



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: 1653216478 Taken By: Redac Time Taken: 14:14 Rescheduled By:
 Premise ID: 1653216499 Date Taken: 12/14/09 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: 5452 - G Turn On SM SP Mtr
 Fld Act Type 1: TONSMST Comp Code 1: 5452 - G Turn On SM SP Mtr
 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: 12/16/09
 App Start Time: 08:00
 App End Time: 20:00
 Order Exp Date: 12/16/09
 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: X
 Call Ahead Success:
 Return To Record:
 Service Rpt: X

Check Digit:
 Tot Amt Owing:
 Cash Only Flag:

Technician Information:

Tech ID: Redacted
 Comp Date/Time: 12/16/09 11:36 AM
 Dispatched Time: 06:31
 Acknwldg Time:
 En Route Time: 10:30
 On Site Time: 10:42

Service History / Existing Hazards

Service Hist 1: 03-03-2009 LOCKGMTR
 Service Hist 2:
 Hazard Code 1: -
 Hazard Code 2: -
 Hazard Code 3: -
 Hazard Date 1:
 Hazard Date 2:
 Hazard Date 3:

Cancel Information

User ID:
 Rsn Code:
 Code Desc:

Attachments

of Attachments:





Parameter(s):

Field Order ID: 1653216478	Taken By: <input type="text" value="Reda"/>	Time Taken: 14:14
Premise ID: 1653216499	Date Taken: 12/14/09	Status: Completed

CSR Remarks:

No Access or Safety Issues; PLS TURN ON GAS& RELIGHT . HUSBAND COMING HOME FRM

EMR Ord Detail:

BEWARE OF TENANT

EMR Completion:

Dispatcher:

General:

TURNED ON GAS SERV MTR STOOD UP CHKD AND RELIT WTRHTR. LEFT OFF PER CUST DOES NOT WANT ON AT THIS TIME

Extended:

ADVISED CUST SHE MUST BE SURE WTR SERV IS ON BEFORE WTR HTRCAN BE LIT. CUST WANTS TO LITE WTR HTR HER SELF. LEFT OFFAT APL VALVE PER CUST. CHKD AND RELIT FAF ADVISED TOREPLACE FILTER

Cancel Notes: