



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: 1653216192 Taken By: Redacte Time Taken: 19:52 Rescheduled By:
 Premise ID: 1653216499 Date Taken: 10/26/12 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: 4120 - G Leak Inside-Unspecified
 Fld Act Type 1: GASLEAKI Comp Code 1: 4131 - G Leak-Outside-Modified Leak
 Fld Act Type 2: Comp Code 2: -
 Fld Act Type 3: Comp Code 3: -
 Fld Act Type 4: Comp Code 4: -
 FAS Priority: 1
 MIR:
 OEC:

PM Information

PM Order:
 PM Operation:

Order Dates/Misc.

Date Wanted: 10/26/12
 App Start Time: 08:00
 App End Time: 20:00
 Order Exp Date: 10/26/12
 Dispatcher ID: Redacte

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: 10/26/12 9:47 PM
 Dispatched Time: 20:42
 Acknwldg Time:
 En Route Time: 20:49
 On Site Time: 21:14

Service History / Existing Hazards

Service Hist 1: 09-25-2012 REMORVM
 Service Hist 2: 01-19-2012 HILOPRES
 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: 1653216192	Taken By: Reda	Time Taken: 19:52
Premise ID: 1653216499	Date Taken: 10/26/12	Status: Completed

CSR Remarks:

axs DOG AND GATE IS LOCKED;MILD ODOR;OUTSIDE OF HOME BY METER; PER Redac FOR OVER A YEAR; PER Redac 4 weeks ago back hoe on Redacted

EMR Ord Detail:

BEWARE OF Redacted CUSTOMER WANTS TO MAKE SURE EVERYTIME WE GO OUT TO LEAVE SERVICE REPORT ON HER DOOR; dog and locked gate

EMR Completion:

BEWARE OF Redacted CUSTOMER WANTS TO MAKE SURE EVERYTIME WE GO OUT TO LEAVE SERVICE REPORT ON HER DOOR; dog and locked gate.
CUST VERY DIFFICULT.

Dispatcher:

General:

CUST DIFFICULT TO COMMUNICATE WITH . INSISTED ON USING GAS DETECTOR. DECLINED

Extended:

CUST WANTS TO SPEAK TO SUPERVISOR. CALLED Redacted AND GAVE CUST NUMBER.

Cancel Notes: