



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: 1653216911 Taken By: Redacted Time Taken: 10:12 Rescheduled By:
 Premise ID: 1653216499 Date Taken: 2/22/12 Status: Completed

Customer Information

Account ID: 0903364653

Hm Ph: Redacted
 Bus Ph:
 Cont Ph:
 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: 5162 - G Change SM SP Module
 Fld Act Type 1: CGSMSTMD Comp Code 1: 0980 - Cancel Per Customer
 Fld Act Type 2: Comp Code 2: -
 Fld Act Type 3: Comp Code 3: -
 Fld Act Type 4: Comp Code 4: -
 FAS Priority: 2
 MIR:
 OEC:

PM Information

PM Order:
 PM Operation:

Order Dates/Misc.

Date Wanted: 2/22/12
 App Start Time: 00:00
 App End Time: 22:59
 Order Exp Date: 3/14/12
 Dispatcher ID: 2APSAC4

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: T6IFXGV
 Comp Date/Time: 2/23/12 11:11 AM
 Dispatched Time: 08:41
 Acknwldg Time:
 En Route Time: 11:10
 On Site Time: 11:10

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:





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CSR Remarks:

Opt-Out- match 8440- remove MTU [!FW.ID=2412004!]

EMR Ord Detail:

BEWARE OF TENANT-- collie

EMR Completion:

BEWARE OF TENANT-- collie

Dispatcher:

General:

CUST IS WAITING FOR AN ENGINEER TO COME OUT BEFORE REMOVEL

Extended:

Cancel Notes: