



**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: 1653216423 Taken By: Redact Time Taken: 09:53 Rescheduled By:  
 Premise ID: 1653216499 Date Taken: 1/19/12 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: 4070 - G Hi-Low Gas Pressure  
 Fld Act Type 1: HILOPRES Comp Code 1: 4070 - G Hi-Low Press-Comp Equip  
 Fld Act Type 2: Comp Code 2: -  
 Fld Act Type 3: Comp Code 3: -  
 Fld Act Type 4: Comp Code 4: -  
 FAS Priority: 0  
 MIR:  
 OEC:

PM Information

PM Order:  
 PM Operation:

Order Dates/Misc.

Date Wanted: 1/19/12  
 App Start Time: 08:00  
 App End Time: 20:00  
 Order Exp Date: 1/19/12  
 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: 1/19/12 11:38 AM  
 Dispatched Time: 09:56  
 Acknwldg Time: 09:56  
 En Route Time: 09:58  
 On Site Time: 10:11

Service History / Existing Hazards

Service Hist 1: 12-02-2011 CO-INVES  
 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):**

<b>Field Order ID:</b> 1653216423	<b>Taken By:</b> Redac	<b>Time Taken:</b> 09:53
<b>Premise ID:</b> 1653216499	<b>Date Taken:</b> 1/19/12	<b>Status:</b> Completed

**CSR Remarks:**

DOG INSIDE THE HOME - ALTERNATING HI-LO PRESSURE TO ENTIRE HOME - PER Redacted

**EMR Ord Detail:**

BEWARE OF Redacted

**EMR Completion:**

BEWARE OF Redacted

**Dispatcher:**

Redacted

**General:**

Took a pressure reading at meter while customer watched per customer request. Pressure was good.

**Extended:**

Clocked meter 0-cfh; Sensit tested inside house per customer 0%LEL. Furnace cycled ok at this time. Water heater is leaking water and top and draft diverter legs are rotted. Wired draft diverter in place and advised customer that if water leakage or rusting worsens, water heater needs to be replaced.

**Cancel Notes:**