

Summary of Gas Odor Calls for "Areas" 1-4
9/10/10 - 9/30/10

Date & Time of Call	Account #	Address	City	CP&S Area	Wave File	Name of Customer Calling	Contact Phone Number Provided	Date Issued	Field Order	Summary of Call
09/10/2010 5:36:09PM	Redacted	Redacted	Redacted	SAN BRUNO	01_20100910_17.36.09_65058897212.wav	Redacted	Redacted	9/10/2010	5171582180	The customer states something and now she smells a Gas Leak at her stove. P&E's GSR taped some calling and now she smells gas again. She noticed it about a day and half ago, very faint odor, no hissing or blowing. The tag issued as immediate response but customer was not advised to evacuate.
9/10/2010 11:48:18AM				SAN BRUNO	02_20100910_11.48.18_6509526099.wav			9/10/2010	5317923151	Customer stated that she smelled gas last night. She shut off the pilot lights and P&E was scheduled to come out today to re-light it but she forgot to mention that they did smell gas. No gas smell now. The smell was coming from between the kitchen and laundry room; both the furnace and the water heater are in the laundry room.
9/10/2010 9:40:39AM				SAN BRUNO	03_20100910_09.40.39_6505891103.wav			9/10/2010	5327490155	The customer shut off the valve at the meter and can't get it back on. The Customer Service Representative (CSR) scheduled a Field Order to turn on gas Field Order customer. The Field Order is cancelled and new Field Order created by another CSR. The customer called back later stating he was smelling gas so a 2nd Field Order was created. See Field Order 5327490557 for the follow-up tag.
09/10/2010 11:54:41AM				SAN BRUNO	04_20100910_11.54.41_6505891103.wav			9/10/2010	5327490557	The customer called back reporting that he now smells gas at the range. The CSR cancelled a previous Field Order (5327490155) and issued a Gas Leak Field Order for an immediate response. When asked if it was a strong odor customer states you can definitely smell it. No hissing or blowing. At stove in kitchen, not confined, smelled for last 15 minutes.
9/10/2010 7:45:46 PM				SAN BRUNO	05_20100910_19.45.46_6507961509.WAVE			9/10/2010	5359657760	A GSR called in to request a tag to initiate work to replace a gas regulator where he found a leak while completing a leak survey. The tag is necessary to document the work.
9/10/2010 9:41:13 AM				SAN BRUNO	06_20100910_09.41.13_6502169847.WAVE			9/10/2010	5379477335	Customer has noticed the smell of a mild odor for a few months by the hill in her yard.
9/10/2010 18:35:41 PM				SAN BRUNO	07_20100910_18.35.41_6508756260.WAVE			9/10/2010	5379610783	Mild gas odor in kitchen from the stove. Noticed the same day of the call. <i>(Recorded wav file is in Spanish)</i>
9/10/2010 21:21:38 PM				SAN BRUNO	08_20100910_21.21.38_6504555587.WAVE			9/10/2010	5379632936	The customer reports smelling a strong to moderate gas odor coming from the kitchen under the stove cabinet. The customer has smelled odor for a month
09/10/2010 13:45:54				SAN BRUNO	09_20100910_13.45.54_6502900462.WAVE			9/10/2010	5409467400	A customer was reporting a strong gas leak; smells "all the time" and tastes it, also is getting headaches. She stated she was not sure if it is a gas leak, but knows that there is a gas leak on street. There has been plumbing work which was completed within 3 months. Customer previously reported a gas leak on 5/18/2010; the GSR did not find a leak at the time. The customer stated that a dealer put a chemical in vent (possible source of leak).
9/10/2010 12:25:00 PM				SAN BRUNO	10_20100910_12.25.00_6502735951.wav			9/10/2010	5411902604	The customer reports gas smell in the garage that was noticed today.
9/10/2010 10:41:09 AM				SAN BRUNO	11_20100910_10.41.09_6505837189.wav			9/10/2010	5422525410	The customer calling about a mild gas odor at the gas meter.
9/10/2010 8:11:16 AM				SAN BRUNO	12_20100910_08.11.16_6505881288.wav			9/10/2010	5557840469	The customer was not currently smelling an odor, but stated that she had smelled an odor in the past about a year ago. The previous odor was outside on the side of house where there was a crack in sidewalk/cement. The odor at the time was noted to range from strong to mild. The customer wanted to have it checked just to confirm she did not have a gas leak now since we were out there checking and since she has had one in the past.

Note: Highlighted field orders were not generated by customer call, but through alternative means or were not recorded.

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09/10/2010 3:30:24PM	Redacted	Redacted	SAN BRUNO	3	13.20100910	Redacted	Redacted	9/10/2010	5725059235	A strong odor was noticed this morning coming from outside on the right hand side between [Redacted] The resulting Field Order was cancelled and then reissued as FO 5725059235. The same call recording is referenced to both Field Orders
9/10/2010 9:41:06 AM			SAN BRUNO	3	14.20100910			9/10/2010	5725059565	A customer called about a strong odor that was noticed this morning outside his home near the entry way of the home on the left side of the building between neighbors. The first time it was noticed was quite a while ago, several years. The customer did not notice any hissing or blowing.
9/10/2010 3:30:24 PM			SAN BRUNO	3	13.20100910			9/10/2010	5725059691	The customer noticed a strong smell this morning, no hissing or blowing. The odor is coming on the right hand side between [Redacted] (Originally issued as Field Order 5725059235 then cancelled and reissued as FO 5725059691. The same call recording is referenced to both Field Orders)
9/10/2010 4:29:36 PM			SAN BRUNO	3	15.20100910			9/10/2010	5725060096	issued by Field Services
9/10/2010 9:59:07 AM			SAN BRUNO	3	16.20100910			9/10/2010	5745796165	The customer noticed an odor with no hissing or blowing in the hallway before getting into the kitchen. The odor was noticed today right before the heater was turned on.
9/10/2010 9:16:59PM			SAN BRUNO	3	None			9/10/2010	1418454905	issued by Field Services
9/11/2010 9:57:46 AM			SAN BRUNO	4	18.20100911			9/11/2010	5349200205	A strong odor was noted at the meter on the side of the home, no hissing or blowing, noticed in the last two days. Believes leak is due to old pipes. The customer was advised to evacuate.
9/11/2010 9:54:09 AM			SAN BRUNO	4	19.20100911			9/11/2010	5359523796	Not a gas leak call. The customer is concerned about rusted gas pipes at meter. Currently has someone out to install an earthquake valve.
9/11/2010 06:54:036 AM			SOUTH SAN FRANCISCO	1	20.20100911			9/11/2010	5367839767	Customer reports a chemical odor around her water heater. The water heater is not working. Customer states there is water around the appliance. Customer noticed a mild odor the day of the call.
9/11/2010 18:51:10 PM			SAN BRUNO	1	21.20100911			9/11/2010	5379590635	The customer is not sure if she smells gas, has experienced headaches, has also been nauseas, throat is hurting and she has a bad taste in her mouth. The customer has had the symptoms for the last 3 days.
9/11/2010 15:03:54 PM			SAN BRUNO	1	22.20100911			9/11/2010	5409499033	Caller wishes to verify if it is safe for her mother to return home. Her mother does not have a sense of smell so she is not sure if she is smelling gas.
9/11/2010 12:42:49 PM			SAN BRUNO	3	23.20100911			9/11/2010	5724957049	The customer did not report an odor, but was having trouble with gas staying on for water heater over the last 3 days. The water heater is located near the outside door adjacent to the washer/dryer in a confined area.
09/11/2010 5:11:34PM			SAN BRUNO	3	24.20100911			9/11/2010	5725054121	A strong odor was just now noticed outside.
9/11/2010 5:18:04 PM			SAN BRUNO	3	25.20100911			9/11/2010	5736488713	A strong odor was noted within last 10 minutes outside in front, unsure from exactly where.

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Summary of Gas Odor Calls for "Areas" 1-4

Date & Time of Call	Account #	Address	City	CPSD Area	Wave File	Name of Customer Calling	Contact Phone Number Provided	Date Issued	Field Order	Summary of Call
9/12/2010 11:53:12AM	Redacted	Redacted	Redacted	2	26.20100912_11.53.12_6502711674.wav	Redacted	Redacted	9/12/2010	5327551122	The customer smells a mild odor at the meter on the side of the house. No hissing or blowing. The odor was noticed yesterday. Daughter called on behalf of parents. Last name is "Burdge".
9/12/2010 1:42:00PM	Redacted	Redacted	Redacted	2	27.20100912_13.42.00_4153730800.wav	Redacted	Redacted	9/12/2010	5327551181	GSR called to schedule follow ups on gas leaks
9/12/2010 9:23:41AM	Redacted	Redacted	Redacted	1	28.20100912_09.23.41_6508721461.wav	Redacted	Redacted	9/12/2010	5337862239	The customer received a call from PG&E in which the representative stated it was going to be doing work in her area today and that she might lose power for a while and that PG&E would also be checking the gas pipes. Customer wanted to know the estimated time of arrival for the work and, if it had already been completed, what the findings were. The customer then expressed anxiety about possible gas pipe in her backyard and would like it checked. Not smelling gas just wants a safety check. Customer is very anxious.
9/12/2010 4:37:26 PM	Redacted	Redacted	Redacted	2	29.20100912_16.37.26_4153730800.wav	Redacted	Redacted	9/12/2010	5432806262	A GSR called requesting to have a GAS LEAK ODOR Field Order created. The Field Order was created as requested by the customer as well.
9/12/2010 3:19:01 PM	Redacted	Redacted	Redacted	2	30.20100912_15.19.01_6509521548.wav	Redacted	Redacted	9/12/2010	5432820412	Customer called to report a gas smell. Customer explained that the smell was outside his house and he explained that PG&E had previously drilled two holes in the front yard of his neighbor's house. The odor was strong.
9/12/2010 10:10:57 AM	Redacted	Redacted	Redacted	1	31.20100912_10.10.57_6502914058.wav	Redacted	Redacted	9/12/2010	5440606801	The customer called to report that his gas pipe is corroded. The customer service representative created a gas leak odor Field Order. The customer did not notice any gas odor, but wanted it checked.
9/12/2010 1:42:00PM	Redacted	Redacted	Redacted	1	27.20100912_13.42.00_4153730800.wav	Redacted	Redacted	9/12/2010	X100009531	A GSR calling in for a tag to be created for follow to up on a gas leak
9/13/2010 12:32:28PM	Redacted	Redacted	Redacted	1	32.20100913_12.32.28_6508778467.wav	Redacted	Redacted	9/13/2010	5171607542	Customer states has long smelled gas at his meter outside at least a year. He stated that he has never called before but wants it checked now. The odor was moderate. Customer indicated he did not notice any hissing or blowing.
9/13/2010 3:19:01 PM	Redacted	Redacted	Redacted	4	None	Redacted	Redacted	9/13/2010	5265721092	Issued by Field Services
9/13/2010 9:06:15 AM	Redacted	Redacted	Redacted	4	33.20100913_09.06.15_6503550803.wav	Redacted	Redacted	9/13/2010	5265721707	The customer is not smelling gas but is concerned about rusted pipe and his heater won't come on.
9/13/2010 10:42:40AM	Redacted	Redacted	Redacted	1	34.20100913_10.42.40_6506970582.wav	Redacted	Redacted	9/13/2010	5327321035	The customer smells an odor at the stove, which has been going on for about a month. Sometimes the customer smells a strong odor, sometimes just a faint odor.
9/13/2010 3:34:12PM	Redacted	Redacted	Redacted	1	35.20100913_15.34.12_6502198592.wav	Redacted	Redacted	9/13/2010	5327413345	The customer is smelling gas odor at the meter - could be mild it's noticeable and states pipes are corroded going to the meter. No hissing or blowing noticed. A Field Order was scheduled as an immediate response.
9/13/2010 10:07:40 PM	Redacted	Redacted	Redacted	1	None	Redacted	Redacted	9/13/2010	5337868777	Gas leak reported via KANA email. CSR, Tan Le, created a Field Order for the gas leak tag. Per General Reference (reference document), for gas leaks reported via email, KANA reps are required to issue the appropriate gas leak/gas odor field order and indicate "p/kana email" in the comments, to document the actions taken, and then forward it to the Senior Service Representative queue.
9/13/2010 10:07:40 PM	Redacted	Redacted	Redacted	2	36.20100913_22.07.40_4157482457.wav	Redacted	Redacted	9/13/2010	5432840781	Customer called to report that the pilot light in the heater was not lighting and now he smells gas. The odor was strong and began that day. The heater is in the living room.

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Date & Time of Call	Account #	Address	City	CPSD Area	Wave File	Name of Customer	Contact Phone Number Provided	Date Issued	Field Order	Summary of Call
09/13/2010 11:56:12AM	Redacted	Redacted	SAN BRUNO	3	37_20100913_11:56:12_6505897027.wav	Redacted	Redacted	9/13/2010	5724957671	The customer stated while he was out of the house on 9/11/10, the gas went out again. The gas water heater is located near washer/dryer in the middle of house. The customer was not smelling gas but had a problem with gas going out on water heater.
9/13/2010 4:47:18 PM			SAN BRUNO	3	38_20100913_16:47:18_5209919799.wav			9/13/2010	5735278192	The customer noticed a strong smell when there is no wind. Customer did not hear hissing or blowing. The smell started today and was strongest outside by the street. The landlord advised the customer to call PG&E.
9/13/2010 9:22:38 AM			SAN BRUNO	3	39_20100913_09:22:38_6505883919.wav			9/13/2010	5735372990	The customer was not reporting a leak, but was anxious. The customer just wanted PG&E to go out for a safety check and to show how to shut off gas at meter.
9/13/2010 5:58:00 PM			SAN BRUNO	3	40_20100913_17:58:00_5625879799.wav			9/13/2010	5736428033	The customer noted a strong odor, but did not note any hissing or blowing. The smell was noticed today around lunchtime (12-1) and centered near the inside the stairwell on 2nd/3rd floor outside the main door near the laundry room.
9/14/2010 10:06:29 AM			SAN BRUNO	1	41_20100914_10:26:29_4153699831.wav			9/14/2010	5379442595	The customer asked that PG&E check a gas pipe that runs through a park (Catalpa Park) located near her home. Customer smells gas on and off. Customer did not indicate duration, but did indicate it was not a strong odor.
9/14/2010 16:14:34 PM			SAN BRUNO	1	42_20100914_16:14:34_6502900462.WAVE			9/14/2010	5409467079	The customer smells and tastes a strong gas odor in her bathroom. has just noticed the odor the day of call, but has noticed the smell in the home for a year. Customer reports feeling sick and nauseas due to the odor. There was plumbing work completed on the home 2 months ago.
9/14/2010 9:48:56 AM			SAN BRUNO	2	43_20100914_9:48:56_4084694591.wav			9/14/2010	5422469581	Customer noticed a mild gas odor about a month ago coming from the laundry room.
9/14/2010 3:45:55 PM			SOUTH SAN FRANCISCO	1	44_20100914_15:45:55_6502431323.wav			9/14/2010	5430377535	The customer called explaining that the gas line at the meter is bent at the service to the guest house; customer not smelling gas. Customer requested that PG&E be sent to investigate.
9/14/2010 6:18:33 PM			SAN BRUNO	2	45_20100914_18:18:33_6505893066.wav			9/14/2010	5432806737	Claudia called to report that for the past year there had been a gas leak at 725 Olive, in San Bruno. She stated that nothing had been done to eliminate the odor except for the drilling of two holes in the floor. Redacted
9/14/2010 6:18:33 PM			SAN BRUNO	2	45_20100914_18:18:33_6505893066.wav			9/14/2010	5432806737	noted the odor was strong and has been present for about two days. the next day, she is now calling because no one had shown up. The customer also but she is concerned. The night before, a GSR advised her that a crew would return in San Bruno. She stated that nothing had been done to eliminate the odor except for the drilling of two holes in the floor. Redacted
9/14/2010 7:11:32 AM			SAN BRUNO	2	46_20100914_7:11:32_6504305749.wav			9/14/2010	5443359825	The customer called about a moderate gas smell in the sidewalk that has been noticeable on and off for the last 5 years.
9/14/2010 7:11:32 AM			SOUTH SAN FRANCISCO	1	None			9/14/2010	5503060940	issued by CEE CSR in San Ramon
9/15/2010 6:10:52PM			SAN BRUNO	3	47_20100915_18:10:52_4155315642.wav			9/15/2010	5317877560	Customer smelled gas about 3 weeks ago near the end of his driveway. He said he didn't smell it but his friend did. No hissing or blowing. His friend said it was a strong odor and there is dead grass near where leak was smelled.
9/15/2010 10:38:37 AM			SAN BRUNO	3	48_20100915_10:38:37_6509225140.WAVE			9/15/2010	5349015240	Customer just noticed the odor the day of the call. It is a strong odor in the driveway possibly originating from the meter.
9/15/2010 10:38:37 AM			SAN BRUNO	2	None			9/15/2010	5432836920	issued by Field Services
9/16/2010 10:34:09 AM			SAN BRUNO	4	49_20100916_10:34:09_6508715802.WAVE			9/16/2010	5369913670	Customer does not smell gas. Customer did, however, notice several weeks ago (about a month) vegetation has died.

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9/16/2010 10:34:09 AM	Redacted	Redacted	Redacted	SAN BRUNO	49.20100916_10.34.09_6508715802.WAVE	Redacted	Redacted	9/16/2010	X100010283	Customer does not smell gas or hear any hissing or blowing sounds but wants to report that vegetation in her backyard and has been dying. She said she was advised to call in and report if grass/plants were dying.
9/17/10 12:36 PM				SAN BRUNO	50.20100917_12.36.22_6502913957.wav			9/17/2010	5265775471	Today, the customer started hearing a hissing noise coming from her meter; no blowing or smell of gas was noted. The meter is outside of garage.
9/17/2010 09:05:47AM				SAN BRUNO	51.20100917_09.05.47_6504654299.wav			9/17/2010	5317847383	The customer expressed concern because her neighbor was on the news saying that he had smelled gas for sometime and she wants to know if we have checked the gas lines on Crestmoor. Also the news said something about toxic fumes because of the explosion. The customer pregnant and worried. Customer is not smelling any gas. This Field Order was cancelled - no reason given but another Field Order was scheduled.
				SAN BRUNO	None			9/17/2010	5317847763	issued by Field Services
9/17/2010 9:16:48AM				SAN BRUNO	52.20100917_09.16.48_6508753539.wav			9/17/2010	5327385139	The customer smells a mild odor of gas at the meter in front/side yard. No hissing or blowing was noticed. The customer noted that it had been going on for a couple of days.
				SAN BRUNO	None			9/17/2010	5422338189	issued by Field Services
9/17/2010 3:02:57 PM				SAN BRUNO	53.20100917_15.02.57_4084721853.wav			9/17/2010	5735368058	The customer noted a mild odor with no hissing or blowing heard. The odor was just noticed today when he/she walked outside of house.
9/17/2010 9:43:07 AM				SAN BRUNO	54.20100917_09.43.07_6509529348.wav			9/17/2010	5745835358	A mild odor was noticed about 5 minutes ago outside alongside the house; no hissing or blowing indicated.
9/18/2010 12:31:05PM				SAN BRUNO	55.20100918_12.31.05_7072354513.wav			9/18/2010	5337684710	The customer smells gas when she turns on her stove. It is a mild odor throughout the house with no hissing or blowing noticed. The customer stated the smell has detected for only a few minutes.
				SAN BRUNO	No call recording available due to technical problem with the CSR workstation.			9/19/2010	5440558335	Per Customer Care & Billing, customer had been smelling gas for a while and was worried because of the San Bruno accident. Field notes indicated that a modified leak investigation was completed at the meter.
9/20/2010 12:40:07PM				SAN BRUNO	56.20100920_12.40.07_1368954403.wav			9/20/2010	5327408604	The customer is very anxious. Customer identified herself as a daughter calling about parents' address. Customer wants to make sure gas lines near there house are safe.
				SAN BRUNO	None			9/20/2010	5327530585	issued by Field Services
9/21/2010 4:05:29PM				SAN BRUNO	57.20100921_16.05.29_114146#1.wav			9/21/2010	5327391518	Customer wants to know where gas transmission lines are located near his home. Customer requests a safety check on gas lines and connections in the home.
9/21/2010 1:57:21PM				SAN BRUNO	58.20100921_13.57.21_6508711300.wav			9/21/2010	5337734639	The customer states the presence of a fairly strong odor coming from the furnace in garage. No hissing or blowing was noticed and the occurrence started today.
9/21/2010 8:48:04 AM			FRANCISCO	SOUTH SAN	59.20100921_08.48.04_6508270458.WAVE			9/21/2010	5461450193	The call was not regarding a gas odor or leak. However, the customer is concerned about the gas pipe service at the property and states the pipe is rusted.
				SAN BRUNO	None			9/21/2010	5474680879	issued by Senior Service Representative working off line on help ticket cases
09/21/2010 03:36:31PM				SAN BRUNO	60.20100921_15.36.31_6509524251.wav			9/21/2010	5725012713	The tenant reported a strong gas odor to the owner which started about a week to a week and a half ago, but that the tenant has not smelled it for 3 last days. The tenant stated the odor was noticed near master bedroom area, but the owner not sure if inside or outside. The meter is near there, as well as gas dryer. The owner was unsure if there was any hissing or blowing.

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9/22/2010 11:15:18 AM	Redacted	Redacted	Redacted	61.20100922	Redacted	Redacted	9/22/2010	5265788563	Account services reported a faint/mild odor, explaining that the customer has smelled for a year at the intersection of <u>Redacted</u>
9/22/2010 9:25:32 AM	Redacted	Redacted	Redacted	62.20100922	Redacted	Redacted	9/22/2010	5725024988	A gas odor was noticed today near the meter; no hissing or blowing was noted.
9/22/2010 12:25:42 PM	Redacted	Redacted	PACIFICA	63.20100922	Redacted	Redacted	9/22/2010	5725056738	Issued by Field Services
9/23/2010 7:21:55AM	Redacted	Redacted	Redacted	64.20100923	Redacted	Redacted	9/23/2010	3187411093	Mild odor at water heater in garage, no hissing or blowing, noticed yesterday
9/23/2010 21:56:15 PM	Redacted	Redacted	Redacted	65.20100923	Redacted	Redacted	9/23/2010	5369883981	The customer is reporting a mild gas odor coming from the heater in the family room, not hissing or blowing has noticed a gas odor for the last three days. The customer was advised to evacuate and the CSR created an immediate response tag.
9/23/2010 12:16:31 PM	Redacted	Redacted	Redacted	66.20100923	Redacted	Redacted	9/23/2010	6213852734	The customer noticed a gas odor that started today near the meter. The customer did not notice any hissing or blowing of gas.
9/24/2010 7:16:57AM	Redacted	Redacted	Redacted	67.20100924	Redacted	Redacted	9/24/2010	5337817233	Customer smells an outdoor gas odor in front of her house but little odor in the backyard. The odor was mild and was just noticed.
9/24/2010 7:26:38AM	Redacted	Redacted	Redacted	68.20100924	Redacted	Redacted	9/24/2010	5337818511	The customer states that her neighbors smell gas outside their homes. The odor is mild and was just noticed.
9/24/2010 15:26:54 PM	Redacted	Redacted	Redacted	69.20100924	Redacted	Redacted	9/24/2010	5337819662	Issued by Field Services
9/24/2010 8:11:50 AM	Redacted	Redacted	Redacted	70.20100924	Redacted	Redacted	9/24/2010	5337819662	Customer is not smelling gas, however, he has noticed a discolored and dry area in his vegetation. He believes there maybe a problem with gas line.
9/24/2010 8:03:47 PM	Redacted	Redacted	Redacted	71.20100924	Redacted	Redacted	9/24/2010	5440608019	A customer called regarding a gas odor noticed this morning coming from near the driveway.
9/24/2010 9:18:52 AM	Redacted	Redacted	Redacted	72.20100924	Redacted	Redacted	9/24/2010	5443146563	Customer noticed a strong gas smell outside for about 5 to 10 minutes.
9/24/2010 9:18:52 AM	Redacted	Redacted	Redacted	72.20100924	Redacted	Redacted	9/24/2010	5745826913	The customer noticed the hint of a gas smell but without hissing or blowing. It started this morning in the garage; possibly originating from the washer/dryer.
9/24/2010 12:48:00 PM	Redacted	Redacted	Redacted	73.20100925	Redacted	Redacted	9/24/2010	X100010984	Issued by Field Services
9/25/2010 12:48:00 PM	Redacted	Redacted	Redacted	73.20100925	Redacted	Redacted	9/25/2010	X100011037	Issued by Field Services
9/25/2010 12:48:00 PM	Redacted	Redacted	Redacted	12.48.00_6505835888.WAVE	Redacted	Redacted	9/25/2010	5379452144	The customer noticed a strong odor and gas appeared to be bubbling at the meter. A GSR had previously been out for gas leak investigation. The customer was advised to evacuate.
9/25/2010 12:48:00 PM	Redacted	Redacted	Redacted	12.48.00_6505835888.WAVE	Redacted	Redacted	9/25/2010	5379452286	Reported by neighbor
9/25/2010 12:48:00 PM	Redacted	Redacted	Redacted	12.48.00_6505835888.WAVE	Redacted	Redacted	9/25/2010	5379452286	Reported by neighbor

