



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: 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: 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: 2APDMDM

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: D1GJEOA
 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:	Redact	Time Taken:	16:02
Premise ID:	1653216499	Date Taken:	5/25/12	Status:	Completed

CSR Remarks:

AX OK; CPUC COMPLAINT; COR MAY NOT BE HOME

EMR Ord Detail:

BEWARE OF TENANT-- collie

EMR Completion:

BEWARE OF TENANT-- collie

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: