



Gas Sample Form No. 62-3531
Service Report

**Please Refer to Attached
Sample Form**

Advice Letter No: 3318-G-A
Decision No.

Issued by
Brian K. Cherry
Vice President
Regulatory Relations

Date Filed August 21, 2012
Effective September 20, 2012
Resolution No. _____



SERVICE REPORT

PG&E Visited your Property Today to Service Your Account

Valued Customer: _____ Address _____

Service Date/Time: _____ A.M./P.M.

Service Technician: _____ Confirmation/Field Order # _____

Transaction Type: _____

SORRY WE MISSED YOU: Unfortunately we were not able to complete your service request because it requires your presence or the presence of an adult. Please call us at **1-800-743-5000**

SORRY WE MISSED YOU: Please see reverse side for additional information

Gas Service

Service/Inspection of Gas Equipment								
Appliance Type	Inspected	Cleaned Burner Pilot	Filter Inspected	Adjusted	Repaired	Gas Leak Repaired	Parts/Contractor Referral	Unsafe Condition Identified
Range								
Oven								
Water Heater								
Heating Appliance								
Dryer								
Pool/Spa Heater								
Other								

Electric Service

Service/Inspection of Electric Equipment					
Equipment Type	Inspected	Voltage Read	Problem Corrected	Parts/Contractor Referral	Unsafe Condition Identified
Service Panel					
Voltage Problem					
Complete Outage					
Partial Outage					
Electric Range					
Electric Water Heater					
Other					

Remarks:

Case # _____

Additional PG&E Work Required

The work you requested will require additional PG&E follow up or repairs to complete. Please refer to your case number above when calling for additional information regarding your request.

Thank you for the opportunity to serve you

Were you satisfied with the service? Yes No If your answer is "No" how can we improve? _____

Comments _____ See the back of this form for additional services



Sorry We Missed You

- We performed a routine test of your:
 - Electric Meter (with momentary electric service interruption – we apologize for the inconvenience).
 - Gas meter (without interruption of your gas service).

- We read the gas/electric meter(s) for the closing bill.

The gas meter has been left On Off

The electric meter has been left On Off

If your service is off, please call us at **1-800-743-5000** to have service established in your name.

- The gas/electric meter was read and/or tested as part of our investigation into your billing inquiry. A PG&E representative will contact you to follow-up on your inquiry. The meter readings are:

Gas _____

Electric _____

- We had to interrupt the gas service to perform upgrades on our facilities. Your gas meter was left off and your gas service can not be restored without access to your gas appliance(s). Please contact us at **1-800-743-5000** to have your service restored.

- We did not turn the gas on because our technician was unable to enter the building to check the safe and efficient operation of your gas appliance(s).

- We turned your electricity on and read the meter. However, due to your absence the main switch at your meter panel was left in the off position. To obtain power, follow the instructions below the checked box. **Note:** all major electric appliances should be in the "off" position before turning the main switch on. If you live in an apartment complex and cannot locate your meter panel, please contact your apartment manager.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meter Location	Circuit Breaker(s)	Cartridge Fuses	Disconnect Handle
	<i>Push lever to "ON"</i>	<i>Pull and reposition with "ON" at the top</i>	<i>Push handle to "ON"</i>

How to Reach Us

English (24 hrs. per day, 7 days per week) 1-800-743-5000	PG&E 欲知詳情或索取中文相關資料，請撥 1-800-893-9555
Outage Information 1-800-743-5002	Número Telefónico de Servicio al Cliente 1-800-660-6789
Smarter Energy Line 1-800-933-9555	Dịch vụ Khách Hàng Việt Nam 1-800-298-8438

Service Policy

PG&E's gas and electric service policy is limited to safety inspections and minor adjustments to ensure safe and proper operation of gas and electric appliances at the time of the service call.

PG&E is not authorized, nor licensed, to perform major inspections or repairs to appliances. A licensed contractor can perform a complete inspection and provide a written statement of the condition of the appliance for home disclosure or property inspections.

Thank you for the opportunity to serve you