Application No: Exhibit No.: Witness:	A.13-09-010 Michael Baldwin		
In the Matter of t	he Application of Southern California 904 G) for Approval of Branch Office		A.13-09-010 (Filed April 28, 2014)
)	

PREPARED REBUTTAL TESTIMONY MICHAEL H. BALDWIN ON BEHALF OF

SOUTHERN CALIFORNIA GAS COMPANY

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

April 28, 2014

TA	DI	T	OF	CO	NIT	ENTS	7
IA	BL	, P	()r	,			•

1	
2	

I.	INTRODUCTION
III.	SOCALGAS' PROPOSED BRANCH OFFICE OPTIMIZATION PROCESS IS A FAIR, TRANSPARENT, AND OBJECTIVE METHOD FOR EVALUATING THE EFFICIENCY OF BRANCH OFFICES
	A. General Discussion of TURN/CforAT Testimony5
	B. General Discussion of UWUA's Testimony
IV.	SOCALGAS' PROPOSAL TO CLOSE THE SIX BRANCH OFFICES IS IN THE BEST INTEREST OF THE MAJORITY OF SOCALGAS CUSTOMERS9
	A. Low Income Customers Will Not Be Disproportionately Impacted by Branch Office Closures
	B. SoCalGas' Application and Supporting Testimony Demonstrate That Customers Served By the Six Branch Offices Proposed to Be Closed Would Receive Reasonably Comparable and Adequate Service
	C. SoCalGas' Branch Office Study Demonstrates that Customers Primarily Use Branch Offices to Remit Payments
V.	SOCALGAS' RESPONSE TO INTERVENOR RECOMMENDATIONS18
	A. SoCalGas Is Willing to Modify Its Proposed APL Radius
	B. SoCalGas Adopts Parties' Recommendation to Propose Future Branch Office Closures Using an Application Process
	C. SoCalGas Supports the Proposed Changes of Greenlining and CforAT to the Customer Notification Plan
	D. A Work Share Program Is Not Feasible for SoCalGas Branch Offices21
VI.	SOCALGAS PROPOSES ADDITIONAL MEASURES TO FACILITATE CUSTOMER ASSISTANCE POST BRANCH OFFICE CLOSURES
VII.	CONCLUSION23
VIII.	QUALIFICATIONS25
	III. IV. VI. VII.

REBUTTAL TESTIMONY OF MICHAEL H. BALDWIN ON BEHALF OF SOCALGAS

I. INTRODUCTION

The purpose of this testimony is to respond to the prepared direct testimony submitted by several intervening parties to the Southern California Gas Company's ("SoCalGas") Branch Office Optimization Process proceeding, Application ("A.") 13-09-010. In its application and supporting testimony, SoCalGas seeks approval of the Branch Office Optimization Process to better align our customer service channels in an effective and cost efficient manner by: 1) adopting a fair and transparent process to evaluate the performance of branch offices; 2) based on this evaluation process, closing six of our 47 branch offices; and 3) making any future requests to close branch offices via a Tier 2 Advice Letter. My testimony will address several recommendations, assertions and analyses contained in the prepared direct testimonies of the Office of Ratepayer Advocates ("ORA"), The Utility Reform Network ("TURN"), the Greenlining Institute ("Greenlining"), the Center for Accessible Technology ("CforAT"), and the Utility Workers Union of America ("UWUA") filed on March 28, 2014.

UWUA, TURN and CforAT have made several claims or assertions that are not factually based and are contrary to the evidence SoCalGas has presented in its application and prepared direct testimony. UWUA, TURN, and CforAT are incorrect or draw flawed conclusions in several instances of their prepared testimony regarding SoCalGas' Branch Office Optimization

¹ The application was filed pursuant to D.08-07-046, in which the California Public Utilities Commission ("Commission") permitted SoCalGas to separately apply to close individual offices in the future or revisit the issue in the next General Rate Case. D.08-07-046 at p. 20.

² See Prepared Direct Testimony of Michael Baldwin.

³ The six branch offices are located in Bellflower, Monrovia, Palm Springs, San Luis Obispo, Santa Barbara, and Santa Monica.

Process and its proposal to close six branch offices. In this testimony, I dispel these incorrect and flawed conclusions.

II. BACKGROUND

SoCalGas takes great pride in providing outstanding and cost-efficient customer service. Part of providing outstanding service is monitoring customer service trends and adapting service offerings based on the change in customer preferences. Part of providing cost-efficient customer service is monitoring the benefits of utility assets to determine if the cost of the asset outweighs the benefits to customers. As Greenlining acknowledges, "There are significant costs involved in maintaining branch offices, and these costs may outweigh the benefits that a particular branch office provides, especially as a branch office is utilized by fewer and fewer customers." Based on the concern that most customers are not being well-served by keeping low-volume, underutilized branch offices open, SoCalGas filed its application. The application is in the best interests of the majority of SoCalGas customers who do not utilize branch offices to remit bill payment or conduct other non-payment transactions (e.g., service initiation, account balance, etc.).

Over the last seven years, SoCalGas has seen a significant and steady decline in branch office transactions. Today, most customers do not use branch offices to conduct payment and non-payment transactions. ORA recognizes "there is evidence of a steady decline in branch office utilitizations by ratepayers especially in the area of bill payments, which accounts for the majority of its transaction." For example, the majority or 93% of bill payments in 2012 were remitted via a self-service option (53.3%), 6 mail (34.4%), or authorized Alternative Payment

⁴ Prepared Direct Testimony of Enrique Gallardo on behalf of Greenlining Testimony at p. 2.

⁵ Prepared Direct Testimony of Oge Enyinwa on behalf of ORA at p.6.

⁶ Self-service options include My Account, home banking, direct debit, debit card, credit card, electronic check, or pay by phone.

Location ("APL") (5.5%).⁷ The majority or 98.3% of non-payment transactions in 2012 were conducted in the Customer Contact Center ("CCC")⁸ at 85.6% or self-service options at 12.7%.⁹ SoCalGas reasonably anticipates that this trend will continue as customers continue to migrate to electronic means of conducting utility business. Accordingly, SoCalGas filed its application and supporting testimony in response to the changing needs and preferred service options of SoCalGas customers. As a responsible service provider, it is incumbent upon SoCalGas to provide quality service to customers, while operating as cost effectively as possible.

III. SOCALGAS' PROPOSED BRANCH OFFICE OPTIMIZATION PROCESS IS A FAIR, TRANSPARENT, AND OBJECTIVE METHOD FOR EVALUATING THE EFFICIENCY OF BRANCH OFFICES

SoCalGas' Branch Office Evaluation Process is a three-tiered evaluation process to fully evaluate the utilization of branch offices, with a particular focus on low-income customers, as well as the availability and location of effective and comparable service alternatives. The first step in the Branch Office Optimization Process is to apply four transaction trend criteria to identify underutilized branch offices. These four criteria help identify branch offices with continuing declining usage. Second, after identifying underutilized branch offices, SoCalGas applies three low-income screens to exclude branch offices that are primarily frequented by low-income customers. Third, SoCalGas applies a proximity screen to help provide that, at a minimum, any potentially closed branch offices must have at least one APL located within a five-mile radius of the existing office. The four transaction trend criteria, three low-income screens and proximity screen comprise the Branch Office Optimization Process.

⁷ See Prepared Direct Testimony of Michael Baldwin at p. 3.

⁸ SoCalGas' CC is open 24 hours a day, seven days a week, to facilitate service requests, inquiries and payments. SoCalGas' Customer Contact Center provides customer service in six languages — with translation services available in more than 150 additional languages. In addition, SoCalGas' Customer Contact Center provides telecommunications assistance for hearing or speech-impaired customers who use Telecommunications Device for the Deaf ("TDD") or a special teletypewriter ("TTY") communications system.

⁹ See Table 1 in Section III.A below.

The Branch Office Optimization Process is a fair, transparent, and objective method, developed using elements from previous Commission decisions. As part of its research when developing the Branch Office Optimization Process, SoCalGas reviewed and analyzed previous decisions in which the Commission addressed the appropriateness of closing a utility branch office. From these decisions, SoCalGas identified key issues, which the Commission recognized as important to any decision to close a branch office. These issues include: 1) the potential impact on low-income, disabled, and elderly customers; 2) the adequacy and reasonableness of service after a branch office is closed; 3) the location and transportation options of APLs; and 4) customer noticing of the branch office closure.

As detailed in its application and testimony, SoCalGas addressed these issues and integrated them into its proposal. For example, to address the Commission's concern regarding the potential adverse impacts to low-income customers, SoCalGas incorporated three screens to exclude branch offices primarily frequented by low-income customers. To address the Commission's concern regarding the adequacy of customer service after branch office closure, SoCalGas analyzed and explained in detail the multitude of reasonably suitable service alternatives for customers. With respect to APLs, SoCalGas included a proximity screen to provide an APL within a reasonable distance from the proposed closed branch offices.

SoCalGas diligently researched and reported the public transportation options available to customers using the APLs. To address the Commission's concern regarding customer noticing, SoCalGas proposes to distribute (in multiple languages) 60-day advance notices to customers in the six potentially affected communities.

¹⁰ See D.92-08-038; D.97-04-031; D.07-05-058; D.08-07-046.

¹¹ Because disabled and elderly customers are disproportionately more likely to be low-income customers, SoCalGas believes that its low-income screens will also mitigate impacts to its disabled and elderly customers. *See* D.97-04-031 approving SoCalGas proposal to close two branch offices, finding the proposal did not disproportionately affect poor, elderly, and minority customers.

A. General Discussion of TURN/CforAT Testimony¹²

TURN and CforAT argue:

There are several flaws in SoCalGas's assumption. First, the indicator that SoCalGas uses, "% of BO [branch office] transactions that are SOs [Service Orders]," is not the only appropriate statistic. It would be more meaningful to compare the proportion of payments and the proportion of service orders that are serviced by each channel. SoCalGas has presented the former analysis in Figure 1 of its Testimony called "Total Trends by Payment Channel" (p. 3), but no such analysis is offered for service orders. Consequently, the record does not indicate how frequently customers use branch offices for service orders as opposed to other channels. Again, this reflects SoCalGas's bias... ¹³

TURN and CforAT are incorrect. SoCalGas does not propose that the percentage of branch office non-payment transactions is the only appropriate statistic. SoCalGas' branch office evaluation places emphasis on the number of payment transactions made at branch offices because payment transactions represent 97% of all total branch office transactions in 2012. By contrast, non-payment transactions represented only 2.7% of all branch office transactions in 2012. Based on the fact that branch offices largely serve payment transactions, it makes sense that when evaluating the efficiencies of branch offices the evaluation process gives sufficient weight to the number of payments remitted at branch offices.

To address TURN's concern that SoCalGas did not provide evidence regarding how frequently customers use branch offices for service orders as opposed to other channels, and to provide further record evidence, SoCalGas presents Table 1 below. As demonstrated in Table 1, the overwhelming majority of SoCalGas' customers do not use branch offices to conduct non-payment transactions. In fact, of the total 5.7 million non-payment transactions made in 2012, only 99,796 or 1.7% were conducted at branch offices. Of those 99,796 non-payment

¹² Prepared Direct Testimony of Hayley Goodson and Gayatri M. Schilberg on behalf of TURN and CforAT. Dmitri Belser also submitted testimony on behalf of CforAT.

¹³ Prepared Direct Testimony of Hayley Goodson and Gayatri M. Schilberg on behalf of TURN and CforAT at p. 10.

transactions made in branch offices in 2012, only 5,801 or 5.8% occurred in the six branch offices proposed to be closed.

Table 1: 2012 Non-Payment Transactions ("NPTs")¹⁴

Non-Payment Transactions	Total	% of Total
Total Self Service (IVR* + Web)	725,445	12.7%
CCC	4,902,857	85.6%
All Branch Offices	99,796	1.7%
TOTAL NPTs	5,728,098	100%
PERCENTAGE I	BY BRANCH	OFFICE
Offices	Total	% of Total (All Channels)
Bellflower	1019	0.018%
Monrovia	1536	0.027%
Palm Springs	1612	0.028%
San Luis Obispo	38	0.001%
Santa Barbara	1305	0.023%
Santa Monica	291	0.005%
TOTAL NPTs	5,801	0.1013%

^{*}Interactive Voice Recognition

TURN and CforAT also argue that "[t]he utility's staffing decisions at branch offices directly impact customer usage patterns, creating a potentially self-fulfilling prophecy of 'underutilization.'" TURN and CforAT contend that SoCalGas understaffs branch offices and therefore branch offices process fewer non-payment transactions. Nothing could be further from the truth. In fact, transaction trends directly influence how and to what degree SoCalGas staffs branch offices. For instance, based on the low volume of both payment transactions and non-payment transactions at the San Luis Obispo branch office, in 2000, SoCalGas staffed the San Luis Obispo branch office with a cashier, whose primary function is processing customer payments, instead of a higher-paid Customer Contact Representative ("CCR"), who are trained to complete a broader, more complex array of customer transactions. The San Luis Obispo

¹⁴ Table 1 summarizes non-payment transactions remitted as branch offices, as provided in SoCalGas Data Request response to TURN. See Attachment A (Data Request TURN SCG-01).

¹⁵ Prepared Direct Testimony of Hayley Goodson and Gayatri M. Schilberg on behalf of TURN and CforAT at p. 22.

branch office has remained staffed with just one cashier for over ten years, as total transactions for the branch office have not increased to warrant a change, and customers have not complained or requested a change. To ensure branch office operational efficiency, all SoCalGas branch office staffing decisions are made based on customer usage. If a specific branch office experiences more increases in customer utilization staffed for, then staff is added.

TURN is completely inconsistent in its approach to SoCalGas branch office operations. In this proceeding, TURN seems to suggest that SoCalGas should increase branch office staffing because under staffing branch offices has resulted in fewer non-payment transactions at branch offices. In other words, TURN is implying that SoCalGas should over staff branch offices on the off chance that more customers may use the branch offices. However, in SoCalGas' 2012 general rate case ("GRC"), TURN recommended (and the Commission approved) a reduction in SoCalGas' branch office operational request by \$516,000 due to a decline in payment volumes. Seemingly, TURN was focused on branch office payment transactions and neglected to consider the impact their request might have on non-payment transactions. SoCalGas finds it interesting and a bit confusing that although TURN had an opportunity during the 2012 GRC proceeding to support a request to increase branch office staffing and to staff branch offices with higher-paid CCRs, they instead focused on reducing expenses because payment volumes were declining. Now TURN would have SoCalGas do more at branch offices, but with less funding.

CforAT argues that the access barriers at certain local offices and the need to remove them (or ability to avoid incurring the cost of removing them) should not be used as a reason to support the closure of certain branch offices. ¹⁷ SoCalGas disagrees. \$2 million in capital expenditures are real costs that would be incorporated into customer rates and therefore should be factored into the decision. Additionally, CforAT states that overall, the societal benefit to

¹⁶ SoCalGas Branch Office Optimization Application at p. 7, n. 7.

¹⁷ Prepared Direct Testimony of Dmitri Belser on Behalf of CforAT at p. 1.

people with disabilities of having barriers removed at local offices, both for the particular services offered there and for the example of a prominent business such as SoCalGas meeting its obligations to provide access, outweighs the modest and long-authorized financial cost of such barrier removal for all ratepayers.¹⁸ It is not in the best interest of SoCalGas, nor its customers, to finance the barrier removal at offices that are being proposed for closure and that are not utility owned assets for the advancement of societal benefit to people with disabilities.

B. General Discussion of UWUA's Testimony

Simply put, UWUA does not support SoCalGas' Branch Office Optimization Process or the closure of the six branch offices because it is not in UWUA's interests to do so. UWUA opposes any utility activity which may jeopardize union positions. Consequently, the interests of UWUA are not always aligned with the interests of SoCalGas customers, and thus UWUA is not best suited to champion the interests of SoCalGas customers. In this instance, UWUA is not interested in the fact that SoCalGas customers are funding the costs to maintain underutilized and grossly cost-ineffective branch offices. Moreover, UWUA seemingly could care less that SoCalGas customers will realize cost savings and cost avoidance benefits of over \$3 million if the Commission approves SoCalGas' application. Irrespective of these facts, UWUA continues to call for increased staffing in underutilized and cost-inefficient branch offices. While claiming to advocate the interests of SoCalGas customers, UWUA is in fact furthering their own self interests. UWUA made similar arguments during SoCalGas' 2012 GRC—arguments which the Commission denied. Accordingly, the Commission should again deny these similar arguments.

For the most part, UWUA's testimony is riddled with errors, false accusations and exaggerations. For example, UWUA contends that there are no options for customers to provide proof of identity in lieu of providing a social security number.¹⁹ This is patently false.

¹⁸ Prepared Direct Testimony of Dmitri Belser on Behalf of CforAT at. pp. 3-4.

¹⁹ Prepared Direct Testimony of Belinda Moreno on Behalf of UWUA at p. 8.

SoCalGas offers customers the option of faxing identity documents to the Credit and Collections department, in addition to visiting a branch office.

UWUA also misstates that "SoCalGas has made no effort – either before filing its application or after the filing – to reach out to or discuss the proposal with UWUA and its members." When in fact, SoCalGas met with all unions including UWUA at a Joint Steering Committee meeting on August 27, 2013 to inform them of SoCalGas' application filing and offered to answer any questions. No party at the meeting posed any questions. In addition, branch office supervisors met face-to-face with impacted employees on July 30th, 2013, gathered information and answered questions. And after all impacted employees were briefed, SoCalGas notified all branch offices employees on the same day. All of these meetings with UWUA leadership and impacted employees occurred prior to the SoCalGas September 16, 2013 application filing.

IV. SOCALGAS' PROPOSAL TO CLOSE THE SIX BRANCH OFFICES IS IN THE BEST INTEREST OF THE MAJORITY OF SOCALGAS CUSTOMERS

It is an established and undisputed fact that the overwhelming majority of SoCalGas customers do not use branch offices. It is also an established and undisputed fact that of the few customers who do use branch offices, the majority do so for the singular purpose of remitting payment. TURN and UWUA fail to provide any evidence why it is reasonable for SoCalGas customers to continue to fund underperforming and costly branch offices and unfairly burden the majority of customers with these costs when the majority of customers have switched to other means to conduct utility transactions. Seemingly, these parties fail to consider what is in the best interest of most SoCalGas customers.

Additionally, it cannot be ignored that Southern California Edison ("SCE") customers, who are generally the same SoCalGas customers, do not have SCE branch offices available to

²⁰ Prepared Direct Testimony of Sandy Null on Behalf of UWUA at p. 15.

them in the six potentially affected communities. These same customers represent all customer segments (Low/Mid/High incomes, with/without internet, CARE/Non-CARE) and are seemingly able to conduct utility transactions with SCE in much the same way we have proposed that they would conduct utility transactions with SoCalGas should the Commission permit SoCalGas to close the six branch offices. In fact, the majority of APLs within a five mile radius of the six branch offices proposed for closure are also APLs for SCE.

A. Low Income Customers Will Not Be Disproportionately Impacted by Branch Office Closures

Low income customers will not be disproportionately affected by the six branch office closures. First, SoCalGas' Branch Office Optimization Process incorporates three separate low-income screens to mitigate disparate impacts to low income customers, disabled and elderly customers. SoCalGas' process eliminates from consideration branch offices located in areas that are frequented principally by low-income customers. Specifically, these three screens: 1) exclude branch offices in areas in which the median household income is below the 2013 CARE income guideline; 2) exclude branch offices in which the percentage of cash transactions is greater than or equal to 72%--the median number of cash payments for all branch offices in 2012; and 3) exclude branch offices in areas in which the percentage of unique CARE customers²¹ is greater than the 2012 median of 66.1%.²²

Second, low income customers will not be disproportionately impacted by the six branch office closures because 87% of CARE customer payments are not made at branch offices.²³ In fact, CARE customers are much more likely to pay their bills by self-service option, mail, or APL. This is evidenced by the fact that of the 17.5 million CARE customer payments received in 2012, 7.8 million or 44.5% were made using a self-service payment channel, 5.2 million or

²¹ Unique CARE customer is defined as a single CARE customer that makes one or more payments at a branch office in a given year.

²² Prepared Direct Testimony of Michael Baldwin at p. 13.

²³ Prepared Direct Testimony of Michael Baldwin at p. 32.

30% were made by mail, and 2.1 million or 12.3% were made at an APL.²⁴ By contrast, 2.3 million or 13% of CARE customer payments were made at one of the 47 SoCalGas branch offices.²⁵ Of those 2.3 million CARE customer payments made at a branch office, 20,519 were made at one of the six branch offices proposed for closure.²⁶

Thirdly, low income customers will likely not be disproportionately impacted by the six branch office closures because the majority of CARE customers, like the majority of all SoCalGas customers, do not conduct non-payment transactions at branch offices as evidenced by the fact that customer service orders constitute only 2%-3% of all branch office transactions.²⁷ On average, the six branch offices proposed to be closed process less than four non-payment transactions per day.²⁸

Notwithstanding, TURN and CforAT would have the Commission believe that low income customers will be unduly affected by the closure of the six branch offices because "branch offices are very important service for this customer segment." This argument is incorrect and unsupported by facts. As discussed above and in my Prepared Direct Testimony, low income customers seemingly do not place a high value on branch offices.

Table 2 below shows that 29.3% unique CARE customers used one of the six branch offices as an exclusive means to remit payment.³⁰ To put the numbers in perspective, only 6,017 SoCalGas CARE customers out a total of 20,519 CARE customers used one of these six branch offices exclusively for payment in 2012.

²⁴ Prepared Direct Testimony of Michael Baldwin at p. 32.

²⁵ Prepared Direct Testimony of Michael Baldwin at p. 32.

²⁶ See Table 2 below.

²⁷ Prepared Direct Testimony of Michael Baldwin at p. 6.

²⁸ Prepared Direct Testimony of Michael Baldwin at p. 29.

²⁹ Prepared Direct Testimony of Hayley Goodson and Gayatri Schilberg on Behalf of TURN and CforAT at p. 14.

³⁰ SoCalGas has 1.6 million CARE customers.

Table 2: 2012 CARE Customer Payments at the Six Branch Offices

			Pa	yment Chanr	iel		% of	Total of
Branch Office	Unique CARE Customer Counts	Branch Office Only	APL	Electronic	Mail	WEB	Customers Using Branch Office Only	Customers Using Another Method
Bellflower	5,717	442	2,137	1,895	1,352	567	7.7%	5,275
Monrovia	2,320	837	890	656	573	243	36.1%	1,483
Palm Springs	4,223	1,314	1,504	989	865	362	31.1%	2,909
San Luis Obispo	1,154	496	139	251	274	135	43.0%	658
Santa Barbara	2,552	1,094	317	733	535	217	42.9%	1,458
Santa Monica	4,553	1,834	461	932	1,063	319	40.3%	2,719
TOTAL	20,519	6,017	5,448	5,456	4,662	1,843	29.3%	14,502

TURN and CforAT also argue that closure of the six branch offices may

disproportionately impact low income customers because low income customers, who do not have a phone or internet access, require in-person transactions. This argument is unsubstantiated and unsupported by fact. The truth is most low income households in California have a phone and internet access. Today phones—both land line and wireless—are ubiquitous. The Department of Health and Human Services reports that approximately 98.5% of California households have telephone service (wireless, landline, or both). The Public Policy Institute of California ("PPIC") reports, "nearly all Californians (92%) say they have a cell phone, and 58 percent of them have a smartphone—up from 39 percent in 2011. Most Californians (56%) use their cell phones to access the Internet or email—up 37 points since 2008 and 16 points from 2011." In addition, the PPIC reports that 77% of California households with incomes of less than \$40,000 have internet access, which is the property of California households with incomes between

³¹ Low income is defined as a CARE-eligible customer. A four-person household earning up to \$47,700 is eligible for CARE enrollment.

³² "Wireless Substitution: Early Release of Estimate from the National Health Interview Survey," January – June 2013, Department of Health and Human Services, National Center for Health Statistics, Dec. 2013 at p. 8. See http://www.cdc.gov/nchs/data/nhsr/nhsr070.pdf

³³ PPIC: "Californians & Information," June 2013.

³⁴ "California's Digital Divide," Public Policy Institute of California: June 2013 at p. 7.

\$40,000 and \$80,000 have internet access.³⁵ So contrary to claims, most low income customers in California have internet access and a phone or smartphone.

B. SoCalGas' Application and Supporting Testimony Demonstrate That Customers Served By the Six Branch Offices Proposed to Be Closed Would Receive Reasonably Comparable and Adequate Service

UWUA and TURN argue that none of the alternatives provided by SoCalGas are adequate and comparable substitutes for those customers who use a SoCalGas branch office. SoCalGas disagrees. As the application and supporting testimony make clear, although closure of branch offices may temporarily alter the routine of some customers who use these branch offices, customers have a number of other adequate, reasonably comparable means to remit payment, obtain account information, and receive service assistance. For example, non-payment transactions can be managed by calling SoCalGas' toll-free CCC or using My Account.

