



**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: 1653216889 Taken By: Redacted Time Taken: 11:19 Rescheduled By:  
 Premise ID: 1653216499 Date Taken: 9/1/12 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: 4160 - G Leak@Wtr Heater  
 Fld Act Type 1: GASLEAKW Comp Code 1: 4120 - G Leak-Inside-Full Leak Inv  
 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: 9/1/12  
 App Start Time: 08:00  
 App End Time: 17:00  
 Order Exp Date: 9/1/12  
 Dispatcher ID: 1APBPA1

New Hazards / Surveys / Misc.

New Hazard Code 1: -  
 New Hazard Code 2: -  
 New Hazard Code 3: -  
 Survey 1: SRC  
 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: D1GJAO  
 Comp Date/Time: 9/1/12 12:49 PM  
 Dispatched Time: 11:22  
 Acknwldg Time: 11:24  
 En Route Time: 11:24  
 On Site Time: 11:40

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):**

<b>Field Order ID:</b> 1653216889	<b>Taken By:</b> [Redacted]	<b>Time Taken:</b> 11:19
<b>Premise ID:</b> 1653216499	<b>Date Taken:</b> 9/1/12	<b>Status:</b> Completed

**CSR Remarks:**

Access/Safety: Dog(s)EVAC/STRONG ODOR/WTR HTR/GARAGE [Redacted] AXS-DOG/PER [Redacted] SAYS THIS WAS AN IR FROM YESTERDAY AND NO ONE RESPONDED.

**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:**

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

**Dispatcher:**

spoke w/d1gjaoc eta 11:40 [Redacted]

**General:**

SWEPT INSIDE & OUTSIDE, SWEPT ATTIC 0.0% G. ROTAMETER DETECTED 0 LEAKS, TOOK PRESSURE-OK. APPL'S RELIT

**Extended:**

CYCLED & SAFETY CHECKED. SWEPT OUTSIDE DRIVEWAY & SIDEWALK 0.0% G.

**Cancel Notes:**