



**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: 1653216062 Taken By: Redacte Time Taken: 13:42 Rescheduled By:  
 Premise ID: 1653216499 Date Taken: 2/16/12 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: 5162 - G Change SM SP Module  
 Fld Act Type 1: CGSMSTMD 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: 2  
 MIR:  
 OEC:

PM Information

PM Order:  
 PM Operation:

Order Dates/Misc.

Date Wanted: 2/17/12  
 App Start Time: 08:00  
 App End Time: 20:00  
 Order Exp Date: 2/17/12  
 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: Redacte  
 Comp Date/Time: 2/17/12 4:04 PM  
 Dispatched Time: 05:47  
 Acknwldg Time:  
 En Route Time: 16:03  
 On Site Time: 16:03

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:





# CC&B Online Query

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**Parameter(s):**

|                                   |  |                          |
|-----------------------------------|--|--------------------------|
| <b>Field Order ID:</b> 1653216062 | <b>Taken By:</b> <input type="text" value="Redact"/> | <b>Time Taken:</b> 13:42 |
| <b>Premise ID:</b> 1653216499     | <b>Date Taken:</b> 2/16/12                           | <b>Status:</b> Completed |

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**CSR Remarks:**

Opt-Out, remove mtu Call ahead & Contact Customer Relations at (415-973-7100) when complete and provide FOID"

**EMR Ord Detail:**

BEWARE OF

**EMR Completion:**

BEWARE OF

**Dispatcher:**

**General:**

CUSTOMER WILL CONTACT PG&E TO RESCHEDULE.

**Extended:**

**Cancel Notes:**