCLUDING INSIDE AND OUTSIDE SWEEPS WITH NO LEAKS FOUND. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE FOUND. THE GSR THEN PERFORMED A WIDER AREA SWEEP BY WALKING UP & DOWN THE STREET CHECKING FOR LEAKS IN THE AREA AND WITHIN THE STORM DRAINS. A CASE NUMBER WAS ISSUED BY CUSTOMER SERVICE REPRESENTATIVE MDR (CASE #63879848000).	Attachment 1AD
31	9/12/2010	5327551122	5327551181 & X100009531	1	EVAC/mild/at mtr outside side of hse/yesterday/unknown/X[Redacted] Reda	as requested by supervisor made safe by shutting off gas at mtr, called distpach to make follow up to re return and repair leak on mtr set, made safe	AS REQUESTED BY SUPERVISOR MADE SAFE BY SHUTTING OFF GAS AT METER, CALLED DISPATCH TO MAKE FOLLOW UP TO RETURN AND REPAIR LEAK ON METER SET, MADE SAFE	A GSR RESPONDED TO GAS LEAK AT METER. A LEAK ON THE METER SET WAS FOUND, BUT THE GSR WAS UNABLE TO MAKE REPAIRS AT THE TIME. THEREFORE, THE GAS SERVICE TO THE PROPERTY WAS SHUT OFF TO MAKE SAFE AS INSTRUCTED BY THE SUPERVISOR. GAS DISPATCH WAS NOTIFIED OF THE SITUATION AND TO HAVE A FOLLOW UP ORDER CREATED TO RETURN LATER SO THE NECESSARY REPAIRS COULD BE MADE TO THE METER SET. AFTER THE SERVICE WAS SHUT OFF, AN OUTSIDE SWEEP WAS MADE WITH NO LEAKS FOUND. THE CUSTOMER INFORMED THE GSR THAT THERE WAS NO ODOR OF GAS INSIDE THE PREMISES.	Attachment 1AE
32	9/12/2010	5327551181	5327551122 & X100009531	1	AXS OK/GAS LK AT MTR,PER SUPERVIOSR SHUT OFF MTR/PER GSR LANID#EAF2,PLZ GIVE TO AVAILABLE GSR	made safe, need to go to an ir.	MADE SAFE, NEED TO GO TO AN IMMEDIATE RESPONSE.	A GSR RESPONDED TO A GAS LEAK AT THE METER. DUE TO A NEED TO MOVE TO AN IMMEDIATE RESPONSE REQUEST, THE GSR MADE SAFE THE CONDITIONS FOUND AT THIS LOCATION.	Attachment 1AF

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33	9/12/2010	5337862239	Redacted	1	AXS DOG;NO ODOR;CUST WORRIED ABOUT GAS LINE BEHIND HOUSE ON EASMENT;WANTS IT CHECKD AS WELL;XST Redacted	both cust told me they dont smell gas inside or outside , they only called because worried about what re recently happened, .75 cfh 0 readings on inside /outside sweep , no gas odor per cust , cust was told leak survey will be walking over our facilities for leaks and thats why they called , thinking i was from leak survey ?	BOTH CUSTOMERS TOLD ME THEY DON'T SMELL GAS INSIDE OR OUTSIDE , THEY ONLY CALLED BECAUSE WORRIED ABOUT WHAT RECENTLY HAPPENED, .75 CUBIC FEET PER HOUR. 0 READINGS ON INSIDE /OUTSIDE SWEEP , NO GAS ODOR PER CUSTOMER , CUSTOMER WAS TOLD LEAK SURVEY WILL BE WALKING OVER OUR FACILITIES FOR LEAKS AND THAT'S WHY THEY CALLED , THINKING I WAS FROM LEAK SURVEY ?	A GSR RESPONDED TO A GAS LEAK INSIDE AT THE LOCATION. UPON ARRIVAL, THE CUSTOMERS STATED THEY DID NOT SMELL GAS INSIDE OR OUTSIDE AND ONLY CALLED BECAUSE THEY WERE WORRIED ABOUT THE RECENT EVENTS IN THE AREA. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; RESULTS INDICATED A FLOW RATE OF 0.75 CUBIC FEET PER HOUR. INSIDE AND OUTSIDE SWEEPS WERE PERFORMED WITH NO LEAKS FOUND. THE CUSTOMER HAD BEEN TOLD EARLIER THAT A LEAK SURVEY TEAM WOULD BE WALKING OVER OUR FACILITIES CHECKING FOR LEAKS. THEY CALLED BECAUSE THEY WERE CONCERNED WHEN THEY HEARD THAT EVEN THOUGH THEY DID NOT SMELL A GAS ODOR. THE CUSTOMER ALSO THOUGHT THE GAS SERVICE REPRESENTATIVE WAS PART OF THE LEAK SURVEY TEAM.	Attachment 1AG
34	9/12/2010	5432806262	5432820412	2	No Access or Safety Issues;PER GSR [Redacted] ON SITE PLS GIVE TAG	case # 5734560438 lan id [Redacted] holes punched in driveway, sensit read 65% + nothing near hme, sweeps ok, only reads outside. called for a flamepack	CASE # 5734560438 LAN ID [Redacted] HOLES PUNCHED IN DRIVEWAY, SENSIT READ 65% LOWER EXPLOSIVE LIMIT AND NOTHING NEAR HOME, SWEEPS OK, ONLY READS OUTSIDE. CALLED FOR A FLAMEPACK	A GSR RESPONDED TO A GAS LEAK OUTSIDE AT THE LOCATION. A CASE NUMBER WAS ISSUED BY CUSTOMER CONTACT CENTER REPRESENTATIVE [Redacted] FOR FOLLOW ACTION (CASE # 5734560438). THIS WAS NECESSARY, BECAUSE THE GSR NOTED THAT HOLES PUNCHED IN THE DRIVEWAY WERE EMITTING A GAS LEAK REGISTERING 65% LOWER EXPLOSIVE LIMIT. THERE WERE NO LEAKS FOUND NEAR THE HOME WHEN THE OUTSIDE SWEEP WAS CONDUCTED. HOWEVER, TO FURTHER LOCATE THE LEAK FOUND IN THE DRIVEWAY AND TO MAKE NECESSARY REPAIRS AN M&C CREW WAS REQUESTED WITH THEIR LOCATING EQUIPMENT (FLAMEPACK)	Attachment 1AH
35	9/12/2010	5432820412	5432806262	2	EVAC/vry strong gas odr across from his house/ongoing for 3 + yrs/pge drilled holes in neigh	please see other tag, correct address is [Redacted] called for flamepack	PLEASE SEE OTHER TAG, CORRECT ADDRESS IS [Redacted] CALLED FOR FLAMEPACK	A GSR RESPONDED TO GAS LEAK OUTSIDE AT THE LOCATION. THIS IS RELATED TO FIELD ORDER 5432820412 AND THE CORRECT ADDRESS IS [Redacted] AN M&C CREW WAS REQUESTED WITH THEIR LOCATING EQUIPMENT (FLAMEPACK).	Attachment 1AI

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36	9/12/2010	5440606801	Redacted	1	EVAC//PIPES CORRODED SIDE OF HSE NR GATE/XST Redacted //N o Gas odor, High Anxiety abt gas srvc/P	not a gas leak , on computer cust said no odor just worried about corroded riser, soap tested , no readi readings found with gas track base of riser, over serv, thru fresh air vents bottom of house , spotchek gas mtr .75 cfh no cust contact, no answw at door, left card stating i would turn service to be replaced due to corrosion , no cust contact, no entry , 0 readings on sweep,	NOT A GAS LEAK , ON COMPUTER CUSTOMER SAID NO ODOR JUST WORRIED ABOUT CORRODED RISER, SOAP TESTED , NO READING READINGS FOUND WITH GAS TRACK BASE OF RISER, OVER SERVICE, THRU FRESH AIR VENTS BOTTOM OF HOUSE , SPOT-CHECK GAS METER .75 CUBIC FEET PER HOUR NO CUSTOMER CONTACT, NO ANSWER AT DOOR, LEFT CARD STATING I WOULD TURN SERVICE TO BE REPLACED DUE TO CORROSION , NO CUSTOMER CONTACT, NO ENTRY , 0 READINGS ON SWEEP,	A GSR RESPONDED TO A GAS LEAK OUTSIDE AT THE LOCATION. THE CUSTOMER HAD REQUESTED PG&E SEND SOMEONE OUT, BECAUSE THEY WERE WORRIED ABOUT THE CORRODED RISER AT THE METER SET; THEY DID NOT SMELL A GAS ODOR - NOT A GAS LEAK CALL. THE GSR CHECKED THE AREA FROM THE BASE OF THE RISER TO THE SERVICE, AND THROUGH THE FRESH AIR VENTS ALONG BOTTOM OF THE HOUSE AND FOUND NO LEAKS. A SOAP TEST WAS ALSO DONE TO DETERMINE IF THERE WERE ANY VERY SMALL LEAKS; NONE FOUND. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; A GAS FLOW RATE OF 0.75 CUBIC FEET PER HOUR WAS INDICATED. AN OUTSIDE SWEEP WAS PERFORMED WITH NO LEAKS FOUND. THE CUSTOMER DID NOT ANSWER THE DOOR, SO A CARD WAS LEFT STATING THAT THE RISER WOULD BE REPLACED AT A LATER DATE DUE TO THE CORROSION.	Attachment 1AJ
37	9/12/2010	X100009531	5327551122 & 5327551181	1	AXS OK/GAS LK AT MTR, PER SUPERVIO SR SHUT OFF MTR/PER GSR LANID#Red PLZ GIVE TO AVAILABLE GSR	replaced leaking mtr set. relit & routine checked appliances.	REPLACED LEAKING METER SET. RELIT & ROUTINE CHECKED APPLIANCES.	A GSR RESPONDED TO A GAS LEAK AT THE METER. A LEAK WAS FOUND AT THE METER SET WHICH WAS REPLACED. THE APPLIANCES WERE SAFETY CHECKED AND RELIT.	Attachment 1AK
38	9/13/2010	5171607542	Redacted	1	No Access or Safety Issues; MDRT; FRNT/L FTSIDE; MONTHS; METER: P/Reda XST Redacte	FOUND AND REPAIRED LEAK BELOW REGULATOR CLOCK TEST HOUSELINE 0 CFH GAS INSIDE SW 0 LEEL KITCHEN LIVING RM AND GARAGE OUTSIDE SWEEP 0 AT RAISER AT PROPERTY LINE	FOUND AND REPAIRED LEAK BELOW REGULATOR CLOCK TEST HOUSELINE 0 CUBIC FEET PER HOUR GAS INSIDE SWEEP 0 LOWER EXPLOSIVE LIMIT KITCHEN LIVING ROOM AND GARAGE OUTSIDE SWEEP 0 AT RISER AT PROPERTY LINE	A GSR RESPONDED TO A GAS LEAK AT THE METER. A LEAK WAS FOUND AND REPAIRED BELOW THE REGULATOR. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR FLOW OF GAS; NONE FOUND. INSIDE AND OUTSIDE SWEEPS WERE PERFORMED WITH NO LEAKS FOUND.	Attachment 1AL

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39	9/13/2010	5265721092	5265721707	Redacted	assign to Redacted pls.	forgot lel's on 1st tag. 0%lel on outside sweep.0% on inside sweep.9%lel under the reg. fixed leak under forgot lel's on 1st tag. 0%lel on outside sweep.0% o n inside sweep.9%lel under the reg. fixed leak under the reg.see original tag 4 other job info.	FORGOT LOWER EXPLOSIVE LIMIT ON 1ST TAG. 0% LOWER EXPLOSIVE LIMIT ON OUTSIDE SWEEP. 0% LOWER EXPLOSIVE LIMIT ON INSIDE SWEEP. 9% LOWER EXPLOSIVE LIMIT UNDER THE REGULATOR. FIXED LEAK UNDER THE REGULATOR. SEE ORIGINAL TAG FOR OTHER JOB INFORMATION.	A GSR RESPONDED TO A GAS LEAK AT THE METER AS NOTED IN THE RELATED FIELD ORDER 5265721707. THE GSR FORGOT TO RECORD THE READINGS FOUND WHILE PERFORMING INSIDE AND OUTSIDE SWEEPS. THAT INFORMATION IS RECORDED ON THIS FIELD ORDER. INSIDE AND OUTSIDE SWEEPS WERE PERFORMED WITH NO LEAKS DETECTED. THE GSR DID IDENTIFY A LEAK INDICATING 9% LOWER EXPLOSIVE LIMIT UNDER THE REGULATOR. THIS LEAK WAS FIXED.	Attachment 1AM
40	9/13/2010	5265721707	5265721092		EVAC, XST, Redact P/Redact NO GAS LEAK ODOR, RUSTED PIPE AT MTR, CONCERNED WITH RUSTED PIPE	fixed leak below reg.fixed leak @ wtr htr flex.no registration after clocktest.painted set. advised 2 have plumber replace the houseline going into the garage found corroded & pitting. line is not leaking.	FIXED LEAK BELOW REGULATOR. FIXED LEAK AT WATER HEATER FLEX. NO REGISTRATION AFTER CLOCK TEST. PAINTED SET. ADVISED 2 HAVE PLUMBER REPLACE THE HOUSELINE GOING INTO THE GARAGE FOUND CORRODED & PITTING. LINE IS NOT LEAKING.	A GSR RESPONDED TO A LEAK AT THE METER (THIS IS THE ORIGINAL RESPONSE AT THIS LOCATION AND IS RELATED TO FO 5265721092). A LEAK WAS FOUND AND FIXED BELOW THE REGULATOR. THE GSR ALSO FOUND A LEAK AT THE WATER HEATER WHICH WAS CORRECTED. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; RESULTS WERE NO FLOW INDICATED. BEFORE LEAVING, THE GSR ADVISED THE CUSTOMER TO HAVE A PLUMBER REPLACE THE HOUSELINE GOING INTO THE GARAGE BECAUSE IT WAS FOUND TO BE CORRODED & PITTING. THERE WERE NO LEAKS ON THE LINE.	Attachment 1AN
41	9/13/2010	5327321035			AXS OK, MILD GAS SMELL FR RNGE FOR LAST MONTH,P/ MRS (Red X-ST: Reda Red)	4.*% lel gas leaking at the 3/4" appl. valve.s/off appl. valve. refer to dealer.	4.% LOWER EXPLOSIVE LIMIT GAS LEAKING AT THE 3/4" APPLIANCE. VALVE. SHUT/OFF APPLIANCE. VALVE. REFER TO DEALER.	A GSR RESPONDED TO A GAS LEAK AT THE RANGE. A LEAK MEASURING 4% LOWER EXPLOSIVE LIMIT WAS FOUND AT THE 3/4" APPLIANCE VALVE. THE VALVE WAS SHUT OFF AND THE CUSTOMER WAS REFERRED TO CONTACT A DEALER TO HAVE IT CORRECTED.	Attachment 1AO

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42	9/13/2010	5327413345	Redacted	1	No Access or Safety Issues; MILD ODR AT RUSTED PIPES AT MTR. X- Redacted	CGI TO RESIDENCE CLOCK METER FOR FLOW LESS THAN 1/3 CFH GAS TRACK OUTSIDE PER. 0 LEL AT RAISER METER PROPERTY LINE AND SEWAGE VENT PAINT METER SET BECAUSE OF RUST	CAN'T GET IN TO RESIDENCE CLOCK METER FOR FLOW LESS THAN 1/3 CUBIC FEET PER HOUR GAS TRACK OUTSIDE PER. 0 LOWER EXPLOSIVE LEVEL AT RAISER METER PROPERTY LINE AND SEWAGE VENT PAINT METER SET BECAUSE OF RUST	A GSR RESPONDED TO A GAS LEAK AT THE METER. THE GSR WAS UNABLE TO CONTACT THE CUSTOMER AND COULD NOT GAIN ACCESS INSIDE THE RESIDENCE. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; RESULTS INDICATED A FLOW RATE OF LESS THAN 1/3 CUBIC FEET PER HOUR. AN OUTSIDE SWEEP WAS PERFORMED INCLUDING CHECKS OF THE RISER, METER, PROPERTY LINE, AND SEWAGE VENT WITH NO LEAKS FOUND. THE GSR PAINTED METER SET BECAUSE OF RUST.	Attachment 1AP
43	9/13/2010	5337868777	Redacted	1	AXS,XST UNKWN.STRONG GAS SMELL 2 WEEKS AGO.NO FURTHER INFO PROVIDED.P/Reda Redacted	fixed fuzz leak below reg.no other leaks on set.0%lel on outside sweep.0%lel around garage & front door. owner home, but he didnt call for leak. he said his sister called who lives in Redac & was concerned w/ the news coverage in the area.actual flow 0.5cfh.	FIXED FUZZ LEAK BELOW REGULATOR. NO OTHER LEAKS ON SET.0%LOWER EXPLOSIVE LIMIT ON OUTSIDE SWEEP.0%LOWER EXPLOSIVE LIMIT AROUND GARAGE & FRONT DOOR. OWNER HOME, BUT HE DIDN'T CALL FOR LEAK. HE SAID HIS SISTER CALLED WHO LIVES IN Redacte & WAS CONCERNED WITH/ THE NEWS COVERAGE IN THE AREA. ACTUAL FLOW 0.5CUBIC FEED PER HOUR.	A GSR RESPONDED TO A GAS LEAK INSIDE AT THE LOCATION. A SMALL LEAK WAS FOUND AND FIXED AT THE REGULATOR. NO OTHER LEAKS WERE FOUND ON THE METER SET. AN OUTSIDE SWEEP WAS PERFORMED WITH NO LEAKS FOUND. THE OWNER WAS HOME, BUT HAD NOT MADE THE CALL. HIS SISTER WHO LIVES IN Redacted WAS CONCERNED WITH ALL THE NEWS COVERAGE IN THE AREA. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; A FLOW RATE OF 0.5 CUBIC FEET PER HOUR WAS FOUND.	Attachment 1AQ
44	9/13/2010	5432840781	Redacted	2	evac/axs ok/strong smell at furnace/lr/today/xst- Redacted	floor furn pilot out .clock mtr no unacct flow seen relite ok. no other lks/odors detected at this time. '0'reads inside/outside	FLOOR FURNACE PILOT OUT. CLOCK METER NO UNACCOUNTABLE FLOW SEEN RELIT OK. NO OTHER LEAKS/ODORS DETECTED AT THIS TIME. '0% LOWER EXPLOSIVE LIMIT READS INSIDE/OUTSIDE	A GSR RESPONDED TO A GAS LEAK AT THE HEATING APPLIANCE. THE GSR FOUND THE FLOOR FURNACE PILOT WAS OUT WHICH WAS RELIT OK. NO OTHER LEAKS OR ODORS WERE DETECTED AT THE TIME. INSIDE AND OUTSIDE SWEEPS WERE CONDUCTED WITH NO LEAKS FOUND. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE FOUND.	Attachment 1AR

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45	9/13/2010	5724957671	Redacted	3	no gas odor high anx says watr htr keeps turning off xst Redacted confined area center of house BLI	outside=0, water meter=0, water=0, conduit=0, vents=0, garage door=0, windows=0 and front gate = 0. inside stairwell = 0 and laundry room = 0. awh closet = 0. awh keeps going out per cust. found air intake screen covered with dust and lint. cleared dust and lint. clocktest = 0 cfh. awh relite ok. cks ok. adv cust to keep area clear of dust and lint.	OUTSIDE=0, WATER METER=0, WATER=0, CONDUIT=0, VENTS=0, GARAGE DOOR=0, WINDOWS=0 AND FRONT GATE = 0. INSIDE STAIRWELL = 0 AND LAUNDRY ROOM = 0. AUTOMATIC WATER HEATER CLOSET = 0. AUTOMATIC WATER HEATER KEEPS GOING OUT PER CUSTOMER. FOUND AIR INTAKE SCREEN COVERED WITH DUST AND LINT. CLEARED DUST AND LINT. CLOCK TEST = 0 CUBIC FEET PER HOUR. AUTOMATIC WATER HEATER RELITE OK. CHECKS OK. ADVISED CUSTOMER TO KEEP AREA CLEAR OF DUST AND LINT.	A GSR RESPONDED TO A GAS LEAK AT THE WATER HEATER. AN INSIDE AND OUTSIDE SWEEP WAS CONDUCTED WITH NO LEAKS FOUND. THE CUSTOMER STATED THAT THE AUTOMATIC WATER HEATER KEPT GOING OUT. THE GSR FOUND THE AIR INTAKE SCREEN FOR THE WATER HEATER COVERED WITH DUST AND LINT. THIS WAS CLEARED AND THEN RELIT AND FOUND TO BE OPERATING OK. THE CUSTOMER WAS ADVISED TO KEEP THE AREA CLEAR OF DUST AND LINT. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE FOUND.	Attachment 1AS
46	9/13/2010	5735278192	Redacted	3	AXS TODAY STRONG FRONT YARD IN STREET PER Redacted CAUSE UNK X Redacted Red	Case # 6375239029 LAN ID Redacted Did an outside of area. Found readings at the sewer system 5.0%. Called dispatch 2 send out a Flamepack. Stood by til they arrived.	CASE # 6375239029 LAN ID Redacted DID AN OUTSIDE OF AREA. FOUND READINGS AT THE SEWER SYSTEM 5.0%. CALLED DISPATCH 2 SEND OUT A FLAMEPACK. STOOD BY UNTIL FLAMEPACK ARRIVED.	A GSR RESPONDED TO GAS A LEAK OUTSIDE THE LOCATION. AN OUTSIDE SWEEP WAS PERFORMED WITH RESULTS INDICATING A LEAK OF 5.0% LOWER EXPLOSIVE LIMIT AT THE SEWER. THE GSR REQUESTED A CASE NUMBER (# 6375239029) TO HAVE DISPATCH SEND OUT A MAINTENANCE AND CONSTRUCTION (M&C) CREW WITH FLAMEPACK EQUIPMENT TO LOCATE AND CORRECT THE LEAK. THE GSR STAYED ON SITE UNTIL THE PERSONNEL AND EQUIPMENT ARRIVED.	Attachment 1AT
47	9/13/2010	5735372990	Redacted	3	axs ok, not smelling gas .anxiety/nervousness , wants appls and mtr checked.lol.xst Redacted	outside=0, water=0, cleanout=0, conduit=0, garage door=0, mtr set=0, vents=0, windows=0 and front door = 0. cust wanted to know how to shut off gas mtr in an emergency. inside = 0 and garage = 0. appls ck ok. clocktest = 0 cfh. adv cust on how to shut off the stopcock.	OUTSIDE=0, WATER=0, CLEANOUT=0, CONDUIT=0, GARAGE DOOR=0, METER SET=0, VENTS=0, WINDOWS=0 AND FRONT DOOR = 0. CUSTOMER WANTED TO KNOW HOW TO SHUT OFF GAS METER IN AN EMERGENCY. INSIDE = 0 AND GARAGE = 0. APPLIANCES CHECK OK. CLOCK TEST = 0 CUBIC FEET HOUR. ADVISED CUSTOMER ON HOW TO SHUT OFF THE STOPCOCK.	A GSR RESPONDED TO GAS A LEAK INSIDE AT THE LOCATION. INSIDE AND OUTSIDE SWEEPS WERE PERFORMED WITH NO LEAKS FOUND. THE CUSTOMER WANTED TO KNOW HOW TO SHUT OFF THE GAS AT THE METER IN AN EMERGENCY. THE GSR PERFORMED AN APPLIANCE SAFETY CHECK; RESULTS OK. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; RESULTS INDICATED NO FLOW. THE GSR ADVISED THE CUSTOMER ON HOW TO SHUT OFF THE GAS VALVE AT THE METER SET.	Attachment 1AU

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48	9/13/2010	5735428033	Redacted	3	EVAC-AXS OK-VRY STRNG ODOR IN STRWELL BTWN 2ND & 3RD FLRS SNCE NOON-WAS DOING LNDRY/TURNED OFF DRYR-X	REPAIRED LEAK AT APPL VALVE TO DRYER/ ALSO REPAIRED LEAK AT UNION ON MAIN SERVC VALVE NO OTHER LEAK FOUND / MTR TEST INDICATES 1 CFH AF CGI TEST OUTSIDE INDICATES 0 % LEL AFTR LEAK REPAIRED AT SERVICE VALVE INSIDE BSMNT/GARAGE / LAUNDRYRM = 0 % LEL CSTMR REFUSED CGI TEST UPSTRS IN APTMNT	REPAIRED LEAK AT APPLIANCE VALVE TO DRYER/ ALSO REPAIRED LEAK AT UNION ON MAIN SERVICE VALVE NO OTHER LEAK FOUND / METER TEST INDICATES 1 CUBIC FEET HOUR APPLIANCE FLOW COMBUSTIBLE GAS INDICATOR TEST OUTSIDE INDICATES 0 % LOWER EXPLOSIVE LIMIT AFTER LEAK REPAIRED AT SERVICE VALVE INSIDE BASEMENT/GARAGE / LAUNDRY ROOM = 0 % LOWER EXPLOSIVE LIMIT CUSTOMER REFUSED COMBUSTIBLE GAS INDICATOR TEST UPSTAIRS IN APARTMENT	A GSR RESPONDED TO A GAS LEAK OUTSIDE AT THE LOCATION. LEAKS WERE FOUND AND REPAIRED AT THE APPLIANCE VALVE TO THE DRYER AND AT THE UNION ON THE MAIN SERVICE VALVE. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; RESULTS INDICATED A FLOW RATE OF 1 CUBIC FEET PER HOUR. INSIDE AND OUTSIDE SWEEPS WERE CONDUCTED WITH NO LEAKS FOUND. THE CUSTOMER REFUSED TO HAVE THE INSIDE SWEEP CONDUCTED ON THE UPSTAIRS APARTMENT.	Attachment 1AV
49	9/14/2010	5379442595	Redacted	1	Dog(s);RIGHT BEHIND HSE:GAS LINE RUNNING THRU Redacted Redacted SMELL COMES AND GOES Redacted JUST BUILT 6M	case no.1652304480 cust wanted main running thru Redacted beyond cust backyard inspected-30"TP- this may be main which is now off-I got one read of 1%L at sewer manhole cover in front of hse-I walked a grid ck over Redacted & got 0.0reads/no odor- same across at Redacted not an IR but across Redacted from fire area so will have m&o ck at their convenience-will adv my supervisor	CASE NO.1652304480 CUSTOMER WANTED MAIN RUNNING THROUGH Redacted BEYOND CUSTOMER BACKYARD INSPECTED -30" TRANSMISSION PIPE THIS MAY BE MAIN WHICH IS NOW OFF-I GOT ONE READ OF 1% LOWER EXPLOSIVE LIMIT AT SEWER MANHOLE COVER IN FRONT OF HOUSE- I WALKED A GRID CHECKED OVER Redacted & GOT 0.0 READS/NO ODOR-SAME ACROSS AT Redacted NOT AN IMMEDIATE RESPONSE BUT ACROSS Redacted FROM FIRE AREA SO WILL HAVE MAINTENANCE & OPERATIONS CHECK AT THEIR CONVENIENCE- WILL ADVISE MY SUPERVISOR	A GSR RESPONDED TO A GAS LEAK OUTSIDE AT THE LOCATION. A CASE NUMBER WAS ISSUED (# 1652304480) TO HAVE MAINTENANCE & CONSTRUCTION (M&C) PERSONNEL CHECK THE SEWER AROUND THE MANHOLE COVER; THE GSR OBTAINED A READING OF 1% LOWER EXPLOSIVE LIMIT AT THIS LOCATION. A SWEEP OF THE OUTSIDE INCLUDING THE Redacted INDICATED NO OTHER LEAKS. THE GSR INDICATED THAT THE FOLLOW UP FOR M&C WAS NOT AN IMMEDIATE RESPONSE BUT ISSUED CASE FOR MAINTENANCE AND OPERATIONS TO CHECK AT THEIR CONVENIENCE;. THE GSR ADVISED THE SUPERVISOR OF THE FINDINGS.	Attachment 1AW
50	9/14/2010	5409467079	Redacted	1	EVAC-DOGS- Redacted STRONG GAS ODOR IN BATHRM/CAN TASTE IT/SINCE YSTRDAY/XST- Redacted	outside=0, garage door=0, water=0, vents=0, windows=0, front door=0 and inside = 0. appls ck okay. zero read on faf and awd and in the garage. clocktest = 0 cfh. cust notices 'odor' when water in bathroom turned on. adv cust of zero read on sweep. painted set.	OUTSIDE=0, GARAGE DOOR=0, WATER=0, VENTS=0, WINDOWS=0, FRONT DOOR=0 AND INSIDE = 0. APPLIANCES CHECK OKAY. ZERO READ ON FORCED AIR FURNACE AND AUTOMATIC WATER HEATER AND IN THE GARAGE. CLOCK TEST = 0 CUBIC FEET PER HOUR. CUSTOMER NOTICES 'ODOR' WHEN WATER IN BATHROOM TURNED ON. ADVISED CUSTOMER OF ZERO READ ON SWEEP. PAINTED SET.	A GSR RESPONDED TO GAS A LEAK INSIDE AT THE LOCATION. INSIDE AND OUTSIDE SWEEPS WERE CONDUCTED WITH NO LEAKS DETECTED. THE GSR PERFORMED APPLIANCE SAFETY CHECKS AND FOUND NO LEAKS. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE FOUND. THE CUSTOMER WAS NOTICING AN ODOR WHEN WATER IN THE BATHROOM WAS TURNED ON. THE GSR ADVISED THE CUSTOMER OF THE FINDINGS OF NO LEAKS AND THEN PAINTED THE METER SET.	Attachment 1AX

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51	9/14/2010	5422469581	Redacted	2	EVAC;Access/Safety; Dog(s);MILD@DRYE R IN LNDRY RM;Reda NOTICED ONE MONTH;XST-Redacted	Gas line to fireplace leaking at 0.25 CFH, s/off gas at appl valve before gas leak, clock tested G/Mtr, 0 flow, 0 CGI reads at various locations	GAS LINE TO FIREPLACE LEAKING AT 0.25 CUBIC FEET PER HOUR, SHUT/OFF GAS AT APPLIANCE VALVE BEFORE GAS LEAK, CLOCK TESTED GAS/METER, 0 FLOW, 0 COMBUSTIBLE GAS INDICATOR READS AT VARIOUS LOCATIONS	A GSR RESPONDED TO A GAS LEAK AT THE DRYER. THE GAS LINE TO THE FIREPLACE WAS FOUND LEAKING AT 0.25 CUBIC FEET PER HOUR. THE GSR SHUT OFF GAS AT THE APPLIANCE VALVE. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE FOUND. INSIDE AND OUTSIDE SWEEPS WERE CONDUCTED WITH NO OTHER LEAKS FOUND..	Attachment 1AY
52	9/14/2010	5430377535	Redacted	1	AXS OK;PER Redacted GAS LINE BENT THAT SERVICES GUEST HOUSE CST NOT SMELLING GAS PLS INVESTIGATE	found riser 'bent' from out of the ground and straight from the stopcock up. found the tar wrap on the riser broken off exposing the riser with some surface rust. barked the riser to re-wrap. cks ok. adv cust.	FOUND RISER 'BENT' FROM OUT OF THE GROUND AND STRAIGHT FROM THE STOPCOCK UP. FOUND THE TAR WRAP ON THE RISER BROKEN OFF EXPOSING THE RISER WITH SOME SURFACE RUST. BARKED THE RISER TO RE-WRAP. CHECKS OK. ADVISED CUSTOMER.	A GSR RESPONDED TO GAS CALL OUTSIDE AT THE LOCATION. THE RISER WAS FOUND BENT NEAR THE GROUND LEVEL AND STRAIGHT AT THE STOPCOCK LEVEL AND HIGHER. THE TAR WRAP ON THE RISER WAS BROKEN OFF EXPOSING THE RISER WHICH WAS SHOWING SOME SURFACE RUST. THE OLD TAPE WAS REMOVED AND RE-WRAPPED; CHECKING OK. THE CUSTOMER WAS ADVISED OF THE WORK PERFORMED AND RESULTS.	Attachment 1AZ
53	9/14/2010	5432806737	Redacted	2	UNK AXS;VERY STRNG ODR;FRNT DRVWY;UNK DUR;UNK CAUSE; PER Redac AT Reda	FOUND THAT GAS TRAC WAS PICKING UP 70 LEL'S FROM HOLE PUT BY STREET DEPT OF PG&E ON JULY OF THIS YEAR,CALLED DISPATCH AND HAD HIM CALL ON-CALL.Redacted CALLED ME BACK AND ADVISED ME THAT FLAME PACK WALKED BLK TODAY AND CREW IS TO REPAIR THIS SVC ON 9/15/10,PER MR.Redacted CASE #4175000942 AND REP Red TOOK CALL FOR CASE NUMBER,LEFT SVC REPORT WITH OWNER AND SPOKE WITH CUSTOMER AT Redacted	FOUND THAT GAS TRACK WAS PICKING UP 70% LOWER EXPLOSIVE LIMIT'S FROM HOLE PUT BY STREET DEPT OF PG&E ON JULY OF THIS YEAR, CALLED DISPATCH AND HAD HIM CALL ON-CALL, Redacted CALLED ME BACK AND ADVISED ME THAT FLAME PACK WALKED BLOCK TODAY AND CREW IS TO REPAIR THIS SERVICE ON 9/15/10, PER MR.Redacted CASE #4175000942 AND REPRESENTATIVE Reda TOOK CALL FOR CASE NUMBER, LEFT SERVICE REPORT WITH OWNER AND SPOKE WITH CUSTOMER AT Redacted	A GSR RESPONDED TO A GAS LEAK OUTSIDE AT THE LOCATION. THE GSR FOUND A LEAK READING 70% LOWER EXPLOSIVE LIMIT COMING FROM A HOLE MADE BY THE STREET DEPARTMENT OVER PG&E FACILITIES IN JULY OF THIS YEAR. DISPATCH WAS CALLED TO REPORT THE FINDINGS AND HAVE THEM CONTACT THE ON-CALL SUPERVISOR. THE GSR WAS ADVISED THAT MAINTENANCE AND CONSTRUCTION (M&C) PERSONNEL HAD ALREADY SURVEYED THE STREET AREA EARLIER IN THE DAY AND HAD NOTED THE LEAK. M&C WAS SCHEDULED TO RETURN ON 9/15/10 TO MAKE REPAIRS. A CASE NUMBER (#4175000942) WAS ISSUED BY CUSTOMER CONTACT REPRESENTATIVE (Red) FOR FOLLOW UP M&C ACTION. THE GSR ADVISED THE CUSTOMER ABOUT THE FINDINGS AND THE FOLLOW UP WORK PLANNED. THE GSR ALSO SPOKE TO THE NEIGHBOR AT Redacted	Attachment 1BA

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54	9/14/2010	5443358725	Redacted	2	assign to Redacted pls.	Rep'd leak at fittings below svc reg, clock tested G/Mtr, 0 flow, 0 CGI reads at var loc, appl OK	REPAIRED LEAK AT FITTINGS BELOW SERVICE REGULATOR, CLOCK TESTED GAS/METER, 0 FLOW, 0 COMBUSTIBLE GAS INDICATOR READS AT VARIOUS LOCATIONS, APPLIANCE OK.	A GSR RESPONDED TO A GAS LEAK AT THE METER. A LEAK WAS FOUND AND REPAIRED AT THE FITTINGS BELOW THE SERVICE REGULATOR. INSIDE AND OUTSIDE SWEEPS WERE PERFORMED WITH NO LEAKS FOUND. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE FOUND. THE APPLIANCES WERE SAFETY CHECKED; RESULTS OK.	Attachment 1BB
55	9/14/2010	5443359825	Redacted	2	EVAC/AXS UNKNWN/MOD/FRN T OF HM/ON&OFF- 5YRS/XST-Redacted Redacted	Passerby smelled gas outside, 0 CGI reads at mtrs and various locations outside, found and rep'd leak Redacted next door, no other gas leaks	PASSERBY SMELLED GAS OUTSIDE, 0% LOWER EXPLOSIVE LIMIT COMBUSTIBLE GAS INDICATOR READS AT METERS AND VARIOUS LOCATIONS OUTSIDE, FOUND AND REPAIRED LEAK AT [Redacted] NEXT DOOR, NO OTHER GAS LEAKS	A GSR RESPONDED TO A GAS LEAK OUTSIDE AT THE LOCATION. A PASSERBY HAD SMELLED GAS OUTSIDE. AN OUTSIDE SWEEP WAS CONDUCTED WITH NO LEAKS FOUND. THE GSR DID FIND AND REPAIR A LEAK AT THE NEIGHBOR'S PROPERTY AT Redacted	Attachment 1BC
56	9/14/2010	5503060940	Redacted	1	EP- AXS OK- FUZZ LEAK AT AWH FLEX LINE TO HTR & S/O VALVE- BOTH MARKED WITH BLUE TAPE- #22013	leak inside/outside sweeps 0.0reads-spot clock 11/4cu. ft/ hr-wh)adaptor on adaptor leak app. valve(broken handle/male flex adaptor/wrong size flex-adaptor for flex tightened on valve leaking-removed adaptor/capped line issued hazard notice adv valve & flex line be replaced-cust asked if he could do it-adv no in very tight corner with tough access-spot clock after s/o wh/no movement	LEAK INSIDE/OUTSIDE SWEEPS 0.0 READS-SPOT CLOCK 1-1/4 CUBIC FEET PER HOUR-WATER HEATER) ADAPTOR ON ADAPTOR LEAK APPLIANCE VALVE (BROKEN HANDLE/MALE FLEX ADAPTOR /WRONG SIZE FLEX-ADAPTOR FOR FLEX TIGHTENED ON VALVE LEAKING-REMOVED ADAPTOR /CAPPED LINE ISSUED HAZARD NOTICE ADVISED VALVE & FLEXIBLE GAS CONNECTOR LINE BE REPLACED- CUSTOMER ASKED IF HE COULD DO IT-ADVISED NO BECAUSE LINE IS IN A VERY TIGHT CORNER WITH TOUGH ACCESS-SPOT CLOCK AFTER SHUT OFF WATER HEATER/NO MOVEMENT	A GSR RESPONDED TO A GAS LEAK AT WATER THE HEATER. INSIDE AND OUTSIDE SWEEPS WERE CONDUCTED WITH NO LEAKS FOUND. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; RESULTS INDICATED A FLOW RATE OF 1-1/4 CUBIC FEET PER HOUR WHICH THE GSR ATTRIBUTED TO THE INCORRECT FLEXIBLE CONNECTOR ADAPTER BEING USED AT THE WATER HEATER. THIS WAS DISCONNECTED AND CAPPED AT THE WATER HEATER AND A HAZARD NOTICE WAS ISSUED. THE CUSTOMER WAS ADVISED ABOUT THE FLEXIBLE CONNECTOR AND THAT THE APPLIANCE VALVE MUST BE REPLACED. THE CUSTOMER WAS ALSO ADVISED THAT THEY SHOULD NOT ATTEMPT TO MAKE REPAIRS AS THE LINE IS IN A TIGHT CORNER. AFTER SHUTTING OFF THE WATER HEATER, A SECOND CLOCK TEST WAS PERFORMED WITH NO FLOW INDICATED.	Attachment 1BD

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57	9/15/2010	5317877560	Redacted	3	EVAC, DOG, STRONG ODOR, END OF DRIVEWAY, 3 WEEKS, BROWN GRASS, X ST Redacted	case # 2460266054 Re 1 % in sewer cover front of house, called for flamepack to take readings over g gas main, services, etc etc, cust said he does not smell anything inside, 0 readings found on inside sweep, test dial held tight on clock test, waited for flamepack, see their tag for details /findings, adv cust to call for yearly safety ck and to keep flammables away from all gas appl,	CASE # 2460266054 Reda 1 % IN SEWER COVER FRONT OF HOUSE, CALLED FOR FLAMEPACK TO TAKE READINGS OVER GAS MAIN, SERVICES, ETC, CUSTOMER SAID HE DOES NOT SMELL ANYTHING INSIDE, 0 READINGS FOUND ON INSIDE SWEEP, TEST DIAL HELD TIGHT ON CLOCK TEST, WAITED FOR FLAMEPACK, SEE THEIR TAG FOR DETAILS /FINDINGS, ADVISED CUSTOMER TO CALL FOR YEARLY SAFETY CHECK AND TO KEEP FLAMMABLES AWAY FROM ALL GAS APPLIANCES.	A GSR RESPONDED TO A GAS LEAK OUTSIDE AT THE LOCATION. A CASE NUMBER (#246026605) WAS ISSUED BY CUSTOMER SERVICE REPRESENTATIVE (Red) TO HAVE A MAINTENANCE AND CONSTRUCTION (M&C) CREW DISPATCHED WITH THEIR LEAK DETECTION EQUIPMENT (FLAMEPACK) TO ADDRESS A LEAK READING 1% LOWER EXPLOSIVE LIMIT OVER THE SEWER COVER IN FRONT OF THE HOUSE. THE GSR REQUESTED THAT THE M&C PERSONNEL CHECK FOR LEAKS OVER THE GAS MAIN, SERVICES, ETC. THE CUSTOMER SAID HE DID NOT SMELL ANYTHING INSIDE. AN INSIDE SWEEP WAS CONDUCTED WITH NO LEAKS FOUND. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE INDICATED. THE GSR WAITED ON SITE FOR THE M&C PERSONNEL. THE GSR ALSO ADVISED THE CUSTOMER TO CALL ANNUALLY FOR AN APPLIANCE SAFETY CHECK AND TO KEEP FLAMMABLES AWAY FROM ALL GAS APPLIANCES.	Attachment 1BE
58	9/15/2010	5349015240	Redacted	3	No Access or Safety Issues; per Reda sys wife tld him strong odor at storm drain today/xst: Redact	outside=0, water meter cover=0, drains=0, storm drain=0, sewer=0, garage door=0, vents=0, water=0 and mtr set = 0. front door and windows = 0. neighboring mtr sets and vents = 0. no answer. left notice. clocktest = 2 cfm.	OUTSIDE=0, WATER METER COVER=0, DRAINS=0, STORM DRAIN=0, SEWER=0, GARAGE DOOR=0, VENTS=0, WATER=0 AND METER SET = 0. FRONT DOOR AND WINDOWS = 0. NEIGHBORING METER SETS AND VENTS = 0. NO ANSWER. LEFT NOTICE. CLOCK TEST = 2 CUBIC FEET PER HOUR.	A GSR RESPONDED TO A GAS LEAK OUTSIDE AT THE LOCATION. THE CUSTOMER WAS NOT AT HOME SO ONLY AN OUTSIDE SWEEP WAS PERFORMED WITH NO LEAKS DETECTED. THE OUTSIDE SWEEP INCLUDED NEIGHBORING METER SETS AND VENTS. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; RESULTS INDICATED A FLOW RATE OF 2 CUBIC FEET PER HOUR. A NOTICE WAS LEFT FOR THE CUSTOMER ADVISING OF THE VISIT AND FINDINGS.	Attachment 1BF
59	9/15/2010	5432836920	Redacted	2	EVAC, NO ODOR, JUST NOTICED THE G PIPE IS RUSTY. PIPE LOCTD ON THE R SIDE OF HSE. NXT TO THE GARAGE. CAUSE			A TAG ISSUED AS A GAS CALL OUTSIDE AT THE LOCATION. HOWEVER, THE TAG WAS CANCELLED AND NOT DISPATCHED TO FIELD REPRESENTATIVE.	Attachment 1BG

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60	9/16/2010	5369913670	X100010283	Redacted	4	NO SMELL;VEGATATION/BKYRD IS DYING BUSHES;GRND COVER;1 MTH;ADV TO REPRT;XS Redacted ;NO WRK; Redacted	in/out sweep ok. 0% in house every room, backyard up hillside as far as possible only so much safe ax's up hillside to check, 1/2 block up street 1/2 block down street, middle of street in cracks and other side of street. no gas detection. 15 min clock test held. made temporary repairs to water heater venting advd cust to have made permanent by dealer. replaced washer in mtr and painted outside mtr set to help with weatherization. relti & sfty chkd both gas appliances. advd cust to replace filter to htr	IN/OUT SWEEP OK. 0% LOWER EXPLOSIVE LIMIT IN HOUSE EVERY ROOM, BACKYARD UP HILLSIDE AS FAR AS POSSIBLE ONLY SO MUCH SAFE ACCESS UP HILLSIDE TO CHECK, 1/2 BLOCK UP STREET 1/2 BLOCK DOWN STREET, MIDDLE OF STREET IN CRACKS AND OTHER SIDE OF STREET. NO GAS DETECTION. 15 MINUTE CLOCK TEST HELD. MADE TEMPORARY REPAIRS TO WATER HEATER VENTING ADVISED CUSTOMER TO HAVE MADE PERMANENT BY DEALER. REPLACED WASHER IN METER AND PAINTED OUTSIDE METER SET TO HELP WITH WEATHERIZATION. RELIT & SAFETY CHECKED BOTH GAS APPLIANCES. ADVISED CUSTOMER TO REPLACE FILTER TO HEATER	A GSR RESPONDED TO A GAS LEAK INSIDE AT THE LOCATION. INSIDE AND OUTSIDE SWEEPS WERE CONDUCTED WITH NO LEAKS FOUND. THE OUTSIDE SWEEP INCLUDED THE BACKYARD UP THE HILLSIDE AS FAR AS POSSIBLE; SOME HILLSIDE ACCESS WAS LIMITED. A SWEEP WAS ALSO CONDUCTED 1/2 BLOCK UP THE STREET AND 1/2 BLOCK DOWN THE STREET FROM THE ADDRESS INCLUDING THE MIDDLE OF STREET IN CRACKS AND OTHER SIDE OF THE STREET. NO GAS LEAKS WERE DETECTED. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE FOUND. THE GSR MADE TEMPORARY REPAIRS TO THE WATER HEATER VENTING AND ADVISED THE CUSTOMER TO HAVE PERMANENT REPAIRS MADE BY THE DEALER. A WASHER WAS REPLACED IN THE METER SET AND IT WAS PAINTED. THE APPLIANCES WERE SAFETY CHECKED AND RELIT. THE GSR ADVISED THE CUSTOMER TO REPLACE THE FILTER TO THE HEATER.	Attachment 1BH
61	9/16/2010	X100010283	5369913670	Redacted	4	NO SMELL;VEGATATION/BKYRD IS DYING BUSHES;GRND COVER;1 MTH;ADV TO REPRT;XS Redacted NO WRK; Redacted	assisted svc person-brought manometer so pressure could be taken-said did not need any help	ASSISTED SERVICE PERSON-BROUGHT MANOMETER SO PRESSURE COULD BE TAKEN-SAID DID NOT NEED ANY HELP	A GSR RESPONDED TO PROVIDE ASSISTANCE TO ANOTHER EMPLOYEE INVESTIGATING A GAS LEAK INSIDE AT THE LOCATION. THE GSR HAD BROUGHT A MANOMETER SO THE PRESSURE COULD BE TAKEN. THE FIRST EMPLOYEE DID NOT NEED ANY FURTHER ASSISTANCE WITH THE LEAK INVESTIGATION AT THAT TIME AND ONLY WANTED THE METER.	Attachment 1BI

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62	9/17/2010	5265775471	Redacted	4	AXS OK;HISSING;NO BLOW;UNK OF SMELL;AT METER:UNK IF DISCLR 2 GRASS;TODY;NO CNSTRC;NO OTHR;P: [Redac]	UPON ARRIVAL FOUND NOISY REG AND TOP OF VALVE LEAKING (CORRODED) FOUND 25%NG AT VALVE UPON ARRIVAL FOUND NOISY REG AND TOP OF VALVE LEAKIN G (CORRODED) FOUND 25%NG AT VALVE DID WALK AROUND HOUSE FOUND ZERO LEL ON CGI / I DID A WALK THRU FOUND ZERO LEL ON CGI IN ALL ROOMS / SHUT DOWN REPLACED TOP OF VALVE ONLY ALONG WITH REG AND NEW PIPING OLD SET RUSTED / RELIT APPLNCE REPLACED FAF FILTER FOR CUST AND CLEANED ORIFACES ON BURNERS / WHEN SHUT DWN CLKD LINE FOUND ZERO CFH 5 PLUS MIN OK	UPON ARRIVAL FOUND NOISY REGULATOR AND TOP OF VALVE LEAKING (CORRODED) FOUND 25% LOWER EXPLOSIVE LIMIT READING AT VALVE DID WALK AROUND HOUSE FOUND ZERO LOWER EXPLOSIVE LIMIT ON COMBUSTIBLE GAS INDICATOR / I DID A WALK THRU FOUND ZERO LOWER EXPLOSIVE LIMIT ON COMBUSTIBLE GAS INDICATOR IN ALL ROOMS / SHUT DOWN REPLACED TOP OF VALVE ONLY ALONG WITH REGULATOR AND NEW PIPING OLD SET RUSTED / RELIT APPLIANCE REPLACED FORCED AIR FURNACE FILTER FOR CUSTOMER AND CLEANED ORIFICES ON BURNERS / WHEN SHUT DOWN CLOKED LINE FOUND ZERO CUBIC FEET PER HOUR 5 PLUS MINUTE OK	A GSR RESPONDED TO A GAS LEAK INSIDE AT THE LOCATION. UPON ARRIVAL, THE GSR FOUND A NOISY REGULATOR AND A LEAK AT THE TOP OF THE VALVE WHICH WAS CORRODED. A READING AT THE VALVE INDICATED A LEAK MEASURING 25% LOWER EXPLOSIVE LIMIT. THE GSR SHUT DOWN THE SERVICE AND REPLACED THE TOP OF THE VALVE ALONG WITH THE REGULATOR AND INSTALLED NEW PIPING WHERE THE OLD WAS RUSTED. THE GSR PERFORMED AN OUTSIDE SWEEP AND FOUND NO LEAKS. AN INSIDE SWEEP WAS CONDUCTED WITH NO LEAKS FOUND. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW WITH NONE FOUND. THE SERVICE WAS TURNED ON AND APPLIANCES RELIT. THE FILTER FOR THE FORCED AIR FURNACE WAS REPLACED AND THE ORIFICES ON THE RANGE BURNERS WERE CLEANED.	Attachment 1BJ
63	9/17/2010	5317847383	5317847763	3	dogs/inside/no lock gate;No Gas odor, High Anxiety about gas srvc/pl [Redac] prefer 8-12 am p/[Redac] [Redacte]			A TAG WAS INITIALLY ISSUED AND THEN CANCELLED; THEREFORE NOT ISSUED TO A GAS SERVICE REPRESENTATIVE.	Attachment 1BK
64	9/17/2010	5317847763	5317847383	3	GSR P1GJ1CA ONSITE HERE @14:19-TAG WAS CANCEL WHEN HE GOT BACK TO HIS TRUCK @14:50- REASON UNKNOWN	3/4cfh on arrival/no g odor per cust,worried about rain coming & what it might stir up in the air and ground due to fire/referred to her doctor or health dept./was here earlier/outside ssweep had zero reads	3/4CUBIC FEET PER HOUR ON ARRIVAL/ NO GAS ODOR PER CUSTOMER, WORRIED ABOUT RAIN COMING & WHAT IT MIGHT STIR UP IN THE AIR AND GROUND DUE TO FIRE/ REFERRED TO HER DOCTOR OR HEALTH DEPT./ WAS HERE EARLIER/ OUTSIDE SWEEP HAD ZERO READS	A GSR RESPONDED TO A GAS LEAK INSIDE AT THE LOCATION. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; RESULTS INDICATE A FLOW RATE OF 3/4 CUBIC FEET PER HOUR. THE CUSTOMER STATED THAT THEY DID NOT NOTICE ANY GAS ODOR BUT WAS WORRIED ABOUT THE RAIN COMING AND WHAT IT MIGHT STIR UP IN THE AIR AND GROUND DUE TO THE RECENT FIRE. THE GSR REFERRED THE CUSTOMER TO HER DOCTOR OR HEALTH DEPARTMENT. THE GSR ALSO NOTED THAT THEY WERE AT THIS ADDRESS EARLIER AND HAD PERFORMED AN OUTSIDE SWEEP WITH NO LEAKS FOUND.	Attachment 1BL

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65	9/17/2010	5327385139	Redacted	1	No Access or Safety Issues; per mrs [Redacted], mild odor from meter at side of hse. ongoing couple days.	Clock tested G/Mtr, 0.5 CFH unaccountable flow, corroded pitted hse line pipe leaking gas, s/off gas, issued hazard notice, refer to dlr....0 CGI read at adjacent mtr loc, inside hse, and utility boxes	CLOCK TESTED GAS/METER, 0.5 CUBIC FEET PER HOUR UNACCOUNTABLE FLOW, CORRODED PITTED HOUSE LINE PIPE LEAKING GAS, SHUT/OFF GAS, ISSUED HAZARD NOTICE, REFERRED TO DEALER....0 COMBUSTIBLE GAS INDICATOR READ AT ADJACENT METER LOCATED, INSIDE HOUSE, AND UTILITY BOXES	A GSR RESPONDED TO A GAS LEAK AT THE METER. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; RESULTS INDICATED A FLOW RATE OF 0.5 CUBIC FEET PER HOUR. THIS FLOW WAS ATTRIBUTED TO A CORRODED AND PITTED CUSTOMER HOUSELINE PIPE LEAKING GAS. THE GSR SHUT OFF GAS SERVICE AND ISSUED A HAZARD NOTICE AND REFERRED THE CUSTOMER TO A DEALER TO HAVE IT CORRECTED. INSIDE AND OUTSIDE SWEEPS WERE PERFORMED WITH NO LEAKS FOUND.	Attachment 1BM
66	9/17/2010	5422338189	Redacted	2	Called in by [Redacted]	Changed G/Mtr, clock tested G/Mtr, 0 flow, 0 CGI reads inside hse, utility boxes, and svc....rep'd leak at 3/4 elbow on inlet side, no other gas leaks....range top igniters and broiler faulty, refer to dlr.....Altered G/Mtr set so smart meter can fit inside cabinet	CHANGED GAS/METER, CLOCK TESTED GAS/METER, 0 FLOW, 0 COMBUSTIBLE GAS INDICATOR READS INSIDE HOUSE, UTILITY BOXES, AND SERVICE....REPAIRED LEAK AT 3/4 ELBOW ON INLET SIDE, NO OTHER GAS LEAKS.RANGE TOP IGNITERS AND BROILER FAULTY, REFER TO DEALER.....ALTERED GAS/ METER SET SO SMART METER CAN FIT INSIDE CABINET	A GSR RESPONDED TO A GAS LEAK INSIDE AT THE LOCATION. A LEAK WAS FOUND AND REPAIRED AT A 3/4" ELBOW ON THE INLET SIDE OF THE METER SET. THE GSR ALSO ALTERED THE GAS SMART METER SO THE METER COULD FIT INSIDE THE CABINET. INSIDE AND OUTSIDE SWEEPS WERE CONDUCTED WITH NO LEAKS FOUND. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE FOUND. THE RANGE TOP IGNITERS AND BROILER WERE FOUND TO BE FAULTY. THE CUSTOMER WAS REFERRED TO A DEALER TO HAVE THEM REPAIRED.	Attachment 1BN

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67	9/17/2010	5735368058	Redacted	3	No Access or Safety Issues;mild;today;xst Redacted;p[Red]	DID OUTSIDE SWEEP IFO HSE ADJ HOUSE, BCKYRD, X STREET, VAC LOT AND AROUND Redacted 0.0%LEL REPLACED UNION BELOW REG-FZZ LK 1.5% LEL B4 REP 0.0%LEL AFTER REP//THEN REG WLDNT LCKUP SO REPLACED REG AND INLET SIDE METER//HL CLOKED TIGHT AF 0 CFH/RELIT AND CHECKED APPLIANCES/ADV FAF FILTER NEEDS TO BE REPLACED AND FLEX SHOULD BE REPLACED W/SOLID PIPE//SELECTOR KNOB ON AWH CRACKED//DID INSIDE SWEEP 0.0% LEL	DID OUTSIDE SWEEP IN FRONT OF HOUSE ADJACENT HOUSE, BACKYARD, CROSS STREET, VACANT LOT AND AROUND Redacted 0.0% LOWER EXPLOSIVE LIMIT REPLACED UNION BELOW REGULATOR- FUZZ LEAK 1.5% LOWER EXPLOSIVE LIMIT BEFORE REPAIR 0.0% LOWER EXPLOSIVE LIMIT AFTER REPAIR// THEN REGULATOR WOULD NOT LOCKUP SO REPLACED REGULATOR AND INLET SIDE METER //HOUSELINE CLOKED TIGHT APPLIANCE FLOW 0 CUBIC FEET PER HOUR/ RELIT AND CHECKED APPLIANCES/ ADVISED FORCED AIR FILTER TO BE REPLACED AND FLEX SHOULD BE REPLACED WITH/SOLID PIPE// /SELECTOR KNOB ON AUTOMATIC WATER HEATER CRACKED// /DID INSIDE SWEEP 0.0% LOWER EXPLOSIVE LIMIT.	A GSR RESPONDED TO A GAS CALL OUTSIDE AT THE LOCATION. AN OUTSIDE SWEEP WAS PERFORMED INCLUDING THE FRONT OF OF THE HOUSE, THE ADJACENT HOUSE, BACKYARD, ACROSS THE STREET, THE VACANT LOT AND AROUND THE Redacted WITH NO LEAKS FOUND. A LEAK MEASURING 1.5% LOWER EXPLOSIVE LIMIT WAS FOUND AT THE UNION BELOW THE REGULATOR; THE UNION WAS REPLACED. THE GSR THEN FOUND THAT THE REGULATOR WOULD NOT LOCKUP SO IT WAS REPLACED ALONG WITH THE INLET SIDE OF THE METER. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE FOUND. THE APPLIANCES WERE SAFETY CHECKED AND PILOTS RELIT. THE CUSTOMER WAS ADVISED THAT THE FORCED AIR FURNACE FILTER NEEDED TO BE REPLACED AND THAT THE FLEX CONNECTION TO THE UNIT SHOULD BE REPLACED WITH A SOLID PIPE. THE SELECTOR KNOB ON THE AUTOMATIC WATER HEATER WAS FOUND TO BE CRACKED; CUSTOMER ADVISED. AN INSIDE SWEEP WAS PERFORMED WITH NO LEAKS FOUND.	Attachment 1BO

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68	9/17/2010	5745835358	Redacted	3	evac dog mild odor side house per [Redacted] today	UPON ARRIVAL CUST STATED SMELLED GAS BY MTR / WLK ARND HSE FOUND ZERO LEL ON CGI OK / WLK THRU HSE FOUND ZERO LEL IN ALL RMS / FOUND ZERO LEL IN GAR BUT 5.1% LEL ON CGI AT DRYER GAS VALVE TIGHTENED VALVE CORRECTED / UPGRADED SERV TO SM / INCORRECT INFO ON REG UPDATED REG INFO /LINE CHK APLNCE OFF ZERO CFH 5 MIN OK / ADVISED FILTER ON FAF NEEDS TO BE RINSED AND DRYED OUT / ADVISED PRESSURE RELEASE TUBE SHOULD BE INSTALLED ON WTR HTR /	UPON ARRIVAL CUSTOMER STATED SMELLED GAS BY METER / WALK AROUND HOUSE FOUND ZERO LOWER EXPLOSIVE LIMIT ON COMBUSTIBLE GAS INDICATOR OK / WALK THRU HOUSE FOUND ZERO LOWER EXPLOSIVE LIMIT IN ALL ROOMS / FOUND ZERO LOWER EXPLOSIVE LIMIT IN GARAGE BUT 5.1% LOWER EXPLOSIVE LIMIT ON COMBUSTIBLE GAS INDICATOR AT DRYER GAS VALVE TIGHTENED VALVE CORRECTED / UPGRADED SERVICE TO SMARTMETER / INCORRECT INFO ON REGULATOR UPDATED REGULATOR INFORMATION /LINE CHECK APPLIANCE OF ZERO CUBIC FEET HOUR FOR 5 MIN OK / ADVISED FILTER ON FORCED AIR FURNACE NEEDS TO BE RINSED AND DRYER OUT / ADVISED PRESSURE RELEASE TUBE SHOULD BE INSTALLED ON WATER HEATER /	A GSR RESPONDED TO A GAS LEAK INSIDE AT THE LOCATION. UPON ARRIVAL, THE CUSTOMER STATED THAT THEY SMELLED GAS BY THE METER. INSIDE AND OUTSIDE SWEEPS WERE PERFORMED WITH NO LEAKS FOUND. A LEAK WAS FOUND AT THE DRYER VALVE MEASURING 5.1% LOWER EXPLOSIVE LIMIT. THIS WAS REPAIRED BY TIGHTENING THE VALVE. THE GSR ALSO UPGRADED THE SERVICE TO A SMARTMETER AND CORRECTED THE REGULATOR INFORMATION. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE FOUND. THE CUSTOMER WAS ADVISED TO CLEAN THE FILTER ON THE FORCED AIR FURNACE AND TO HAVE A PRESSURE RELEASE TUBE INSTALLED ON THE WATER HEATER.	Attachment 1BP
69	9/18/2010	5337684710	Redacted	1	evc,no axs,mild odor,whole hse more at front door and stove,began now,xst [Redacted]	outside=0, street cover=0, vents=0, garage door=0, windows=0 and front door = 0. wife left stove burner on. burner shut off - no smell. inside door way = 0. mtr set cks ok.	OUTSIDE=0, STREET COVER=0, VENTS=0, GARAGE DOOR=0, WINDOWS=0 AND FRONT DOOR = 0. WIFE LEFT STOVE BURNER ON. BURNER SHUT OFF - NO SMELL. INSIDE DOOR WAY = 0. METER SET CHECKS OK.	A GSR RESPONDED TO A GAS LEAK INSIDE AT THE LOCATION. INSIDE AND OUTSIDE SWEEPS WERE CONDUCTED WITH NO LEAKS FOUND. THE CUSTOMER HAD LEFT THE STOVE ON. WHILE THE BURNER WAS OFF, THERE WAS NO SMELL. THE METER SET WAS CHECKED AND FOUND TO BE OK.	Attachment 1BQ
70	9/19/2010	5440558335	Redacted	1	evac locked gate mild odor meter side behind gate per [Redacted] a while worried because of	sweep out side by gas mtr found 4 lel reading below reg at union also gas mtr was tag yellow replace gas regulator rechk found 0 lel reading ok now also painted meter set	SWEEP OUT SIDE BY GAS METER FOUND 4 LOWER EXPLOSIVE LIMIT READING BELOW REGULATOR AT UNION ALSO GAS METER WAS TAG YELLOW REPLACE GAS REGULATOR RECHECK FOUND 0 LOWER EXPLOSIVE LIMIT READING OK NOW ALSO PAINTED METER SET.	A GSR RESPONDED TO A GAS LEAK AT THE METER. AN OUTSIDE SWEEP WAS PERFORMED AND A LEAK MEASURING 4% LOWER EXPLOSIVE LIMIT WAS FOUND BELOW THE GAS REGULATOR AT THE UNION, THE GSR FOUND THE GAS METER HAD BEEN TAGGED FOR REPLACEMENT, SO IT WAS REPLACED AS WAS THE REGULATOR. NO FURTHER LEAKS WERE FOUND. THE METER SET WAS PAINTED.	Attachment 1BR

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71	9/20/2010	5327408604	Redacted	1	dog; p[Redacted] No Gas odor, High Anxiety about gas svc	PERFORMED SWEEP INSIDE AND ZERO READINGS WERE FOUND, CUSTOMER WANTED TO KNOW WHERE MAINS WERE LOCATED IN FRT OF HOUSE, ADVISED TO CALL PGE BACK AND GET 1-800 NUMBER TO PIPELINE SAFETY BOARD. SAFETY CKD GAS APPLS, FOUND INCORRECT MATERIAL FOR W/H VENTING SYSTEM, ADVISED TO CORRECT, SAFETY CKD GRAVITY HTR AND FOUND TWO BACK BURNERS NOT LIGHTING, NO SAFE ACCESS TO PULL AND CLEAN BURNERS AND ORFICES, DISCONNECTED AND CAPPED, ISSUED HAZARD, REF TO DLR TO CLEAN, FOUND LEAK ON GAS MTR SET AT NIPPLE INTO REGULATOR, REPAIRED LEAK AND T/O AND CLOCKED HSELINE, LINE HELD TIGHT.	PERFORMED SWEEP INSIDE AND ZERO READINGS WERE FOUND, CUSTOMER WANTED TO KNOW WHERE MAINS WERE LOCATED IN FRONT OF HOUSE, ADVISED TO CALL PGE BACK AND GET 1-800 NUMBER TO PIPELINE SAFETY BOARD. SAFETY CHECKED GAS APPLIANCES, FOUND INCORRECT MATERIAL FOR WATER /HEATER VENTING SYSTEM, ADVISED TO CORRECT, SAFETY CHECKED GRAVITY HEATER AND FOUND TWO BACK BURNERS NOT LIGHTING, NO SAFE ACCESS TO PULL AND CLEAN BURNERS AND ORFICES, DISCONNECTED AND CAPPED, ISSUED HAZARD, REFERRED TO DEALER TO CLEAN, FOUND LEAK ON GAS METER SET AT NIPPLE INTO REGULATOR, REPAIRED LEAK AND TURNED/ ON AND CLOCKED HOUSELINE, LINE HELD TIGHT.	A GSR RESPONDED TO A GAS LEAK INSIDE AT THE LOCATION. AN INSIDE SWEEP WAS PERFORMED WITH NO LEAKS FOUND. THE CUSTOMER WANTED TO KNOW WHERE THE GAS MAINS WERE LOCATED IN FRONT OF THEIR HOUSE. THE GSR ADVISED THE CUSTOMER TO CALL PG&E AND GET THE 1-800 NUMBER TO THE PIPELINE SAFETY BOARD. AN APPLIANCE SAFETY CHECK WAS CONDUCTED AND THE GSR FOUND THAT INCORRECT MATERIAL WAS USED FOR THE WATER HEATER VENTING SYSTEM. THE CUSTOMER WAS ADVISED TO CORRECT THE SITUATION. THE GRAVITY HEATER WAS FOUND TO HAVE TWO BACK BURNERS NOT LIGHTING, CREATING AN UNSAFE SITUATION. DUE TO LIMITED ACCESS, THE GSR COULD NOT PULL AND CLEAN THE BURNERS AND ORFICES. THE UNIT WAS, THEREFORE, DISCONNECTED AND CAPPED AND A HAZARD NOTICE WAS ISSUED. THE CUSTOMER WAS REFERRED TO A DEALER TO THEM CLEANED AND REPAIRED. A LEAK WAS ALSO FOUND ON THE GAS METER SET AT THE PIPE NIPPLE INTO THE REGULATOR. THIS WAS REPAIRED LEAK AND A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE FOUND.	Attachment 1BS
72	9/20/2010	5327530585	Redacted	1	STRONG ODOR AT METER PER ELECTRIC CREW ON SITE	CASE#7236143923, CSR [Reda] FOUND LEAK@RISER(HISSING) NOTIFIED ONCALL SUPERVISOR [Reda] STANDBY FOR CREW, NO LCKD UP@REG, LEAK@OUTLET FITTING@MTR SET, LEAK REPAIRED(EXCEPT RISER) LEFT OFF(DISC) STANDBY FOR CREW PER SUPERVISOR [Reda]	CASE #7236143923, CUSTOMER SERVICE REPRESENTATIVE [Reda] FOUND LEAK AT RISER (HISSING) NOTIFIED ON CALL SUPERVISOR [Reda] STANDBY FOR CREW, NO LOCK UP AT REGULATOR, LEAK AT OUTLET FITTING AT METER SET, LEAK REPAIRED(EXCEPT RISER) LEFT OFF DISC) STANDBY FOR CREW PER SUPERVISOR [Reda].	A GSR RESPONDED TO A GAS LEAK AT THE METER. A LEAK WAS FOUND AT THE RISER; IT COULD BE HEARD HISSING. THE ON CALL SUPERVISOR WAS NOTIFIED THAT A MAINTENANCE AND CONSTRUCTION (M&C) CREW WOULD BE NEEDED TO ADDRESS THIS LEAK. A CASE NUMBER (#7236143923) WAS ISSUED BY CUSTOMER SERVICE REPRESENTATIVE (LAN ID [Reda]) FOR THE M&C FOLLOW UP ACTION. THE GSR ALSO NOTED THAT THERE WAS ANOTHER LEAK AT THE OUTLET FITTING AT THE METER. THIS WAS REPAIRED. THE SERVICE WAS SHUT OFF AND A DISC INSERTED TO PREVENT FLOW; THE GSR WAITED ON SITE UNTIL THE M&C CREW ARRIVED.	Attachment 1BT

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73	9/21/2010	5327391518	Redacted	1	AXS OK,P/DAVID No Gas odor, High Anxiety about gas srvc SFTY CHK OF LINES & APPLIANCES XST Redacted	complete leak investigation=clocked houseline, tight . inside & outside sweep=0%L. found & fixed leak at pilot line to water heater, now ok per scope relit & routine checked appliances.	COMPLETE LEAK INVESTIGATION= CLOCKED HOUSELINE, TIGHT . INSIDE & OUTSIDE SWEEP= 0%LOWER EXPLOSIVE LIMIT. FOUND & FIXED LEAK AT PILOT LINE TO WATER HEATER, NOW OK PER COMBUSTIBLE GAS INDICATOR SCOPE RELIT & ROUTINE CHECKED APPLIANCES.	A GSR RESPONDED TO GAS LEAK INSIDE AT THE LOCATION. A COMPLETE LEAK INVESTIGATION WAS PERFORMED. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR FLOW OF GAS; NONE FOUND. INSIDE AND OUTSIDE SWEEPS WERE CONDUCTED WITH NO LEAKS FOUND. THE GSR FOUND AND FIXED A LEAK AT THE PILOT LINE TO WATER HEATER. THE APPLIANCES WERE RELIT AND SAFETY CHECKED.	Attachment 1BU
74	9/21/2010	5337734639	Redacted	1	EVAC/STRONG/GAR AGE FAF NEAR DOOR/XST Redacted /USH/TO DAY/	inside/outside sweeps 0.0reads-spot clock<1/2cu.ft/h r-painted mtr set faf)when first comes on burner "stutters"on/off-then ok-adv possible flame switch problem if continues dealer should be called-wh)when first comes on burner may not be completely burning gas get gas reads 5-7%-then nothing the next time-s/o unit & adv have dealer ck	INSIDE/OUTSIDE SWEEPS 0.0READS-SPOT CLOCK<1/2CUBIC.FEET/HOUR-PAINTED METER SET FORCED AIR FURNACE) WHEN FIRST COMES ON BURNER "STUTTERS" ON/OFF-THEN OK-ADVISED POSSIBLE FLAME SWITCH PROBLEM IF CONTINUES DEALER SHOULD BE CALLED) WHEN FIRST COMES ON BURNER MAY NOT BE COMPLETELY BURNING GAS GET GAS READS 5-7%-THEN NOTHING THE NEXT TIME-SHUT/OFF UNIT & ADVISE HAVE DEALER CHECK	A GSR RESPONDED TO A GAS LEAK INSIDE AT THE LOCATION. INSIDE AND OUTSIDE SWEEPS WERE CONDUCTED WITH NO LEAKS FOUND. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; RESULTS INDICATED A FLOW RATE OF 1/2 CUBIC FEET PER HOUR. THE GSR PAINTED THE METER SET. THE FORCED AIR FURNACE WAS FOUND TO BE OPERATING INCORRECTLY WHEN IT FIRST COMES ON; THE BURNER "STUTTERS" ON AND OFF THEN RUNS OK. THE CUSTOMER WAS ADVISED OF A POSSIBLE FLAME SWITCH PROBLEM AND REFERRED TO CONTACT A DEALER IF THE PROBLEM CONTINUES. WHEN THE BURNER FIRST COMES ON IT MAY NOT BE COMPLETELY BURNING GAS AS COMBUSTIBLE GAS INDICATOR READINGS OF 5% TO 7% LOWER EXPLOSIVE LIMIT WERE MEASURED WHICH THEN FALL TO ZERO THE NEXT TIME IT OPERATES.	Attachment 1BV
75	9/21/2010	5461450193	Redacted	1	Access/Safety: Dog(s), sfty chk condition of gas line from street to mtr.severe rust on line p/ home	CHECKED AREA WITH/COMBUSTIBLE GAS INDICATOR- NO READS; FOUND PITTING & HEAVY RUST, ON PREFABRICATED RISER; CUST IS CONCERN; ;MADE FOLLOW UP FOR CREW FOR POSSIBLE RISER REPLACEMENT; NON-HAZARDOUS, CASE #5954991705, CSR LAN ID Reda	CHECKED AREA WITH/ COMBUSTIBLE GAS INDICATOR- NO READS; FOUND PITTING & HEAVY RUST, ON PREFABRICATED RISER; CUSTOMER IS CONCERN; ;MADE FOLLOW UP FOR CREW FOR POSSIBLE RISER REPLACEMENT; NON-HAZARDOUS, CASE #5954991705, CSR LAN ID Red	A GSR RESPONDED TO A GAS CALL OUTSIDE AT THE LOCATION. AN OUTSIDE SWEEP WAS CONDUCTED AND NO LEAKS FOUND. THE GSR FOUND PITTING AND HEAVY RUST ON THE PREFABRICATED RISER, WHICH CAUSED THE CUSTOMER CONCERN. A CASE NUMBER WAS ISSUED (# 5954991705) FOR A NON HAZARDOUS CONDITION BY A CUSTOMER SERVICE REPRESENTATIVE (LAN ID Re) TO HAVE A MAINTENANCE AND CONSTRUCTION (M&C) CREW LOOK INTO POSSIBLE REPLACEMENT OF THE RISER.	Attachment 1BW

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76	9/21/2010	5474680879	Redacted	2	Access/Safety: Dog(s) pge out 8/9 for leak at mtr-smell in garage cgid-pls recheck for safety	NO ANSWER/FOUND GAS MTR LKG THRU INDEX 0.2%LEL//REPLACED METER/DID OUTSIDE SWEEP IFO HSE ONLY NO AXS TO SIDES OR BACKYARD/SWEPT IFO ADJ HOUSES, STREET AND UTILITY BOXES 0.0 % LEL//NOTIFIED SUP UNABLE TO DO INSIDE SWEEP AND FZZ LK ON TOP OF SERVICE VALVE THAT CANNOT BE REPAIRED DUE TO NIPPLE GOING THRU BRICK/ AF 2 CFTHR	NO ANSWER/ FOUND GAS METER LEAKING THRU INDEX 0.2%LOWER EXPLOSIVE LIMIT/ REPLACED METER/ DID OUTSIDE SWEEP IN FRONT OF HOUSE ONLY NO ACCESS TO SIDES OR BACKYARD/SWEPT IN FRONT OF ADJACENT HOUSES, STREET AND UTILITY BOXES 0.0 % LOWER EXPLOSIVE LIMIT/ NOTIFIED SUPERVISOR UNABLE TO DO INSIDE SWEEP AND FUZZ LEAK ON TOP OF SERVICE VALVE THAT CANNOT BE REPAIRED DUE TO NIPPLE GOING THRU BRICK / APPLIANCE FLOW 2 CUBIC FEET PER HOUR.	A GSR RESPONDED TO A GAS LEAK AT THE METER. UPON ARRIVAL THE GSR WAS UNABLE TO MAKE CONTACT WITH THE CUSTOMER. A LEAK WAS FOUND EMANATING FROM THE METER INDEX AND IT MEASURED 0.2% LOWER EXPLOSIVE LIMIT. THE METER WAS REPLACED TO CORRECT THE LEAK. AN OUTSIDE SWEEP WAS CONDUCTED WHICH INCLUDED ONLY THE FRONT OF THE PROPERTY AS THERE WAS NO ACCESS TO SIDES OR BACKYARD OF THE PROPERTY. A SWEEP WAS ALSO CONDUCTED OF ADJACENT HOUSES, STREET. AND UTILITY BOXES WITH NO LEAKS FOUND. A LEAK WAS FOUND ON TOP OF THE SERVICE VALVE THAT COULD NOT BE REPAIRED DUE TO THE NIPPLE GOING THROUGH A BRICK WALL. THE SUPERVISOR WAS NOTIFIED. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; RESULTS INDICATED A FLOW RATE OF 2 CUBIC FEET PER HOUR.	Attachment 1BX
77	9/21/2010	5725012713	Redacted	3	EVAC,STRONG GAS ODOR 1 WEEK NEAR BACK BEDROOM,P/OWNE R [Redac], XST [Redacte], CAUSE & SOURC	FOUND LEAKING GAS METER. CHANGED OUT GAS METER. FOUND LEAKING S/OFF VALVE AT FAF AND CORRECTED. DISCONNE CTED WATER HEATER FOR EXCESSIVE SPILLAGE AND DOUBLE STACKED DRAFT DIVERTER. REFERRED TO DEALER FOR REPAIRS. FULL SHUT DOWN. METER CLOCK TEST TIGHT. 0 CFH. FOLLOW TAG MADE FOR PROGRAM MODULE TAG. (LOANER TRUCK W/ NO REACON DEVICE) FFOR TOMARROW.	FOUND LEAKING GAS METER. CHANGED OUT GAS METER. FOUND LEAKING SHUT/OFF VALVE AT FORCED AIR FURNACE AND CORRECTED. DISCONNECTED WATER HEATER FOR EXCESSIVE SPILLAGE AND DOUBLE STACKED DRAFT DIVERTER. REFERRED TO DEALER FOR REPAIRS. FULL SHUT DOWN. METER CLOCK TEST TIGHT. 0 CUBIC FEET PER HOUR. FOLLOW UP TAG MADE TO PROGRAM MODULE (LOANER TRUCK W/ NO REACON DEVICE) FOR TOMORROW.	A GSR RESPONDED TO A GAS LEAK INSIDE AT THE LOCATION. A LEAK WAS FOUND AT THE GAS METER; WHICH WAS REPLACED TO CORRECT. THE GSR FOUND A LEAKING SHUT-OFF VALVE AT THE FORCED AIR FURNACE WHICH WAS CORRECTED. THE WATER HEATER WAS DISCONNECTED BECAUSE OF EXCESSIVE SPILLAGE AND A DOUBLE STACKED DRAFT DIVERTER. THE CUSTOMER WAS REFERRED TO DEALER TO HAVE IT REPAIRED A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE FOUND. A FOLLOW UP TAG WAS ISSUED TO HAVE THE METER PROGRAMMED THE NEXT DAY BECAUSE THE GSR DID NOT HAVE THE PROPER DEVISE AVAILABLE AS HE/SHE WAS USING A LOANED VEHICLE WHICH WAS EQUIPPED DIFFERENTLY.	Attachment 1BY

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78	9/22/2010	5265788563	Redacted	4	FOR TECH [Redacted]	pressure relief valve problem=referred to a dealer.	PRESSURE RELIEF VALVE PROBLEM =REFERRED TO A DEALER.	A GSR RESPONDED TO A GAS CALL OUTSIDE AT THE LOCATION. THE GSR FOUND A PRESSURE RELIEF VALVE PROBLEM AT THE WATER HEATER. THE CUSTOMER WAS REFERRED TO A DEALER TO HAVE IT CORRECTED..	Attachment 1BZ
79	9/22/2010	5370021453	Redacted	4	AXS UNKNOWN; MILD ODOR -1 YEAR; CAUSE UNKNOWN; X ST [Redacted] CALLER [Redacted]	inside/outside sweeps 0.0 reads-mtr set 0.0reads-no gas odor/leak found-spot clock 3/4cu.ft/hr	INSIDE/ OUTSIDE SWEEPS 0.0 READS-METER SET 0.0 READS-NO GAS ODOR/ LEAK FOUND-SPOT CLOCK 3/4CUBIC FEET HOUR .	A GSR RESPONDED TO A GAS LEAK INSIDE AT THE LOCATION. INSIDE AND OUTSIDE SWEEPS WERE CONDUCTED WITH NO LEAKS FOUND. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; RESULTS INDICATED A FLOW RATE OF 3/4 CUBIC FEET PER HOUR .	Attachment 1CA
80	9/22/2010	5474608767	Redacted	2	NO AXS ISS GAS SMELL OFF & ON FOR APPRX 6MTHS STRONG AT TIMES @ driveway GRASS AREA BROWN XST [Redacted]	cust(renter) doesnt smell gas [Redacted] is owner,he is not present/who called in leak or odor? cust says no g smell/no reads picked up on outside sweep/cust very confused why we are here.....6cfh on arrival	CUSTOMER (RENTER) DOES NOT SMELL GAS/ [Redacted] IS OWNER. HE IS NOT PRESENT/ WHO CALLED IN LEAK OR ODOR? CUSTOMER SAYS NO GAS SMELL/N O READS PICKED UP ON OUTSIDE SWEEP/ CUSTOMER VERY CONFUSED WHY WE ARE HERE.....6 CUBIC FEET PER HOUR ON ARRIVAL	A GSR RESPONDED TO A GAS LEAK OUTSIDE AT THE LOCATION. THE CUSTOMER (RENTER) DID NOT SMELL THE GAS, BUT THE OWNER [Redacted], WHO WAS NOT PRESENT, CALLED IN THE LEAK. THE CUSTOMER EXPRESSED CONFUSION ABOUT WHY PG&E WAS AT THE LOCATION. INSIDE AND OUTSIDE SWEEPS WERE PERFORMED WITH NO LEAKS FOUND. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; RESULTS INDICATED A FLOW RATE OF 6 CUBIC FEET PER HOUR.	Attachment 1CB
81	9/22/2010	5725024988	Redacted	3	AXES OK-MILD ODR AT MTR ON RIGHTSIDE OF HOME-[Redacted] NOTICED TODAY-XST [Redacted] [Redacted] CAUSE U	inside/outside sweeps 0.0 reads-clock test tight-small leak at mtr set below reg replaced/rebuilt mtr set	INSIDE /OUTSIDE SWEEPS 0.0% LOWER EXPLOSIVE LIMIT READS-CLOCK TEST TIGHT-SMALL LEAK AT METER SET BELOW REGULATOR REPLACED/ REBUILT METER SET	A GSR RESPONDED TO A GAS LEAK AT THE METER. INSIDE AND OUTSIDE SWEEPS WERE CONDUCTED WITH NO LEAKS FOUND. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE FOUND. A SMALL LEAK AT THE METER WAS FOUND BELOW THE REGULATOR WHICH WAS CORRECTED BY REPLACING THE REGULATOR AND REBUILDING THE METER SET.	Attachment 1CC

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82	9/22/2010	5725056738	Redacted	3	UNKNOWN ODOR INSIDE - PER A [Redacted] - GSR ON SITE	6cfh after shutting t-stats off/no g odor in [Redacted] [Redacted] called for flame pak per supervisor to walk area/shutdown being talked about on a later date when [Redacted] are not present per supervisor	6 CUBIC FEET PER HOUR AFTER SHUTTING THERMOSTATS OFF/ NO GAS ODOR IN [Redacted] [Redacted] CALLED FOR FLAME PACK PER SUPERVISOR TO WALK AREA /SHUTDOWN BEING TALKED ABOUT ON A LATER DATE WHEN [Redacted] ARE NOT PRESENT PER SUPERVISOR	A GSR RESPONDED TO A GAS CALL INSIDE AT THE LOCATION. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; RESULTS INDICATED A FLOW RATE OF 6 CUBIC FEET PER HOUR AFTER SHUTTING THERMOSTATS OFF IN [Redacted] THE GSR CALLED THE SUPERVISOR AND REQUESTED A MAINTENANCE AND CONSTRUCTION (M8C) CREW WITH FLAMEPACK EQUIPMENT BE DISPATCHED TO WALK THE AREA. THE SUPERVISOR INFORMED THE GSR THAT A SHUTDOWN WAS BEING PROPOSED FOR A LATER DATE WHEN [Redacted] WERE NOT PRESENT.	Attachment 1CD
83	9/22/2010	6157253777	Redacted	4	Access: Meter Loc-Locked Gate-PER [R] WE HAVE KEY-LIGHT ODOR TODAY@UTILITY CLOSET-PLS SEE CUST CON	found & fixed leak at loose collar for middle gas mtr. outside sweep=0%L. no one home at premise.	FOUND & FIXED LEAK AT LOOSE COLLAR FOR MIDDLE GAS METER. OUTSIDE SWEEP= 0% LOWER EXPLOSIVE LIMIT. NO ONE HOME AT PREMISE.	A GSR RESPONDED TO A GAS LEAK AT THE LOCATION. A LEAK WAS FOUND AND FIXED AT A LOOSE COLLAR FOR THE MIDDLE GAS METER. AND OUTSIDE SWEEP WAS CONDUCTED WITH NO LEAKS FOUND. AN INSIDE SWEEP COULD NOT BE PERFORMED BECAUSE NO ONE WAS HOME AT THE PREMISE.	Attachment 1CE
84	9/23/2010	3187411093	Redacted	4	EVAC PER [Redacted] MILD GAS ODER AT WTR HTR IN GARAGE NOTICED YESTRDY X/ST [Redacted]	UPON ARRIVAL FOUND TINY GAS LEAK FROM SOAP TEST AT PILOT TUBING AT WTR HTR. ALSO FOUND GAS LEAK AT MAIN SERVICE VLVE PER C.G.I. 1+%LEL GAS.PER C.G.I. BOTH IN/EXTERIOR SWEEPS SHOWED 0%LEL GAS. RELIT WTR HTR AND CHKED DRYER AND RNGTOP. NO ACCESS TO FAF.DRYER,RNGTOP AND WTR HTR FUNCTIONAL.SOAP TEST SHOWED NO LEAKS. ADV CUST TO CHANGE FILTER TO FAF SWABBED FILTER TO WTR HTR,PAINTED SET FOR A.C.	UPON ARRIVAL FOUND TINY GAS LEAK FROM SOAP TEST AT PILOT TUBING AT WATER HEATER. ALSO FOUND GAS LEAK AT MAIN SERVICE VALVE PER COMBUSTIBLE GAS INDICATOR 1+ %LOWER EXPLOSIVE LIMIT GAS. PER COMBUSTIBLE GAS INDICATOR. BOTH INTERIOR/ EXTERIOR SWEEPS SHOWED 0% LOWER EXPLOSIVE LIMIT GAS. RELIT WATER HEATER AND CHECKED DRYER AND RANGE TOP. NO ACCESS TO FORCED AIR FURNACE. DRYER, RANGE TOP AND WATER HEATER FUNCTIONAL. SOAP TEST SHOWED NO LEAKS. ADVISED CUSTOMER TO CHANGE FILTER TO FORCED AIR FURNACE. SWABBED FILTER TO WATER HEATER, PAINTED SET FOR ATMOSPHERIC CORROSION.	A GSR RESPONDED TO A GAS LEAK AT THE WATER HEATER. UPON ARRIVAL, THE GSR FOUND A SMALL GAS LEAK FROM A SOAP TEST EMANATING FROM THE PILOT TUBING AT THE WATER HEATER. THE GSR ALSO FOUND A GAS LEAK AT THE MAIN SERVICE VALVE WITH MEASURED 1+% LOWER EXPLOSIVE LIMIT. INSIDE AND OUTSIDE SWEEPS WERE CONDUCTED WITH NO LEAKS FOUND. THE WATER HEATER WAS RELIT THE DRYER AND RANGE TOP WERE CHECKED OK. THE GSR COULD NOT ACCESS THE FORCED AIR FURNACE. THE DRYER, RANGE TOP AND WATER HEATER WERE FOUND TO BE FUNCTIONAL WITH NO LEAKS. THE CUSTOMER WAS ADVISED TO CHANGE THE FILTER TO THE FORCED AIR FURNACE. THE FILTER TO WATER HEATER WAS SWABBED AND THE METER SET WAS PAINTED.	Attachment 1CF

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85	9/23/2010	5369883981	Redacted	4	EVAC/AXS-OK/MLD G SMLL @ HTR NSDE DWNSTAIRS N FAMRM/3DYS/Re Redacted XST- Redacted	INSIDE SWEEP NO GAS DETECTED FOUND THE FLEX LINE TO THE CONTROL VALVE LEAKING. I REPAIRED IT AND CLKED THE H.L. THE H.L. CLKED TIGHT THE WALL HTR'S PILOT WAS DIRTY I CLEANED IT. FLAMES RECIRCULATING I DISCONNECTED THE HTR AND ISSUED A HAZ. DEALER NEEDED TO REPAIR. NO MORE GAS DETECTED	INSIDE SWEEP NO GAS DETECTED FOUND THE FLEX LINE TO THE CONTROL VALVE LEAKING. I REPAIRED IT AND CLOCKED THE HOUSELINE. THE HOUSELINE CLOCKED TIGHT. THE WALL HEATER'S PILOT WAS DIRTY I CLEANED IT. FLAMES RECALCULATING I DISCONNECTED THE HEATER AND ISSUED A HAZARD NOTICE. DEALER NEEDED TO REPAIR. NO MORE GAS DETECTED	A GSR RESPONDED TO A GAS LEAK AT THE HEATING APPLIANCE. AN INSIDE SWEEP WAS CONDUCTED WITH NO LEAKS FOUND. THE APPLIANCE FLEX LINE TO THE CONTROL VALVE WAS FOUND TO BE LEAKING; IT WAS THEN REPAIRED. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE FOUND. THE WALL HEATER'S PILOT WAS DIRTY AND THE GSR CLEANED IT. IT WAS ALSO FOUND TO HAVE FLAMES RECALCULATING SO IT WAS DISCONNECTED AND A HAZARD NOTICE WAS ISSUED. THE CUSTOMER WAS REFERRED TO HAVE A DEALER MAKE THE NECESSARY REPAIRS.	Attachment 1CG
86	9/23/2010	6213852734	Redacted	1	EVAC-G ODR AT MTR SET-ON RGHTSIDE OF HOME- P/Redact Redacted XST Redacted NOTICED TODAY- CAUS Red	lk at mtr fixed/no outside reads/zero flow on arrival	LEAK AT METER FIXED /NO OUTSIDE READS /ZERO FLOW ON ARRIVAL	A GSR RESPONDED TO A GAS LEAK AT THE METER. THE GSR FOUND AND FIXED A LEAK AT THE METER. AN OUTSIDE SWEEP WAS CONDUCTED WITH NO LEAKS FOUND. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE FOUND.	Attachment 1CH
87	9/24/2010	5337805846	Redacted	1	Red	APRP-big job!!-replcd leaking serv vlv®@mtr set-h ad defective regs on truck- had GSR(Re) drop off... new regs to complete job- rebt whole mtr set replcd leaking appl vlv@wtrhtr- cust signed for contract-serviced furnace&also repaired leak below rangetop-cust says we've been here twice before-did find leak&made all repairs for cust-ok now, 0%LEL on sweeps!!! paint set	APPLIANCE PART REPLACEMENT PROGRAM- BIG JOB!!- REPLACED LEAKING SERVICE VALVE & REGULATOR AT METER SET- HAD DEFECTIVE REGULATORS ON TRUCK- HAD GAS SERVICE REPRESENTATIVE (Reda) DROP OFF... NEW REGULATORS TO COMPLETE JOB- REBUILT WHOLE METER SET REPLACED LEAKING APPLIANCE VALVE AT WATER HEATER- CUSTOMER SIGNED FOR CONTRACT-SERVICED FURNACE & ALSO REPAIRED LEAK BELOW RANGE TOP- CUSTOMER SAYS WE'VE BEEN HERE TWICE BEFORE- DID FIND LEAK & MADE ALL REPAIRS FOR CUSTOMER- OK NOW, 0% LOWER EXPLOSIVE LIMIT ON SWEEPS PAINT SET	A GSR RESPONDED TO A GAS CALL OUTSIDE AT THE LOCATION. THE GSR REPLACED A LEAKING SERVICE VALVE AND REGULATOR AT THE METER SET. A SECOND GSR WAS CALLED TO DROP OFF A NEW REGULATOR AS THE ORIGINAL GSR DID NOT HAVE AN ADEQUATE SUPPLY ON HIS/HER VEHICLE. THE METER SET WAS REBUILT. A LEAKING APPLIANCE VALVE AT THE WATER HEATER WAS FOUND AND REPLACED. DURING THE VISIT, CUSTOMER SIGNED UP FOR AN APPLIANCE PART REPLACEMENT PROGRAM CONTRACT. THE GSR ALSO SERVICED THE FURNACE AND REPAIRED A LEAK BELOW THE RANGE TOP. THE CUSTOMER STATED THAT PG&E HAD BEEN TO THE LOCATION TWICE BEFORE WHERE A LEAK WAS FOUND AND REPAIRED. INSIDE AND OUTSIDE SWEEPS WERE CONDUCTED WITH NO LEAKS FOUND. FINALLY, THE METER SET WAS PAINTED.	Attachment 1CI

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88	9/24/2010	5337817233	5337818511	Redacted	1	EVAC/XST Redacted /MIL D GAS ODOR AT FRONT OF HOUSE/PER Red Redacted	case#2634125485 (Redacted) -surveyed area-fnd leak@2 mtr sets@other address-had dsptch make tags... and call for flame pack f/u-	CASE #2634125485(J6MT)- SURVEYED AREA- FOUND LEAK AT 2 METER SETS AT OTHER ADDRESS- HAD DISPATCH MAKE TAGS... AND CALL FOR FLAME PACK FOLLOW/UP-	A GSR RESPONDED TO A GAS LEAK OUTSIDE AT THE LOCATION. A CASE NUMBER WAS ISSUED (#2634125485) BY A CUSTOMER SERVICE REPRESENTATIVE (LAN ID [Redacted]) TO HAVE A MAINTENANCE AND CONSTRUCTION (M&C) CREW DISPATCHED WITH FLAMEPACK EQUIPMENT TO CONDUCT A FURTHER LEAK SURVEY. THE GSR SURVEYED THE AREA AND FOUND LEAKS AT 2 METER SETS AND AT ANOTHER ADDRESS; WHICH NECESSITATED THE ADDED M&C CREW. THE GSR ADVISED DISPATCH OF THE FINDINGS AND REQUESTED AN ADDITIONAL TAG FOR THE SECOND ADDRESS (SEE FIELD ORDER #5337818511).	Attachment 1CJ
89	9/24/2010	5337818511	5337817233	Redacted	1	EVAC:AXS OK:SLIGHT:OUT FRNT BY STREET:P/DI : NOTICED 5 MIN AGO:X/ST Redacted	case#4465496556 ([Redacted]) -surveyed area-fnd lks@2 other addresses-had dsptch make up tags&hv flm pk f/u	CASE #4465496556 ([Redacted]) - SURVEYED AREA- FOUND LEAKS AT 2 OTHER ADDRESSES- HAD DISPATCH MAKE UP TAGS & HAVE FLAME PACK FOLLOW/UP	THIS IS THE SECOND FIELD ORDER CREATED AS PART OF A FIELD ORDER INVESTIGATED AT [Redacted] A GSR RESPONDED TO A GAS LEAK OUTSIDE AT THE LOCATION. A CASE NUMBER WAS ISSUED (#4465496556) BY CUSTOMER SERVICE REPRESENTATIVE (LAN ID [Redacted]) BECAUSE A MAINTENANCE AND CONSTRUCTION (M&C) CREW WAS REQUESTED TO BE DISPATCHED WITH FLAMEPACK EQUIPMENT. THIS IS THE OTHER ADDRESS WHERE A LEAK WAS FOUND BY THE GSR; WHICH RESULTED IN SECOND FIELD ORDER BEING CREATED. M&C WILL FOLLOW UP TO INVESTIGATE AND CORRECT. SEE RELATED FIELD ORDER NUMBER 5337817233.	Attachment 1CK
90	9/24/2010	5337819662		Redacted	1	Red	0%LEL outside sweep-100%visual on mtr belly&index-q/ c-replcd mtr-instld smrt mtr-ok now	0% LOWER EXPLOSIVE LIMIT OUTSIDE SWEEP- 100% VISUAL ON METER BELLY & INDEX-QUICK / CHANGE- REPLACED METER- INSTALLED SMART METER- OK NOW	A GSR RESPONDED TO A GAS CALL OUTSIDE AT THE LOCATION. AN OUTSIDE SWEEP WAS CONDUCTED WITH NO LEAKS FOUND. THE GSR VISUALLY CHECKED METER BELLY AND INDEX AND THEN USED A QUICK CHANGE TANK TO REPLACE METER; INSTALLING A NEW SMART METER.	Attachment 1CL

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91	9/24/2010	5367705622	Redacted	1	No Access or Safety Issues; GRASS DSCLRD NR MTR; PLS SETY CHCK; P/Redacted	0%LEL rds on sweeps-also chkd mains&service in general area-no other leaks found-	0% LOWER EXPLOSIVE LIMIT READS ON SWEEPS- ALSO CHECKED MAINS & SERVICE IN GENERAL AREA- NO OTHER LEAKS FOUND-	A GSR RESPONDED TO A GAS CALL OUTSIDE AT THE LOCATION. INSIDE AND OUTSIDE SWEEPS WERE CONDUCTED WITH NO LEAKS FOUND. THE GSR ALSO CHECKED THE MAINS & SERVICES IN THE GENERAL AREA AND FOUND NO OTHER LEAKS.	Attachment 1CM
92	9/24/2010	5389828649	X100011037	1	gas appliance inspection for Re Redacted	CHECKED 10 FAF, 3 OVENS, 1 GRIDDLE, 1 TANKLESS AWH.	CHECKED 10 FORCED AIR FURNACES, 3 OVENS, 1 GRIDDLE, 1 TANK LESS AUTOMATIC WATER HEATER.	A GSR RESPONDED TO A GAS CALL FOR THE LOCATION TO INSPECT THE APPLIANCES AT A Redacted THE GSR CHECKED 10 FORCED AIR FURNACES, 3 OVENS, 1 GRIDDLE, AND 1 TANK LESS AUTOMATIC WATER HEATER; FOUND OK	Attachment 1CN
93	9/24/2010	5440608019	Redacted	1	EVAC-GAS ODOR NEAR DRIVEWAY PER Red SINCE THIS MORNING. GATE NOT LOCKED. X ST Redacted	cust not hm-no answer@front door! checked area w/sensit-0%LEL on outside sweep-lc	CUSTOMER NOT HOME- NO ANSWER AT FRONT DOOR ! CHECKED AREA WITH /SENSIT- 0%LOWER EXPLOSIVE LIMIT ON OUTSIDE SWEEP- LEFT CARD.	A GSR RESPONDED TO A GAS LEAK OUTSIDE AT THE LOCATION. UPON ARRIVAL, THE GSR FOUND THAT THE CUSTOMER WAS NOT HOME; NO ANSWER AT THE FRONT DOOR. AN OUTSIDE SWEEP WAS CONDUCTED WITH NO LEAKS FOUND. A NOTICE WAS LEFT FOR THE CUSTOMER INDICATING AND THERE WERE NO LEAKS.	Attachment 1CO
94	9/24/2010	5443146563	Redacted	2	ACC OK; EVAC - STRONG SMELL OF GAS OUTSIDE FOR LAST 5-10 MIN PER Redacted XTR-CAIN FIRE DEPT ONSITE	cancel per sbfd. sbfd found propane tank leaking. sbfd shut off propane tank and adv cust.	CANCEL PER SAN BRUNO FIRE DEPARTMENT. SAN BRUNO FIRE DEPARTMENT FOUND PROPANE TANK LEAKING. SAN BRUNO FIRE DEPARTMENT SHUT OFF PROPANE TANK AND ADVISED CUSTOMER.	A TAG WAS ISSUED AS A GAS LEAK INSIDE AT THE LOCATION. THE TAG WAS CANCELED PER THE SAN BRUNO FIRE DEPARTMENT. THE FIRE DEPARTMENT FOUND A PROPANE TANK LEAKING. THE SAN BRUNO FIRE DEPARTMENT SHUT OFF THE PROPANE TANK AND ADVISED THE CUSTOMER.	Attachment 1CP
95	9/24/2010	5745826913	Redacted	3	AXS-OK; FAINT ODOR IN GRG TODAY. DISCUSSES SFTY, X-ST Redacted	inside/outside sweeps 0.0 reads-found tiny leak 2.1%L at dryer flex-tightened-also found small leak at ell at sw corner of garage at ceiling-leak is not dangerous but adv cust to take care of it ASAP(plumber needed)-spot clock about 1/2cu.ft/hr	INSIDE / OUTSIDE SWEEPS 0.0 READS - FOUND TINY LEAK 2.1% LOWER EXPLOSIVE LIMIT AT DRYER FLEX - TIGHTENED - ALSO FOUND SMALL LEAK AT ELBOW AT SOUTHWEST CORNER OF GARAGE AT CEILING - LEAK IS NOT DANGEROUS BU ADVISED CUSTOMER TO TAKE CARE OF IT ASAP (PLUMBER NEEDED) - SPOT CLOCK ABOUT 1/2 CUBIC FEET PER HOUR	A GSR RESPONDED TO A GAS LEAK IN THE GARAGE. INSIDE AND OUTSIDE SWEEPS WERE CONDUCTED WITH A LEAK MEASURING 2.1% LOWER EXPLOSIVE LIMIT FOUND AT THE DRYER FLEX LINE. THIS WAS CORRECTED BY TIGHTENING. ANOTHER LEAK WAS FOUND AT THE ELBOW IN THE SOUTHWEST CORNER OF THE GARAGE NEAR CEILING. THIS LEAK WAS NOT DANGEROUS, BUT THE CUSTOMER WAS ADVISED TO HAVE A PLUMBER REPAIR IT SOON. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; RESULTS INDICATED A FLOW RATE OF 1/2 CUBIC FEET PER HOUR.	Attachment 1CQ

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96	9/24/2010	X100010984	Redacted	1	Red	dropped off regs to gsr.	DROPPED OFF REGULATORS TO GAS SERVICE REPRESENTATIVE.	A GSR RESPONDED TO A GAS LEAK AT THE METER. THE GSR DROPPED OFF REGULATORS TO A SECOND GAS SERVICE REPRESENTATIVE WHO WAS ALREADY ONSITE WORKING THE ORIGINAL TAG..	Attachment 1CR
97	9/24/2010	X100011037	5389828649	1	gas appliance inspection for Re Redacted	assisted Redacted with safety check on forced air heaters. see Redacted tag. assisted Redacted with safety check on forced ai r heaters. see Redacted tag.	ASSISTED Redacted WITH SAFETY CHECK ON FORCED AIR HEATERS. SEE Redacted TAG. ASSISTED Redacted WITH SAFETY CHECK ON FORCED AIR HEATERS. SEE Redacted TAG.	A SECOND GSR RESPONDED TO A Redacted Redacted TO ASSIST ANOTHER GSR IN PERFORMING AN APPLIANCE SAFETY CHECK.	Attachment 1CS
98	9/25/2010	5379452144	5379452286 & 5379452804	1	evac,axs ok, string@meter, Redacted neighbor cld in frm Redacted now, xst Redacted rep just left, conta	15%L at riser per scope. waited for locator. neighbor called in leak. case# on file. locator onsite upon exit.	15% LOWER EXPLOSIVE LIMIT AT RISER PER SCOPE. WAITED FOR LOCATOR. NEIGHBOR CALLED IN LEAK. CASE# ON FILE. LOCATOR ONSITE UPON EXIT.	A GSR RESPONDED TO A GAS LEAK AT THE METER. A LEAK MEASURING 15% LOWER EXPLOSIVE LIMIT WAS FOUND AT THE GAS RISER. A CASE NUMBER WAS ISSUED TO HAVE A FOLLOW UP INVESTIGATION DONE BY MAINTENANCE AND CONSTRUCTION (M&C) PERSONNEL. THE NEIGHBOR CALLED IN THE LEAK FOR THIS LOCATION. AS THE GSR WAS LEAVING THE M&C LEAK SURVEY PERSONNEL WERE ON SITE.	Attachment 1CT
99	9/25/2010	5379452286	5379452144 & 5379452804	1	ADV EVAC; AX OK; X Redacted DR; STONG; NO LAWN; LEFT SIDE OF HSE MTR; SINCE LAST NIGHT; Re Redacted FROM	cn-9001253324-outside sweep 0.0 reads-cgi inside swe ep-na bell-mtr riser recently clamped/taped 50%L read coming thru tape-had tag sent to have re-checked Mon/Tues-left note for cust-note: person on block says this is 3rd/4th call here	CASE NUMBER #-9001253324- OUTSIDE SWEEP 0.0 READS- COMBUSTIBLE GAS INDICATOR INSIDE SWEEP- NO ANSWER BELL- METER RISER RECENTLY CLAMPED /TAPED 50%LOWER EXPLOSIVE LIMIT READ COMING THRU TAPE- HAD TAG SENT TO HAVE RE-CHECKED MONDAY /TUESDAY - LEFT NOTE FOR CUSTOMER- NOTE: PERSON ON BLOCK SAYS THIS IS 3RD/4TH CALL HERE	A GSR RESPONDED TO A GAS LEAK AT THE METER. A CASE NUMBER WAS ISSUED (# 9001253324) FOR MAINTENANCE AND CONSTRUCTION (M&C) FOLLOW UP FLAMEPACK EQUIPPED LEAK SURVEY. OUTSIDE SWEEPS INDICATED NO LEAKS AN INSIDE SWEEP WAS NOT MADE AS THE CUSTOMER WAS NOT HOME AND NO ACCESS WAS PROVIDED. THE GSR FOUND THE METER RISER WAS RECENTLY CLAMPED AND TAPED AND HAD A TAG ISSUED TO HAVE IT RE-CHECKED MONDAY OR TUESDAY. THE GSR LEFT A NOTE FOR THE CUSTOMER. ANOTHER PERSON ON THE BLOCK STATED THAT THIS WAS THE THIRD OR FORTH TIME PG&E HAD BEEN CALLED TO THE LOCATION.	Attachment 1CU

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100	9/25/2010	5422365861	Redacted	2	GIVE TO [Redacted]	qc-nac-leak below reg-replaced reg/fittings- outside sweep 0.0reads-cgi inside sweep-l/c	QUICK CHANGE- NO ACCESS- LEAK BELOW REGULATOR-REPLACED REGULATOR /FITTINGS- OUTSIDE SWEEP 0.0 READS- COULD NOT GET IN FOR INSIDE SWEEP- LEFT/CARD	A GAR RESPONDED TO A GAS LEAK AT THE METER. A QUICK CHANGE TANK WAS USED DURING THE REPAIR OF A LEAK AT THE REGULATOR IN ORDER TO PREVENT INTERRUPTING GAS SERVICE. THERE WAS NO ACCESS TO CONDUCT AN INSIDE SWEEP OR APPLIANCE CHECK. THE REGULATOR FITTINGS WERE REPLACED. AN OUTSIDE SWEEP WAS CONDUCTED WITH NO LEAKS FOUND. A NOTICE WAS LEFT FOR THE CUSTOMER.	Attachment 1CV
101	9/25/2010	5495452918	X100011034	2	GIVE TO [Redacted]	3 OverHead Htrs, 13 Forced Air Furnaces, 2 ovens...rep'd leak at flex fittings to furnace in [Redacted] 0 CGI reads inside [Redacted], wtr boxes outside, perimeter of bldg, Found fuzz leak at mtr location, made F/Up tag for alterations to repair.... advised maintenance to replace furnace filters	3 OVERHEAD HEATERS, 13 FORCED AIR FURNACES, 2 OVENS...REPAIRED LEAK AT FLEX FITTINGS TO FURNACE IN [Redacted] 0 % LOWER EXPLOSIVE LIMIT COMBUSTIBLE GAS INDICATOR READS INSIDE [Redacted] WATER BOXES OUTSIDE, PERIMETER OF BUILDING, FOUND FUZZ LEAK AT METER LOCATION, MADE FOLLOW/UP TAG FOR ALTERATIONS TRUCK TO REPAIR.... ADVISED MAINTENANCE TO REPLACE FURNACE FILTERS	A GSR RESPONDED TO A GAS CALL AT THE LOCATION. THE GSR PERFORMED MULTIPLE APPLIANCE SAFETY CHECKS INCLUDING 3 OVERHEAD HEATERS, 13 FORCED AIR FURNACES, AND 2 OVENS. THE GSR REPAIRED A LEAK AT THE FLEX FITTINGS TO A FURNACE IN [Redacted]. AN INSIDE SWEEP OF THE [Redacted] FOUND NO LEAKS. OUTSIDE SWEEPS WERE ALSO CONDUCTED WITH A SMALL LEAK FOUND AT THE METER SET. A FOLLOW-UP TAG WAS ISSUED FOR A CREW (WITH ALTERATIONS TRUCK) TO REPAIR THE METER LEAK. THE SCHOOL MAINTENANCE PERSONNEL WERE ADVISED TO REPLACE THE FURNACE FILTERS.	Attachment 1CW
102	9/25/2010	X100011034	5495452918	2	GIVE TO [Redacted]	asst GSR- [Redacted] repaired leak@fittngs to [Redacted] replcd crack flxline-fitrs needed@ [Redacted] follow up tag made for alt truck to repair leak@insulated filter below regulator@gas mtr location...	ASSISTED GAS SERVICE REPRESENTATIVE [Redacted] REPAIRED LEAK AT FITTINGS TO [Redacted] & REPLACED CRACK FLEX LINE-FILTERS NEEDED AT [Redacted]. FOLLOW UP TAG MADE FOR ALTERATION TRUCK TO REPAIR LEAK AT INSULATED FILTER BELOW REGULATOR AT GAS METER LOCATION.	A SECOND GSR RESPONDED TO A GAS CALL AT THE LOCATION. THIS GSR ASSISTED ANOTHER GAS SERVICE REPRESENTATIVE- IN REPAIRING A LEAK AT THE FITTINGS IN [Redacted] AND REPLACED A CRACKED FLEX LINE. THE FURNACE FILTERS NEEDED TO BE REPLACE IN [Redacted] A FOLLOW-UP TAG WAS ISSUED TO HAVE AN ALTERATION TRUCK DISPATCHED TO MAKE REPAIRS TO THE INSULATED FILTER BELOW THE REGULATOR AT THE GAS METER LOCATION.	Attachment 1CX
103	9/26/2010	5379452804	5379452144 & 5379452286	1	No Access or Safety Issues; CUST WBT, PLS COMPLETE OUTDOOR GAS LEAK INVEST. MADE SAFE 9/25/10.OFF			A TAG ISSUED TO CHECK OUTSIDE AT THE LOCATION, BUT WAS CANCELLED AND NOT ISSUED TO GAS SERVICE REPRESENTATIVE.	Attachment 1CY

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104	9/26/2010	5379452826	5379452144 & 5379452804	Redacted	1	No Access or Safety Issues; GSR SHUT G OFF @ MTR CGI 9/25. CUST WBT NOW. ANXIETY. ODOR @ BACKYARD	INSIDE AND OUTSIDE SWEEP 0.0% LEL/HL CLOCKED TIGHT AF 0 CFT HR/NO SPARK RR RANGE TOP BURNER	INSIDE AND OUTSIDE SWEEP 0.0% LOWER EXPLOSIVE LIMIT/HOUSELINE CLOCKED TIGHT APPLIANCE FLOW 0 CUBIC FEET PER HOUR/NO SPARK RIGHT REAR RANGE TOP BURNER	A GSR RESPONDED TO A GAS LEAK OUTSIDE AT THE LOCATION. INSIDE AND OUTSIDE SWEEPS WERE CONDUCTED WITH NO LEAKS FOUND. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE FOUND. AN APPLIANCE SAFETY CHECK FOUND THAT THERE WAS NO SPARK ON THE RIGHT REAR BURNER OF THE TOP RANGE.	Attachment 1CZ
105	9/27/2010	5378070315	5378070482	Redacted	1	No Access or Safety Issues;mild,garage,began 3day,confined wf&faf,plumber replaced gas line last	UPGRADED TO I.R.	UPGRADED TO IMMEDIATE RESPONSE.	A GSR RESPONDED TO A GAS LEAK INSIDE AT THE LOCATION. THE RELATED TAG TO THIS ONE WAS UPGRADED TO AN IMMEDIATE RESPONSE AND THIS ONE WAS CANCELLED SINCE IT WAS A DUPLICATE TAG.	Attachment 1DA
106	9/27/2010	5378070482	5378070315	Redacted	1	EVAC;AXES OK;HIGH ANX;STRG ODR WTR HTR AND FUR IN GARAGE; X-ST:Redacted Redac	0%LEL UPON ENTRY. SWEEP GARAGE/GAS APPLIANCES. CUSTOMER DENIES ENTRY TO UPPER LEVEL. NO GAS APPLIANCES U UPPER LEVEL PER CUSTOMER. 25%LEL AT 1/2" CAPPED FITTING NEAR FAF/MTR HTR. REMOVED/ USE PLUG. RETIGHTEN FLEX ADAPTER TO WTR HTR. CHECK PRESSURE.CHECK SLOW FLOW.CLOCK HSELINE;FOUND 0CFH 9MIN. RELIT AND SAFETY CHECK GAS APPLIANCES. 0%LEL OUTSIDE PREMISE. COATED MTR FITTINGS W/ ANTIRUST.	0% LOWER EXPLOSIVE LIMIT UPON ENTRY. SWEEP GARAGE/ GAS APPLIANCES. CUSTOMER DENIES ENTRY TO UPPER LEVEL. NO GAS APPLIANCES UPPER LEVEL PER CUSTOMER. 25%LOWER EXPLOSIVE LIMIT AT 1/2" CAPPED FITTING NEAR FORCED AIR FURNACE/WATER HEATER. REMOVED/ USE PLUG. RETIGHTEN FLEX ADAPTER TO WATER HEATER. CHECK PRESSURE. CHECK SLOW FLOW. CLOCK HOUSELINE; FOUND 0 CUBIC FEET PER HOUR AFTER 9 MINUTE TEST. RELIT AND SAFETY CHECK GAS APPLIANCES. 0% LOWER EXPLOSIVE LIMIT OUTSIDE PREMISE. COATED METER FITTINGS WITH/ ANTIRUST PAINT.	A GSR RESPONDED TO A GAS LEAK INSIDE AT THE LOCATION. UPON INITIAL ENTRY AN INSIDE SWEEP WAS CONDUCTED WITH NO LEAKS FOUND. THE CUSTOMER DENIED THE GSR ACCESS TO THE UPPER FLOOR STATING THERE WERE NO GAS APPLIANCES ON THAT LEVEL. A LEAK MEASURING 25% LOWER EXPLOSIVE LIMIT WAS FOUND AT A 1/2" CAPPED FITTING NEAR THE FORCED AIR FURNACE / WATER HEATER. THE FITTING WAS REMOVED AND PLUGGED. THE FLEX LINE ADAPTER WAS RETIGHTEN TO THE WATER HEATER; IT PRESSURE CHECKED OK. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE FOUND. REMAINING APPLIANCES WERE SAFETY CHECKED AND RELIT. AN OUTSIDE SWEEP WAS CONDUCTED WITH NO LEAKS FOUND. THE METER SET WAS REPAINTED.	Attachment 1DB

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107	9/27/2010	5409512414	Redacted	1	IR;San Bruno;No gas smell;Previous leak at mtr duct tape was use to repair and is now coming off;X-st Oa	CHANGED DR GAS METER; NO GAS ODOR PER CUST; CHANGED RUSTY FITTINGS AT MTR, WRAPPED RISER; CHG DR MTR; CLOCKED HSE LINE; CK APPLS; SWEEP OUTSIDE AND INSIDE HSE W/CGI- NO READS; FILTER IN FAF NEEDS TO BE REPLACED; SPILLAGE AT WATER HTR DRAFT DIVERter, BAD VENT SLOPE-RTD	CHANGED DOES NOT REGISTER GAS METER; NO GAS ODOR PER CUSTOMER; CHANGED RUSTY FITTINGS AT METER, WRAPPED RISER; CHANGED DOES NOT REGISTERING METER; CLOCKED HOUSE LINE; CHECKED APPLIANCES; SWEEP OUTSIDE AND INSIDE HOUSE WITH/ COMBUSTIBLE GAS INDICATOR- NO READS; FILTER IN FORCED AIR FURNACE NEEDS TO BE REPLACED; SPILLAGE AT WATER HEATER DRAFT DIVERter, BAD VENT SLOPE- REFERRED TO DEALER	A GSR RESPONDED TO A GAS LEAK AT THE METER. THE GSR FOUND THE METER WAS NOT REGISTERING ANY FLOW; THE METER WAS REPLACED, A RUSTY FITTING CHANGED AND THE RISER WRAPPED WITH TAPE. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE FOUND. THE CUSTOMER STATED THEY DID NOT SMELL ANY ODOR. AN APPLIANCE SAFETY CHECK WAS PERFORMED AS WELL AS INSIDE AND OUTSIDE SWEEPS WITH NO LEAKS FOUND. THE FILTER ON THE FORCED AIR FURNACE NEEDED TO BE REPLACED AND THE WATER HEATER WAS NOT FULLY VENTING AS DETERMINED BY SPILLAGE OF FLUE GASES AT WATER HEATER DRAFT DIVERter; CAUSED BY SLOPE IN VENT. THE CUSTOMER WAS REFERRED TO HAVE A DEALER CORRECT THE VENTING.	Attachment 1DC
108	9/27/2010	5451148343	5451149484	1	ED S	FOUND LEAK IN FRONT OF THIS HOUSE WHILE DOING OUTSIDE SWEEP FOR [Redacted] SEE OTHER TAG; FOUND 12% LEL IN WATER METER BOX IN FRONT OF 2475 DONEGAL; MADE FU FOR CREW, CASE #3658889739 CSR LAN ID [Redacted] NO GAS ODOR INSIDE [Redacted] PER CUST, CUST REFUSED INSIDE SWEEP; NO OTHER READS ON OUTSIDE SWEEP;	FOUND LEAK IN FRONT OF THIS HOUSE WHILE DOING OUTSIDE SWEEP FOR [Redacted]; SEE OTHER TAG; FOUND 12% Lower EXPLOSIVE LIMIT IN WATER METER BOX IN FRONT OF 2475 DONEGAL; MADE FOLLOW UP FOR CREW, CASE #3658889739 CSR LAN ID [Redacted]; NO GAS ODOR INSIDE [Redacted] PER CUSTOMER, CUSTOMER REFUSED INSIDE SWEEP; NO OTHER READS ON OUTSIDE SWEEP;	A GSR RESPONDED TO A GAS CALL OUTSIDE AT THE LOCATION. THE GSR FOUND A LEAK IN FRONT OF THE HOUSE WHILE PERFORMING OUTSIDE SWEEP FOR [Redacted] SEE OTHER TAG. A LEAK MEASURING 12% LOWER EXPLOSIVE LIMIT WAS FOUND IN THE WATER METER BOX IN FRONT OF [Redacted] A CASE NUMBER WAS ISSUED (# 3658889739) BY CUSTOMER SERVICE REPRESENTATIVE (LAN ID [Redacted]) TO HAVE A MAINTENANCE AND CONSTRUCTION (M&C) CREW PERFORM A FURTHER LEAK INVESTIGATION. AN INSIDE SWEEP WAS NOT CONDUCTED BECAUSE OF CUSTOMER REFUSAL.	Attachment 1DD

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109	9/27/2010	5451149484	5451148343	Redacted	1	EVAC;XST-Redact;LVRY STRNG;CONSTRUC TION P/Red GAS VALVE AT MTR BROKEN	GAS BLOWING FROM RISER; WAITED FOR CREW TO REPAIR; REBUILT SET, REPLACED RUSTY FITTINGS, REG; LOCKED W/DISK; HOUSE VACANT; LEFT CARD; SWEEP OUTSIDE W/CGI FOUND 12%LEL IN WATER BOX IN FRONT OF Redacted; MADE FU FOR CREW, CASE #3658889739, CSR LAN ID Red SEE OTHER TAG	GAS BLOWING FROM RISER; WAITED FOR CREW TO REPAIR; REBUILT SET, REPLACED RUSTY FITTINGS, REGULATOR; LOCKED WITH/DISK; HOUSE VACANT; LEFT CARD; SWEEP OUTSIDE WITH/COMBUSTIBLE GAS INDICATOR FOUND 12%LOWER EXPLOSIVE LIMIT IN WATER BOX IN FRONT OFRedacted; MADE FOLLOW UP FOR CREW, CASE #3658889739, CUSTOMER SERVICE REPRESENTATIVE LAN ID Red; SEE OTHER TAG	A GSR RESPONDED TO A GAS LEAK AT THE METER. THE GSR FOUND THAT GAS WAS BLOWING FROM THE RISER; AND STOOD BY WHILE A CREW WAS DISPATCHED TO MAKE REPAIRS. THE GSR REBUILT THE METER SET, REPLACED RUSTY FITTINGS, AND LOCKED THE REGULATOR WITH A DISK. THE HOUSE WAS VACANT SO A CARD WAS LEFT NOTIFYING THE CUSTOMER. AS THE OUTSIDE SWEEP WAS CONDUCTED A LEAK WAS FOUND AT A NEIGHBORING ADDRESS MEASURING 12% LOWER EXPLOSIVE LIMIT IN THE WATER BOX IN FRONT OFRedacted; SEE RELATED FIELD ORDER 5451148343.	Attachment 1DE
110	9/28/2010	2734089066	2734089114	Redacted	1	EVAC/IR/AXS OK/MILD ODR @ STOVE N KCHN/Redact /Redacted /XST Redacted /DUR: 2 DAYS/	5%LEL outside sweep@elect vault#T-6347 made f/u tag for flame pack,0%inside-chkd appls-ok, customer.... complaining of ticking noise@rangetop burners!	5% LOWER EXPLOSIVE LIMIT OUTSIDE SWEEP AT ELECTRIC VAULT #T-6347 MADE FOLLOW/UP TAG FOR FLAME PACK, 0% INSIDE-CHECKED APPLIANCES-OK, CUSTOMER.... COMPLAINING OF TICKING NOISE AT RANGE TOP BURNERS!	A GSR RESPONDED TO A GAS LEAK AT THE RANGE. DURING AN OUTSIDE SWEEP, THE GSR FOUND A LEAK READING 5% AT AN ELECTRIC VAULT # T-6347. A FOLLOW-UP TAG WAS ISSUED TO HAVE MAINTENANCE AND CONSTRUCTION (M&C) PERSONNEL PERFORM A FURTHER LEAK INVESTIGATION USING THE FLAME PACK EQUIPMENT. AN INSIDE SWEEP WAS CONDUCTED WITH NO LEAKS FOUND. THE APPLIANCES WERE CHECKED AND FOUND TO BE OK. THE CUSTOMER HAD STATED THAT THEY HEAR A TICKING NOISE AT THE RANGE TOP BURNERS; BUT CHECKED OUT OK.	Attachment 1DF
111	9/28/2010	5369843295		Redacted	4	STRONG ODOR IN BACK YARD FOR CPLE YRS;NVR CALLD BEFORE;MOSTLY CONCRETE IN BACK;SMELLS IT OFF & ON	CUST NOT ON SITE UPON ARRIVAL,PER CUST CALL CENTER ADVSD THAT CALL AHEAD BY GSR IS NEEDED,UPON ARRIVAL OUTSIDE CGI SWEEP REGISTERED ZERO READ,UPON CUST ARRIVAL INSIDE CGI SWEEP REGISTERED ZERO READ,GAS SVC T/ON HOUSELINE CLOKED TIGHT RELT PILOTS AND SFTY CHK'D APLS,ADVSD CUST TO ENLARGE FRESH AIR VENTS FOR APL CLOSET.	CUSTOMER NOT ON SITE UPON ARRIVAL ,PER CUSTOMER CALL CENTER ADVISED THAT CALL AHEAD BY GAS SERVICE REPRESENTATIVE IS NEEDED, UPON ARRIVAL OUTSIDE COMBUSTIBLE GAS INDICATOR SWEEP REGISTERED ZERO READ, UPON CUSTOMER ARRIVAL INSIDE COMBUSTIBLE GAS INDICATOR SWEEP REGISTERED ZERO READ, GAS SERVICE TURN/ON HOUSELINE CLOKED TIGHT RELIT PILOTS AND SAFETY CHECKED APPLIANCES, ADVISED CUSTOMER TO ENLARGE FRESH AIR VENTS FOR APPLIANCE CLOSET.	A GSR RESPONDED TO A GAS LEAK OUTSIDE AT THE LOCATION. THE CUSTOMER WAS NOT HOME WHEN THE GSR FIRST ARRIVED. AN OUTSIDE SWEEP WAS CONDUCTED WITH NO LEAKS FOUND. THE CUSTOMER RETURNED TO THE HOME AND THE GSR PERFORMED AN INSIDE SWEEP WITH NO LEAKS FOUND. A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS LEAKS; NONE FOUND. THE APPLIANCES WERE CHECKED AND THE PILOTS RELIT. THE CUSTOMER WAS ADVISED TO ENLARGE THE FRESH AIR VENTS FOR THE APPLIANCES IN THE CLOSET.	Attachment 1DG

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112	9/30/2010	2734089114	2734089066	Redacted	1	Give To: Redacted case#5186137993 Red 5% LEL out over main by transformer vault-0%LEL everywhere else-flm pk f/u	CASE #5186137993 Red 5% LOWER EXPLOSIVE LIMIT OUT OVER MAIN BY TRANSFORMER VAULT- 0% LOWER EXPLOSIVE LIMIT EVERYWHERE ELSE- FLAME PACK FOLLOWUP	A GSR RESPONDED TO A GAS LEAK OUTSIDE AT THE LOCATION. THE GSR FOUND A LEAK AT THE MAIN LINE LOCATED BY AN ELECTRIC TRANSFORMER VAULT THAT MEASURED 5% LOWER EXPLOSIVE LIMIT. AT ALL OTHER LOCATIONS NO LEAKS WERE FOUND. A CASE NUMBER WAS ISSUED (#5186137993) TO HAVE A MAINTENANCE AND CONSTRUCTION (M&C) CREW DISPATCHED WITH THEIR FLAMEPACK EQUIPMENT TO FURTHER INVESTIGATE AND MITIGATE THE LEAK NEAR THE ELECTRIC BOX.	Attachment 1DH	
113	9/30/2010	5349222980			4	TO P2GBSC5 PER REQUEST	REPAIRED GAS LEAK@MTR BELOW SVC VALVE,REPLACED FAULTY INSULATED UNION,OUTSIDE CGI SWEEP REGISTERED ZERO READ.	A GSR RESPONDED TO A GAS LEAK AT THE METER. A LEAK WAS FOUND AND REPAIRED AT THE METER SET BELOW THE SERVICE VALVE. IN ADDITION, THE GSR REPLACED A FAULTY INSULATED UNION. AN OUTSIDE SWEEP WAS CONDUCTED WITH NO LEAKS FOUND.	Attachment 1DI	
114	9/30/2010	5349223151			4	EVAC;STRONG @ MTR 3 DAYS;X-ST Redacted	UPON ARRIVAL OUTSIDE INSIDE CGI SWEEPS REGISTERED ZERO READS,FOUND 0.2LEL READ@GAS MTR,REPAIRED LEAK,GAS SVC T/ON,HOUSELINE CLOCKED TIGHT RELT PILOT AND SFTY CHK'D APLS.ADVSD CUST TO REPLACE FAF FLTR.	UPON ARRIVAL OUTSIDE INSIDE COMBUSTIBLE GAS INDICATOR SWEEPS REGISTERED ZERO READS, FOUND 0.2 LOWER EXPLOSIVE LIMITS READ AT GAS METER, REPAIRED LEAK, GAS SVC TURN/ON, HOUSELINE CLOCKED TIGHT RELIGHT PILOT AND SAFETY CHECKED APPLIANCES. ADVISED CUSTOMER TO REPLACE FORCED AIR FILTER.	A GSR RESPONDED TO A GAS LEAK AT THE METER. OUTSIDE AND INSIDE SWEEPS WERE CONDUCTED WITH NO LEAKS FOUND. A LEAK MEASURING 0.2 LOWER EXPLOSIVE LIMIT WAS FOUND AT THE GAS METER. THE SERVICE WAS SHUT OFF TO REPAIR THE LEAK AT THE METER. AFTER REPAIRS WERE COMPLETE, SERVICE WAS RESTORED AND A CLOCK TEST WAS PERFORMED TO DETERMINE IF THERE WAS ANY UNACCOUNTED FOR GAS FLOW; NONE FOUND. THE APPLIANCES WERE RELIT AND SAFETY CHECKED. THE CUSTOMER WAS ADVISED TO REPLACE THE FORCED AIR FURNACE FILTER.	Attachment 1DJ

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115	9/30/2010	5615037725	Redacted	3	EVAC- MILD SINCE LAST NIGHT- DEAD GRASS- XST Redacted PER Redacted WORK ON HILL LAST WEEK	outside=0, drains=0, carport=0 and perimeter = 0. found leak at the riser below the regulator at the Redacted side mtr set. has 'butterfly' type reg. made follow up for the alt crew to make repairs. found mtr for Redacted bypassing gas from the dial cover area. called for mtr chg tag for Redacted	OUTSIDE=0, DRAINS=0, CARPORT=0 AND PERIMETER = 0. FOUND LEAK AT THE RISER BELOW THE REGULATOR AT THE 'COURTLAND' SIDE METER SET. HAS 'BUTTERFLY' TYPE REGULATOR. MADE FOLLOW UP FOR THE ALTERATION CREW TO MAKE REPAIRS. FOUND METER FOR Redacted BYPASSING GAS FROM THE DIAL COVER AREA. CALLED FOR METER CHANGE TAG FOR Redacted	A GSR RESPONDED TO A GAS LEAK AT THE METER. AN OUTSIDE SWEEP WAS CONDUCTED WITH NO LEAKS FOUND. A LEAK WAS FOUND AT THE RISER BELOW THE REGULATOR ON THE Redacted SIDE OF THE METER SET. THIS METER SET HAS A 'BUTTERFLY' TYPE REGULATOR; WHICH REQUIRED A FOLLOW-UP TAG FOR AN ALTERATION CREW TO MAKE REPAIRS. THE GSR ALSO FOUND THE METER AT Redacted BYPASSING GAS FROM THE DIAL COVER AREA. A FOLLOW-UP TAG WAS ISSUED TO REPLACE THE METER FOR Redacted	Attachment 1DK
116	9/30/2010	6522662284	Redacted	2	evac. strong..1st smell.. xst Redacted Redacted Red anxiety	Re IS ADDRESS FOR ENTIRE COMPLEX/ ODOR COMPLNT FROM Redacted NO GAS ODOR ON MY ARRIVAL CGGI TEST INSIDE APT 6 = 0 % LEL OUTISDE ENTIRE BUILDING AND IN THE BOILER ROOM ACROSS THE WAY = 0 % LEL ALSO CHECKED IN BOTTOM OF BUILDING = 0 % LEL ADVSD CSTMR HAVE BLDG MAINTNCE CHECK FOR SOURCE OF ODOR. THERE IS NO GAS IN THIS BLDG	Re IS ADDRESS FOR ENTIRE COMPLEX / ODOR COMPLAINT FROM Redacted NO GAS ODOR ON MY ARRIVAL COMBUSTIBLE GAS INDICATOR TEST INSIDE APARTMENT 6 = 0 % LOWER EXPLOSIVE LIMIT OUTSIDE ENTIRE BUILDING AND IN THE BOILER ROOM ACROSS THE WAY = 0 % LOWER EXPLOSIVE LIMIT ALSO CHECKED IN BOTTOM OF BUILDING = 0 % LOWER EXPLOSIVE LIMIT ADVISED CUSTOMER HAVE BUILDING MAINTENANCE CHECK FOR SOURCE OF ODOR. THERE IS NO GAS IN THIS BUILDING	A GSR RESPONDED TO A GAS LEAK AT THE LOCATION. UPON ARRIVAL, THE GSR FOUND THE GAS ODOR COMPLAINT WAS ISSUED BY CUSTOMER AT APARTMENT Redacted AN INSIDE SWEEP WAS CONDUCTED OF THE UNIT WITH NO LEAKS FOUND. THE GSR THEN CHECKED ALL THE BUILDINGS WITH NO LEAKS FOUND. THE CUSTOMER WAS ADVISED TO HAVE THE APARTMENT BUILDING MAINTENANCE PERSONNEL CHECK FOR OTHER SOURCES OF ODOR AS THERE IS NO GAS SUPPLY TO THE BUILDINGS.	Attachment 1DL
117	10/1/2010	5745758853	Redacted	3	SAN BRUNO CUST- AXS O.K;X ST Redacted WTR IN INDEX-ANXIOUS- Redacted	WATER IN THE INDEX, REPLACED GAS METER, INSTALLED MO DULE. RECON PROBLEM, FOLLOW UP	WATER IN THE INDEX, REPLACED GAS METER, INSTALLED MODULE. RECONSTRUCTION PROBLEM, FOLLOW UP	A GSR RESPONDED TO A GAS LEAK OUTSIDE AT THE LOCATION. THE GSR FOUND WATER IN THE INDEX WINDOW OF THE METER. THE GAS METER WAS REPLACED AND MODULE WAS INSTALLED. THE GSR REQUESTED THE LOCATION BE FURTHER INVESTIGATED BY A MAINTENANCE AND CONSTRUCTION (M&C) PERSONNEL.	Attachment 1DM