



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: 1653216481 **Taken By:** Redacted **Time Taken:** 10:12 **Rescheduled By:**
Premise ID: 1653216499 **Date Taken:** 2/22/12 **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: 8440 - E Maintain TOU Group 2 (FS2)
Fld Act Type 1: MNTNTOU2 **Comp Code 1:** 0980 - Cancel Per Customer
Fld Act Type 2: **Comp Code 2:** -
Fld Act Type 3: **Comp Code 3:** -
Fld Act Type 4: **Comp Code 4:** -
FAS Priority: 3
MIR:
OEC:

PM Information

PM Order:
PM Operation:

Order Dates/Misc.

Date Wanted: 2/22/12
App Start Time: 00:00
App End Time: 22:59
Order Exp Date: 3/14/12
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:

Check Digit:
Tot Amt Owing:
Cash Only Flag:

Technician Information:

Tech ID: Redacted
Comp Date/Time: 2/23/12 11:10 AM
Dispatched Time: 08:41
Acknwldg Time:
En Route Time: 10:49
On Site Time: 10:56

Service History / Existing Hazards

Service Hist 1: 01-19-2012 HILOPRES
Service Hist 2: 12-02-2011 CO-INVES
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:





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Premise ID:	1653216499	Date Taken:	2/22/12	Status:	Completed

CSR Remarks:

Opt-Out- match 5162- change meter to non-SmartMeter [!FW.ID=2411470!]

EMR Ord Detail:

BEWARE OF Redacted

EMR Completion:

Dispatcher:

General:

CUST IS WAITING FOR AN ENGINEER TO COME OUT BEFORE REMOVE

Extended:

Cancel Notes: