

**DRA DATA REQUEST
DRA-SCG-111-MZX
SOCALGAS 2012 GRC – A.10-12-006
SOCALGAS RESPONSE
DATE RECEIVED: JUNE 22, 2011
DATE RESPONDED: JULY 12, 2011**

Exhibit Reference: SCG-08

Subject: Customer Service Operations and O&M

Please provide the following:

1. On page 14 of his testimony, Mr. Baldwin states that “SCG is required to be in full compliance with the FACTA act by December 31, 2010.” Did SCG achieve full compliance with FACTA by December 31, 2010? (MHB-14).

SoCalGas Response:

Yes, SoCalGas achieved full compliance by December 31, 2010.

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2. Does SCG still intend to file updated testimony reflecting changes in forecasts of its witnesses consistent with the approved change in postage rate? (MHB 13-14).

SoCalGas Response:

SoCalGas has not yet determined each of its proposals for the update phase testimony to be submitted on January 13, 2012.

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3. On page 34 of his testimony, Mr. Baldwin states that Cost Center 2200-2247 was created in 2007 and only three years of data were used to develop the forecast. He also states, however, that an increase of \$215,000 over the “FYA” is being requested to bring the cost center in-line with current staffing levels. Please confirm whether the reference to “FYA” should be changed to three-year average. (MHB-34).

SoCalGas Response:

The five year average (“FYA”) methodology should remain as stated. Following the FYA methodology, the total costs of three years was \$1,183,000, and divided by five. The result was \$235,000, which was \$215,000 less than full-staffing levels, which are currently at \$450,000.

In comparison to the full-staffing level of \$450,000 - had the total costs of the three years been divided by three, the result would have been \$394,000 which was \$56,000 less than full-staffing levels.

In conclusion, the request for 2012 is to be at full-staffing levels of \$450,000.

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4. How many Project Managers are currently part of Cost Center 2200-2201 – Market Services? (MHB-42).

SoCalGas Response:

Although there are three employees currently in this cost center, there are no Project Managers. One of the Project Managers that was forecasted in 2011 moved to a different cost center during a re-organization that occurred in December of 2010. Another Project Manager that was forecasted in 2011, transferred to the SoCalGas Smart Meter team during 2010. Although these positions are vacant, we are attempting to fill and expect that the requested staffing level will be in place by the test year.