



Business Intelligence Center of Excellence

CC&B Online Query

Gen Order Gas Exist Elec New Elec Smart Meter Complex Elec Gas Leak EC / Damaged Equip

Code Description Job Code Field Activity Code Completion Code Hazard Code

Parameter(s):

Field Order ID: 1653216514 Taken By: Reda Time Taken: 09:08 Rescheduled By:
 Premise ID: 1653216499 Date Taken: 2/17/11 Status: Completed

Customer Information

Account ID: Redacted
 Hm Ph:
 Bus Ph:
 Cont Ph:
 Name:
 Address:
 City:

Premise Information

Prem Type: Redacted
 Bus Activity:
 Home Area:
 Sub Area:
 Check Digit:
 SL:
 LS:
 Gas Sp Id:
 Elec Sp Id:
 MtrRd Route:

New Business/ Disconnect-Reconnect

Contractor:
 Contractor Ph:
 Contractor Waiting:
 Job Owner:
 Job Owner Ph:
 Site Ready:

Completion Information

Job Code: 4180 - G Unspecified-Outside
 Fld Act Type 1: GASUNSPO Comp Code 1: 4110 - G Leak@Heat Appl-Full Leak Inv
 Fld Act Type 2: Comp Code 2: -
 Fld Act Type 3: Comp Code 3: -
 Fld Act Type 4: Comp Code 4: -
 FAS Priority: 2
 MIR:
 OEC:

PM Information

PM Order:
 PM Operation:

Order Dates/Misc.

Date Wanted: 2/18/11
 App Start Time: 08:00
 App End Time: 20:00
 Order Exp Date: 2/18/11
 Dispatcher ID: Redacted

New Hazards / Surveys / Misc.

New Hazard Code 1: -
 New Hazard Code 2: -
 New Hazard Code 3: -
 Survey 1:
 Survey 2:
 Survey 3:
 Call Ahead Attempt:
 Call Ahead Success:
 Return To Record:
 Service Rpt: Y

Check Digit:
 Tot Amt Owing:
 Cash Only Flag:

Technician Information:

Tech ID: Redacted
 Comp Date/Time: 2/18/11 11:44 AM
 Dispatched Time: 06:21
 Acknwldg Time:
 En Route Time: 10:15
 On Site Time: 10:31

Service History / Existing Hazards

Service Hist 1: 12-23-2009 GASLEAKH
 Service Hist 2: 09-02-2010 C-TEST
 Hazard Code 1: 19 - Other Gas
 Hazard Code 2: -
 Hazard Code 3: -
 Hazard Date 1: 12/23/09
 Hazard Date 2:
 Hazard Date 3:

Cancel Information

User ID:
 Rsn Code:
 Code Desc:

Attachments

of Attachments:





Parameter(s):

Field Order ID:	1653216514	Taken By:	Reda	Time Taken:	09:08
Premise ID:	1653216499	Date Taken:	2/17/11	Status:	Completed

CSR Remarks:

Access/Safety: Dog(s)--odor frnt door--ck water heater-call ahead

EMR Ord Detail:

BEWARE OF Redacted

EMR Completion:

Dispatcher:

General:

Found and repaired leak at flex on FAF. Test showed no further leak. Sweep w/CGI showed 0%LEL. High

Extended:

customer anxiety. Explained operation of appliances, meter and regulator.

Cancel Notes: