



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: 1653216192    Taken By: Redacted    Time Taken: 19:52    Rescheduled By:

Premise ID: 1653216499    Date Taken: 10/26/12    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: 4120 - G Leak Inside-Unspecified

Fld Act Type 1: GASLEAKI    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: 10/26/12

App Start Time: 08:00

App End Time: 20:00

Order Exp Date: 10/26/12

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: Y

Check Digit:

Tot Amt Owing:

Cash Only Flag:

**Technician Information:**

Tech ID: Redacted

Comp Date/Time: 10/26/12 9:47 PM

Dispatched Time: 20:42

Acknwldg Time:

En Route Time: 20:49

On Site Time: 21:14

**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):**

<b>Field Order ID:</b> 1653216192	<b>Taken By:</b> Redacted	<b>Time Taken:</b> 19:52
<b>Premise ID:</b> 1653216499	<b>Date Taken:</b> 10/26/12	<b>Status:</b> Completed

**CSR Remarks:**

axs DOG AND GATE IS LOCKED:MILD ODOR:OUTSIDE OF HOME BY METER: PER Redacted FOR OVER A YEAR; PER Redacted 4 weeks ago back hoe on Redacted

**EMR Ord Detail:**

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

**EMR Completion:**

BEWARE OF Redacted CUSTOMER WANTS TO MAKE SURE EVERYTIME WE GO OUT TO LEAVE SERVICE REPORT ON HER DOOR; dog and locked gate.  
CUST VERY DIFFICULT.

**Dispatcher:**

**General:**

CUST DIFFICULT TO COMMUNICATE WITH . INSISTED ON USING GAS DETECTOR. DECLINED

**Extended:**

CUST WANTS TO SPEAK TO SUPERVISOR. CALLED Redacted AND GAVE CUST NUMBER.

**Cancel Notes:**