Payment transactions can be made by using an APL, My Account, home banking, direct debit, debit card, credit card, electronic check, or pay by phone.

Although none of these alternatives is meant to be a direct "kind for kind" substitute for a branch office, these adequate and comparable options provide the majority of customers with a means to conduct payment and non-payment transactions. For example, for customers that would like to walk-in to make a payment they may visit an APL and for customers that need to place a service order they have the option of calling the CCC. In fact, and as demonstrated in in Table 1 above, over 98% of service orders are placed using the CCC, interactive voice response, or through My Account.

Branch office customers are migrating to these alternative options in droves because these options are more convenient. Branch offices are limited to normal business hours, and are closed weekends and holidays. SoCalGas CCCs provides 24 hour, 7 day service. APL business

³⁵ "California's Digital Divide," Public Policy Institute of California: June 2013 at p. 7.

³⁶ Prepared Direct Testimony of Sandy Null on Behalf of UWUA at p. 3. Prepared Direct Testimony of Hayley Goodson and Gayatri M. Schilbert on Behalf of TURN and CforAT at p. 18.

hours, in most cases, exceed those of branch offices. Not only are alternatives to branch offices available, the alternatives provide even greater convenience for customers with their business hours and multiple service options. Over the last seven years SoCalGas has seen a significant and steady decline in branch office transactions and customers have increasingly moved to electronic means of conducting utility business. SoCalGas believes that this trend will continue as new technologies evolve.

APLs are not intended to supplant branch offices. Rather APLs are businesses that provide customers with a convenient means to remit payment (free of charge). These locations provide an alternative for customers to pay their bills in-person, and offer customers the convenience of paying other bills at the same time and location. SoCalGas has over 300 APLs throughout its service territory.

UWUA erroneously argues that APLs do not provide adequate service to customers because they do not provide a drop box for any after-hours payments.³⁷ In truth, there is no need for an after-hours drop box at an APL because the vast majority of APLs operate business hours that extend beyond the branch office business hours of 9am – 5pm. In addition, most APLs, unlike branch offices, are open on weekends. Even so, some APLs do have drop boxes for those customers who do not want to wait for a receipt. APL payments are received and posted on an hourly basis. In addition, APLs provide receipts customers that can be shown to a SoCalGas field representative to avoid disconnection at customers' residence.

To ensure the safety and convenience of our customers, SoCalGas' APL vendor,
CheckFreePay, pre-screens and evaluates all APLs for such considerations as accessibility to
public transportation, safety, parking, hours of operations, and geographic location prior to
entering our network. These are key considerations when evaluating a potential APL. SoCalGas

³⁷ Prepared Direct Testimony of Sandy Null on Behalf of UWUA at p. 14.

also requires APLs to sign a confidentiality agreement assuring the protection of customer information.

Furthermore, all APLs are required to be compliant with the Americans with Disabilities Act ("ADA"). In testimony, UWUA identified an APL located in San Luis Obispo (John's 76), which UWUA claimed was not ADA-compliant. On April 17, 2014, SoCalGas' ADA consultant (Equal Access)³⁸ conducted an accessibility audit report for the two APLs near the San Luis Obispo branch office (John's 76 and Mailings and More). SoCalGas received the audit report results on April 21, 2014, identifying several major non-compliant issues at the John's 76 APL. As a result, SoCalGas immediately terminated this APL on April 23, 2014. In addition, the audit report made two minor suggestions for the Mailings and More APL. The audit report recommended: 1) adjusting the door opening force from 16 pounds to a maximum pounds with five seconds close time, and 2) either securely fastening the floor mat to the floor or removing the mat entirely. Mailings and More has since removed the mat and adjusted the door opening force. Mailings and More has reduced the door opening force to eight pounds, and is working to either repair the door or replace the door. SoCalGas has met with its APL vendor and reenforced the fact that they are contractually required to ensure that APL facilities are ADA compliant prior to acceptance in the APL network. SoCalGas is working to locate a backup APL in San Luis Obispo. In addition, as discussed below in Section VI, SoCalGas is proposing to place a payment kiosk in the Pacific Gas and Electric Company ("PG&E") San Luis Obispo branch office.

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

³⁹ See Attachment B.

²

³⁸ Equal Access is an ADA consultant that was approved by Disability Rights Advocates in 2008. CforAT assumed Disability Rights Advocates' role in California.

C. SoCalGas' Branch Office Study Demonstrates that Customers Primarily Use Branch Offices to Remit Payments

In response to TURN's assertion that "the utility has not actually investigated why customers use branch offices, as opposed to other customer service channels," SoCalGas contracted an independent third party research firm, Davis Research, to interview customers who frequent the six branch offices. In the SoCalGas Branch Office Customer Intercept Study ("Branch Office Study"), customers were asked a series of questions related to their customer experience. For example:

- What was the main purpose of your visit today?
- And for what purposes have you visited this location in the past?
- How far is this location from your home?
- Besides branch offices like this one, SoCalGas offers other ways to pay your bill, what other ways to pay your SoCalGas bill are you aware of?
- Are you currently enrolled in the California Alternate Rates for Energy Program, known as CARE?
- Besides the branch office, what other ways can you schedule a service request such as turning on the gas, an appliance check or a pilot re-light?
- And which of these methods of paying your bill have you used in the past?
- Do you have access to the internet where you could visit socalgas.com?⁴²

Overall, this Branch Office Study results support SoCalGas' findings that these branch offices are a vestige of the past for most SoCalGas customers. The Branch Office Study results indicate that "the overwhelming majority of customers interviewed (93%) were visiting the branch to pay their gas bill. This number was equally high at each of the six branches and among all customer segments studied (Low/Mid/High incomes, with/without Internet, CARE/Non-CARE)."

CARE)."

The Branch Office Study results also revealed that 70% of the respondents have never

⁴⁰ Prepared Direct Testimony of Hayley Goodson and Gayatri M. Schilberg on Behalf of TURN and CforAT at p. 16.

⁴¹ See Attachment C.

⁴² The objective of the study was to understand the attitudes and behaviors of branch office visitors at these six branch offices. Customers were interviewed in person after they completed a transaction at one of the six branch locations. The survey took an average of 10 minutes and customers were offered a \$5 gift card to Starbucks in appreciation for their participation. Surveys were conducted on April 11, 14 and 16, 2014. 406 total interviews were conducted.

⁴³ Branch Office Study at p. 2.

used the branch office for any other purpose than to pay a bill.⁴⁴ Consistent with SoCalGas' findings, the Branch Office Study showed that non-payment transactions in these six branch offices were negligible. See Table 3 below.

Table 3: Customer Purpose for Branch Office Visits

✓ Bill payment was the predominant reason for branch visits across all locations.



In addition, almost 3 out of 4 survey respondents indicated that they live within five miles of their branch location. Similar to the results found in the PPIC report mentioned earlier, the Branch Office Study found that an average of 74% of the respondents who visited these six branch offices have access to the internet. An average of 24% of the respondents stated they were CARE customers. 45

Overall, the Branch Office Study results revealed that payments are the main reason for customer branch office visits, even though customers are aware of and have access to branch office alternatives.

44 L

⁴⁵ Branch Office Study at p. 5.

V. SOCALGAS' RESPONSE TO INTERVENOR RECOMMENDATIONS

Several parties provided recommendations to SoCalGas' Branch Office Optimization Process and application requests. SoCalGas appreciates the suggestions and provides the following responses.

A. SoCalGas Is Willing to Modify Its Proposed APL Radius

Greenlining suggests that SoCalGas should be required to have at least three APLs within a five-mile radius of the proposed branch closure. SoCalGas proposed a five-mile radius because, for the most part, the communities in which SoCalGas proposes to close branch offices are geographically small. Bellflower has a total area of 6 square miles and, a total population of 77,356. Monrovia totals 13.7 square miles and a population of 36,955. Palm Springs has a total area of 94 miles, which includes significant areas that cannot be developed such as the Santa Rosa Mountains, Jacinto State Park and Wilderness area, and various ecological preserves. The Palms Springs population is 45,907. Santa Barbara has a total area of 19 square miles and a population of 89,639. Santa Monica has a total area of 8 miles, with a population of 91,812.

Based on this information and the location and proximity of APLs and other branch offices, SoCalGas determined that a five-mile radius was a reasonable distance for customers and would not oversaturate the small communities with too many APLs. In direct testimonies, several parties disagreed with SoCalGas' proposed five-mile radius, contending that the distance was too great. In the interest of its customers and compromise, SoCalGas proposes to use its

⁴⁶ http://www.city-data.com/city/Bellflower-California.html.

⁴⁷ http://www.city-data.com/city/Monrovia-California.html.

http://www.city-data.com/city/Palm-Springs-California.html.

⁴⁹ http://www.city-data.com/city/San-Luis-Obispo-California.html.

http://www.city-data.com/city/Santa-Barbara-California.html.

⁵¹ http://www.city-data.com/city/Santa-Monica-California.html.

best efforts to maintain a minimum of two APLs within a three-mile radius of any closed branch office.⁵²

B. SoCalGas Adopts Parties' Recommendation to Propose Future Branch Office Closures Using an Application Process

ORA, TURN, CforAT, and Greenlining state the Tier 2 Advice Letter process is not an appropriate or adequate means to provide individualized review and scrutiny of branch office performances. In addition, they argue that the Tier 2 Advice Letter process does not provide parties reasonable input. Specifically, Greenlining expresses its concern that "after each round of closures, the next time the screen is applied, yet more offices will generally be identified for closure, as other officex replace the eliminated offices as the 'best candidates for closure.'"⁵³

SoCalGas recognizes the value in and welcomes stakeholder input. SoCalGas agrees that closing branch offices impacts many communities and customer segments. SoCalGas also agrees that closing branch offices implicates many considerations that should be vetted by interested stakeholders. For these reasons and to address the concerns expressed by other parties, SoCalGas agrees to use the application process instead of the Tier 2 Advice Letter process to determine the reasonableness of branch office closures in the future.

C. SoCalGas Supports the Proposed Changes of Greenlining and CforAT to the Customer Notification Plan

As stated in my prepared direct testimony, SoCalGas proposes to provide a clear and timely notice to affected customers.⁵⁴ The noticing plan includes distributing advance notices to customers in the six potentially affected communities, as well as to customers who utilized one of the six branch offices in the last six months.⁵⁵ The notices will be distributed within 60 days

⁵² For the San Luis Obispo branch office, SoCalGas proposes to install a kiosk at the PG&E San Luis Obispo branch office. See Section VI below.

⁵³ Prepared Direct Testimony of Enrique Gallardo on Behalf of Greenlining at p. 3.

⁵⁴Prepared Direct Testimony of Michael Baldwin at p. 40.

⁵⁵ SoCalGas proposes to provide the notices via ads in local publications, direct mail, flyers, branch office signage, customer contact center notifications, voice response unit notifications, and on SoCalGas' website.

of branch office closure and explain payment and service options, including pertinent SoCalGas web links and telephone numbers. SoCalGas proposes to make information available in both English and Spanish wherever possible, and analyze zip code data to determine if the notice should be provided in additional languages.

Overall, parties do not oppose SoCalGas' proposed noticing plan. Greenlining comments that "SoCalGas has a well thought out process, designed to reach customers as effectively as possible." Nonetheless, both Greenlining and CforAT recommend that the Commission institute additional requirements to ensure that branch office closure notifications reach as many customers as possible. Greenlining recommends that SoCalGas translate the notice into a non-English language if the branch office serves a significant non-English population (i.e., if the zip codes within a five-mile radius of the branch office includes more than 5% of people who use a language other than English). To ensure that the branch office closure notification is effectively communicated to SoCalGas' disabled customers, CforAT recommends:

- All written notices must include key information in large print (minimum 14 point sans serif font), including information on how to obtain the full content of the notice in alternative formats;
- The complete content of any notice must be available in alternative formats, including large print, electronic format, Braille and audio, on request;
- Material posted on the utility website must be in a format that is accessible to screen readers and otherwise conform to the accessible web standards known as WCAG 2.0 AA;
- The utility must be prepared to respond to customer inquiries via relay service or TTY;

⁵⁶ Prepared Direct Testimony of Enrique Gallardo on Behalf of Greenlining at pp. 4-5.

^{°′} Ia

- For notice in the form of direct mail, any customer who has requested to receive bills in a non-standard format should receive notice in the same format in which he or she receives bills:
- For any customer who has been identified by the utility as having a disability and who has provided the utility with information on his or her preferred form of communication in other contexts, any notice that is generally provided as direct mail should be provided in the customer's preferred manner.⁵⁸

SoCalGas appreciates Greenlining's and CforAT's helpful recommendations.

Greenlining and CforAt provided additional insight regarding the needs of their representative constituencies. Accordingly, SoCalGas proposes to incorporate all of these recommendations into the branch office notification plan.⁵⁹

D. A Work Share Program Is Not Feasible for SoCalGas Branch Offices

TURN and CforAT propose that the "Commission encourage SoCalGas to work with the potentially impacted unions, including UWUA, to pursue a resource sharing program to help support the economic sustainability of the branch office." TURN and CforAT go on to suggest that SoCalGas implement a program much like the Pacific Gas and Electric Company ("PG&E") Office Services Resource Sharing Program, in which:

In 2007, PG&E implemented a resource sharing program within Office Services where work from other departments is performed by Office Services employees and the cost is charged back to the requesting department. The program was implemented to leverage the Office Services workforce and improve operating efficiencies within the offices. Office Services employees are provided "resource sharing" work to complete during times when there is minimal customer demand at the local office. In 2011, Office Services charged out approximately \$1.5 million to other departments as part of its resource sharing program, which is reflected in the 2011 recorded levels. PG&E plans to continue this program and the overall cost forecast for 2014 assumes that the Office Services

⁵⁸ Prepared Direct Testimony of Dmitri Belser on Behalf of CforAT at p. 2.

⁵⁹ SoCalGas has already determined that customers who reside in the areas that frequent the Bellflower, Monrovia and Santa Monica Branch Offices do speak languages at home other than English and Spanish that are 5% or greater.

⁶⁰ Prepared Direct Testimony of Hayley Goodson and Gayatri M. Schilbert on Behalf of TURN and CforAT at p. 25.

organization will perform approximately \$2 million in resource sharing work for other departments. If this resource sharing program did not exist, PG&E's request for Office Services would be \$2 million higher than requested.⁶¹

SoCalGas has engaged in conversations with PG&E that would seem to indicate that the program is not living up to its original intentions. In 2011, PG&E was at the height of its Advanced Meter Infrastructure ("AMI") installation process and required additional workforce to make calls to customers to schedule installation appointments. However, now that PG&E's AMI installation process is complete, alternative work for the branch office employees has virtually disappeared. In fact, in 2014, PG&E indicated that it expected to do only about \$260,000 worth of alternative work.

Finding alternative work for SoCalGas branch office personnel within their specific branch offices would be exceedingly difficult. First the department sponsoring the alternative work must pay for the work completed by the branch office employee. Branch office CCRs are paid \$33.51 per hour, with loaded overheads the sponsoring department would need to pay almost \$51 per hour. Moreover, if additional equipment, information technology and training are required (which would almost certainly be the case), the sponsoring department/function would be responsible for this incremental costs. Most departments would not find branch office personnel a feasible alternative for sourcing their work.

VI. SOCALGAS PROPOSES ADDITIONAL MEASURES TO FACILITATE CUSTOMER ASSISTANCE POST BRANCH OFFICE CLOSURES

In the event the Commission permits SoCalGas to close the San Luis Obispo branch office, SoCalGas proposes to place a payment kiosk inside PG&E's San Luis Obispo branch office. SoCalGas is in discussions with PG&E to install a payment kiosk to accept both cash and check payments. PG&E's San Luis Obispo branch office is located .5 miles from SoCalGas' San Luis Obispo branch office. For SoCalGas customers who use public transportation, this is a

1 2

⁶¹ See PG&E-5, p. 3-4 to 3-5, in A.12-11-009.

convenient location to the San Luis Obispo Regional Transit Authority Route 1 and Route 2.⁶² This proposal will help further ease customer transition after closure of the San Luis Obispo branch office.

In addition, SoCalGas proposes to work with community-based organizations ("CBOs") and faith based organizations ("FBOs") to engage and educate customers that may require assistance and information of services following branch office closures. During at least the first six months after a branch office closure, SoCalGas proposes to employ CBOs and FBOs to communicate with affected customers regarding the branch office closures and to explain and assist with service alternatives. Specifically, before branch office closures, SoCalGas will train CBOs and FBOs about the many options customers have to conduct utility business. For example, CBOs and FBOs can instruct customers on how to enroll in My Account, navigate SoCalGas' website, enroll in bill pay, or use SoCalGas' mobile app. In turn, CBOs and FBOs will take and share this information in their respective communities. This proposal is intended to help further facilitate customer assistance after branch office closures, for those customers who may need it.

VII. CONCLUSION

SoCalGas' Branch Office Optimization Process is needed as a matter of public policy to help SoCalGas better align our customer service channels in an effective and cost efficient manner. SoCalGas recognizes that branch offices are important channels of service for customers, which is why the SoCalGas does not recommend that all high-cost and underutilized branch offices be closed. Nonetheless, SoCalGas also recognizes that the vast majority of customers in these six areas are primarily choosing to use other, less costly channels of service.

For these reasons and as demonstrated in SoCalGas' application and supporting testimony, the Commission should approve the SoCalGas Branch Office Optimization Process

 $^{^{62}\ \}underline{http://www.slocity.org/publicworks/download/busmap.pdf}.$

and application requests because:

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

- a. The Branch Office Optimization Process is reasonable and consistent with the directives in D.08-07-046;
- b. Closure of the branch offices currently located in the cities of Bellflower,
 Monrovia, Palm Springs, San Luis Obispo, Santa Barbara, and Santa Monica is in the best interest of the majority of SoCalGas' customers who do not use branch offices;
- c. SoCalGas offers its customers alternative payment and non-payment transaction options that are reasonably comparable and provide adequate service;
- d. The Branch Office Optimization Process will not result in an unreasonable deterioration of service for low-income, special needs, elderly or limited-English speaking customers because of the three screens to exclude branches located in low-income communities; because the majority of low-income customers do not utilize branch offices; and because limited-English speaking customers have other comparable service alternatives such as the CCC, which provides in-language services;
- e. The "proximity screen" sufficiently protects customers because it ensures that any potentially closed branch offices must have a minimum of two APLs located within a three-mile radius of a closed branch office; and
- f. Commission review of potential future branch closures via Application process provides sufficient opportunity for stakeholders and the Commission to review and comment on the facts and policy issues associated with any future proposed branch office closure.

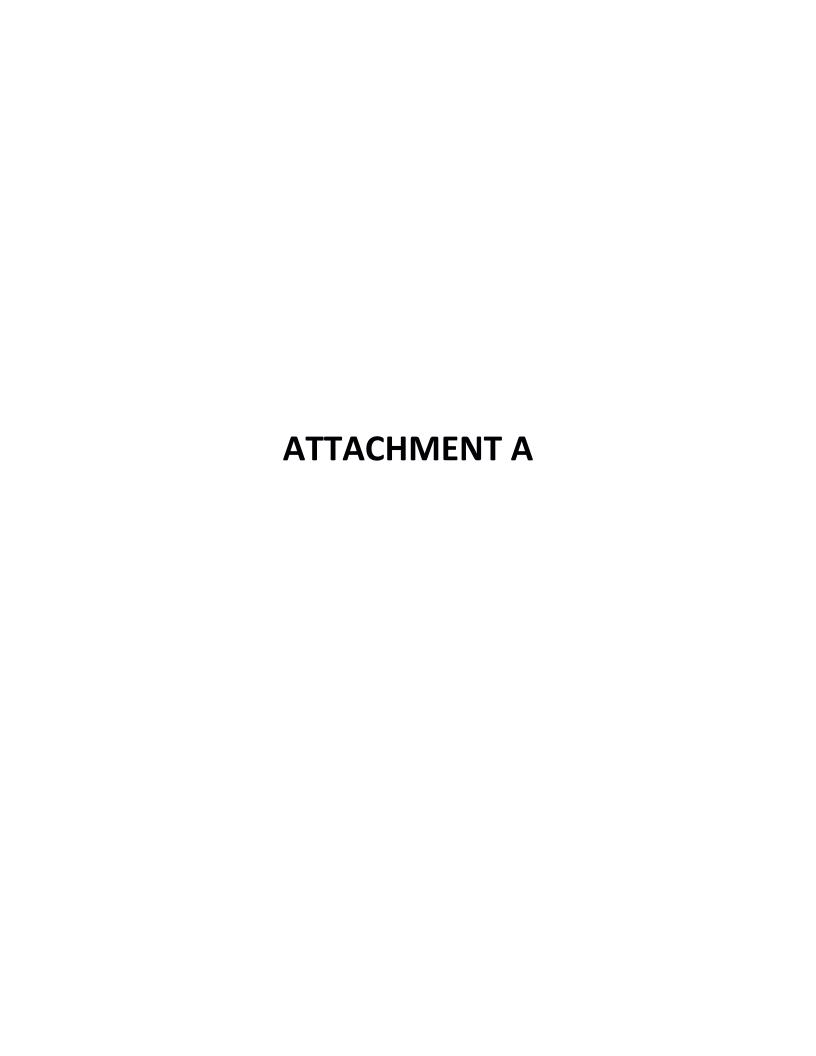
This concludes my testimony.

VIII. QUALIFICATIONS

My name is Michael H. Baldwin. My business address is 1801 South Atlantic Boulevard, Monterey Park, California, 91754. I was appointed to my current position of Manager of Remittance Processing and Bill Delivery in December of 2007. My primary responsibility is the management of the strategy and policy for the overall customer bill presentment and payment processing channels for both Southern California Gas Company and San Diego Gas & Electric Company. For customer billing, this includes bill printing and inserting as well as all electronic bill presentment channels. For payment processing, this includes mail, walk-in including branch offices and authorized payment locations, as well as all customer self-service electronic payment channels. Prior to this position, I have held various managerial and supervisory positions in the Payment Processing and Bill Print areas of the company as well as Mass Markets Customer Billing Manager. I also managed the California Alternate Rates for Energy program from 1995-2002. I began my career at Southern California Gas Company as a meter reader in 1972.

I have a Bachelor's of Science Degree in Business Management from Pepperdine University in Malibu, California – 1981.

I have previously testified before the California Public Utilities Commission.



SOUTHERN CALIFORNIA GAS COMPANY BRANCH OFFICE OPTIMIZATION (A.13-09-010)

(DATA REQUEST TURN-SCG-01)

QUESTION 2:

In Table SCG-MB-4 on page 8 of SoCalGas' Testimony, SoCalGas provides the number of "Branch Office Service Order Transactions" in each year from 2005 to 2012.

- a. Please describe all types of transactions included in the annual figures in this table (e.g., arrange payment extension or payment plan; enroll in CARE; sign up for ESAP, etc.).
- b. For each year, please provide a breakdown of the annual number of transactions by type of transaction, using the categories provided in response to part (a) of this question.

RESPONSE 2:

- 2.a See attachment in response 2.b below. Each transaction type is listed in row 3, columns B through BN.
- 2.b See attachment for Branch Office Service Order Transaction type detail by branch office for 2005 through 2012.



SCG CUSTOMER SERVICE ORDERS ABBREVIATED TITLE **LONG TITLE NOTES** Res B/O Issue Residential Back On Issue Res B/O Cancel Residential Back On Cancel Res B/O Complete Residential Back On Complete Non-Res B/O Issue Non-Residential Back On Issue Non-Res B/O Cancel Non-Residential Back On Cancel Non-Res B/OComplete Non-Residential Back On Complete Customer Account Inquiry Dispute Close Cancel CAI Disp Clos Cancel CAI Other Issue Customer Account Inquiry Other Issue Customer Account Inquiry Other Cancel CAI Other Cancel CAI Pymt Disp Issue Customer Account Inquiry Payment Dispute Issue Customer Account Inquiry Payment Dispute Cancel CAI Pymt Disp Cancel Customer Account Inquiry Refund Issue CAI Refund Issue CAI Refund Cancel Customer Account Inquiry Refund Cancel CAI Trnsfr Pymt Issue Customer Account Inquiry Transfer Payment Issue CAI Trnsfr Pymt Cncl Customer Account Inquiry Transfer Payment Cancel CAI Rate Chng Issue Customer Account Inquiry Rate Change Issue CAI Rate Chng Cancel Customer Account Inquiry Rate Change Cancel CARE Appl Mailed CARE Application Mailed CARE Letter Mailed CARE recertification letter CARE Letter Mailed Applnce List Complt Appliance List Complete Customer Read Customer Read CARE application specifically for submetered customers CARE Residential & Submeter CARE Res & Submtr Close Order - Issue Close Order - Issue Close Order - Cancel Close Order - Cancel Close Order - Complete Close Order - Complt Prnt Dupl Bill Complt Print Duplicate Bill Complete Regular payment extention Pymt Ext Notebk Payment Extension Notebook HBI Order Issue High Bill Investigation Order Issue **HBI Order Cancel** High Bill Investigation Order Cancel HBI Order Complete High Bill Investigation Order Complete Letter Generation Complete Letter Gener Complt LPP Notebk Complt Level Pay Plan Notebook Complete portion of these are FACTA orders. Part time employees enter Memo Create & Upd Memo Create & Updated memos after customer ID Validated. Meter Order Issue Meter Order Issue Meter Order Cancel Meter Order Cancel Meter Order Complete Meter Order Complete Misc Money Trsfr Indiv Cust Prof Comp Misc. Money Transfer Individual Customer Profile Complete Bus Cust Prof Comp Business Customer Profile Complete Read and Verify - Issue R/V - Issue R/V - Cancel Read and Verify - Cancel R/V - Complete Read and Verify - Complete Continuous Service Agreement Mailed Cont. Serv. Agrmt Mailed Dep Chrg Reduced Deposit Charge Reduced Cust Reimb Cancld Customer Reimbursement Cancelled Cust Reimb Complt Customer Reimbursement Complete Print SOA Complt Print Statement Of Account Complete Servc Order Issue Service Order Issue Service Order Cancel Servc Order Cancel Servc Order Complt Service Order Complete Suspend Collection Complete Suspend Coll Compl T/O Issued Turn On Issued O cancelled are primarily FACTA orders. T/O's updated by FT employee when ID validated at branch office T/O Cancelled Turn On Cancelled Turn On Completed T/O Completed Non-Res T/O Issd Non-Residential Turn On Issued Non-Residential Turn On Cancelled Non-Res T/O Cancld Non-Res T/O Complt Non-Residential Turn On Complete Simple Pay Mailed Simple Pay Mailed Simple Pay name changed to Direct Debit Terminates Immediately Simple Pay Termin Simple Pay Terminated Simple Pay Terminated After Terminates after next scheduled debit date Simple Pay Term Aftr Transfer Account Balance Complete Trsfr Acct Bal Complt Trsfr Acct Bal Rvrse Transfer Account Balance Reverse Grant Mny Only Allwd Grant Money Only Allowed SEC Write Off Complete SEC W/O Complt

Page 1

Prepared By: L. Tapia Date: 10/18/2013

Corr Misappld Pymt

0/18/2013

Correct Misapplied Payment

· · · · · · · · · · · · · · · · · · ·	2012 MONTHLY ACTIVITY REPORT - INDIVIDUAL BRANCH OFFICES Year to Date as of Dec 31, 2012
Pea B/O latue Rea B/O Comcel Rea B/O Comcel Rea B/O Complete Nen-Rea B/O Comcel Nen-Rea B/O Comcel Nen-Rea B/O Comcel CAL Disp Clos Comcel CAL Disp Comcel CAL Disp Comcel CAL Disp Comcel CAL Disp Comcel CAL Refund Insue	CAN Brail Chair Chair CAN Brail C Christ Print Chai CAN Brail C Christ Christ Print Chai CAN Brail C Christ C Christ CAN Brail C Christ C Christ CAN Brail C Christ Control Brail C Christ Brail C C C C C C C C C C C C C C C C C C C
Nambrey 136 5 0 1 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 1 0 0 0 0 126 9 0 0 0 40 0 0 5 2 511 0 0 0 0 5 2 511 0 0 0 0 5 2 511 0 0 0 0 5 5 77 0 0 0 51 0 0 0 0 0 29 36 5 0 0 0 371 214 0 3 3 0 0 0 0 7 3 0 0 0 0 0 0 0 0 0 0 0
ommeree 98 4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1 1 3 0 0 0 1 1 59 4 0 0 0 1 7 9 4 0 0 0 1 59 8 4 0 0 0 17 1 0 0 10 0 12 0 0 0 18 37 0 2 98 0 0 0 0 1 1 58 115 9 0 0 0 37 8 5 0 0 0 0 2 0 0 0 0 0 0 0 0 0 0 0 0 14 39 0 0 0 14 39 0 0 0 14 39 0 0 0 14 39 0 0 0 14 39 0 0 0 14 39 0 0 0 14 39 0 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 0 14 39 0 14 39 0
State Stat	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
antiord 284 16 0 2 0 0 0 7 0 0 0 4 0 2 ament 130 3 0 1 0 0 0 0 1 0 0 1 0 0 1 1 0 0 1 1 0	0 2 0 3 9 0 0 3 401 52 0 0 560 6 1 0 0 8 192 0 0 4 93 1 1 1 6 8 0 1 1 6 6 0 1 1 6 6 0 1 1 6 6 0 1 1 6 6 0 1 1 6 6 0 27 0 1 6 6 6 27 0 35 4 0 0 3 0 0 0 3 0 0 0 0 0 5 1 3 0 0 4 7 2 0 0 0 0 3 6 6 0 0 0 0 0 5 6 0 0 0 0 5 5 0 0 0 5 5 0 0 0 3 0 1 2 2 4 1 3 4 4 2 0 1 1 237 1 7 0 7 1 0 7 1 0 7 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
processer 284 22 0 0 0 0 0 0 4 1 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 4 0 0 0 0 4 265 19 0 0 422 1 1 0 0 5 3 139 0 0 0 1 1 1 7 0 0 1 2 3 1 2 0 0 0 1 1 5 1 0 0 1 3 1 2 0 0 0 1 1 5 1 0 0 1 2 3 1 2 0 0 0 1 1 2 1 2 1 2 1 2 1 2 1 2 1 2
verific Springips 116 10 0 1 1 0 0 2 0 0 0 3 4 3 pesaderia 82 13 0 0 0 0 7 0 <td< th=""><th>0 0 0 8 0 0 0 1 39 0 0 0 1 39 0 0 0 1 39 0 0 0 1 39 0 0 0 1 39 0 0 0 1 44 3 0 0 0 0 7 84 0 0 0 3 75 0 1 101 0 0 0 2 2 55 108 14 0 1 875 476 0 18 1 0 2 2 2 2 0 0 0 0 0 0 4 0 0 0 0 0 0 0 0</th></td<>	0 0 0 8 0 0 0 1 39 0 0 0 1 39 0 0 0 1 39 0 0 0 1 39 0 0 0 1 39 0 0 0 1 44 3 0 0 0 0 7 84 0 0 0 3 75 0 1 101 0 0 0 2 2 55 108 14 0 1 875 476 0 18 1 0 2 2 2 2 0 0 0 0 0 0 4 0 0 0 0 0 0 0 0
rain Fernando 260 11 0 0 0 0 0 0 0 4 1 0 0 6 3 1 1 sen Luls Obligos 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1 0 105 1 0 0 105 1 0 0 0 1 0 105 1 0 0 0 1 0 1
Iamina Merica 192 6 0 7 0 0 0 0 0 0 0 0	0 0 2 0 0 0 2 0 0 0 26 14 0 0 0 15 0 0 0 0 26 14 0 0 0 15 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Valls 579 12 0 4 0 0 0 0 0 0 1 0 0 0 0 0 1 Williamplan 118 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 1 1 0 0 0 177 5 0 0 7 0 0 0 0 1 119 0 0 0 3 117 0 0 27 0 0 0 0 1 0 17 48 4 0 1 422 140 0 2 0 0 0 0 0 0 0 0 16 0 0 0 16 0 0 16 0 0 17 18 18 18 18 18 18 18 18 18 18 18 18 18

