

Meter Room Activity @ 8701, Past Five Years

8701 Arliss St

Date	Address	Dispatch Code	Completion Code	Tech Crew #	Tech ID #
8/26/2015	8701 Arliss St - #104	620R	620	wil48	MD78482
8/25/2015	8701 Arliss St - #104	151	151	wil97	DS80847
9/3/2014	8701 Arliss St - #202	123	123	wil48	MD78482
7/7/2014	8701 Arliss St - #104	620R	620	371	KVH4260
6/30/2014	8701 Arliss St - #104	151	151	wil84	CS80207
1/22/2013	8701 Arliss St - #103	137	137		BM10871
9/27/2012	8701 Arliss St - #201	121	121	777	CW10285
7/26/2012	8701 Arliss St - #201	151	151	wil86	DS75952
5/31/2011	8701 Arliss St - #203	137	137		8MJO6888
4/1/2011	8701 Arliss St - #204	137	137		8MJO6888
2/9/2011	8701 Arliss St	302	302	906	JL5466

[Yellow Box] = Visits to 8701 Meter Room by WG personnel whose tasks do not require a leak check to be performed.

[Orange Box] = MD78482 was interviewed, but this order information was not included in the packet (only the 8/26/15 order was initially included)
 123 orders are usually AutoCompleted by the system, but this one was manually completed, and the individual went beyond normal protocols to complete a leak check as well.

Dispatch Codes

620	Bill Paid - Turn On
151	Credit Turn Off
123	State On
137	ERT Change (AMR device)
121	Meter turn On
302	Meter Rack Leak

DATE: 08/19/2016
TIME: 08:58:39

CUSTOMER SERVICE HISTORY
SERVICE ORDER

SCREEN: CQSORDR
TERMID: B106

SCREEN OPTIONS: AFGJKLM

FRANCISCO SANTOS
8701 ARLISS ST #104
SILVER SPRING MD 20901

ACCOUNT NO [REDACTED] RATE 08 0 SV RTE# 24603 REPORT TO DATE REQ
08/26/2015

QUAD MAP: B 016NE

DISPATCH CODES: 620 PRIORITY CODE: C FREEZE-UP: SAFETY SECTOR: 3928

ASSIGNED TO: WIL48 DATE: 08/26/2015 ORDERED BY: 0AC94215

CALL AHEAD NO: [REDACTED]

HOME PHONE NO: [REDACTED]

APPT: 07:00 - 16:59

WORK PHONE NO: [REDACTED] EXT:

TRADING AS:

SRV INIT FEE: N

SPECIAL ATTENTION: ENSCAN

FINAL BILL: NAME:

ADDR: CTY/STE/ZIP:

MTR#	INDEX	MNF#	ERT#	PRESS
987520	9680	4744310	55489120	OTHER

ENTER OPTION: A F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F8=STD DETAIL

DATE: 08/19/2016

TIME: 08:58:46

CUSTOMER SERVICE HISTORY

APPLIANCE QUICK CHECK

SCREEN: CQSQCHK

TERMID: B106

SCREEN OPTIONS: AFGJKLM

FRANCISCO SANTOS

8701 ARLISS ST #104

SILVER SPRING MD 20901

ACCOUNT NO RATE SV RTE#

08 0 24603

REPORT TO

DATE REQ

08/26/2015

QUAD MAP: B 016NE

APPLIANCE

MAKE

MODEL

YR
INST

APPL
LEFT

10N - FURNACE-ON

32N - RANGE-ON

ENTER OPTION: F PF1=SUMM BY ID PF2=SUMMARY PF3=ICIS PF4=IQSH

DATE: 08/19/2016
TIME: 08:58:51

CUSTOMER SERVICE HISTORY
COMPLETION

SCREEN: CQSCMPL
TERMINID: B106

SCREEN OPTIONS: AFGJKLM

FRANCISCO SANTOS
8701 ARLISS ST #104
SILVER SPRING MD 20901

ACCOUNT NO [REDACTED] RATE SV RTE#
08 0 24603
QUAD MAP: B 016NE

REPORT TO DATE REQ
08/26/2015

TURN-OFF METHOD:

COMPLETION CODES: 620 305

COMPLETED DATE: 08/26/2015

COMPLETED BY: CAD

REENTERED DATE: 08/26/2015

ORDER RE-ENTERED BY: MD78482

VAPOR TEST: CLEAR

TIME: 12:44

ORDER WORKED BY: MD78482

TIME: 12:44

GAS OFF:

ODORANT: OK

ORDER STATUS: COMPLETED

PRIORITY CODE: C

ARRVD TIME: 12:42

ROOT CAUSE:

MERCURY REG: NO

ENTER OPTION: G F1=SUMM BY ID F2=SUMMARY F3=ICIS PF4=IQSH F10=R&C CDES

DATE: 08/19/2016
TIME: 08:58:56

CUSTOMER SERVICE HISTORY
METER INQUIRY

SCREEN: CQSMTR
TERMID: B106

SCREEN OPTIONS: AFGJKLM

FRANCISCO SANTOS
8701 ARLISS ST #104

ACCOUNT NO RATE SV RTE#
[REDACTED] 08 0 24603

REPORT TO DATE REQ
08/26/2015

SILVER SPRING MD 20901

QUAD MAP: B 016NE

COMPLETION CODE: 620-BILLPAID-TRN ON

PAGE 1 OF 1

EQUIP ON FILE
INDEX: 9680
MTR#: 987520
SIZE: 5AL
PRESS: OTHER
#/DIAL TYPE: 4/
LOCATION: OUTSIDE RIGHT
MNF#: 4744310
MNF NAME: AMER BY NO
ERT#: 55489120
RMT TYPE:

LEAK GRADE FND: NO
EQUIP FOUND
EQUIP TAG:
NEW/REPL EQUIP

ENTER OPTION: J F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/19/2016
TIME: 08:59:01

CUSTOMER SERVICE HISTORY
REGULATOR

SCREEN: CQSREGL
TERMID: B106

SCREEN OPTIONS: AFGJKLM

FRANCISCO SANTOS
8701 ARLISS ST #104
SILVER SPRING MD 20901

██████████ RATE SV RTE#
2491.010654 08 0 24603
QUAD MAP: B 016NE

REPORT TO DATE REQ
08/26/2015

PAGE 1 OF 1

COMPLETION CODE
305 - LO PRESS SRV

LEAK GRADE FOUND

MAKE/MODEL
NONE ENTERED

USE

PRESS

ORIFICE

HIGH

LOW

LOCK

VENT

ELL

PRE-TEST

POST-TEST

EQUIP TAGGED

EQUIP UPDATED

ENTER OPTION: K F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/19/2016
TIME: 08:59:07

CUSTOMER SERVICE HISTORY
ORDER STATUS

SCREEN: CQSSTAT
TERMID: B106

SCREEN OPTIONS: AFGJKLM

FRANCISCO SANTOS
8701 ARLISS ST #104
SILVER SPRING MD 20901

ACCOUNT NO RATE SV RTE#
~~XXXXXXXXXX~~ 08 0 24603
QUAD MAP: B 016NE

REPORT TO DATE REQ
 08/26/2015

PAGE 1 OF 1

COS NUMBER: 15237B388829341

STATUS	DATE	TIME	EMPLOYEE ID
TAKEN - COS	08/25/2015	20:15:36	0AC94215
ADD AKNOWLEDGED	08/25/2015	20:15:59	CAD
ASSIGNED	08/26/2015	04:46:59	MD78482
EN ROUTE	08/26/2015	12:42:59	MD78482
ARRIVED	08/26/2015	12:42:59	MD78482
COMPLETED - CAD	08/26/2015	12:44:59	MD78482

ENTER OPTION: L F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/19/2016

CUSTOMER SERVICE HISTORY

SCREEN: CQSRMKS

TIME: 08:59:11

REMARKS

TERMID: B106

SCREEN OPTIONS: AFGJKLM

FRANCISCO SANTOS

ACCOUNT NO

RATE

SV RTE#

REPORT TO

DATE REQ

8701 ARLISS ST #104

08 0

24603

08/26/2015

SILVER SPRING MD 20901

QUAD MAP: B 016NE

PAGE 1 OF 1

ACC INST - CUST WILL PROVIDE ACCESS 07:00-16:59/

ACC RMK - CX PAID; OK TO TURN GAS ON/ ENSCAN ERT# 55489120 /

RMK 1 - TURNED GAS ON AT METER. TESTED METER, AND HOUSELINE. RE-LIT APPLIANCES.

ENTER OPTION: M F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/19/2016
TIME: 08:58:02

CUSTOMER SERVICE HISTORY
SERVICE ORDER

SCREEN: CQSORDR
TERMID: B106

SCREEN OPTIONS: AGJLM

FRANCISCO SANTOS
8701 ARLISS ST #104
SILVER SPRING MD 20901

ACCOUNT NO [REDACTED] RATE SV RTE#
08 0 24600

REPORT TO DATE REQ
08/25/2015

DISPATCH CODES: 151

QUAD MAP:
PRIORITY CODE: C FREEZE-UP: SAFETY SECTOR:

ASSIGNED TO: WIL97

DATE: 08/25/2015 ORDERED BY: CREDIT

CALL AHEAD NO:

HOME PHONE NO: [REDACTED]

APPT:

WORK PHONE NO: [REDACTED]

EXT:

TRADING AS:

SRV INIT FEE: N

FINAL BILL: NAME:

ADDR:

CTY/STE/ZIP:

MTR#	INDEX	MNF#	ERT#	PRESS
987520	9689			

ENTER OPTION: A F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F8=STD DETAIL

DATE: 08/19/2016
TIME: 08:58:10

CUSTOMER SERVICE HISTORY
COMPLETION

SCREEN: CQSCMPL
TERMID: B106

SCREEN OPTIONS: AGJLM

FRANCISCO SANTOS
8701 ARLISS ST #104

ACCOUNT NO RATE SV RTE#
[REDACTED] 08 0 24600

REPORT TO DATE REQ
 08/25/2015

SILVER SPRING MD 20901

QUAD MAP:

TURN-OFF METHOD: AT METER

ORDER STATUS: COMPLETED

COMPLETION CODES: 151

PRIORITY CODE: C

COMPLETED DATE: 08/25/2015

TIME: 14:40

ARRVD TIME: 14:34

COMPLETED BY: CAD

ORDER WORKED BY: DS80847

REENTERED DATE: 08/25/2015

TIME: 14:40

ROOT CAUSE:

ORDER RE-ENTERED BY: DS80847

GAS OFF:

MERCURY REG:

VAPOR TEST:

ODORANT:

ENTER OPTION: G F1=SUMM BY ID F2=SUMMARY F3=ICIS PF4=IQSH F10=R&C CDES

DATE: 08/19/2016
TIME: 08:58:16

CUSTOMER SERVICE HISTORY
METER INQUIRY

SCREEN: CQSMTR
TERMID: B106

SCREEN OPTIONS: AGJLM

FRANCISCO SANTOS
8701 ARLISS ST #104

ACCOUNT NO [REDACTED] RATE SV RTE#
08 0 24600

REPORT TO DATE REQ
08/25/2015

SILVER SPRING MD 20901

QUAD MAP:

COMPLETION CODE: 151-CREDIT TURN OFF

PAGE 1 OF 1

EQUIP TAG:
NEW/REPL EQUIP

LEAK GRADE FND:

EQUIP ON FILE

EQUIP FOUND

INDEX: 0
MTR#: 987520
SIZE: 5AL

9689
987520
5AL

PRESS:
#/DIAL TYPE: 4/

4/

LOCATION: OUTSIDE RIGHT

OUTSIDE RIGHT

MNF#:

MNF NAME:

ERT#:

RMT TYPE:

ENTER OPTION: J F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/19/2016
TIME: 08:58:20

CUSTOMER SERVICE HISTORY
ORDER STATUS

SCREEN: CQSSTAT
TERMID: B106

SCREEN OPTIONS: AGJLM

FRANCISCO SANTOS
8701 ARLISS ST #104
SILVER SPRING MD 20901

ACCOUNT NO RATE SV RTE#
 08 0 24600
QUAD MAP:

REPORT TO DATE REQ
 08/25/2015

PAGE 1 OF 1

COS NUMBER: 15237EC08151880

STATUS	DATE	TIME	EMPLOYEE ID
TAKEN - CREDIT	08/25/2015	07:53:56	CREDIT
ADD AKNOWLEDGED	08/25/2015	08:34:59	CAD
ASSIGNED	08/25/2015	08:34:59	DS80847
ARRIVED	08/25/2015	14:34:59	DS80847
EN ROUTE	08/25/2015	14:34:59	DS80847
COMPLETED - CREDIT	08/25/2015	14:40:10	DS80847
COMPLETED - COFM400	08/26/2015	00:16:24	CAS9999
CANCELED - COFM500	08/27/2015	00:15:08	COFM500
PURGED - COFM500	08/28/2015	00:35:34	COFM500

ENTER OPTION: L F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/19/2016

CUSTOMER SERVICE HISTORY

SCREEN: CQSRMKS

TIME: 08:58:26

REMARKS

TERMID: B106

SCREEN OPTIONS: AGJLM

FRANCISCO SANTOS

ACCOUNT NO

RATE

SV RTE#

REPORT TO

DATE REQ

8701 ARLISS ST #104

08 0 24600

08/25/2015

SILVER SPRING MD 20901

QUAD MAP:

PAGE 1 OF 1

ACC INST - NO INSTRUCTION

ACC RMK - OFF AT METER , INDEX = 9689, OUTSIDE METER/

RMK 1 - TURNED OFF MTR DISKED LEFT CRD

ENTER OPTION: M F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/19/2016
TIME: 09:34:13

CUSTOMER SERVICE HISTORY
SERVICE ORDER

SCREEN: CQSORDR
TERMID: B106

SCREEN OPTIONS: AEGJLM

MA ROSIBEL MORALES
8701 ARLISS ST #202
SILVER SPRING MD 20901
ACCOUNT NO [REDACTED] RATE 08 0 SV RTE# 24603 REPORT TO DATE REQ 09/02/2014
QUAD MAP: B 016NE

DISPATCH CODES: 123 PRIORITY CODE: C FREEZE-UP: SAFETY SECTOR: 3928
ASSIGNED TO: WIL48 DATE: 09/03/2014 ORDERED BY: OHV11173

CALL AHEAD NO: [REDACTED] MS.MORALES

HOME PHONE NO: [REDACTED] APPT:

WORK PHONE NO: EXT:

TRADING AS:

SRV INIT FEE: Y SPECIAL ATTENTION: ENSCAN

FINAL BILL: NAME:

ADDR: CTY/STE/ZIP:

MTR#	INDEX	MNF#	ERT#	PRESS
T75242	2528	K745395	25169666	OTHER

ENTER OPTION: A F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F8=STD DETAIL

DATE: 08/19/2016
TIME: 09:34:18

CUSTOMER SERVICE HISTORY
GAS SERVICE APPLICATION
SCREEN OPTIONS: AEGJLM

SCREEN: CQSGSA
TERMID: B106

MA ROSIBEL MORALES
8701 ARLISS ST #202
SILVER SPRING MD 20901

ACCOUNT NO RATE SV RTE#
[REDACTED] 08 0 24603
QUAD MAP: B 016NE

REPORT TO DATE REQ
 09/02/2014

OCCUPANT NAME

2ND OCCUPANT

OCCUPANCY DATE
09/03/2014

SPOUSE

HOME-PHONE [REDACTED]
WORK-PHONE

EXT.

RENTAL AGENT
SSN

EMPLOYER NAME MONTGOMERY MALL

BILLING ADDRESS:
NAME

ADDRESS

CITY

ST

ZIP CODE

PREVIOUS ADDRESS

CITY

ST

ZIP CODE

ENTER OPTION: E F1=SUMM BY ID PF2=SUMMARY PF3=ICIS PF4=IQSH

DATE: 08/19/2016

TIME: 09:34:24

CUSTOMER SERVICE HISTORY

COMPLETION

SCREEN: CQSCMPL

TERMID: B106

SCREEN OPTIONS: AEGJLM

MA ROSIBEL MORALES

8701 ARLISS ST #202

SILVER SPRING MD 20901

ACCOUNT NO

RATE

SV RTE#

REPORT TO

DATE REQ

QUAD MAP: B 016NE

08 0 24603

09/02/2014

TURN-OFF METHOD:

COMPLETION CODES: 123

COMPLETED DATE: 09/03/2014

COMPLETED BY: CAD

REENTERED DATE: 09/03/2014

ORDER RE-ENTERED BY: MD78482

VAPOR TEST: CLEAR

REFD R&C: Z

ORDER STATUS: REF TO R&C

PRIORITY CODE: C

ARRVD TIME: 09:32

TIME: 09:32

ORDER WORKED BY: MD78482

TIME: 09:32

ROOT CAUSE:

GAS OFF:

MERCURY REG: NO

ODORANT: OK

ENTER OPTION: G F1=SUMM BY ID F2=SUMMARY F3=ICIS PF4=IQSH F10=R&C CDES

DATE: 08/19/2016
TIME: 09:34:31

CUSTOMER SERVICE HISTORY
METER INQUIRY

SCREEN: CQSMTR
TERMID: B106

SCREEN OPTIONS: AEGJLM

MA ROSIBEL MORALES

8701 ARLISS ST #202

SILVER SPRING MD 20901

ACCOUNT NO [REDACTED] RATE SV RTE#
08 0 24603

REPORT TO DATE REQ
09/02/2014

QUAD MAP: B 016NE

COMPLETION CODE: 123-STATE ON

PAGE 1 OF 1

LEAK GRADE FND: NO

EQUIP TAG:

NEW/REPL EQUIP

EQUIP ON FILE

EQUIP FOUND

INDEX: 2528

2528

MTR#: T75242

T75242

SIZE: 5AL

5AL

PRESS: OTHER

OTHER

#/DIAL TYPE: 4/

4/STD

LOCATION: LAUNDRY ROOM

LAUNDRY ROOM

MNF#: K745395

K745395

MNF NAME: AMERICAN

ERT#: 25169666

25169666

RMT TYPE:

ENTER OPTION: J F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/19/2016
TIME: 09:34:37

CUSTOMER SERVICE HISTORY
ORDER STATUS

SCREEN: CQSSTAT
TERMID: B106

MA ROSIBEL MORALES
8701 ARLISS ST #202
SILVER SPRING MD 20901

SCREEN OPTIONS: AEGJLM
ACCOUNT NO [REDACTED] RATE SV RTE#
08 0 24603
QUAD MAP: B 016NE

REPORT TO DATE REQ
09/02/2014

COS NUMBER: 14245B265393481

PAGE 1 OF 1

STATUS	DATE	TIME	EMPLOYEE ID
TAKEN - COS	09/02/2014	08:09:09	0HV11173
ADD AKNOWLEDGED	09/02/2014	08:09:59	CAD
CHANGED - COS	09/02/2014	09:12:56	7AC93651
ASSIGNED	09/02/2014	13:34:59	TWP7402
UNASSIGNED	09/02/2014	21:43:59	TWP7402
ASSIGNED	09/03/2014	05:09:59	MD78482
ARRIVED	09/03/2014	09:32:59	MD78482
REFERRED TO R & C - CAD	09/03/2014	09:32:59	MD78482
EN ROUTE	09/03/2014	09:32:59	MD78482
COMPLETED - CAD	09/03/2014	09:32:59	MD78482
COMPLETED - REENTRY	09/04/2014	10:25:02	7AC93012

ENTER OPTION: L F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/19/2016

TIME: 09:34:41

CUSTOMER SERVICE HISTORY

REMARKS

SCREEN: CQSRMKS

TERMID: B106

SCREEN OPTIONS: AEGJLM

MA ROSIBEL MORALES

8701 ARLISS ST #202

SILVER SPRING MD 20901

ACCOUNT NO RATE SV RTE#

██████████ 08 0 24603

REPORT TO

DATE REQ

09/02/2014

QUAD MAP: B 016NE

PAGE 1 OF 1

ACC INST - ADV OF SIF

ACC RMK - VER ID AND LEASE/ ENSCAN ERT# 25169666 /PER MS.MORALES /

RMK 1 - READ METER AND VERIFIED METER INFORMATION.

ENTER OPTION: M F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/19/2016
TIME: 08:57:01

CUSTOMER SERVICE HISTORY
SERVICE ORDER

SCREEN: CQSORDR
TERMID: B106

SCREEN OPTIONS: AFGJKLM

FRANCISCO SANTOS
8701 ARLISS ST #104
SILVER SPRING MD 20901

ACCOUNT NO [REDACTED] RATE SV RTE# REPORT TO DATE REQ
28 0 24603 07/07/2014

QUAD MAP: B 016NE

DISPATCH CODES: 620 PRIORITY CODE: C FREEZE-UP: SAFETY SECTOR: 3928

ASSIGNED TO: 371 DATE: 07/03/2014 ORDERED BY: 7AC93730

CALL AHEAD NO: [REDACTED]

HOME PHONE NO: [REDACTED]

APPT: 07:00 - 11:59

WORK PHONE NO: [REDACTED] EXT:

TRADING AS:

SRV INIT FEE: N

SPECIAL ATTENTION: ENSCAN

FINAL BILL: NAME:

ADDR: CTY/STE/ZIP:

MTR#	INDEX	MNF#	ERT#	PRESS
987520	9462	4744310	55489120	OTHER

ENTER OPTION: A F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F8=STD DETAIL

DATE: 08/19/2016
TIME: 08:57:13

CUSTOMER SERVICE HISTORY
APPLIANCE QUICK CHECK
SCREEN OPTIONS: AFGJKLM

SCREEN: CQSQCHK
TERMID: B106

FRANCISCO SANTOS
8701 ARLISS ST #104
SILVER SPRING MD 20901

ACCOUNT NO RATE SV RTE#
 28 0 24603
QUAD MAP: B 016NE

REPORT TO DATE REQ
 07/07/2014

APPLIANCE
32P - RANGE-OFF PC

MAKE

MODEL

YR APPL
INST LEFT

ENTER OPTION: F PF1=SUMM BY ID PF2=SUMMARY PF3=ICIS PF4=IQSH

DATE: 08/19/2016
TIME: 08:57:24

CUSTOMER SERVICE HISTORY
COMPLETION

SCREEN: CQSCMPL
TERMID: B106

SCREEN OPTIONS: AFGJKLM

FRANCISCO SANTOS
8701 ARLISS ST #104
SILVER SPRING MD 20901

ACCOUNT NO	RATE	SV RTE#	REPORT TO	DATE REQ
██████████	28 0	24603		07/07/2014

QUAD MAP: B 016NE

TURN-OFF METHOD:

COMPLETION CODES: 620 311

COMPLETED DATE: 07/07/2014

COMPLETED BY: CAD

REENTERED DATE: 07/07/2014

ORDER RE-ENTERED BY: KVH4260

VAPOR TEST: CLEAR

ORDER STATUS: COMPLETED

PRIORITY CODE: C

ARRVD TIME: 13:40

TIME: 14:22

ORDER WORKED BY: KVH4260

TIME: 14:22

ROOT CAUSE:

GAS OFF:

MERCURY REG: NO

ODORANT: OK

ENTER OPTION: G F1=SUMM BY ID F2=SUMMARY F3=ICIS PF4=IQSH F10=R&C CDES

DATE: 08/19/2016
TIME: 08:57:40

CUSTOMER SERVICE HISTORY
METER INQUIRY

SCREEN: CQSMTR
TERMID: B106

SCREEN OPTIONS: AFGJKLM

FRANCISCO SANTOS
8701 ARLISS ST #104
SILVER SPRING MD 20901

ACCOUNT NO [REDACTED] RATE SV RTE#
28 0 24603
QUAD MAP: B 016NE

REPORT TO DATE REQ
07/07/2014

COMPLETION CODE: 620-BILLPAID-TRN ON

PAGE 1 OF 1

	EQUIP ON FILE	EQUIP FOUND	LEAK GRADE FND: NO	EQUIP TAG:
INDEX:	9471	9462		NEW/REPL EQUIP
MTR#:	987520	987520		
SIZE:	5AL	5AL		
PRESS:	OTHER	OTHER		
#/DIAL TYPE:	4/	4/STD		
LOCATION:	OUTSIDE RIGHT	OUTSIDE RIGHT		
MNF#:	4744310	4744310		
MNF NAME:	AMER BY NO			
ERT#:	55489120	55489120		
RMT TYPE:				

ENTER OPTION: J F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/19/2016
TIME: 09:05:16

CUSTOMER SERVICE HISTORY
REGULATOR

SCREEN: CQSREGL
TERMID: B106

FRANCISCO SANTOS
8701 ARLISS ST #104
SILVER SPRING MD 20901

SCREEN OPTIONS: AFGJKLM
ACCOUNT NO [REDACTED] RATE SV RTE#
28 0 24603
QUAD MAP: B 016NE

REPORT TO DATE REQ
07/07/2014

PAGE 1 OF 1

COMPLETION CODE
311 - SERVICE A REG

LEAK GRADE FOUND

NO

MAKE/MODEL

USE

PRESS

OTHER

SERVICE

ORIFICE

HIGH

LOW

LOCK

5.0

5.5

7.5

VENT

ELL

PRE-TEST

POST-TEST

CLEAR

OKAY

EQUIP TAGGED

EQUIP UPDATED

ENTER OPTION: K F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/19/2016
TIME: 08:57:45

CUSTOMER SERVICE HISTORY
ORDER STATUS

SCREEN: CQSSTAT
TERMID: B106

SCREEN OPTIONS: AFGJKLM

FRANCISCO SANTOS
8701 ARLISS ST #104
SILVER SPRING MD 20901

ACCOUNT NO RATE SV RTE#
 28 0 24603
QUAD MAP: B 016NE

REPORT TO DATE REQ
 07/07/2014

PAGE 1 OF 1

COS NUMBER: 141840432477881

STATUS	DATE	TIME	EMPLOYEE ID
TAKEN - COS	07/03/2014	10:29:49	7AC93730
ADD AKNOWLEDGED	07/03/2014	10:29:59	CAD
ASSIGNED	07/03/2014	23:57:59	KVH4260
CA - CUST HOME & AVAIL	07/04/2014	22:02:01	SKYCREEK
EN ROUTE	07/07/2014	13:16:59	KVH4260
ARRIVED	07/07/2014	13:40:59	KVH4260
COMPLETED - CAD	07/07/2014	14:22:59	KVH4260

ENTER OPTION: L F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/19/2016
TIME: 08:57:50

CUSTOMER SERVICE HISTORY
REMARKS

SCREEN: CQSRMKS
TERMID: B106

SCREEN OPTIONS: AFGJKLM

FRANCISCO SANTOS
8701 ARLISS ST #104
SILVER SPRING MD 20901

ACCOUNT NO RATE SV RTE#
[REDACTED] 28 0 24603
QUAD MAP: B 016NE

REPORT TO DATE REQ
 07/07/2014

PAGE 1 OF 1

ACC INST - CUST WILL PROVIDE ACCESS|PLS CALL AHEAD**** 07:00-11:59/

ACC RMK - CUST PAID \$552.42|RF AND DEP NXT BILL/ ENSCAN ERT# 55489120 /

RMK 1 - TURNED GAS ON DR METER SOAP TEST TEST REGULATOR,HOUSELINE LEFT
GAS OFF AT STOPCOCK PER CUSTOMER

ENTER OPTION: M F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/19/2016
TIME: 08:55:14

CUSTOMER SERVICE HISTORY
SERVICE ORDER

SCREEN: CQSORDR
TERMID: B106

SCREEN OPTIONS: AGJLM

FRANCISCO SANTOS
8701 ARLISS ST #104
SILVER SPRING MD 20901

ACCOUNT NO [REDACTED] RATE SV RTE# REPORT TO DATE REQ
28 0 24600 06/30/2014

DISPATCH CODES: 151

QUAD MAP:

PRIORITY CODE: C FREEZE-UP: SAFETY SECTOR:

ASSIGNED TO: WIL84

DATE: 06/30/2014 ORDERED BY: CREDIT

CALL AHEAD NO:

HOME PHONE NO: [REDACTED]

APPT:

WORK PHONE NO:

EXT:

TRADING AS:

SRV INIT FEE: N

FINAL BILL: NAME:

ADDR:

CTY/STE/ZIP:

MTR#	INDEX	MNF#	ERT#	PRESS
987520	9472			

ENTER OPTION: A F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F8=STD DETAIL

DATE: 08/19/2016
TIME: 08:55:46

CUSTOMER SERVICE HISTORY
COMPLETION

SCREEN: CQSCMPL
TERMID: B106

SCREEN OPTIONS: AGJLM

FRANCISCO SANTOS
8701 ARLISS ST #104
SILVER SPRING MD 20901

ACCOUNT NO [REDACTED] RATE SV RTE#
28 0 24600

REPORT TO DATE REQ
06/30/2014

QUAD MAP:

TURN-OFF METHOD: AT METER

ORDER STATUS: COMPLETED

COMPLETION CODES: 151

PRIORITY CODE: C

COMPLETED DATE: 06/30/2014

TIME: 14:35

ARRVD TIME: 14:30

COMPLETED BY: CAD

ORDER WORKED BY: CS80207

REENTERED DATE: 06/30/2014

TIME: 14:35

ROOT CAUSE:

ORDER RE-ENTERED BY: CS80207

GAS OFF:

MERCURY REG:

VAPOR TEST:

ODORANT:

ENTER OPTION: G F1=SUMM BY ID F2=SUMMARY F3=ICIS PF4=IQSH F10=R&C CDES

DATE: 08/19/2016
TIME: 08:56:25

CUSTOMER SERVICE HISTORY
METER INQUIRY

SCREEN: CQSMTR
TERMID: B106

SCREEN OPTIONS: AGJLM

FRANCISCO SANTOS
8701 ARLISS ST #104
SILVER SPRING MD 20901

ACCOUNT NO RATE SV RTE#
 28 0 24600
QUAD MAP:

REPORT TO DATE REQ
 06/30/2014

COMPLETION CODE: 151-CREDIT TURN OFF

PAGE 1 OF 1

EQUIP ON FILE
INDEX: 0
MTR#: 987520
SIZE: 5AL
PRESS:
#/DIAL TYPE: 4/
LOCATION: OUTSIDE RIGHT
MNF#:
MNF NAME:
ERT#:
RMT TYPE:

LEAK GRADE FND:
EQUIP FOUND 9472
 987520
 5AL
 4/
 OUTSIDE RIGHT

EQUIP TAG:
NEW/REPL EQUIP

ENTER OPTION: J F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/19/2016
TIME: 08:56:33

CUSTOMER SERVICE HISTORY
ORDER STATUS

SCREEN: CQSSTAT
TERMID: B106

SCREEN OPTIONS: AGJLM

FRANCISCO SANTOS
8701 ARLISS ST #104
SILVER SPRING MD 20901

ACCOUNT NO RATE SV RTE#
[REDACTED] 28 0 24600
QUAD MAP:

REPORT TO DATE REQ
 06/30/2014

PAGE 1 OF 1

COS NUMBER: 14181EC07554699

STATUS	DATE	TIME	EMPLOYEE ID
TAKEN - CREDIT	06/30/2014	07:42:17	CREDIT
ADD AKNOWLEDGED	06/30/2014	07:57:59	CAD
ASSIGNED	06/30/2014	07:57:59	SG80054
ASSIGNED	06/30/2014	12:19:59	CS80207
UNASSIGNED	06/30/2014	12:19:59	CS80207
EN ROUTE	06/30/2014	14:30:59	CS80207
ARRIVED	06/30/2014	14:30:59	CS80207
COMPLETED - CREDIT	06/30/2014	14:35:07	CS80207
COMPLETED - COFM400	07/01/2014	00:16:36	CAS9999
CANCELED - COFM500	07/08/2014	00:16:27	COFM500
PURGED - COFM500	07/09/2014	00:15:59	COFM500

ENTER OPTION: L F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/19/2016
TIME: 08:56:38

CUSTOMER SERVICE HISTORY
REMARKS

SCREEN: CQSRMKS
TERMID: B106

SCREEN OPTIONS: AGJLM

FRANCISCO SANTOS
8701 ARLISS ST #104
SILVER SPRING MD 20901

ACCOUNT NO [REDACTED] RATE SV RTE#
28 0 24600
QUAD MAP:

REPORT TO DATE REQ
06/30/2014

PAGE 1 OF 1

ACC INST - NO INSTRUCTION

ACC RMK - OFF AT METER , INDEX = 9472, OUTSIDE METER/

RMK 1 - TURNED OFF METER AND INSTALLED DISK. LEFT CARD. METER LOCATED
INSIDE, UTILITY ROOM. NOT OUTSIDE/RIGHT.

ENTER OPTION: M F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/22/2016 CUSTOMER SERVICE HISTORY SCREEN: CQSORDR
TIME: 14:07:18 SERVICE ORDER TERMID: B266

SCREEN OPTIONS: AGJLM

ANA SALAZAR ACCOUNT NO RATE SV RTE# REPORT TO DATE REQ
8701 ARLISS ST #103 [REDACTED] 08 0 24603 01/22/2012

SILVER SPRING MD 20901 QUAD MAP: B016NE

DISPATCH CODES: 137 PRIORITY CODE: C FREEZE-UP: SAFETY SECTOR:

ASSIGNED TO: DATE: ORDERED BY: 6ERTINS

CALL AHEAD NO: [REDACTED]

HOME PHONE NO: [REDACTED] APPT:

WORK PHONE NO: EXT:

TRADING AS:

SRV INIT FEE: N

FINAL BILL: NAME:

ADDR: CTY/STE/ZIP:

MTR#	INDEX	MNF#	ERT#	PRESS
N28813	3857	A231916	02029175	

ENTER OPTION: A F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F8=STD DETAIL

DATE: 08/22/2016
TIME: 17:27:00

CUSTOMER SERVICE HISTORY
COMPLETION

SCREEN: CQSCMPL
TERMID: B314

SCREEN OPTIONS: AGJLM

ANA SALAZAR
8701 ARLISS ST #103
SILVER SPRING MD 20901

ACCOUNT NO RATE SV RTE#
~~101-010510~~ 08 0 24603
QUAD MAP: B016NE

REPORT TO DATE REQ
01/22/2012

TURN-OFF METHOD:

ORDER STATUS: COMPLETED

COMPLETION CODES: 137

PRIORITY CODE: C

COMPLETED DATE: 01/22/2013

TIME: 08:44

ARRVD TIME:

COMPLETED BY: REENTRY

ORDER WORKED BY: BM10871

REENTERED DATE: 01/22/2013

TIME: 08:44

ROOT CAUSE:

ORDER RE-ENTERED BY: BM10871

GAS OFF:

MERCURY REG:

VAPOR TEST:

ODORANT:

ENTER OPTION: G F1=SUMM BY ID F2=SUMMARY F3=ICIS PF4=IQSH F10=R&C CDES

DATE: 08/22/2016

CUSTOMER SERVICE HISTORY

SCREEN: CQSMTR

TIME: 14:07:47

METER INQUIRY

TERMID: B266

SCREEN OPTIONS: AGJLM

ANA SALAZAR

ACCOUNT NO RATE SV RTE#

REPORT TO

DATE REQ

8701 ARLISS ST #103

08 0 24603

01/22/2012

SILVER SPRING MD 20901

QUAD MAP: B016NE

COMPLETION CODE: 137-REPLACED AMR

PAGE 1 OF 1

LEAK GRADE FND:

EQUIP TAG:

EQUIP ON FILE

EQUIP FOUND

NEW/REPL EQUIP

INDEX: 3660

3857

3857

MTR#: N28813

N28813

N28813

SIZE: 5AL

5AL

PRESS:

#/DIAL TYPE: 4/

4/

LOCATION: OUTSIDE REAR

UTILITY ROOM

MNF#: A231916

A231916

MNF NAME: AMERICAN

AMERICAN

ERT#: 02029175

02029175

65421706

RMT TYPE:

EN

ENTER OPTION: J F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/22/2016 CUSTOMER SERVICE HISTORY SCREEN: CQSSTAT
TIME: 17:27:09 ORDER STATUS TERMID: B314

SCREEN OPTIONS: AGJLM
ANA SALAZAR ACCOUNT NO RATE SV RTE# REPORT TO DATE REQ
8701 ARLISS ST #103 [REDACTED] 08 0 24603 01/22/2012
SILVER SPRING MD 20901 QUAD MAP: B016NE

PAGE 1 OF 1

COS NUMBER: 12288MD13260671

STATUS	DATE	TIME	EMPLOYEE ID
TAKEN - MDMS	10/14/2012	13:38:25	6ERTINS
COMPLETED - FDM	01/22/2013	08:44:30	BM10871

ENTER OPTION: L F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/22/2016

CUSTOMER SERVICE HISTORY

SCREEN: CQSRMKS

TIME: 17:27:13

REMARKS

TERMID: B314

SCREEN OPTIONS: AGJLM

ANA SALAZAR

ACCOUNT NO RATE SV RTE#

REPORT TO

DATE REQ

8701 ARLISS ST #103

08 0 24603

01/22/2012

SILVER SPRING MD 20901

QUAD MAP: B016NE

PAGE 1 OF 1

ACC RMK - MDMS WORK ORDER GROUP: 996

SUB-GRO

ENTER OPTION: M F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/19/2016
TIME: 09:14:43

CUSTOMER SERVICE HISTORY
SERVICE ORDER

SCREEN: CQSORDR
TERMID: B106

KAY MNGT
8701 ARLISS ST #201
SILVER SPRING MD 20901

SCREEN OPTIONS: A EFGJKLM

ACCOUNT NO [REDACTED] RATE SV RTE#
08 0 24603

REPORT TO DATE REQ
09/27/2012

DISPATCH CODES: 121

QUAD MAP: B 016NE

ASSIGNED TO: 777

DATE: 09/26/2012

ORDERED BY: 7ACN8747

SAFETY SECTOR: 3928

CALL AHEAD NO: [REDACTED]

DEBORAH GALLO/MNGR

HOME PHONE NO: [REDACTED]

APPT: 07:00 - 11:59

WORK PHONE NO:

EXT:

TRADING AS:

SRV INIT FEE: N

SPECIAL ATTENTION: ENSCAN

FINAL BILL: NAME:

ADDR:

CTY/STE/ZIP:

MTR#	INDEX	MNF#	ERT#	PRESS
R45326	1719	3997627	28065323	OTHER

ENTER OPTION: A F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F8=STD DETAIL

DATE: 08/19/2016
TIME: 09:16:02

CUSTOMER SERVICE HISTORY
GAS SERVICE APPLICATION
SCREEN OPTIONS: A E F G J K L M

SCREEN: C Q S G S A
TERMID: B 1 0 6

KAY MNGT
8701 ARLISS ST #201
SILVER SPRING MD 20901

ACCOUNT NO [REDACTED] RATE 08 0 SV RTE# 24603
QUAD MAP: B 016NE

REPORT TO DATE REQ
09/27/2012

OCCUPANT NAME

2ND OCCUPANT

OCCUPANCY DATE

09/27/2012

SPOUSE

HOME-PHONE [REDACTED]

WORK-PHONE

EXT.

RENTAL AGENT

SSN

EMPLOYER NAME O/P

BILLING ADDRESS:

NAME

ADDRESS

8628 PINEY BRANCH RD

PREVIOUS ADDRESS

CITY

SILVER SPRING

CITY

ST

MD

ST

ZIP CODE

20901

ZIP CODE

ENTER OPTION: E F1=SUMM BY ID PF2=SUMMARY PF3=ICIS PF4=IQSH

DATE: 08/19/2016

TIME: 09:16:07

CUSTOMER SERVICE HISTORY

APPLIANCE QUICK CHECK

SCREEN: CQSQCHK

TERMID: B106

SCREEN OPTIONS: A EFGJKLM

KAY MNGT

8701 ARLISS ST #201

SILVER SPRING MD 20901

ACCOUNT NO RATE SV RTE#

08 0 24603

REPORT TO

DATE REQ

09/27/2012

QUAD MAP: B 016NE

APPLIANCE

32N - RANGE-ON

MAKE

MODEL

YR APPL
INST LEFT

ENTER OPTION: F PF1=SUMM BY ID PF2=SUMMARY PF3=ICIS PF4=IQSH

DATE: 08/19/2016
TIME: 09:16:19

CUSTOMER SERVICE HISTORY
COMPLETION

SCREEN: CQSCMPL
TERMINID: B106

SCREEN OPTIONS: A E F G J K L M

KAY MNGT

8701 ARLISS ST #201

ACCOUNT NO	RATE	SV RTE#	REPORT TO	DATE REQ
██████████	08 0	24603		09/27/2012

SILVER SPRING MD 20901

QUAD MAP: B 016NE

TURN-OFF METHOD:

ORDER STATUS: COMPLETED

COMPLETION CODES: 121 311

PRIORITY CODE: C

COMPLETED DATE: 09/27/2012

TIME: 12:03

ARRVD TIME: 11:34

COMPLETED BY: CAD

ORDER WORKED BY: CW10285

REENTERED DATE: 09/27/2012

TIME: 12:03

ROOT CAUSE:

ORDER RE-ENTERED BY: CW10285

GAS OFF:

MERCURY REG: NO

VAPOR TEST: CLEAR

ODORANT: OK

ENTER OPTION: G F1=SUMM BY ID F2=SUMMARY F3=ICIS PF4=IQSH F10=R&C CDES

DATE: 08/19/2016

TIME: 09:16:25

CUSTOMER SERVICE HISTORY

METER INQUIRY

SCREEN: CQSMTR

TERMID: B106

SCREEN OPTIONS: A EFGJKLM

KAY MNGT

8701 ARLISS ST #201

SILVER SPRING MD 20901

ACCOUNT NO

RATE

SV RTE#

REPORT TO

DATE REQ

QUAD MAP: B 016NE

COMPLETION CODE: 121-TURN ON NEW CUST

PAGE 1 OF 1

EQUIP TAG:

NEW/REPL EQUIP

LEAK GRADE FND: NO

EQUIP ON FILE

EQUIP FOUND

INDEX: 1719

1719

MTR#: R45326

R45326

SIZE: 5AL

5AL

PRESS: OTHER

OTHER

#/DIAL TYPE: 4/

4/STD

LOCATION: BASEMENT FRONT

BASEMENT FRONT

MNF#: 3997627

3997627

MNF NAME: AMER BY NO

ERT#: 28065323

28065323

RMT TYPE:

ENTER OPTION: J F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/19/2016
TIME: 09:16:31

CUSTOMER SERVICE HISTORY
REGULATOR

SCREEN: CQSREGL
TERMID: B106

KAY MNGT
8701 ARLISS ST #201
SILVER SPRING MD 20901

SCREEN OPTIONS: A E F G J K L M
ACCOUNT NO RATE SV RTE#
 08 0 24603
QUAD MAP: B 016NE

REPORT TO DATE REQ
 09/27/2012

PAGE 1 OF 1

COMPLETION CODE
311 - SERVICE A REG

LEAK GRADE FOUND
NO

MAKE/MODEL
NONE ENTERED

USE
SERVICE

PRESS

ORIFICE

HIGH LOW
 5.5

LOCK

VENT
CLEAR

ELL PRE-TEST
OKAY

POST-TEST

EQUIP TAGGED

EQUIP UPDATED

ENTER OPTION: K F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/19/2016
TIME: 09:16:35

CUSTOMER SERVICE HISTORY
ORDER STATUS

SCREEN: CQSSTAT
TERMID: B106

SCREEN OPTIONS: A E F G J K L M

KAY MNGT
8701 ARLISS ST #201
SILVER SPRING MD 20901

ACCOUNT NO RATE SV RTE#
 08 0 24603
QUAD MAP: B 016NE

REPORT TO DATE REQ
 09/27/2012

PAGE 1 OF 1

COS NUMBER: 122700604447541

STATUS	DATE	TIME	EMPLOYEE ID
TAKEN - COS	09/26/2012	09:39:16	7ACN8747
ADD AKNOWLEDGED	09/26/2012	09:39:59	CAD
CHANGED - COS	09/26/2012	09:53:28	7ACN8747
ASSIGNED	09/26/2012	10:51:59	CW10285
CHANGED - COS	09/26/2012	17:58:30	7ACN8747
CHANGED - COS	09/26/2012	17:58:46	7ACN8747
CA - CUST HOME & AVAIL	09/26/2012	22:04:00	SKYCREEK
EN ROUTE	09/27/2012	07:16:59	CW10285
RE-QUEUED	09/27/2012	07:28:59	CW10285
EN ROUTE	09/27/2012	11:31:59	CW10285
ARRIVED	09/27/2012	11:34:59	CW10285
COMPLETED - CAD	09/27/2012	12:03:59	CW10285

ENTER OPTION: L F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/19/2016
TIME: 09:16:40

CUSTOMER SERVICE HISTORY
REMARKS

SCREEN: CQSRMKS
TERMID: B106

SCREEN OPTIONS: A EFGJKLM

KAY MNGT	ACCOUNT NO	RATE	SV RTE#	REPORT TO	DATE REQ
8701 ARLISS ST #201	██████████	08 0	24603		09/27/2012
SILVER SPRING MD 20901	QUAD MAP: B 016NE				

ACC INST - PLS GO TO 8628 PINEY BRANCH RD FOR ACCESS 07:00-11:59/

ACC RMK - NO SIF, PROP MNGT BETWN TNT/ ENSCAN ERT# 28065323 /

RMK 1 - TURNED GAS ON. ALL TESTS GOOD. RELIT GAS RANGE. LEFT SAFE.

ENTER OPTION: M F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/19/2016
TIME: 09:27:28

CUSTOMER SERVICE HISTORY
SERVICE ORDER

SCREEN: CQSORDR
TERMID: B106

SCREEN OPTIONS: AGJLM

JAMIE COLON
8701 ARLISS ST #201
SILVER SPRING MD 20901

ACCOUNT NO [REDACTED] RATE 08 0 SV RTE# 24600 REPORT TO DATE REQ
07/26/2012

DISPATCH CODES: 151

QUAD MAP:
PRIORITY CODE: C FREEZE-UP: SAFETY SECTOR:

ASSIGNED TO: WIL86

DATE: 07/26/2012 ORDERED BY: CREDIT

CALL AHEAD NO:

HOME PHONE NO: [REDACTED]

APPT:

WORK PHONE NO:

EXT:

TRADING AS:

SRV INIT FEE: N

FINAL BILL: NAME:

ADDR:

CTY/STE/ZIP:

MTR#	INDEX	MNF#	ERT#	PRESS
R45326	1719			

ENTER OPTION: A F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F8=STD DETAIL

DATE: 08/19/2016
TIME: 09:27:34

CUSTOMER SERVICE HISTORY
COMPLETION

SCREEN: CQSCMPL
TERMID: B106

SCREEN OPTIONS: AGJLM

JAMIE COLON

8701 ARLISS ST #201

SILVER SPRING MD 20901

ACCOUNT NO	RATE	SV	RTE#	REPORT TO	DATE REQ
██████████	08 0		24600		07/26/2012

QUAD MAP:

TURN-OFF METHOD: AT METER

COMPLETION CODES: 151

COMPLETED DATE: 07/26/2012

COMPLETED BY: CAD

REENTERED DATE: 07/26/2012

ORDER RE-ENTERED BY: DS75952

VAPOR TEST:

ORDER STATUS: COMPLETED

PRIORITY CODE: C

ARRVD TIME: 13:46

TIME: 13:48

ORDER WORKED BY: DS75952

TIME: 13:48

ROOT CAUSE:

GAS OFF:

MERCURY REG:

ODORANT:

ENTER OPTION: G F1=SUMM BY ID F2=SUMMARY F3=ICIS PF4=IQSH F10=R&C CDES

DATE: 08/19/2016
TIME: 09:27:41

CUSTOMER SERVICE HISTORY
METER INQUIRY

SCREEN: CQSMTR
TERMID: B106

JAMIE COLON
8701 ARLISS ST #201
SILVER SPRING MD 20901

SCREEN OPTIONS: AGJLM
ACCOUNT NO [REDACTED] RATE SV RTE#
08 0 24600

REPORT TO DATE REQ
07/26/2012

COMPLETION CODE: 151-CREDIT TURN OFF

PAGE 1 OF 1

EQUIP ON FILE
INDEX: 0
MTR#: R45326
SIZE: 5AL
PRESS:
#/DIAL TYPE: 4/
LOCATION: BASEMENT FRONT
MNF#:
MNF NAME:
ERT#:
RMT TYPE:

LEAK GRADE FND:
EQUIP FOUND
1719
R45326
5AL
4/
BASEMENT FRONT

EQUIP TAG:
NEW/REPL EQUIP

ENTER OPTION: J F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/19/2016
TIME: 09:27:49

CUSTOMER SERVICE HISTORY
ORDER STATUS

SCREEN: CQSSTAT
TERMID: B106

JAMIE COLON
8701 ARLISS ST #201
SILVER SPRING MD 20901

SCREEN OPTIONS: AGJLM
ACCOUNT NO [REDACTED] RATE SV RTE#
08 0 24600
QUAD MAP:

REPORT TO DATE REQ
07/26/2012

COS NUMBER: 12208EC09051613

PAGE 1 OF 1

STATUS	DATE	TIME	EMPLOYEE ID
TAKEN - CREDIT	07/26/2012	08:51:37	CREDIT
ADD AKNOWLEDGED	07/26/2012	09:07:59	CAD
ASSIGNED	07/26/2012	09:07:59	DS75952
ARRIVED	07/26/2012	13:46:59	DS75952
EN ROUTE	07/26/2012	13:46:59	DS75952
COMPLETED - CREDIT	07/26/2012	13:48:02	DS75952
COMPLETED - COFM400	07/27/2012	00:30:10	CAS9999

ENTER OPTION: L F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/19/2016
TIME: 09:27:54

CUSTOMER SERVICE HISTORY
REMARKS

SCREEN: CQSRMKS
TERMINID: B106

JAMIE COLON
8701 ARLISS ST #201
SILVER SPRING MD 20901

SCREEN OPTIONS: AGJLM
ACCOUNT NO [REDACTED] RATE SV RTE#
08 0 24600
QUAD MAP:

REPORT TO DATE REQ
07/26/2012

PAGE 1 OF 1

ACC INST - NO INSTRUCTION
ACC RMK - OFF AT METER , INDEX = 1719, INSIDE METER/
RMK 1 - OFF DISC L/CARD

ENTER OPTION: M F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/22/2016 CUSTOMER SERVICE HISTORY SCREEN: CQSORDR
TIME: 14:08:36 SERVICE ORDER TERMID: B266
 SCREEN OPTIONS: AGJLM
WILFRED R BOOKER ACCOUNT NO RATE SV RTE# REPORT TO DATE REQ
8701 ARLISS ST #203 [REDACTED] 28 0 24603 05/27/2011
SILVER SPRING MD 20901 QUAD MAP:
DISPATCH CODES: 137 PRIORITY CODE: C FREEZE-UP: SAFETY SECTOR: 3928
ASSIGNED TO: DATE: ORDERED BY: 8MJO6888
CALL AHEAD NO:
HOME PHONE NO: [REDACTED] APPT:
WORK PHONE NO: EXT:
TRADING AS:

FINAL BILL: NAME:
ADDR: CTY/STE/ZIP:

MTR#	INDEX	MNF#	ERT#	PRESS
N37649	5353	A380679	13968316	

ENTER OPTION: A F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F8=STD DETAIL

DATE: 08/22/2016 CUSTOMER SERVICE HISTORY SCREEN: CQSCMPL
TIME: 17:28:05 COMPLETION TERMID: B314
 SCREEN OPTIONS: AGJLM
WILFRED R BOOKER ACCOUNT NO RATE SV RTE# REPORT TO DATE REQ
8701 ARLISS ST #203 ██████████ 28 0 24603 05/27/2011
SILVER SPRING MD 20901 QUAD MAP:
TURN-OFF METHOD: ORDER STATUS: COMPLETED
COMPLETION CODES: 137 PRIORITY CODE: C
COMPLETED DATE: 05/31/2011 TIME: 13:34 ARRVD TIME:
COMPLETED BY: REENTRY ORDER WORKED BY: 8MJO6888
REENTERED DATE: 05/31/2011 TIME: 13:34 ROOT CAUSE:
ORDER RE-ENTERED BY: 8MJO6888 GAS OFF: MERCURY REG:
VAPOR TEST: ODORANT:

ENTER OPTION: G F1=SUMM BY ID F2=SUMMARY F3=ICIS PF4=IQSH F10=R&C CDES

DATE: 08/22/2016
TIME: 14:09:03

CUSTOMER SERVICE HISTORY
METER INQUIRY

SCREEN: CQSMTR
TERMID: B266

WILFRED R BOOKER
8701 ARLISS ST #203
SILVER SPRING MD 20901
COMPLETION CODE: 137-REPLACED AMR

SCREEN OPTIONS: AGJLM
ACCOUNT NO RATE SV RTE#
 28 0 24603
QUAD MAP:

REPORT TO DATE REQ
 05/27/2011

EQUIP ON FILE
INDEX: 5353
MTR#: N37649
SIZE: 5AL
PRESS:
#/DIAL TYPE: 4/
LOCATION: LAUNDRY ROOM
MNF#: A380679
MNF NAME: AMERICAN
ERT#: 13968316
RMT TYPE:

LEAK GRADE FND:
EQUIP FOUND

PAGE 1 OF 1
EQUIP TAG:
NEW/REPL EQUIP
5353

64679661

ENTER OPTION: J F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/22/2016 CUSTOMER SERVICE HISTORY SCREEN: CQSSTAT
TIME: 17:28:09 ORDER STATUS TERMID: B314

SCREEN OPTIONS: AGJLM
WILFRED R BOOKER ACCOUNT NO RATE SV RTE# REPORT TO DATE REQ
8701 ARLISS ST #203 [REDACTED] 28 0 24603 05/27/2011
SILVER SPRING MD 20901 QUAD MAP:

PAGE 1 OF 1

COS NUMBER: 11151B111588461

STATUS	DATE	TIME	EMPLOYEE ID
TAKEN - COS	05/31/2011	13:34:07	8MJO6888
COMPLETED - REENTRY	05/31/2011	13:34:29	8MJO6888

ENTER OPTION: L F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/22/2016 CUSTOMER SERVICE HISTORY SCREEN: CQSRMKS
TIME: 17:28:12 REMARKS TERMID: B314

WILFRED R BOOKER SCREEN OPTIONS: AGJLM
8701 ARLISS ST #203 ACCOUNT NO RATE SV RTE# REPORT TO DATE REQ
SILVER SPRING MD 20901 QUAD MAP: 28 0 24603 05/27/2011

ACC RMK - ENSCAN ERT# 13968316 /

ENTER OPTION: M F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/22/2016

CUSTOMER SERVICE HISTORY

SCREEN: CQSORDR

TIME: 14:09:35

SERVICE ORDER

TERMID: B266

SCREEN OPTIONS: AGJLM

FELIPE RIVAS

ACCOUNT NO RATE SV RTE#

REPORT TO

DATE REQ

8701 ARLISS ST #204

08 0 24603

03/30/2011

SILVER SPRING MD 20901

QUAD MAP:

DISPATCH CODES: 137

PRIORITY CODE: C FREEZE-UP:

SAFETY SECTOR: 3928

ASSIGNED TO:

DATE:

ORDERED BY: 8MJO6888

CALL AHEAD NO:

HOME PHONE NO: 301 675-8789

APPT:

WORK PHONE NO: 301 675-4634

EXT:

TRADING AS:

FINAL BILL: NAME:

ADDR:

CTY/STE/ZIP:

MTR#	INDEX	MNF#	ERT#	PRESS
P56420	2057	C152590	18129942	

ENTER OPTION: A F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F8=STD DETAIL

DATE: 08/22/2016 CUSTOMER SERVICE HISTORY SCREEN: CQSCMPL
TIME: 17:28:48 COMPLETION TERMID: B314
 SCREEN OPTIONS: AGJLM
FELIPE RIVAS ACCOUNT NO RATE SV RTE# REPORT TO DATE REQ
8701 ARLISS ST #204 ██████████ 08 0 24603 03/30/2011
SILVER SPRING MD 20901 QUAD MAP:
TURN-OFF METHOD: ORDER STATUS: COMPLETED
COMPLETION CODES: 137 PRIORITY CODE: C
COMPLETED DATE: 04/01/2011 TIME: 08:16 ARRVD TIME:
COMPLETED BY: REENTRY ORDER WORKED BY: 8MJO6888
REENTERED DATE: 04/01/2011 TIME: 08:16 ROOT CAUSE:
ORDER RE-ENTERED BY: 8MJO6888 GAS OFF: MERCURY REG:
VAPOR TEST: ODORANT:

ENTER OPTION: G F1=SUMM BY ID F2=SUMMARY F3=ICIS PF4=IQSH F10=R&C CDES

DATE: 08/22/2016
TIME: 14:09:45

CUSTOMER SERVICE HISTORY
METER INQUIRY

SCREEN: CQSMTR
TERMID: B266

FELIPE RIVAS
8701 ARLISS ST #204
SILVER SPRING MD 20901

SCREEN OPTIONS: AGJLM
ACCOUNT NO [REDACTED] RATE SV RTE#
08 0 24603
QUAD MAP:

REPORT TO DATE REQ
03/30/2011

COMPLETION CODE: 137-REPLACED AMR

PAGE 1 OF 1
EQUIP TAG:
NEW/REPL EQUIP
2057

EQUIP ON FILE
INDEX: 2057
MTR#: P56420
SIZE: 5AL
PRESS:
#/DIAL TYPE: 4/
LOCATION: LAUNDRY ROOM
MNF#: C152590
MNF NAME: AMERICAN
ERT#: 18129942
RMT TYPE:

LEAK GRADE FND:
EQUIP FOUND

64251241

ENTER OPTION: J F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/22/2016 CUSTOMER SERVICE HISTORY SCREEN: CQSSTAT
TIME: 17:28:52 ORDER STATUS TERMID: B314

SCREEN OPTIONS: AGJLM
FELIPE RIVAS ACCOUNT NO RATE SV RTE# REPORT TO DATE REQ
8701 ARLISS ST #204 ██████████ 08 0 24603 03/30/2011
SILVER SPRING MD 20901 QUAD MAP:

COS NUMBER: 11091B107397521

STATUS	DATE	TIME	EMPLOYEE ID
TAKEN - COS	04/01/2011	08:15:53	8MJO6888
COMPLETED - REENTRY	04/01/2011	08:16:13	8MJO6888

ENTER OPTION: L F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/22/2016
TIME: 17:28:54

CUSTOMER SERVICE HISTORY
REMARKS

SCREEN: CQSRMKS
TERMINID: B314

SCREEN OPTIONS: AGJLM

FELIPE RIVAS
8701 ARLISS ST #204
SILVER SPRING MD 20901

ACCOUNT NO RATE SV RTE#
 08 0 24603
QUAD MAP:

REPORT TO DATE REQ
 03/30/2011

PAGE 1 OF 1

ACC RMK - ENSCAN ERT# 18129942 /

ENTER OPTION: M F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/19/2016 CUSTOMER SERVICE HISTORY SCREEN: CQSORDR
TIME: 07:32:59 SERVICE ORDER TERMID: B106

SCREEN OPTIONS: ACGHJLM

FLOWER BRANCH APTS ACCOUNT NO RATE SV RTE# REPORT TO DATE REQ
8701 ARLISS ST [REDACTED] 33 0 24603 02/09/2011

SILVER SPRING MD 20901 QUAD MAP: B 016NE
DISPATCH CODES: 302 PRIORITY CODE: 3 FREEZE-UP: SAFETY SECTOR: 3928

ASSIGNED TO: 906 DATE: 02/09/2011 ORDERED BY: 0ACN9660
CALL AHEAD NO: VULMA MOLINA

HOME PHONE NO: [REDACTED] APPT:
WORK PHONE NO: EXT:

TRADING AS:

SPECIAL ATTENTION: ENSCAN

FINAL BILL: NAME:
ADDR: CTY/STE/ZIP:

MTR#	INDEX	MNF#	ERT#	PRESS
K27145		X900814	61975642	OTHER

ENTER OPTION: A F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F8=STD DETAIL

DATE: 08/19/2016
TIME: 07:34:59

CUSTOMER SERVICE HISTORY
MISCELLANEOUS

SCREEN: CQSMSC
TERMID: B106

SCREEN OPTIONS: ACGHJLM

FLOWER BRANCH APTS
8701 ARLISS ST
SILVER SPRING MD 20901

ACCOUNT NO RATE SV RTE#
 33 0 24603
QUAD MAP: B 016NE

REPORT TO DATE REQ
 02/09/2011

PAGE 1 OF 1

LEAK GRADE: 3
COMPLETION CODES:
302 - METER RACK LEAK

EQUIP TAG:
REFERRAL CODES:

PRESS CHK:

INDEX: MTR#: K27145 MNF#: X900814 RMT#: 61975642
REMARKS:

ENTER OPTION: C F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/19/2016
TIME: 07:35:15

CUSTOMER SERVICE HISTORY
COMPLETION

SCREEN: CQSCMPL
TERMID: B106

SCREEN OPTIONS: ACGHJLM

FLOWER BRANCH APTS

8701 ARLISS ST

SILVER SPRING MD 20901

ACCOUNT NO	RATE	SV	RTE#	REPORT TO	DATE REQ
[REDACTED]	33 0		24603		02/09/2011

QUAD MAP: B 016NE

TURN-OFF METHOD:

ORDER STATUS: COMPLETED

COMPLETION CODES: 302

PRIORITY CODE: 3

COMPLETED DATE: 02/09/2011

TIME: 14:31

ARRVD TIME: 14:09

COMPLETED BY: CAD

ORDER WORKED BY: JL5466

REENTERED DATE: 02/09/2011

TIME: 14:31

ROOT CAUSE:

ORDER RE-ENTERED BY: JL5466

GAS OFF:

MERCURY REG: YES

VAPOR TEST: CLEAR

ODORANT: OK

ENTER OPTION: G F1=SUMM BY ID F2=SUMMARY F3=ICIS PF4=IQSH F10=R&C CDES

DATE: 08/19/2016
TIME: 07:35:28

CUSTOMER SERVICE HISTORY
GAS LEAK

SCREEN: CQSGSLK
TERMID: B106

SCREEN OPTIONS: ACGHJLM

FLOWER BRANCH APTS
8701 ARLISS ST
SILVER SPRING MD 20901

ACCOUNT NO [REDACTED] RATE SV RTE#
33 0 24603
QUAD MAP: B 016NE

REPORT TO DATE REQ
02/09/2011

COMPLETION CODE: 302 - METER RACK LEAK

GAS OFF:

PRIORITY CODE: 3

LEAK GRADE FOUND: 3

ADVISED OF MSP

ODOR SLIGHT

ENTER OPTION: H PF1=SUMM BY ID PF2=SUMMARY PF3=ICIS PF4=IQSH

DATE: 08/19/2016
TIME: 07:35:37

CUSTOMER SERVICE HISTORY
METER INQUIRY

SCREEN: CQSMTR
TERMID: B106

SCREEN OPTIONS: ACGHJLM

FLOWER BRANCH APTS
8701 ARLISS ST

ACCOUNT NO RATE SV RTE#
[REDACTED] 33 0 24603

REPORT TO DATE REQ
02/09/2011

SILVER SPRING MD 20901

QUAD MAP: B 016NE

COMPLETION CODE: 302-METER RACK LEAK

PAGE 1 OF 1

LEAK GRADE FND:

EQUIP TAG:

EQUIP ON FILE

EQUIP FOUND

NEW/REPL EQUIP

INDEX:	0	0
MTR#:	K27145	K27145
SIZE:	5AL	5AL
PRESS:	OTHER	OTHER
#/DIAL TYPE:	4/	
LOCATION:	LAUNDRY ROOM	LAUNDRY ROOM
MNF#:	X900814	X900814
MNF NAME:	AMERICAN	AMERICAN
ERT#:	61975642	61975642
RMT TYPE:		

ENTER OPTION: J F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/19/2016

CUSTOMER SERVICE HISTORY

SCREEN: CQSSTAT

TIME: 07:33:08

ORDER STATUS

TERMID: B106

SCREEN OPTIONS: ACGHJLM

FLOWER BRANCH APTS

ACCOUNT NO RATE SV RTE#

REPORT TO

DATE REQ

8701 ARLISS ST

██████████ 33 0 24603

02/09/2011

SILVER SPRING MD 20901

QUAD MAP: B 016NE

PAGE 1 OF 1

COS NUMBER: 11040B292473961

STATUS	DATE	TIME	EMPLOYEE ID
TAKEN - COS	02/09/2011	10:23:17	OACN9660
ADD AKNOWLEDGED	02/09/2011	10:23:59	CAD
ASSIGNED	02/09/2011	11:17:59	JL5466
EN ROUTE	02/09/2011	13:52:59	JL5466
ARRIVED	02/09/2011	14:09:59	JL5466
COMPLETED - CAD	02/09/2011	14:31:59	JL5466

ENTER OPTION: L F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/19/2016

CUSTOMER SERVICE HISTORY

SCREEN: CQSRMKS

TIME: 07:33:15

REMARKS

TERMINID: B106

SCREEN OPTIONS: ACGHJLM

FLOWER BRANCH APTS

ACCOUNT NO

RATE

SV RTE#

REPORT TO

DATE REQ

8701 ARLISS ST

[REDACTED]

33 0

24603

02/09/2011

SILVER SPRING MD 20901

QUAD MAP: B 016NE

PAGE 1 OF 1

ACC INST - 301.439.9630 B/GO TO RENTAL OFFICE-APT 12-ATTACHED C/O KAY
MANAGEMENT

ACC RMK - ODOR IN STORAGE RM @ METER/NO APPL OR PLUMB WRK
DONE/ADVMSP/C-VULMA MOLINA/

RMK 1 - REPAIRED GL ON METER OUTLET SWIVEL, RELIT APL'S, LEFT OK.

ENTER OPTION: M F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT