



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: 1653216423 Taken By: Redact Time Taken: 09:53 Rescheduled By:

Premise ID: 1653216499 Date Taken: 1/19/12 Status: Completed

Customer Information

Account ID: 0903364653
 Hm Ph:
 Bus Ph:
 Cont Ph: Redacted
 Name:
 Address:
 City:

Premise Information

Prem Type: RES
 Bus Activity:
 Home Area: DJCH101
 Sub Area: DJCS104
 Check Digit:
 SL:
 LS:
 Gas Sp Id: 1653216410
 Elec Sp Id:
 MtrRd Route: SJC35SM

New Business/ Disconnect-Reconnect

Contractor:
 Contractor Ph:
 Contractor Waiting:
 Job Owner:
 Job Owner Ph:
 Site Ready:

Completion Information

Job Code: 4070 - G Hi-Low Gas Pressure
 Fld Act Type 1: HILOPRES Comp Code 1: 4070 - G Hi-Low Press-Comp Equip
 Fld Act Type 2: Comp Code 2: -
 Fld Act Type 3: Comp Code 3: -
 Fld Act Type 4: Comp Code 4: -
 FAS Priority: 0
 MIR:
 OEC:

PM Information

PM Order:
 PM Operation:

Order Dates/Misc.

Date Wanted: 1/19/12
 App Start Time: 08:00
 App End Time: 20:00
 Order Exp Date: 1/19/12
 Dispatcher ID: 2APJDO9

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: D1GLKZ1
 Comp Date/Time: 1/19/12 11:38 AM
 Dispatched Time: 09:56
 Acknwldg Time: 09:56
 En Route Time: 09:58
 On Site Time: 10:11

Service History / Existing Hazards

Service Hist 1: 12-02-2011 CO-INVES
 Service Hist 2: 09-02-2010 C-TEST
 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: 1653216423

Taken By: Redacted

Time Taken: 09:53

Premise ID: 1653216499

Date Taken: 1/19/12

Status: Completed

CSR Remarks:

DOG INSIDE THE HOME - ALTERNATING HI-LO PRESSURE TO ENTIRE HOME - PER Redacted; Redacted

EMR Ord Detail:

BEWARE OF TENANT-- collie

EMR Completion:

BEWARE OF TENANT-- collie

Dispatcher:

DNA D1GLKZ1 @ 0955 Redacted 0957 ETA 1030 Redacted

General:

Took a pressure reading at meter while customer watched per customer request. Pressure was good.

Extended:

Clocked meter 0-cfh; Sensit tested inside house per customer 0%LEL. Furnace cycled ok at this time. Water heater is leaking water and top and draft diverter legs are rotted. Wired draft diverter in place and advised customer that if water leakage or rusting worsens, water heater needs to be replaced.

Cancel Notes: