



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: 1653216921 Taken By: Time Taken: 13:50 Rescheduled By:
 Premise ID: 1653216499 Date Taken: 2/16/12 Status: Completed

Customer Information

Account ID:
 Hm Ph:
 Bus Ph:
 Cont Ph:
 Name:
 Address:
 City:

Premise Information

Prem Type:
 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: 8440 - E Maintain TOU Group 2 (FS2)
 Fld Act Type 1: MNTNTOU2 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: 3
 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:

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:
 Comp Date/Time: 2/17/12 4:03 PM
 Dispatched Time: 08:15
 Acknwldg Time:
 En Route Time: 14:17
 On Site Time: 15:10

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

Parameter(s):

Field Order ID:	1653216921	Taken By:	Reda	Time Taken:	13:50
Premise ID:	1653216499	Date Taken:	2/16/12	Status:	Completed

CSR Remarks:

Opt-Out, change smart meter to non smartmeter Call ahead & Contact Customer Relations at (415-973-7100) when complete and provide FOID"

EMR Ord Detail:

BEWARE OF Redacted

EMR Completion:

Dispatcher:

General:

CUSTOMER WILL CONTACT PG&E TO RESCHEDULE.

Extended:

Cancel Notes: