

DATE: 08/25/2016
TIME: 09:45:44

CUSTOMER SERVICE HISTORY
MISCELLANEOUS

SCREEN: CQSMSC
TERMID: B136

FLOWER BRANCH APTS
8656 PINEY BR RD
SILVER SPRING MD 20901

SCREEN OPTIONS: ABCGHJLM

ACCOUNT NO RATE SV RTE#
██████████ 33 0 24603

REPORT TO DATE REQ
 08/16/2011

QUAD MAP: B 016NE

PAGE 1 OF 1

LEAK GRADE: 1
COMPLETION CODES:
482 - LEAK-HSE PIPING

EQUIP TAG: DANGER
REFERRAL CODES:

PRESS CHK:

INDEX: MTR#: J04068 MNF#: RMT#: REMARKS:

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

DATE: 08/25/2016
TIME: 09:45:48

CUSTOMER SERVICE HISTORY
COMPLETION

SCREEN: CQSCMPL
TERMINID: B136

SCREEN OPTIONS: ABCGHJLM

FLOWER BRANCH APTS

8656 PINEY BR RD

SILVER SPRING MD 20901

ACCOUNT NO RATE SV RTE#
 33 0 24603

REPORT TO DATE REQ
 08/16/2011

QUAD MAP: B 016NE

TURN-OFF METHOD:

COMPLETION CODES: 471 482

COMPLETED DATE: 08/17/2011

COMPLETED BY: CAD

REENTERED DATE: 08/17/2011

ORDER RE-ENTERED BY: DM10758

VAPOR TEST: CLEAR

ORDER STATUS: COMPLETED

PRIORITY CODE: 1

ARRVD TIME: 23:27

ORDER WORKED BY: DM10758

TIME: 00:00

GAS OFF:

ODORANT: OK

ROOT CAUSE:

MERCURY REG: NO

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

DATE: 08/25/2016
TIME: 09:45:52

CUSTOMER SERVICE HISTORY
GAS LEAK

SCREEN: CQSGSLK
TERMID: B136

FLOWER BRANCH APTS
8656 PINEY BR RD
SILVER SPRING MD 20901

SCREEN OPTIONS: ABCGHJLM

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

REPORT TO DATE REQ
 08/16/2011

COMPLETION CODE: 471 - DRYER ADJ/LEFT OFF
GAS OFF: PRIORITY CODE: 1

LEAK GRADE FOUND: 1

ADVISED OF MSP

NOTIFY APPL SVC

ODOR STRONG

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

DATE: 08/25/2016
TIME: 09:45:56

CUSTOMER SERVICE HISTORY
METER INQUIRY

SCREEN: CQSMTR
TERMID: B136

SCREEN OPTIONS: ABCGHJLM

FLOWER BRANCH APTS

ACCOUNT NO RATE SV RTE#

REPORT TO DATE REQ

8656 PINEY BR RD

██████████ 33 0 24603

08/16/2011

SILVER SPRING MD 20901

QUAD MAP: B 016NE

COMPLETION CODE: 471-DRYER ADJ/LEFT O

PAGE 1 OF 1

LEAK GRADE FND:

EQUIP TAG:

EQUIP ON FILE

EQUIP FOUND

NEW/REPL EQUIP

INDEX: 0

0

MTR#: J04068

J04068

SIZE: 5AL

5AL

PRESS: OTHER

OTHER

#/DIAL TYPE: 4/

LOCATION: LAUNDRY ROOM

LAUNDRY ROOM

MNF#:

MNF NAME:

ERT#:

RMT TYPE:

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

DATE: 08/25/2016
TIME: 09:46:00

CUSTOMER SERVICE HISTORY
ORDER STATUS

SCREEN: CQSSTAT
TERMID: B136

SCREEN OPTIONS: ABCGHJLM

FLOWER BRANCH APTS
8656 PINEY BR RD
SILVER SPRING MD 20901

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

REPORT TO DATE REQ
 08/16/2011

PAGE 1 OF 1

COS NUMBER: 11228B107923771

STATUS	DATE	TIME	EMPLOYEE ID
TAKEN - COS	08/16/2011	22:53:28	0JWS8167
ASSIGNED	08/16/2011	22:54:59	DM10758
ADD AKNOWLEDGED	08/16/2011	22:54:59	CAD
EN ROUTE	08/16/2011	22:57:59	DM10758
ARRIVED	08/16/2011	23:27:59	DM10758
COMPLETED - CAD	08/17/2011	00:00:59	DM10758

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

DATE: 08/25/2016
TIME: 09:46:04

CUSTOMER SERVICE HISTORY
REMARKS

SCREEN: CQSRMKS
TERMID: B136

SCREEN OPTIONS: ABCGHJLM

FLOWER BRANCH APTS
8656 PINEY BR RD
SILVER SPRING MD 20901

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

REPORT TO DATE REQ
 08/16/2011

PAGE 1 OF 1

ACC INST - ODOR AT BSMT METER ROOM C/O KAY MGMT INC

ACC RMK - F/B WILL BE STANDING-BY/JOHN /C-MO CO F/B #41/

RMK 1 - FB ON SCENE HAD ALREADY MADE SITUATION SAFE. TURNED ON VALVE TO THE APPL AND VERIFIED THERE FINDINGS. PINN HOLE IN FLEX LINE TO THE DRYER. TURNED OFF AT THE APPL VALVE AND RED TAGGED. SOAP AND VAPOR TESTED MULTI METERE RACK AN OTHER APPLS. A/C. HUNG TAG ON APPL VALVE SO SOMEONE WOULD HAVE TO SEE TO TURN ON. BAR AND TESTED AT THE BLG WALL AND VERIFIED VENT IS CLEAR. ADVISE DISPLEFT SAFE...

YMAR 1 - 50MINTECH - ARRIVED -

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

DATE: 08/25/2016
TIME: 09:46:04

CUSTOMER SERVICE HISTORY
REMARKS

SCREEN: CQSRMKS
TERMID: B136

FLOWER BRANCH APTS
8656 PINEY BR RD
SILVER SPRING MD 20901

SCREEN OPTIONS: ABCGHJLM

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

REPORT TO DATE REQ
 08/16/2011

PAGE 1 OF 1

ACC INST - ODOR AT BSMT METER ROOM C/O KAY MGMT INC
ACC RMK - F/B WILL BE STANDING-BY/JOHN /C-MO CO F/B #41/
RMK 1 - FB ON SCENE HAD ALREADY MADE SITUATION SAFE.TURNED ON VALVE TO
THE APPL AND VERIFIED THERE FINDINGS.PINN HOLE IN FLEX LINE TO
THE DRYER.TURNED OFF AT THE APPL VALVE AND RED TAGGED.SOAP AND
VAPOR TESTED MULTI METERE RACK AN OTHER APPLS.A/C.HUNG TAG ON
APPL VALVE SO SOMEONE WOULD HAVE TO SEE TO TURN ON.BAR AND
TESTED AT THE BLG WALL AND VERIFIED VENT IS CLEAR.AVISE DISPLEFT
SAFE...
YMAR 1 - 50MINTECH - ARRIVED -

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

DATE: 08/25/2016
TIME: 09:46:52

CUSTOMER SERVICE HISTORY
MISCELLANEOUS

SCREEN: CQSMSC
TERMID: B136

FLOWER BRANCH APTS
8660 PINEY BR RD
SILVER SPRING MD 20901

SCREEN OPTIONS: ACGHJLM

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

REPORT TO DATE REQ
 12/22/2012

PAGE 1 OF 2

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

EQUIP TAG:
REFERRAL CODES:

PRESS CHK:

INDEX: MTR#: H57478 MNF#: W006103 RMT#: 24594864
REMARKS:

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

DATE: 08/25/2016
TIME: 09:46:55

CUSTOMER SERVICE HISTORY
COMPLETION

SCREEN: CQSCMPL
TERMID: B136

SCREEN OPTIONS: ACGHJLM

FLOWER BRANCH APTS
8660 PINEY BR RD
SILVER SPRING MD 20901

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

REPORT TO DATE REQ
12/22/2012

TURN-OFF METHOD:

ORDER STATUS: COMPLETED

COMPLETION CODES: 302 520

PRIORITY CODE: 2

COMPLETED DATE: 12/22/2012

TIME: 15:09

ARRVD TIME: 14:33

COMPLETED BY: CAD

ORDER WORKED BY: PT10341

REENTERED DATE: 12/22/2012

TIME: 15:09

ROOT CAUSE:

ORDER RE-ENTERED BY: PT10341

GAS OFF:

MERCURY REG: NO

VAPOR TEST: LEAK

ODORANT: OK

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

DATE: 08/25/2016
TIME: 09:47:03

CUSTOMER SERVICE HISTORY
GAS LEAK

SCREEN: CQSGSLK
TERMID: B136

FLOWER BRANCH APTS
8660 PINEY BR RD
SILVER SPRING MD 20901

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

REPORT TO DATE REQ
12/22/2012

COMPLETION CODE: 302 - METER RACK LEAK
GAS OFF:

PRIORITY CODE: 2

LEAK GRADE FOUND: 3

ADVISED OF MSP

NOTIFY APPL SVC

ODOR MEDIUM

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

DATE: 08/25/2016
TIME: 09:47:08

CUSTOMER SERVICE HISTORY
METER INQUIRY

SCREEN: CQSMTR
TERMID: B136

SCREEN OPTIONS: ACGHJLM

FLOWER BRANCH APTS ACCOUNT NO RATE SV RTE# REPORT TO DATE REQ
8660 PINEY BR RD ██████████ 33 0 24603 12/22/2012

SILVER SPRING MD 20901 QUAD MAP: B 016NE

COMPLETION CODE: 302-METER RACK LEAK

PAGE 1 OF 1

EQUIP TAG:
NEW/REPL EQUIP

LEAK GRADE FND:

	EQUIP ON FILE	EQUIP FOUND
INDEX:	0	0
MTR#:	H57478	H57478
SIZE:	5AL	5AL
PRESS:	OTHER	OTHER
#/DIAL TYPE:	4/	
LOCATION:	LAUNDRY ROOM	LAUNDRY ROOM
MNF#:	W006103	W006103
MNF NAME:	AMERICAN	AMERICAN
ERT#:	24594864	24594864
RMT TYPE:		

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

DATE: 08/25/2016
TIME: 09:47:11

CUSTOMER SERVICE HISTORY
ORDER STATUS

SCREEN: CQSSTAT
TERMINID: B136

FLOWER BRANCH APTS
8660 PINEY BR RD
SILVER SPRING MD 20901

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

REPORT TO DATE REQ
12/22/2012

PAGE 1 OF 1

COS NUMBER: 12357B113593301

STATUS	DATE	TIME	EMPLOYEE ID
TAKEN - COS	12/22/2012	13:42:12	0ACN9668
ADD AKNOWLEDGED	12/22/2012	13:42:59	CAD
ASSIGNED	12/22/2012	13:43:59	PT10341
EN ROUTE	12/22/2012	14:15:59	PT10341
ARRIVED	12/22/2012	14:33:59	PT10341
COMPLETED - CAD	12/22/2012	15:09:59	PT10341

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

DATE: 08/25/2016
TIME: 09:47:15

CUSTOMER SERVICE HISTORY
REMARKS

SCREEN: CQSRMKS
TERMID: B136

FLOWER BRANCH APTS
8660 PINEY BR RD
SILVER SPRING MD 20901

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

REPORT TO DATE REQ
12/22/2012

PAGE 1 OF 1

ACC INST - 301-439-9630 O/GO TO 8628 RENTAL OFFICE FOR C/O KAY MGMT INC

ACC RMK - ODOR AT METER/LAUNDRY ROOM/BASEMENT/MAIN LEVEL/DAWN /C-ZULA/

RMK 1 - FOUND LK @ MTR OUTLET. TIGHTENED & REPAIRED SAME. LEFT OK.

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

DATE: 08/25/2016
TIME: 09:48:15

CUSTOMER SERVICE HISTORY
APPLIANCE

SCREEN: CQSAPPL
TERMINID: B136

FLOWER BRANCH APTS
8666 PINEY BR RD
SILVER SPRING MD 20901

SCREEN OPTIONS: ABGHJLM

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

REPORT TO DATE REQ
04/23/2013

COMPLETION CODE
471 - DRYER ADJ/LEFT

LEAK GRADE FOUND EQUIP TAG CO
3 N/A 0 PPM

PAGE: 1 OF 1

APPLIANCE
DRYER

MAKE YR INST UNIT NO APPL UPDATE CODE

MODEL SERIAL #

IGN EQUIPMENT REF NO

RATED INPUT

FND INPUT

FOUND

LEFT

MQC

ON

OFF

OFF

CONDITIONS: FLEX CONNECTOR

PAGE: 1 OF 1

FOUND:

LEFT:

LEAKING

NEEDS REPAIR

ENTER OPTION: B F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F5=PREV APPL
F6=NEXT APPL F7=PREV COND F8=NEXT COND

DATE: 08/25/2016
TIME: 09:48:18

CUSTOMER SERVICE HISTORY
COMPLETION

SCREEN: CQSCMPL
TERMINID: B136

SCREEN OPTIONS: ABGHJLM

FLOWER BRANCH APTS

8666 PINEY BR RD

SILVER SPRING MD 20901

ACCOUNT NO

[REDACTED]

QUAD MAP: B 016NE

RATE SV RTE#

33 0 24603

REPORT TO

DATE REQ

04/23/2013

TURN-OFF METHOD:

COMPLETION CODES: 471

COMPLETED DATE: 04/23/2013

COMPLETED BY: CAD

REENTERED DATE: 04/23/2013

ORDER RE-ENTERED BY: JB10274

VAPOR TEST: CLEAR

ORDER STATUS: COMPLETED

PRIORITY CODE: 2

ARRVD TIME: 14:03

TIME: 15:03

ORDER WORKED BY: JB10274

TIME: 15:03

GAS OFF:

ODORANT: OK

ROOT CAUSE:

MERCURY REG: NO

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

DATE: 08/25/2016
TIME: 09:48:22

CUSTOMER SERVICE HISTORY
GAS LEAK

SCREEN: CQSGSLK
TERMID: B136

FLOWER BRANCH APTS
8666 PINEY BR RD
SILVER SPRING MD 20901

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

REPORT TO DATE REQ
 04/23/2013

COMPLETION CODE: 471 - DRYER ADJ/LEFT OFF
GAS OFF: PRIORITY CODE: 2

LEAK GRADE FOUND: 3

ADVISED OF MSP

NOTIFY APPL SVC

ODOR MEDIUM

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

DATE: 08/25/2016
TIME: 09:48:26

CUSTOMER SERVICE HISTORY
METER INQUIRY

SCREEN: CQSMTR
TERMID: B136

FLOWER BRANCH APTS
8666 PINEY BR RD
SILVER SPRING MD 20901
COMPLETION CODE: 471-DRYER ADJ/LEFT O

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

REPORT TO DATE REQ
04/23/2013

PAGE 1 OF 1

EQUIP TAG:
NEW/REPL EQUIP

	EQUIP ON FILE	EQUIP FOUND	LEAK GRADE FND:
INDEX:	0	0	
MTR#:	H30615	H30615	
SIZE:	425	425	
PRESS:	OTHER	OTHER	
#/DIAL TYPE:	4/	4/	
LOCATION:	LAUNDRY ROOM	LAUNDRY ROOM	
MNF#:	V383398	V383398	
MNF NAME:	AMERICAN	AMERICAN	
ERT#:	58780158	58780158	
RMT TYPE:			

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

DATE: 08/25/2016
TIME: 09:48:29

CUSTOMER SERVICE HISTORY
ORDER STATUS

SCREEN: CQSSTAT
TERMINID: B136

FLOWER BRANCH APTS
8666 PINEY BR RD
SILVER SPRING MD 20901

SCREEN OPTIONS: ABGHJLM

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

REPORT TO DATE REQ
 04/23/2013

PAGE 1 OF 1

COS NUMBER: 13113B203520991

STATUS	DATE	TIME	EMPLOYEE ID
TAKEN - COS	04/23/2013	11:41:40	0ACN9655
CHANGED - COS	04/23/2013	11:41:56	0ACN9655
ADD AKNOWLEDGED	04/23/2013	11:41:59	CAD
ASSIGNED	04/23/2013	11:59:59	JB10274
UNASSIGNED	04/23/2013	12:29:59	JB10274
ASSIGNED	04/23/2013	12:37:59	TWP7402
UNASSIGNED	04/23/2013	13:14:59	TWP7402
ASSIGNED	04/23/2013	13:50:59	JB10274
EN ROUTE	04/23/2013	13:51:59	JB10274
ARRIVED	04/23/2013	14:03:59	JB10274
COMPLETED - CAD	04/23/2013	15:03:59	JB10274

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

DATE: 08/25/2016
TIME: 09:48:32

CUSTOMER SERVICE HISTORY
REMARKS

SCREEN: CQSRMKS
TERMID: B136

FLOWER BRANCH APTS
8666 PINEY BR RD
SILVER SPRING MD 20901

SCREEN OPTIONS: ABGHJLM

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

REPORT TO DATE REQ
 04/23/2013

PAGE 1 OF 1

ACC INST - 301 439 9630C/GO TO OFC AT 8628 PINEY BR RD FOR ACC

ACC RMK - ODOR IN LAUNDRY RM/COKER /C-JESSIC /C-JESSICA
RMK 1 - IN 8666 THE TECH WAS REPAIRING THE DRYER, SO THE RENTAL OFFICE
ASK ME TO GO TO 8703 ARLISS TO CHECK, I FOUND 2 LEAKS ON DRYER
FLEX LINES, TURNED OFF AND TOLD RENTAL OFFICE, DID NOT RED TAG
THEM. (SINCE GUY WAS ON SITE REPAIRING LEAKS

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

DATE: 08/25/2016 CUSTOMER SERVICE HISTORY SCREEN: CQSORDR
TIME: 09:48:44 SERVICE ORDER TERMID: B136
SCREEN OPTIONS: ACGHJLM
FLOWER BRANCH APTS ACCOUNT NO RATE SV RTE# REPORT TO DATE REQ
8666 PINEY BR RD [REDACTED] 33 0 24603 09/04/2011
SILVER SPRING MD 20901 QUAD MAP: B 016NE
DISPATCH CODES: 802 PRIORITY CODE: 2 FREEZE-UP: SAFETY SECTOR: 3928
ASSIGNED TO: 769 DATE: 09/04/2011 ORDERED BY: 0ACN9664
CALL AHEAD NO: CARLOS MENDEZ
HOME PHONE NO: 301 439-9630 APPT:
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
H30615		V383398	58780158	OTHER

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

DATE: 08/25/2016
TIME: 09:48:51

CUSTOMER SERVICE HISTORY
MISCELLANEOUS

SCREEN: CQSMSC
TERMID: B136

FLOWER BRANCH APTS
8666 PINEY BR RD
SILVER SPRING MD 20901

SCREEN OPTIONS: ACGHJLM

ACCOUNT NO RATE SV RTE#
 33 0 24603

REPORT TO DATE REQ
 09/04/2011

QUAD MAP: B 016NE

PAGE 1 OF 1

LEAK GRADE: NO
COMPLETION CODES:
321 - NO LEAK FOUND

EQUIP TAG:
REFERRAL CODES:

PRESS CHK:

INDEX: MTR#: H30615 MNF#: V383398 RMT#: 58780158

REMARKS:

ODOR AND READINGS IN THE BLDG, CKED AROUND DOORWAYS, GETTING BEST READINGS AT APT T-3, CKED AND FOUND CHILD HAS TURNED RNGE KNOB ON. CUST TURNED SAME OFF, HAD HIM OEN DOOR AND WINDOWS TO VENTILATE. NO ACCESS TO THE MTR.

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

DATE: 08/25/2016
TIME: 09:48:55

CUSTOMER SERVICE HISTORY
COMPLETION

SCREEN: CQSCMPL
TERMID: B136

SCREEN OPTIONS: ACGHJLM

FLOWER BRANCH APTS
8666 PINEY BR RD
SILVER SPRING MD 20901

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

REPORT TO DATE REQ
 09/04/2011

TURN-OFF METHOD:

ORDER STATUS: COMPLETED

COMPLETION CODES: 321

PRIORITY CODE: 2

COMPLETED DATE: 09/04/2011

TIME: 22:33

ARRVD TIME: 22:06

COMPLETED BY: CAD

ORDER WORKED BY: RD10851

REENTERED DATE: 09/04/2011

TIME: 22:33

ROOT CAUSE:

ORDER RE-ENTERED BY: RD10851

GAS OFF:

MERCURY REG: INAC

VAPOR TEST: CLEAR

ODORANT: OK

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

DATE: 08/25/2016

CUSTOMER SERVICE HISTORY

SCREEN: CQSGSLK

TIME: 09:49:00

GAS LEAK

TERMID: B136

SCREEN OPTIONS: ACGHJLM

FLOWER BRANCH APTS

ACCOUNT NO

RATE

SV RTE#

REPORT TO

DATE REQ

8666 PINEY BR RD

33 0

24603

09/04/2011

SILVER SPRING MD 20901

QUAD MAP: B 016NE

COMPLETION CODE: 321 - NO LEAK FOUND

GAS OFF:

PRIORITY CODE: 2

LEAK GRADE FOUND:

ADVISED OF MSP

NOTIFY APPL SVC

ODOR MEDIUM

ENTER OPTION: H

PF1=SUMM BY ID

PF2=SUMMARY

PF3=ICIS

PF4=IQSH

DATE: 08/25/2016
TIME: 09:49:03

CUSTOMER SERVICE HISTORY
METER INQUIRY

SCREEN: CQSMTR
TERMID: B136

FLOWER BRANCH APTS

SCREEN OPTIONS: ACGHJLM

8666 PINEY BR RD

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

REPORT TO DATE REQ
09/04/2011

SILVER SPRING MD 20901

QUAD MAP: B 016NE

COMPLETION CODE: 321-NO LEAK FOUND

PAGE 1 OF 1

EQUIP ON FILE
INDEX: 0
MTR#: H30615
SIZE: 425
PRESS: OTHER
#/DIAL TYPE: 4/
LOCATION: LAUNDRY ROOM
MNF#: V383398
MNF NAME: AMERICAN
ERT#: 58780158
RMT TYPE:

LEAK GRADE FND:
EQUIP FOUND
0
H30615
425
OTHER
LAUNDRY ROOM
V383398
AMERICAN
58780158

EQUIP TAG:
NEW/REPL EQUIP

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

DATE: 08/25/2016
TIME: 09:49:06

CUSTOMER SERVICE HISTORY
ORDER STATUS

SCREEN: CQSSTAT
TERMID: B136

FLOWER BRANCH APTS
8666 PINEY BR RD
SILVER SPRING MD 20901

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

REPORT TO DATE REQ
 09/04/2011

PAGE 1 OF 1

COS NUMBER: 11247B112874561

STATUS	DATE	TIME	EMPLOYEE ID
TAKEN - COS	09/04/2011	21:30:57	0ACN9664
ASSIGNED	09/04/2011	21:32:59	RD10851
ADD AKNOWLEDGED	09/04/2011	21:32:59	CAD
EN ROUTE	09/04/2011	21:33:59	RD10851
ARRIVED	09/04/2011	22:06:59	RD10851
COMPLETED - CAD	09/04/2011	22:33:59	RD10851

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

DATE: 08/25/2016
TIME: 09:49:09

CUSTOMER SERVICE HISTORY
REMARKS

SCREEN: CQSRMKS
TERMID: B136

FLOWER BRANCH APTS
8666 PINEY BR RD
SILVER SPRING MD 20901

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

REPORT TO DATE REQ
09/04/2011

PAGE 1 OF 1

ACC INST - 301 3571012C/ACCESS OK C/O KAY MNGMT INC
ACC RMK - ODOR AT ENTRANCE & 2ND FLOOR/DUANE /C-CARLOS MENDEZ/

MSC - ODOR AND READINGS IN THE BLDG, CKED AROUND DOORWAYS, GETTING
BEST READINGS AT APT T-3, CKED AND FOUND CHILD HAS TURNED RNGE
KNOB ON. CUST TURNED SAME OFF, HAD HIM OEN DOOR AND WINDOWS TO
VENTILATE. NO ACCESS TO THE MTR.

RMK 1 - ODOR AND READINGS IN THE BLDG, CKED AROUND DOORWAYS, GETTING
BEST READINGS AT APT T-3, CKED AND FOUND CHILD HAS TURNED RNGE
KNOB ON. CUST TURNED SAME OFF, HAD HIM OEN DOOR AND WINDOWS TO
VENTILATE. NO ACCESS TO THE MTR.

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

DATE: 08/25/2016
TIME: 09:49:53

CUSTOMER SERVICE HISTORY
SERVICE ORDER

SCREEN: CQSORDR
TERMINID: B136

SCREEN OPTIONS: ACGHJLM

CLIFFORD JAMES
8666 PINEY BR RD #203
SILVER SPRING MD 20901

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

REPORT TO DATE REQ
03/20/2012

DISPATCH CODES: 802

PRIORITY CODE: 3 FREEZE-UP:

SAFETY SECTOR: 3928

ASSIGNED TO: WIL48

DATE: 03/20/2012

ORDERED BY: 0ACN9655

CALL AHEAD NO:

CLIFFORD JAMES

HOME PHONE NO: 202 277-6393

APPT:

WORK PHONE NO: 301 326-1653 EXT:

TRADING AS:

SRV INIT FEE: N

FINAL BILL: NAME:

ADDR:

CTY/STE/ZIP:

MTR#	INDEX	MNF#	ERT#	PRESS
T42222	1293	4333642	55576063	OTHER

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

DATE: 08/25/2016
TIME: 09:49:56

CUSTOMER SERVICE HISTORY
MISCELLANEOUS

SCREEN: CQSMSC
TERMID: B136

CLIFFORD JAMES
8666 PINEY BR RD #203
SILVER SPRING MD 20901

SCREEN OPTIONS: ACGHJLM

ACCOUNT NO RATE SV RTE#
 08 0 24603

REPORT TO DATE REQ
 03/20/2012

QUAD MAP: B 016NE

PAGE 1 OF 1

LEAK GRADE: NO
COMPLETION CODES:
321 - NO LEAK FOUND

EQUIP TAG:
REFERRAL CODES:

PRESS CHK:

INDEX: 1293 MTR#: T42222 MNF#: 4333642 RMT#: 55576063
REMARKS:

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

DATE: 08/25/2016
TIME: 09:49:59

CUSTOMER SERVICE HISTORY
COMPLETION

SCREEN: CQSCMPL
TERMINID: B136

CLIFFORD JAMES
8666 PINEY BR RD #203
SILVER SPRING MD 20901

SCREEN OPTIONS: ACGHJLM

ACCOUNT NO	RATE	SV RTE#	REPORT TO	DATE REQ
██████████	08 0	24603		03/20/2012

QUAD MAP: B 016NE

TURN-OFF METHOD:

ORDER STATUS: COMPLETED

COMPLETION CODES: 321

PRIORITY CODE: 3

COMPLETED DATE: 03/20/2012

TIME: 10:15

ARRVD TIME: 10:01

COMPLETED BY: CAD

ORDER WORKED BY: MD78482

REENTERED DATE: 03/20/2012

TIME: 10:15

ROOT CAUSE:

ORDER RE-ENTERED BY: MD78482

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: 08/25/2016
TIME: 09:50:03

CUSTOMER SERVICE HISTORY
GAS LEAK

SCREEN: CQSGSLK
TERMID: B136

CLIFFORD JAMES
8666 PINEY BR RD #203
SILVER SPRING MD 20901

SCREEN OPTIONS: ACGHJLM

ACCOUNT NO RATE SV RTE#
 08 0 24603

REPORT TO DATE REQ
 03/20/2012

QUAD MAP: B 016NE

COMPLETION CODE: 321 - NO LEAK FOUND

GAS OFF:

PRIORITY CODE: 3

LEAK GRADE FOUND:

ADVISED OF MSP

ODOR SLIGHT

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

DATE: 08/25/2016
TIME: 09:50:03

CUSTOMER SERVICE HISTORY
GAS LEAK

SCREEN: CQSGSLK
TERMID: B136

CLIFFORD JAMES
8666 PINEY BR RD #203
SILVER SPRING MD 20901

SCREEN OPTIONS: ACGHJLM

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

REPORT TO DATE REQ
 03/20/2012

COMPLETION CODE: 321 - NO LEAK FOUND

GAS OFF:

PRIORITY CODE: 3

LEAK GRADE FOUND:

ADVISED OF MSP

ODOR SLIGHT

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

DATE: 08/25/2016
TIME: 09:50:07

CUSTOMER SERVICE HISTORY
METER INQUIRY

SCREEN: CQSMTR
TERMID: B136

CLIFFORD JAMES
8666 PINEY BR RD #203
SILVER SPRING MD 20901

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

REPORT TO DATE REQ
03/20/2012

COMPLETION CODE: 321-NO LEAK FOUND

PAGE 1 OF 1
EQUIP TAG:
NEW/REPL EQUIP

	EQUIP ON FILE	LEAK GRADE FND:	EQUIP FOUND
INDEX:	0		1293
MTR#:	T42222		T42222
SIZE:	5AL		5AL
PRESS:	OTHER		OTHER
#/DIAL TYPE:	4/		4/
LOCATION:	LAUNDRY ROOM		LAUNDRY ROOM
MNF#:	4333642		4333642
MNF NAME:	AMER BY NO		AMER BY NO
ERT#:	55576063		55576063
RMT TYPE:			

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

DATE: 08/25/2016
TIME: 09:50:10

CUSTOMER SERVICE HISTORY
ORDER STATUS

SCREEN: CQSSTAT
TERMINID: B136

CLIFFORD JAMES
8666 PINEY BR RD #203
SILVER SPRING MD 20901

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

REPORT TO DATE REQ
03/20/2012

PAGE 1 OF 1

COS NUMBER: 12080B246445161

STATUS	DATE	TIME	EMPLOYEE ID
TAKEN - COS	03/20/2012	09:35:23	0ACN9655
ADD AKNOWLEDGED	03/20/2012	09:35:59	CAD
ASSIGNED	03/20/2012	09:36:59	MD78482
EN ROUTE	03/20/2012	09:50:59	MD78482
ARRIVED	03/20/2012	10:01:59	MD78482
COMPLETED - CAD	03/20/2012	10:15:59	MD78482

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

DATE: 08/25/2016 CUSTOMER SERVICE HISTORY SCREEN: CQSORDR
TIME: 09:50:49 SERVICE ORDER TERMID: B136
SCREEN OPTIONS: ACGHJLM
RAMIRO GOMEZ ACCOUNT NO RATE SV RTE# REPORT TO DATE REQ
8666 PINEY BR RD #101 [REDACTED] 08 0 24603 09/04/2011
SILVER SPRING MD 20901 QUAD MAP: B 016NE
DISPATCH CODES: 802 PRIORITY CODE: 2 FREEZE-UP: SAFETY SECTOR: 3928
ASSIGNED TO: 769 DATE: 09/04/2011 ORDERED BY: 0ACN9658
CALL AHEAD NO: RAMIRO GOMEZ
HOME PHONE NO: 301 439-4391 APPT:
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
M71579		Z372867	64585066	OTHER

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