Note: Highlighted field orders were not generated by customer call, but through alternative means or were not recorded.

Summary of Gas Odor Calls for "Areas" 1-4

Date & Time of Call	Account #	Address	City	CP&S Area	Wave File	Name of Customer	Contact Phone Number Provided	Date Issued	Field Order	Summary of Call
10/1/2010 6:49:34 PM	117							10/1/2010	5745758853	The customer was very concerned over the rusty water in the index (part of meter) outside at the gas meter.
9/30/2010 5:47:51 PM	116							9/30/2010	6522662284	The customer noted a strong odor a couple minutes ago that was outside near the back door. The customer did not notice any hissing or blowing.
9/30/2010 9:26:58 AM	115							9/30/2010	561503725	The customer stated that her husband had noticed an odor for the past couple of days near the meters.
9/30/2010 9:41:43 AM	114							9/30/2010	5349223151	The customer reported a strong odor from the meter on the side of the home. Gas is not hissing or blowing. Customer notice odor for a couple of days and did not call to report. The customer was advised to Evacuate.
	113							9/30/2010	5349222980	issued by Field Services
	112							9/30/2010	2734089114	issued by Field Services
	111							9/28/2010	5369843295	issued by Field Services
9/28/2010 9:54:14AM	110							9/28/2010	2734089066	The customer sporadically smells gas coming from the stove in the kitchen. The customer states it is a mild odor with no hissing or blowing, it was noticed in the last 2 days. (Call recorded in Cantonese)
9/27/2010 1:07:25 PM	109							9/27/2010	5451149484	A gas odor was noticed today outside at the meter. The customer indicated it was a strong odor.
	108							9/27/2010	5451148343	issued by Field Services
9/27/2010 8:52:11 AM	107							9/27/2010	5409512414	Customer does not smell gas; states previous leak in 2003 repaired with duct tape and now the duct tape is falling off which was noticed 5 months ago. The customer requests PG&E send someone out to investigate.
09/27/2010 16:53:35 PM	106							9/27/2010	5378070482	The customer stated they have smelled gas for 3 days originating from water heater and furnace in garage. The odor is strong; the CSR upgraded the Field Order to an immediate response tag. The customer now says that appointment for a mild odor is an all-day appointment. The customer now says that requesting PG&E to come out immediately. The CSR confirmed that the customer previously called. Customer needs to leave the home and is heater and furnace are located in the garage.
09/27/2010 15:50:48 PM	105							9/27/2010	5378070315	Customer noticed a mild odor in the garage over the last 3 days. Both the water heater and furnace are located in the garage.
	104							9/26/2010	5379452826	A Customer Service Representative (CSR) transferred the call to a Senior Service Representative because the CSR was unable to read the GSR comments. The customer had reported a gas leak on 09/25 and was not home once investigation was completed. The customer is now calling for an update as to what was found or completed.
	103							9/26/2010	5379452804	Cancelled. No call link to field order Senior Service Representative created then canceled and rescheduled another Field Order.
	102							9/25/2010	X100011034	issued by Field Services
	101							9/25/2010	5495452918	issued by Field Services
	100							9/25/2010	5422365861	issued by Field Services

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