

DRA DATA REQUEST
DRA-SCG-082-DAO
SOCALGAS 2012 GRC – A.10-12-006
SOCALGAS RESPONSE
DATE RECEIVED: MAY 4, 2011
DATE RESPONDED: MAY 24, 2011

Exhibit Reference: SCG-2 Gas Distribution O&M Expenses

Subject: Field Support

Please provide the following:

1. Referring to SCG's discussion of the increase of \$459,000 in 2012 for 6 O&M scheduling advisors for Area Resource Scheduling Organization, as discussed on page GOM-34 and on page 126 of the workpapers, please provide the following:
 - a. A detailed explanation showing how SCG determined the specific number of incremental advisors needed for 2012. Please include a copy of all supporting documents and calculations used.
 - b. The number of scheduling advisors and/or staff assigned to do dispatching activities, and the average salary of an advisor or dispatching staff, for the years 2005-2010 YTD;
 - c. Please explain if the 6 O&M scheduling advisors forecasted for 2012 are newly created positions (i.e. new job descriptions) as a direct result of the OpEx 20/20 systems.
 - d. SCG states on page GOM-34, "Prior to 2010, distribution dispatching activities were predominantly a manual and labor intensive process to schedule, assign, dispatch, and coordinate resources and work orders" Please provide a detailed explanation to show any savings and efficiencies achieved for Dispatch Operations/Area Resource Scheduling Organization with the new OpEx 20/20 systems. Please identify where these savings and efficiencies are discussed in SCG's testimony.
 - e. Provide a current copy of the organization chart for the Area Resource Scheduling Organization.
 - f. Provide a copy of an organization chart for Dispatch Operations prior to the reorganization.

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SoCalGas Response to Question 1:

- a. As described in testimony the Forecast, Schedule and Dispatch (FSD) project provided a tool to facilitate coordinated scheduling and dispatch of work to the field. (See the testimony of Mr. Rick Phillips, Exhibit SCG-13 page RP-6A, and the testimony of Ms. Gina Orozco-Mejia, Exhibit SCG-02 page GOM-34). Previously scheduling and dispatching of work was done independently by field supervisors within the 51 operational bases and across over 800 field employees. Although resources are being added to support the process changes and fully utilize the tool, business improvements are anticipated in the coordination of the execution of work elements, effective cross district boundary utilization of field employees, and improved routing of work. This change will enhance the availability of local supervision for employee coaching, skills development and general oversight. The treatment of the net benefits from all OpEx process changes and tools is fully covered by Mr. Phillips in Testimony.

The number of additional management employees was determined after discussions between the project consultants and SoCalGas field management. Based on their individual experiences, knowledge of the operations and the expected work elements, and service territory coverage requirements, it was determined that approximately 1 additional resource would be required per each of the region headquarter facilities (4 in total), and a secondary resource would be required within the regions having greater number of work elements.

Some of the activities advisors perform include coordinating daily availability of workforce and setting up the computer system to reflect this information; troubleshooting the transactions carried out by the associated computer systems to ensure all work orders are scheduled within the correct time window; making certain all tasks (work elements) are completed in a timely basis to meet compliance requirements; and ensuring work performed in response to customer commitments is scheduled and completed within the agreed upon schedule. This work requires daily communication with operating district, dispatching and clerical personnel to coordinate workforce, work tasks and proper documentation. Without these advisors the newly implemented technology could not be properly utilized as it requires personnel who are focused on the scheduling, troubleshooting and resource availability management. Furthermore, without their oversight, operations and maintenance work could be at risk of going out of compliance as the new electronic system requires some manual review to ensure all tasks are scheduled within the required time window and are assigned to the employees with the appropriate qualifications and skill level. These advisors manage the scheduling of over 16,500 work elements on the average per month for over 800 field employees system wide.

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SoCalGas Response to Question 1 (Continued):

- b. The table below provides the number of Management FTEs (including Advisors), and Non Management FTEs (dispatch staff), and the respective average annual salary for both classifications.

Dispatch - Gas Distribution
Dollars and FTEs include V&S (Shown in whole 2009\$)

	Management		Non Management	
	FTEs	Annual Salary	FTEs	Annual Salary
2005	3.3	\$ 76,930	18.0	\$ 63,765
2006	3.4	\$ 77,311	16.1	\$ 64,129
2007	3.2	\$ 75,154	16.0	\$ 64,682
2008	2.8	\$ 75,883	17.8	\$ 63,930
2009	2.3	\$ 81,281	15.7	\$ 64,451
2010	4.8	\$ 87,269	15.1	\$ 65,056

- c. Yes, these scheduling advisor positions are newly created positions as a result of the implementation of OpEx systems.
- d. The treatment of the OpEx program benefits are discussed in the testimony of Mr. Rick Phillips, Exhibit SCG-13, pages RP-3-4 and RP-10.
- e. Attached is the current organization chart for the Area Resource Scheduling Organization (ARSO).



ARSO org chart.pdf

- f. As a practice, SoCalGas does not maintain organizational charts displaying prior period departmental alignments. SoCalGas' system that maintains organization charts is updated to reflect current operations. As such, organization charts displaying the Dispatch operations prior the reorganization into the ARSO is not readily available.

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2. Referring to the discussion on Wireless Fees for Mobile Data Terminals, please provide the following:
- a. the YTD number of vehicles that are equipped with wireless MDT computers;
 - b. The actual cost per unit for 2010 and for 2011. Please include a copy of supporting documents confirming the costs.

SoCalGas Response:

- a. As of May 13, 2011, there were 893 Mobile Data Terminals (MDTs), of which approximately 88 units are spare MDTs. Each of the 893 units has a monthly wireless service plan.
- b. The 2010 cost per unit was \$46.81. The 2011 cost per unit is \$46.21. Please see the attached document which shows a sampling of wireless service plan line items from SoCalGas' financial system.



DRA-082 Q2b.pdf