



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: 1653216720 Taken By: Redact Time Taken: 16:02 Rescheduled By:

Premise ID: 1653216499 Date Taken: 5/25/12 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: 4180 - G Unspecified-Outside

Fld Act Type 1: GASUNSPO 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: 5/25/12

App Start Time: 08:00

App End Time: 20:00

Order Exp Date: 5/25/12

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: Redacted

Comp Date/Time: 5/25/12 6:16 PM

Dispatched Time: 16:16

Acknwldg Time:

En Route Time: 16:21

On Site Time: 17:14

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:





Parameter(s):

Field Order ID: 1653216720	Taken By: Redacted	Time Taken: 16:02
Premise ID: 1653216499	Date Taken: 5/25/12	Status: Completed

CSR Remarks:

AX OK; CPUC COMPLAINT; Redacted MAY NOT BE HOME

EMR Ord Detail:

BEWARE OF Redacted

EMR Completion:

BEWARE OF Redacted

Dispatcher:

General:

CPUC COMPLAINT, NEEDS TO BE REFERRED TO GAS DISTRIBUTION SUPERVISOR& FLAME PACK NEEDS TO RESPOND.

Extended:

CASE# CREATED. COR STATES Redacted WAS OUT ON 5.23.12 AND FOUND READINGS@G VLVE BOX INFRNT OF HOME NEAR MAILBOXES/ SIDEWALK (USED HEATH G DETECTING MACHINE, PROBED INTO G VLVE BOX= 50PPM READ PER COR). USED MY CGI=REMOVED G VLVE COVER=0%LEL AMB READS. NOTIFIED DISPATCH THAT FLAME PACKS/ CREW WILL BE NEEDED

Cancel Notes: