



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: 1653216067 Taken By: Redac Time Taken: 13:00 Rescheduled By:
 Premise ID: 1653216499 Date Taken: 10/30/12 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: 4130 - G Leak Outside-Unspecified
 Fld Act Type 1: GASLEAKO Comp Code 1: 4132 - G Leak-Outside-No Entry 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: 10/30/12
 App Start Time: 08:00
 App End Time: 20:00
 Order Exp Date: 10/30/12
 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: Y
 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: 10/30/12 4:08 PM
 Dispatched Time: 13:02
 Acknwldg Time:
 En Route Time: 14:57
 On Site Time: 15:38

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:	1653216067	Taken By:	Redacted	Time Taken:	13:00
Premise ID:	1653216499	Date Taken:	10/30/12	Status:	Completed

CSR Remarks:

EMR Ord Detail:

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

EMR Completion:

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

Dispatcher:

General:

husband denied access claims wife not home and wife is only one dealing with pg&e. cust denied

Extended:

having access to mtr behind locked gate. performed outside sweep not including back yard had 0%lel.advsd spr/vsr [Re] of all details of leak invstgn said ok to leave.

Cancel Notes: