



**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: 1653216725 Taken By: Redacted Time Taken: 20:29 Rescheduled By:  
 Premise ID: 1653216499 Date Taken: 8/31/12 Status: Cancelled

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:  
 Elec Sp Id: 1653216405  
 MtrRd Route: SJC35SM

New Business/ Disconnect-Reconnect

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

Completion Information

Job Code: 3000 - E Adjust Appliance  
 Fld Act Type 1: ADJEAPPL Comp Code 1: -  
 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: 8/31/12  
 App Start Time: 08:00  
 App End Time: 20:00  
 Order Exp Date: 8/31/12  
 Dispatcher ID: 2APMPC7

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: 8/31/12 10:57 PM  
 Dispatched Time: 20:31  
 Acknwldg Time:  
 En Route Time:  
 On Site Time:

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: 4APJGR0  
 Rsn Code: 00009  
 Code Desc: Cancel-Other

Attachments

# of Attachments:





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**CSR Remarks:**

AXC-DOG,,SAFETY CHCK,AC AIR COMPRESSOR CONTIN RUNNING,S/OFF BUT WANTS CHCKD 4 SAFETY,RVM ATTCHD ON HME BY PGE

**EMR Ord Detail:**

BEWARE OF TENANT-- collie, CUSTOMER WANTS TO MAKE SURE EVERYTIME WE GO OUT TO LEAVE SERVICE REPORT ON HER DOOR

**EMR Completion:**

**Dispatcher:**

DISP@831P D1GJEOA MISSED DUE TO FO ID 5832282717-IR Redacted Reissued as 1249 tag for Tman due to RVM Redacted

**General:**

**Extended:**

**Cancel Notes:**

Reissued tag as 1240 tag