



**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:** 1653216720    **Taken By:** Reda    **Time Taken:** 16:02    **Rescheduled By:**  
**Premise ID:** 1653216499    **Date Taken:** 5/25/12    **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:** 4180 - G Unspecified-Outside  
**Fld Act Type 1:** GASUNSPO    **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:** 5/25/12  
**App Start Time:** 08:00  
**App End Time:** 20:00  
**Order Exp Date:** 5/25/12  
**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:** 5/25/12 6:16 PM  
**Dispatched Time:** 16:16  
**Acknwldg Time:**  
**En Route Time:** 16:21  
**On Site Time:** 17:14

**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:**





---

**Parameter(s):**

<b>Field Order ID:</b> 1653216720	<b>Taken By:</b> <input type="text" value="Redacted"/>	<b>Time Taken:</b> 16:02
<b>Premise ID:</b> 1653216499	<b>Date Taken:</b> 5/25/12	<b>Status:</b> Completed

---

**CSR Remarks:**

AX OK; CPUC COMPLAINT; COR MAY NOT BE HOME

**EMR Ord Detail:**

BEWARE OF

**EMR Completion:**

BEWARE OF

**Dispatcher:**

**General:**

CPUC COMPLAINT, NEEDS TO BE REFERRED TO GAS DISTRIBUTION SUPERVISOR& FLAME PACK NEEDS TO RESPOND.

**Extended:**

CASE# CREATED. COR STATES  WAS OUT ON 5.23.12 AND FOUND READINGS@G VLVE BOX INFRNT OF HOME NEAR MAILBOXES/ SIDEWALK (USED HEATH G DETECTING MACHINE, PROBED INTO G VLVE BOX= 50PPM READ PER COR). USED MY CGI=REMOVED G VLVE COVER=0%LEL AMB READS. NOTIFIED DISPATCH THAT FLAME PACKS/ CREW WILL BE NEEDED

**Cancel Notes:**