

SERVICE REPORT

"EXCELLENT SERVICE IS OUR GOAL"

THIS IS NOT A BILL! The services marked below have been provided to you at **NO ADDITIONAL COST.**

Dear Valued Customer: Odd & News Park Well #2
Address
 My name is [Signature] and I came by on 4-16-09 3:30 A.M. or P.M.
PG&E Representative Date / Time

GAS SERVICE

The following appliances have been checked for safe and efficient operation:

- Heating Appliance
- Stove/Range
- Water Heater
- Clothes Dryer
- Other: _____

Remarks: _____

ELECTRIC SERVICE

We checked the electric service problem you have been experiencing:

- Voltage Complaint
- Partial Outage
- Complete Outage
- Other: RECONNECT SERVICE

Remarks: CREW WILL INSTALL QUAD SERVICE FOR 3PH AT LATER DATE.

The problem:

- Is now corrected
- Is being corrected
- Is being monitored. We will notify you with our findings.
- Is no longer present at this time. If it returns, please call us at **1-800-743-5000.**

If customer is present, please ask:

Is there anything else I can do for you, or that PG&E can follow-up on?

No Yes _____

Customer Phone # (day) _____

Customer Phone # (eve.) _____

Acct. # _____

Sorry we missed you. Please call us at **1-800-743-5000** and let us know when our representative may return to complete the service call. **A responsible adult needs to be present. Thank You.**

See the back of this form for additional services/ information.

Blue = PG&E copy Yellow = Customer copy

SERVICE REPORT

“EXCELLENT SERVICE IS OUR GOAL”

Please note the following marked items below.

- We placed the gas/electric service in your name; the meters have been read and left on.
- If you would like your natural gas appliances checked for safe and efficient operation, please call PG&E at **1-800-743-5000**.
- We read the gas/electric meter for the Closing Bill. **The gas meter has been left on.** Please call us at **1-800-743-5000** to have service established in your name.
- We read the gas/electric meter for your billing inquiry. We will follow up with you regarding this inquiry.

The meter readings are:

Gas _____

Electric _____

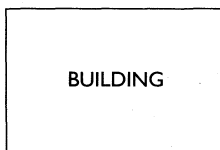
- We performed a routine test or replacement of your:
 - Electric meter (with momentary electric service interruption—we apologize for the inconvenience)
 - Gas meter (**without** interruption of your gas service)

We will notify you if we find any problems.

- We had to interrupt the gas service to perform work on our facilities. Please call us at **1-800-743-5000** to have service restored. We apologize for the inconvenience.
- We did not turn the gas on because our representative was unable to enter the building to check for safe and efficient operation of your gas appliance(s).

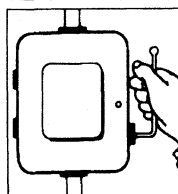
- We turned on the electricity. However, due to your absence the main switch at your meter panel was **left off**. To obtain power, follow the instructions of the circled diagram below. *If you live in an apartment complex and can't locate your meter panel, please contact your apartment manager.*
Please note: All appliances should be placed in the “off” position before turning on the main switch.

Meter Location



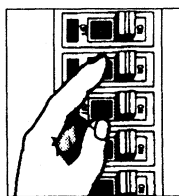
Front

Disconnect Handle



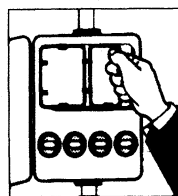
Push handle to “ON”.

Circuit Breaker(s)



Push lever to “ON”.

Cartridge Fuses



Pull cartridge fuse holder and re-insert with “ON” position showing at the top of the cartridge.

HOW TO REACH US...

English (24hrs./7days)	1-800-743-5000	PG&E 客戶服務中文電話號碼	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 checks 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 repairs to appliances or inspections for home disclosure statements or property inspections. 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.