201

																	-		•				20	11 MOI	NTHLY	ACTIV	TY REF	PORT -	INDIVII Dec 31	DUAL E , 2011	RANC	OFFIC	CES	-									-															\neg
		es B/O lisue	s B/O Cancel	8/O Complete	Non-Res B/O Issue	es B/OComplete	isp Clos Cancel	Ar Other Issue	Pymt Disp Issue	Al Pyml Dlip Cancel	I Refund Issue	CAl Tinsk Pymt Issue	CAl Inst Pymt Cnc!	Rate Ching Issue	ate Ching Concel	CARE Appl Mailed	E Letter Mailed	ppince List Compilt	atomer Read	ARERes & Submit	Close Order - Issue	Order - Compil	튭				HBI Order Complete			Memo Create & Upd Meter Order Issue				Cust Prof Comp	Cust Prof Comp	/V - Cancel	V - Complete Serv. Appnt Mailed	Chig Reduced	Relmb Cancid	Relmb Compit	rf SOA Compil	vc Order Issue	c Order Cancel	Serve Order Compil		T/O tsrued	O Cancelled	Non-Res T/O Issd	Res 1/0 Candd	Res 1/O Compil	ple Pay Malled	le Pay Term Aftr	Acet Bal Complt	Acct Bal Rvise	t Mny Only Allwd	: м/о сетріі	r Misappla Pymf	
Offices					ž Š	Z-G-R	CALC	ن ق 	₹ ₹	CA.	ঠ র	3	3	8	¥ .	. Š	₹ 	ddv V	ة 			Close	Į.	2		至	Ĭ .	8			Š	Meter								- š	i i	- S	Š	Ne Serv		_	= :	* ž	Š.	No.	£ 5	Ě	1	<u> </u>	<u> </u>		.5	TOTAL
Alnambra Anaheim	_	205 48 132		0	0 0	0	0	*	0 1	0	0 0	0 0	0	0	0	0	0	0	0	0 :	63 11 51 3 99 11	0	0 0		0		0 1	2 2 5 0	1	28 0 88 0 29 0	0	0	5	65 5 38	0 D	29	0 0		0	0	27 5	34 1 15	0	0 .	0 1			5 5	0	0	0 1	0	0	0	0	0	1	730 1120
Beriflower Central Ave	86.75 88		6	0	0 0	0	0	1 0	0 0			9		13	2	10	1 🕬	(q 🐧 🖰	o	0 1	54 8 56 46	0	0	25: 26:	0		0			15 0 77 0	0	0	3	31	0 1	97 179		1	- j	0	16 62	67 71	3	0		34 3 78 10	162) <u>9</u> D 5			0 0	0	0	0 4	0	0 0	2 5	1920 5088
Commerce Compton			23		1 0	0	0	0 0	3	1 3	0 0	0 0	0	0	0		7	0	1	0 1	13 15 50 11	0	1	416		0	2	1 2	5	65 0 00 0	D	0	31			89	0 0		3	1	62	76 87	5	0 ·	4 7: 3 6: 1 3:	54 3	998 116	0 4	0	0	10 0	0	0	0	0	0	6	2199 3194
Covine Crenshaw		377 612	11 14	0	0 2 10 1	0	0	2 1 8 0	0 0	2	0 0	0 0	0	1 1	0	1 14 5	0	D D	0	0 1	91 6 56 15 92 22	0	0 5 2	107 41 22°	1	0	0 .	3 1 3 5 1 8	2	65 0 30 0	0	0 :	11 35	44 59	0 1	136	0 0	4	0 4		33 59	65 65	2	0	3 6 7 9	24 4 40 5	668	0 11 0 5	3		6 0		0 4	0	0	0	0 2	1211 2124 3240
Daly Street Delano Dinuba		299 5 35	1		0 0	0 0	0	3 1 0 0	0 1	1	0 0	0 0	0	0	0	96 0 5	Ď	0	0	<u> </u>	99 25 12 1 88 11	0	0	12: 1:	2 0	3 0		0 0	4	07 0 56 0 67 3	0	0	3	152 4 60	0 0	5	0 0	5	1	0	43 0 43	203 3 74	10 0	0	1 11	27	14	0 6 0 0	3	0 0	0 0	0	0	_2 0	0	0	9 0	3411 552 1378
El Centro El Monte		482 258	15 12	0	16 2	0	0	3 0	0 0	0	1 0	1 0	0	1	0	11	0	0	1 0	0 6	90 38 42 31	0	0	23- 10	33	1	0	3 4	2	33 4 31 0	0	0 :	9	166 58	1 7 0 1	24 199	0 0	D	10	7 2	72 36	151	6 7	0	3 13 1 10	49 2 50 7	248	0 72	8	0	0 3	1 0	6	14	0	0	6	3733 3072
Fontana Glendale Hanford		332 168 85	10	0	0 0		1 0	1 0	0 1 0 0	0 0	0 0	0 0	0	0	0	0 94 D	0	0	0	0 6	21 23 28 49 98 7		0	10- 53: 32-		2	0	3 2 7 6 1 9	2	92 0 09 0 87 0	0		17	54 242 38		128 149	0 0 0 0	0	4 2	5	30 74 9	61 116 13	9	0	2 8 3 13 0 t	15 5	563 570 69	0 5 0 9 0 13	5	_	5 5 0 2	0	0	0	0	0	4 0	2510 4244 964
Hernet Hollywood		186 320	3	0	0 0	0 0	0	1 (0 0	0	0 0	0 0	0	0	0	3 9		0	0	3 1	51 21 12 30 28 18	0	0	17	7 0		0	3 1	7	54 0 30 1	0	0	6	59 40 97		59 164 239	0 0	0	5	5	22 35	55 79		0	2 4 0 11 1 12	28 7	283 796		2	0	5 5		0	5	0	0	4	1501 3628 3484
Huntington P Indio Inglewood	ark		0 45		0 0		0 .	0 0	0 0	0	0 0	0 0	0	0 0	0	0 4	0	0	0	1 2	0 0 78 20		0	48	0	0	0 1	0 0	1	17 0 43 0	0	D	0 39	0	0 0	142	0 0	0	0	0	0 60	140	6	0	3 13	0 50 E	0	0 0 0 1B		0	0 0	0 0	0	0	0	0	0 -	17 5447
Lancaster Lompoc Monrovia		183 21		0	0 0	0 0	0 0	0 0	0 0		0 0	0 0	0	0	0	3 1	0	0	0	D	39 20 71 6	0	0	_	1 5 3 1	0		0 8 0 1	1	19 0	0	0	7	123 21 169	1 3 0 0	144 1 53	0 0	_ 1 _ 3	4 0	3 D	50 6	72 6 86	0	0	8 8 1 1 2	98	20	0 23 0 14	0		0 : 0 :	2 0	0	0	0	0	0	3235 423 1199
Ontario Oxnerd		263 69	8	0	3 -	0	0	0 0	0 0	. 0	0 (0 0	0	0 _	0	24		0	0 D	0 1	12 11 41 33	_ 0	0		2 2		0	0 0	4	51 0 197 2		0	2	46 35	0 0	135 46	0 0	1	0	2	20 16	41 65	5 17	0	0 6	27 1	512 199 373	0 8	1	0	3 :) (0 0	0	1	0	1	2120 1741
Palin Springs Pasadena Pomona		159 130 214			0 0	0 0	0	3 (0 0	0 1	5 C	0 0	0	1 0	0 0	6 25	0	0	0	0 2	61 24 28 48	0	0		2 4	0	0	0 2 0 1		77 0 197 0		0	5 8	79 85	3 0 1 2	138 195	D 0	0	2 2	4 5	41 45	112	7	0	0 B	10 4 17 8	464 921	0 16 0 10	1 3	0	0 1	3	0	0	0	0	2 2	2510 3985
Porterville Riverside San Bernard		43 367 238	14	0	3 (0	1 (0 0	0	4 0	0 0	0	0	0	3 58	0	0	0	1 3	28 6 178 29 43 16				·	0		1 1	1	29 0 124 0 73 0	0	D	10	94 45	0 0	78 254	0 0	1	3	7	13 39 37	58 50		0 0	1 11	43		0 7 0 37 D 17		0	0		0 0	1	0	0 0	2 2	976 3244 3295
San Fernand San Luis Ob	0.	1 <u>48</u> 0			0 (0 0	0	0 1	0 0		0 0	0 0 3 B	D B	0	0	205	2	0	0	0 1 D	93 7		0	5%	8 O		0	9 0		26 0	0	0	26 5	86	0 0 0 0	70	0 0	0	0	0	9	32	1	0	1 5	37 :	275		0 0	0	0 :) ()	0 0	D 0	0	0	6	2118 36
San Pedro Santa Ana Santa Barba	a a	133 207	13	0	2 2	0 0	0 D	3 4	0 0 0 0	0	2 0	0 0	0	0 2 0	0	145	1 0	0	0 0		03 3 05 43	0	0	10	0 0 8 5 2 0	2	0	1 0 2 0	5		0	0	21	101	1 2	19 473 74		0	1	.0	14 12	35 54 34	_		4 18	99 16	88 882 410	0 2 0 9	2	0	2 29		3	0	0 0	0	0 1	5423 1264
Santa Barba Santa Fe Sp Santa Maria		215 297		0	4 4 4	0 0	0	2 4	0 1	0 1	0 0	0 0	0	1	0	191	0	0	0		46 16		0	21 11		1	0	3 3	4	291 0 405 0 205 0	0	0	17	107 127	02	93 59		12 10	0	0	26 52	52 76		0 0	0 4	47 3	316 294	0 4	2	0	1 4	5 1	0 0	0	0	0	7 0	2185 2324 334
Santa Monis South Gate Van Nuys		99 938	64	0	1 0	0 0	0		0 0	0	0 (0 0	D 0	0 22	0 2	11 22	0	0		2 18	77 13		0 6	2 88	4 2 4 37		0 1	2 1 1 2	1 2	110 0 297 3	0		11 21	49 325	0 0	71 407	0 0	0 31	0 24	18	7 181	16 427	33	0	0 4 5 44	70 1	310 817	0 0 D 38	1 3		0 D	0 0	0 0	1 4	0	0 2	0 15	1218 12088
Visalia Watts Wilmington		125 436 128	5	0	0 0		0	1 .	0 0		0 0	0 2	0	0	0	- 1	0 4	0 0		D	59 6	0	2		1 0 5 0	0	0 1	3 8 6 0	2	199 0 219 1 87 0	0	0	8	39 27 102	0 0	42	0 0	3 2 0	0	0	13 52 11	44 27 55	3	0	0 3	36	248 269 136	0 12 0 0	0 3	0	0 0		0 0	0 0	0 0	0 0	3	1747 1660 1126
Officers 2011 TOTAL	9, 59, 8	63	ing Se	5228		n o	53/6/31	n .	6 21		411130	0 0	ō	50	346.6	1,157	4 22	1	ú	0	74 90	i i i	71	1.1129	6 t	Q.	i (tal. 117)	9 6	65333	285 14	c .	0	3	24	0 0	*******	9 1			0	16 1,483	3,229		150 - 150 -	1 . 33		55	5 510	0 81	7 6 5	0 97 11	2 11	1 25	45	3	6	111	1012 114,590
Notes																																				•																						

											-												2010	MONTHL	Y ACTIV	/ITY RE	PORT -	INDIVID	UAL BI	RANCH	OFFICE	s																						
																									Yea	r to Da	te as of	Dec 31,	2010																									
Offices		Res B/O ksue	Res B/O Cancel	Res B/O Complete	Non-Res B/O Issue	Non-Res B/O Cance!	Non-Res B/OCompte le CAl Disp Clos Cancel	CAI Olhet knue	CAl Other Cancel	CAI Pymt Disp Issue CAI Pymt Disp Cancel	CAI Refund Issue	CAI Refund Cancel	CAl tinsfr Pyml Issue	CAI Trastr Pyrmi Craci	CAl Rale Chrid Cancel	A DE Abolia	CARE Letter Mailed	Appince Lisi Compil	Cuslomer Read	CARE Res & Submit	Close Order - Issue	Close Order - Compil	Prof Dupl Bill Compli	Pyrnt Exi Notebk	HBI Order Issue	HBI Order Complete	Leite: Gener Compil	LPP Noteby Compil	Memo Create & Upd Meter Order Issue	Meter Order Concel	Miss Money Tafr	Indiv Cust Prof Comp	Bus Cust Prof Comp	R/V - Issue R/V - Cancel	R/V - Complete	Dep Chig Reduced	Cust Relimb Cancid	Cust Reimb Compli	Print SOA Compili	Serve Order Cancel	Serve Order Complt	Suspend Coll Compl	T/O Issued	1/O Cancelled	Non-Res I/O Issd	Non-Res 1/O Cancid	Non-Res 1/O Compile	Simple Pay Termin	Simple Pay Term Alfr	Tish Acet Bal Compli	Traft Acel Bol Rvise Grant May Only Allwid	SEC W/O Complt	Cort Misappld Pymt	TOTAL
	1	221	4	ا ما	e l	0	о п	- 1	0	0 0	1 .	0	٥١	n r	1 0	31	5 6	n	0.1	T	11 4	ToT	28	145	3 2	I ol	3	n 27	a l n	0 0	12	71	١ ،	0 11	1 0 0	1 6	1	1 2	4 42	5	n	0 6	01 4	141	0 3	01	0 1	3 2	0	٥١	0 0	1 0	1	2065
Alhambra Anahelm		119			3	0		0		0 0		0	0	0 0	5 0	1.	5 0	0	ő	0 1	09 17		25	69	1 0	0	ő	0 23	0 0			39	0	0 13	0 0	0	2	1 2	2 25		- 0	1 4		909	0 6	0	0	1	0	0	0 0	j	2	1485
Barning		191		0		1	0 0	0	0	0 0	1	0	С	0 0	0	·	1 0	0	0	0 2	96 23	0	18	163	1 0	0	0	2 3	2 0	0 0) 3			0 12		0	О	0 1		6				94		1	0) 4	- 1	0	0 0	0	0	1590
Befilower			11			0	0 0	3	0	0 0	* 1	. 0	0	0 0	o d		1 0	0	0		13		43	353	. G . C	0	0			0 1	1 13			1 56		0 0	ಂ	0 3		9				103			0	0 0	10	0	0 (0	- 4	2324
Central Ave	ļ		31	0	21	1	0 0	10	3	1 0	6	- 1	9	2 7	70		1 1	_ 0	0		51 82 96 15		62	391	9 2	0	23			0 1	1 15		0	2 117 0 58		21	4	1 7	1 135			4 24 0 8		500	0 11	1	0	1 0	D	D	3 (0		7693
Commerce	1	120	5 22	0	3	0	0 0		- 0			- 0	0	0 0	9 0		5 3	- 0			96 15 39 9		70	76 596	2 1	1 :1	1	* *	1 0		1 15		0	1 33		1 13	- 1	1 4		_	0	2 6		123	0 2		0	3 - 3	<u></u>	1	0 0	3	10	3380
Compton			5			1	0 0	0	0	0 2	2	1	2	1 (0 0		0		77 8	1 0	24	280	18 0		5		14 0		2	49		D 49		0 1	1	2 3	10 61		0	1 4		282	D B	2	0	4	- 01	ö	0 0	0	1 1	1921
Covina		366		0	0	0	0 0	0	0	0 0	1	0	0	0 0	0 0	10-	4 0		ō		43 17	0	62	50	3 0	0	0	1 6	6 D		3 6	62	. 0		0 0	0 1	0	0 2	0 47	1		0 5	87 6	526	0 9	1	0 1	5 0	0	0	0 0	0		2110
Crenshaw			49		63	1	0 2	22	0	2 3	12	0	13	2 3	3 0	30		D	0		66 42	0	143	931	24 1	. 4	54		3 0	0 (165		5 65			7	3 19			0			338	0 23	4		1	. 1	. 0	0 0	0	9	8871
Daly Street	↓		_16	• 			0 0	1	0	0 0	11	0	0	0 0	0 0	120	-+ -+	0	0		29 30	0	89	125	1 1	0	0		,,,	0 (0	0 59		, ,	1	1 4	7 198	9	0	0 12	95 5	587	0 10	1		1 2	0	0	0 0	1 0	5	3917
Delano	-	0	_	0	-	0	0 0	0	D	0 0		- 9	- 0	9 9	0 0	1	0 0	- 0	0		0 0 38 7	1 0	0	61					06 0 46 2	0 (1 5	- 0	0	0 0	0 0		0		0 0	1	0	0 -	67	92	0 10		0	0 0		- 0	0 0	' 		1072
Dinuba El Centro	├	48 627	12	 - 	13	1	0 0	3	U	1 ^	+ ++	- 0	2	0 -	1 0	,	} } 	- 6	, U		45 44	1 %	35		19 (اوا	0			0 1	7	199	0	3 23		0 0	12	10 6	7 170	3	0	4 12		267	0 75	1	-	0 2	0		8 0		2	3944
El Monie		237		0	1	0	0 0	1	0	0 4	2	- 0	0	0	1 0	2	0 0	0	0	0 3	61 22	1 0	16	86	0 0	0	2	2 41		0	0 6	55	. 0	2 50	.(1).5		2	1 1	12 96	8	0	2 10		592	0 27	2	D .	4 1	0	0	0 0	0	3	3106
Fontana	<u> </u>	304	3	0	0	0	0 0	2	0	1 1	5	0	2	1 0	0 0) .	1 0	0	0	0 1	85 7	D	39	91	0 0	0	10	0 5	57 0	-c i	D 6		0	3 86		5	0	0 4	14 72	7	0			,,,,,,	0 5	2	0	4 1	0	0	0 (0	10	2263
Glendale	ļ	223		0	. 0	. 0	0 0	0	. c	1 1	2	0	0	0 0	0 0	18	7 0	0	0		97 37	0	5		D (0	1			0	16	704		1 50				2 17	9 176	13	D	7 15		704	0 4	0		3 7	0	0	0 0	2	1	4844
Hanford		265		0	0	0	0 D	9	0	0 0		0	-0	D	1 0		3 6		0	0 2	33 17	0	26	840 76	-1	0	- 6		25 0 44 D	0	0 6	87	0	1 6	0 0			3 2	26 41	2			48 1 54 2	152 258	0 23	1	-	0 4	0	0	0 0			2329 1549
Hernet Hollywood	┼	247 193				0		3		0 0	1 1		1	0 0	0 0		41-1	- 0		4 -1	02 21	1 %	10	76	4 0	0	6		14 D	0	0 10	72	1	1 46	1		2	2 3	21 57	1 1	0		98	434	0 14	2		2 4 5 1	- 61	1	0 0	0	1	2101
Huntington Park	t	451		_	18	1	0 1	3	0	D. 1	1 - 61	- 6	3	3 3	3 0	11	3 24	0	3	0 3	12 24	0	44	490	18 3	- 0	- 6	0 2		0	5 - 1	112	1 1	1 94	0 0	0 0	5	4 2	23 135	6	0			935	0 5	4		6 0	0	0	0 1	0	12	4463
Indio		8	0	ō	0	0	0 0	1 - 1	0	0 0	0	0	1	0 (0 0		4 0	0	D	0	4 0	0	6	27	0 0	0			35 0	0	0 7	10	2	0 4	0 0	0 0	0	0 1	13 4	0	. 0	3	64		0 1	0	0	0 0	D	D	0 1	0	1	478
Inglewood			28		50	1	0 0	- 5	0	0 2	3	0	1	0 0	0 0		7 0	0			90 12	D	47	429	3	ō	5			0	0 62			0 22		0 1	D	0 6	57 130	6	0				0 10	1	.0	4 0	0	0	0 .	0	3	4320
Lancaster	-		16	0	0	0	0 0	6	1	1 1	0	D	- 2	1	19	1	2 0	0	0	0 2	00 12	D	26	793	0 0	<u> </u>	1	 	55 0	0	D 15	130	1	0 37	0 0	0 1	_1	1 6	57 50	2		3 6		10	0 22	1	0	0 2	- 0	- 1	4 (1 0	3	3020
Lampoc Monrovia	1	20			0	0	0 0	0		0 0	0		0	0 (0 0)	1 0	0	- 0	0	28 C	0	0	9		0 0	0			0	0 S	5	0	0 0	D C	0 0	0	0	2 4	0		n		11	0 0	0	0	0 0	0	0	0 1	, ,		202
Onlario	4.2000000	246		0	n	0	0 0	4	1	0 0	2	0	0	D (0 0	1	6 1	0	0	1 .	29 E		50	237	7 0		4			0	0 12	70		1 88					7 61	1 4	0	1 8		649			C. C. P. C. San York	9 4	0	0	1 (0	4	2610
Oxnard	1	169		0	- 0	0	D 2	D D	- 6	0 0	0	0	0	0	00		1 0	0	0	0 2	07 20	0	93	449	4		1			0	0 12	48	0	D 26	0 0	0 0	4	6	0 74		0	2 6	16 :	264	0 13	1	0	0 2	0	О	0 (0	2	2324
Palm Springs	39999	270	C CO. O O D - 3.		10	1	0 2	1	0	0 0	2	0	(16) Se	10 6	o	5	0 0	. 0	1		56 22		39	212	10 1	0	19		73 1	0	0 0	106	.0	1 86		0 ‡6	2	1 3	34 65	3				539	0 22	2	0	1 17	2	0	9 9	0	A	2822
Pasadena	-	75			_		0 0	-	-1	0 0	0	0	0	0	0	4	2 0	0	0		36 10		32	206	5 1	0	5		28 1	1	0 7	35	0	0 16		0 1	0	0 2	27 53	4				268	0 9	1	0	2 1	1	0	0 1	0	3	1483
Pomona	+	231			- 0	. 0	0 0	- 5	2 -	0 0	1 1	0	0	0	0 0		9 1 B 0	0			49 10		55	405 396	7 3	9 0	0	6 1	21 1	0	0 9	79	 	1 57 4 29		0 0	0	0 5	59 86 32 108	14	0			544 422	0 22	51	-	2 3		- 0	4	0	1	2843 2760
Porterville Riverside	+	424	1.4		17	0	0 0	4		1 2	2 2	D 2	-1	1	3 1		1 1	1	- 6		95 21		76	354	2 .	1 6	9	4 1	35 0		0 1	116	1 3	1 54				1 3	39 43		- 0			570	0 49	1	ő	B 7	1	3	4	1 6	6	3609
San Bernardino		421			6	0	0 0	3	0	0 0	0 0	0	3	0	0		0 0	0	0		18 12		129	208	7 (0	0 .	51		0 84		0 0	D	0 3	32 58	1	0			731	0 9	0	0	0 1	0	0	0) D	4	2802
San Fernando		342	11	0	0	0	0 0		0	0 0	0	0		0	1 (2 4		0		75 20		27	164	0 1	0	20			0	0 1	160		0 17			0	0 .	10 50	4	0	1 6		475	0 4	D	0	1 0	0	0	0	<u> </u>	10	2987
San Luis Obispo	1500	30.4	0	0	0	0	0 D	0	0	0 0	0	~ ~ 0	0	0	0 (1 200	0 0	. 0	0	0	0 (D D	0	1	0	0	0			0	0 .	2 0	0	0 0		0 0	0	0	0 1	0	0			11000	0 0	0	0	0 0	0	0	0	0	B	21
San Pedro	+	133			- 3		0 0	P - 0	. 0	0 0	1 1	0	0	0	0 0	1	0 0	0	0	0	92 8 81 24	+	- 7	138	0 '	-	0 .		06 0 93 0	0	0 1	75	1	0 5 10 164		0 0	2	2 .	2 10 19 51	1 1	0			81 261	0 0		0	9 9	- 0		0	1	 	676 4682
Santa Ana Santa Barbara	1999	249 78		- O	1/		0 0	2	0.0	0 1		61	0	0			1 0		- 0		00 8		21	138 53	4	0	0		33 0			36	1 4	0 22			0	6		2				397	0 7		0 2	8 0	0	0	0	0	0	1327
Santa Fe Springs	1	17	11	0	2	0	0 0	ō	0	0 0	2	0	1	0	0 . 0		5 O		0		04 16	_	9	241	6	0	0		76 D	D	0 1	50	0	1 28		D 7	1	0 2	29 40		0	1 3	102	206	0 0	0	0	7 1	3	D	0	0 0	6	1950
Sante Maria		581		0	7	0	0 0	2	0	2 0	2	0	2	0	0 0		0 0		D		59 16	0	47	209	8	0	0	3 4	30 D	D	0 1			0 22		D 11		1 3	36 88		0			263	0 34	3		5 10	1	1	1	0 0	1 2	2880
Santa Monica	1000		23	0	4	1	0 1	3	1	4 3	9	0	0	0	0		7 D	0	0		09 33	1	31	340		0	3	1 2	56 D	0	0 1:		r o				0	0 :	21 62	12	0		08	792	0 1	2		0 0	0	0	0	0 0	- 0	3279
South Gate	+	115 1648		0	- 0	0	-010	0	- 0	0 0	9 9	-	1	0 1	11 0		4 0 3 0	0	D	2 2	14 16 43 135		16 253	48 1842	34	0 0	2	0 1		1	0 0	40		6 222		0 1	1B	-1	15 59 37 475		0			427 092	0 1	1		0 1	0	10	0		16	1836 15458
Van Nuys Viselie	 	164B 232		1 0	12	1	0 0	15	9	3 1	1 1	"	3	0 1	n .		1 0	_	0		86 9		28	256	0	1 0	3		81 0		0 2		0	1 16		0 36	1	2 3	20 49					253	0 4	2	<u> </u>	0 1	1	0	0	1 0	1	1625
Watts	1	737			17	-	0 0	-	0	0 0	1 1	ŏ	ő	0	0 0		4 0	_	0	_	91 10	· · -	14	167	1	0		0 2	73 0	0	0	7 24	1 0	0 16	0	0 1	0		84 30		0	0 3		285	0 0	0	0	1 0	0	0	0	0 0	3	2184
Wilmington		168		0	6	2	0 0	D	0	0 0	1	0	0	0	0 (1 4	D	6		21 1	0	51	21	1	0 0	٥	0 1	91 0	0		105	0	0 20	0 1	0 2	0	THE RESERVE OF THE PARTY OF	20 57	ACCRECATE VALUE OF	0			252	0 6	-0	0	8 2	0	0	0	0 0	0	1692
Others		78	0.430	7 (5.6)	5	ingdi Si	a o	9		g g		8 8e			a iliku		6 6	90	- (a (c)		46	6	(2.15)		5 6 5 5	ta			45 /1				(a. 1.26)	251 L		5 35			is in the		. 0			53 ()				0 0			9	2 1 9	2	1224
2010 TOTAL		18,013	572	•	316	18	8	123	13	17 36	65	4	59	12 3	19 ;	2 2,27	6 84	1	4	16 11,	73 91	لتلا	1,895	12,461	232 2	7 4	214	98 10,4	76 13	2 -	 56	4,431	8	49 ###	w -	# 163	B1]	69 1,7	97 3,627	250	<u>. L1</u>	10 37,6	97 21,	838 -	567	63	- 21	8 110	12	21	36	5 9	153	134,127
Notes:																																																						
	_															_																																					$\overline{}$	

2009 MONTHLY ACTIVITY REPORT - INDIVIDUAL BRANCH OFFICES Year to Date as of Dec 31, 2009	
	Dup Chip Reduced Cust Reinb Corrected Cust Reinb Corrected Serve Order foure Serve Order Corrected Tyo Corrected Tyo Corrected Non-Res 1/10 Corrected Non-Res 1/10 Corrected Non-Res 1/10 Corrected Simple Pay fournin This Acci Bed Korre Cont Macapad Pyrimi Cont Macapad Pyrimi Cont Macapad Pyrimi Cont Macapad Pyrimi
Offices 2 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	TOTAL 0 0 0 0 32 28 4 0 1 103 22 0 1 0 0 0 3 1 0 0 0 0 0 1 698 0 1 0 12 22 3 0 0 197 72 0 7 0 0 0 0 0 0 0 0 0 0 0 1 652 0 0 0 26 64 5 0 4 506 57 0 20 2 0 0 1 2 0 0 0 0 0 0 0 0 1511 0 1 1 3 4 4 4 0 0 114 46 0 6 1 0 0 0 0 0 0 0 0 0 0 0 0 654 1 2 1 28 70 7 0 3 3735 365 0 3 1 0 0 1 0 1 0 1 2 0 1 5 2745
Complem 777 13 0 18 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 8 0 68 62 1 0 1 380 116 0 4 0 0 2 2 0 0 0 0 0 0 0 0 4 2441 0 1 1 3 27 82 10 0 2 2 295 71 0 20 0 0 0 5 0 0 2 2 0 0 0 0 0 0 7731 0 2 0 2 6 65 2 0 0 168 74 0 8 1 0 17 0 0 0 0 0 0 0 3 1122 1 9 5 112 205 15 0 9 880 199 0 30 2 0 33 2 0 0 0 0 0 0 0 3 36747 0 2 1 29 124 9 0 1 376 98 0 0 0 0 0 7 7 0 0 0 0 0 0 0 0 6 1985 0 0 0 0 0 2 1 1 0 0 2 2 0 0 0 0 0 0 0 0
Entonian 318 6 0 1 1 0 0 0 3 0 0 1 4 0 0 2 0 0 0 0 1 4 0 0 2 0 0 0 0 0 1 4 0 0 2 0 0 0 0 0 0 1 0 0 0 1 0 0 0 1 0 0 0 1 0 0 0 1 0 0 0 1 0 0 0 1 0 0 0 1 0 0 0 1 0 0 0 1 0 0 0 1 0 0 0 1 0 0 0 0 1 0 0 0 0 1 0 0 0 1 0 0 0 1 0 0 0 1 0 0 0 1 0 0 0 1 0 0 0 1 0 0 0 0 1 0 0 0 0 1 0	0 23 18 38 186 6 0 7 7 1160 137 0 73 2 0 0 7 1 1 4 8 1 1 2 6 3385 0 2 1 1 20 46 1 0 0 139 74 0 1 1 0 0 6 6 2 0 0 0 0 1 1 0 3 854 1 3 0 3 37 2 0 2 2 0 2 306 52 0 12 1 0 0 0 2 0 0 0 0 1 0 1 0 3 854 0 0 2 2 4 100 116 9 0 0 6 10 139 74 0 1 1 0 0 2 0 0 0 0 0 0 2 10 1316 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Hollywood 558 17 0 0 0 0 0 0 1 1 0 1 0 1 0 1 0 0 0 0	0 13 10 36 104 3 0 0 629 216 0 11 8 0 1 2 0 0 2 0 0 11 2500 0 0 0 6 7 0 0 0 69 35 0 4 0 0 0 2 0 0 0 0 0 1 333 0 1 0 28 75 2 0 0 258 58 0 4 0 0 0 0 0 0 0 0 0 1 0 0 1 333 2 3 2 59 118 7 0 8 461 150 0 30 2 0 0 3 0 3 17 0 0 5 3048 0 4 2 19 25 1 0 0 20 7 0 3 30 0 0 1 0 0 5 0 3 1 0 0 5 0 3 1 0 712
Charido 154 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 14 1 0 12 45 11 0 1 0 12 65 13 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 2 233 0 0 0 0 6 8 0 0 0 2 11 9 12 0 0 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
San Bemarding Color San Femands Color San Femands San Femands Color San Femands Sa	2
Such Maria	0 1 2 2 17 2 0 0 7 5 50 0 1 0 0 0 0 6 5 5 0 1 0 0 0 0 0 0 0 0 0 2 3 321 4 34 22 112 420 41 0 7 2889 513 0 30 1 0 0 0 0 1 0 0 0 0 0 0 0 0 2 3 321 0 0 0 3 0 0 8 10 0 0 1 1 17 74 0 5 0 0 0 0 0 0 0 0 0 2 2 0 0 4 617 0 0 3 0 0 3 0 54 31 1 0 0 0 142 28 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Others: 1597	a u) + 40 6 0 ; 232 143 0 3 0 0 1 0 0 0 1 0 1 999

	2008 MONTHLY ACTIVITY REPORT - INDIVIDUAL BRANCH OFFICES Year to Date as of December 31, 2008	
Res B/O truson Res B/O concell Res B/O Corrollele Non-Res B/O Corrollele Non-Res B/O Corrollelor-Res	d d rappillate a service of the serv	Non-Ret I/O lisd Non-Ret I/O Candid Non-Ret I/O Candid Simple Pay Termin Simple Pay
	0 0 0 0 0 1 0 1 0 0 1 1 0 0 0 1 1 0 0 0 0 1 1 0 0 0 0 1 1 100 2 0 33 108 1 0 0 0 0 53 0 0 0 0 15 44 1 1 0 0 0 0 0 0 0 0 0 0 14 1 29 2 0 2 123 9 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 0 0 0 2 0 0 0 0 0 1 1 1 1 1 1 1 1 1 1
ormeron 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1 0 0 0 0 0 0 0 0 0 0 0 1 228 15 0 27 304 17 3 0 0 0 3 75 0 0 0 8 107 0 1 1 0 0 0 0 2 38 73 7 0 2 283 28 0 0 0 0 0 0 0 0 0 0 1 128 15 0 27 304 17 3 0 0 0 1 28 0 1 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 0 0 0 0 0 0 0 0 0 0
velano 5 0 7 0 0 0 7 0 0 0 7 0 <td>0 2 0 1 0 0 0 47 1 0 0 0 220 16 0 51 485 14 2 0 0 11 143 0 0 0 12 99 0 1 6 0 0 2 1 157 133 3 0 4 204 15 0 0 1 1 0 0 0 1 0 0 0 0 0 258 17 0 32 172 0 1 0 5 2 55 0 0 0 18 88 0 0 1 0 1 0 0 0 0 0 0 44 57 7 0 3 289 17 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0</td> <td>8 0 0 30 6 2 0 0 0 0 1 111 0 0 0 2 0 0 0 2 1 6 2 0 0 0 9 0 0 0 0 0 1</td>	0 2 0 1 0 0 0 47 1 0 0 0 220 16 0 51 485 14 2 0 0 11 143 0 0 0 12 99 0 1 6 0 0 2 1 157 133 3 0 4 204 15 0 0 1 1 0 0 0 1 0 0 0 0 0 258 17 0 32 172 0 1 0 5 2 55 0 0 0 18 88 0 0 1 0 1 0 0 0 0 0 0 44 57 7 0 3 289 17 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0	8 0 0 30 6 2 0 0 0 0 1 111 0 0 0 2 0 0 0 2 1 6 2 0 0 0 9 0 0 0 0 0 1
Instruct 333 16 0 0 0 0 0 0 4 1 1 1 1 1 1 1 1 1 1 1 1 1	0 3 0 0 0 0 0 0 5 0 0 0 177 14 0 32 178 7 2 0 0 0 2 40 0 0 1 38 0 0 0 2 10 54 2 0 0 194 24 0 0 0 0 0 0 0 0 0 0 0 0 0 1 1 4 0 3 0 221 13 0 22 13 0 22 150 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	12 4 0 1 1 1 0 0 0 0 0 4 3 1 1 1 0 0 0 0 0 0 2 1 1 1 0 0 0 0 0 0 0
Antensore 1107 49 0 0 0 0 1 0 1 0 0 0 0 0 0 0 0 0 0 0 0	0 1 0 0 0 0 0 0 2 0 0 0 1 555 24 0 30 322 3 1 0 0 4 12 92 0 0 0 0 1 1 55 24 0 30 322 3 1 0 0 4 12 92 0 0 0 0 1 1 0 0 0 0 1 1 1 1 1 1 1 1 1	143 9 0 0 8 1 1 7 0 0 0 0 1 1 1 2 0 0 0 0 1 1 2 0 0 0 0 0
Amona 585 18 0 3 0 0 0 3 orterville 359 34 0 19 3 0 0 2 verwicke 350 7 0 9 2 0 0 0 on Benardino 910 13 0 13 0 0 0 3 nn Fernando 157 12 0	0 3 1 0 0 0 3 0 5 0 0 0 0 0 258 23 0 31 339 37 7 0 0 0 7 86 0 0 0 0 6 4 0 0 0 3 3 3 45 122 18 0 1 447 55 0 0 0 0 0 0 0 16 0 0 1 1 0 0 250 13 0 43 328 2 0 0 1 14 12 120 0 0 0 0 0 0 0 0 0 1 4 2 53 0 0 0 1 449 30 0 0 0 5 0 0 0 1 1 183 10 0 184 47 15 1 0 0 0 9 1 7 0 0 0 0 1 1 74 0 0 0 1 0 0 0 3 1 1 23 9 80 6 0 0 3 1 449 30 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0	16 0 0 0 2 3 1 3 0 0 2 3 3 1 3 0 0 0 2 3 3 1 6 5 0 0 0 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
n Pedro 373 & 0 0 5 0 0 0 0 0 mts Ans Ans 352 144 0 14 2 0 0 0 2 14 mts Ans 352 144 0 144 2 0 0 0 24 mts Ans 4 157	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
atts 1959 35 0 32 1 0 0 1 Imington 330 6 0 10 1 0 0 0 Incres 101 2 0 2 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	33 3 0 0 15 0 3 4 0 0 16 1 1 0 0 3 0 0 0 0 0 1 1 3 3 3 0 0 0 0 0 0 1 1 0 0 2 9 1 0 0 1 0 0 0 0 2

	2007 MONTHLY ACTIVITY REPORT - INDIVIDUAL BRANCH OFFICES Year to Date as of December 31, 2007
Rea B/O Bruse Rea B/O Corncel Rea B/O Corncel Rea B/O Corncel Rea B/O Corncel Non-Rea B/O Corncel Non-Rea B/O Corncel CAI Ditp Clos Corncel CAI Ditp Clos Corncel CAI Print Ditp Bruse CAI Print Ditp Bruse CAI Print Ditp Bruse CAI Refund Corncel CAI Refund Cornc	and they have a selected and they be selected and t
Absorbiers 128 3 0 0 0 0 1 0 1 1 0 0	46 2 0 9 8 8 0 0 0 0 1 0 9 22 71 1 0 0 23 71 1 0 0 0 4 2 0 0 0 0 1 1 0 92 0 0 0 1 1 0 0 0 0 0 1 1 0 92 0 0 0 0 1 1 0 0 0 0 0 0 1 0 0 0 0 0 0
Complete 1238 27 0 38 0 0 0 0 3 0 0 1 3 0 6 2 0 0 76 1 0 0 0 0	215 16 0 123 444 12 0 0 0 0 3 237 1 0 0 0 7 8 52 1 0 0 0 7 8 52 1 0 0 0 8 62 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Debano 9 0 <th>183 15 0 15 100 4 0 0 7 2 130 3 0 0 4 66 0 1 3 0 0 4 66 0 1 3 0 0 0 5 2 38 112 1 0 0 0 24 2 0 0 0 2 0 0 0 0 1 0 0 3 1338 381 22 0 6 60 203 12 1 1 0 0 0 15 39 10 2 0 0 151 1 4 3 0 0 0 15 1 1 4 3 0 0 0 0 2 3 13 71 100 10 0 7 676 62 0 184 14 0 0 0 4 1 9 2 0 0 0 0 0 0 0 2 2 2569 1 0 0 0 2 2 2569 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0</th>	183 15 0 15 100 4 0 0 7 2 130 3 0 0 4 66 0 1 3 0 0 4 66 0 1 3 0 0 0 5 2 38 112 1 0 0 0 24 2 0 0 0 2 0 0 0 0 1 0 0 3 1338 381 22 0 6 60 203 12 1 1 0 0 0 15 39 10 2 0 0 151 1 4 3 0 0 0 15 1 1 4 3 0 0 0 0 2 3 13 71 100 10 0 7 676 62 0 184 14 0 0 0 4 1 9 2 0 0 0 0 0 0 0 2 2 2569 1 0 0 0 2 2 2569 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Trainment 358 16 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	66 2 0 7 80 0 0 0 0 3 28 0 0 0 0 5 27 0 0 0 0 0 0 0 0 0
Lompos 160 8 0 3 2 0 0 2 0 0 0 0 0 0	88 8 95 4 0 0 0 2 43 0 0 0 12 32 1 0 0 0 0 2 43 0 0 0 0 12 32 1 0 0 0 0 14 576 1 0 0 0 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0
Pomoria	281 S7 0 25 255 35 13 0 0 7 68 0 0 0 4 102 1 7 3 0 0 0 2 3 35 170 30 0 6 459 106 0 27 8 0 0 2 0 0 11 0 1 0 2031 322 16 0 38 487 5 1 0 12 7 137 3 1 0 12 68 0 1 6 0 0 0 2 7 62 69 2 0 11 486 45 0 38 1 0 13 9 0 0 2 0 0 11 2508
Sant Pedro	18 2 0 10 47 0 0 0 1 38 0 0 0 5 11 0
South Gale	1550 106 0 277 753 53 8 0 3 3 0 333 12 0 0 4 372 0 5 27 0 0 4 372 0 5 27 0 0 4 35 12 123 518 48 0 1 12 2268 220 0 21 2 0 0 10 0 2 5 3 2 1 61 10791 107
2007 TOTAL 29,953 769 - 611 34 - 6 162 20 23 33 64 3 64 6 19 2 1,556 39 3 8 19 Notes:	9.129 884 - 1,016 10,069 319 49 8 192 189 5,195 54 7 - 616 3,602 19 33 120 - 1 22 167 97 1,708 4,056 297 - 144 13,557 1,415 - 721 56 - 180 96 5 18 39 17 17 175 57,112

																	*							2	006 MC	ONTHL	Y ACT	IVITY	REPOR	T - INC	OIVIDU	AL BRA	исн о	FFICES																									\neg
·											-												_	_			Year	to Dat	e as of	Decem	1ber 31	, 2005							7							_						-		_ •					\dashv
05			Res B/O Issue	Res B/O Cancel	Res B/O Complete	Non-Res B/O lasue Non-Res B/O Cancel	Von-Res B/OCamplel	CAI Disp Clos Cancel	CAI Other Issue	CAI Pymł Disp Issue	CAI Pyrnt Disp Cance	CA! Refund Issue	CAI Refund Concel	CAl Trastr Pyrat Issue	CAI Rate Ching Issue	2Al Rate Chng Cance	CARE App) Mailed	CARE Letter Mailed	Appince List Compli	Customer Read	CARE Res & Submit	Close Order - Issue	Close Order - Cance	Close Order - Compl	Prof Dupl Bill Compil	Pyrof Ed Nofabk	HBI Order Issue	HBI Order Cancel	nal Order Complete	LPP Nofebk Complt	Memo Creale & Upd	Meter Order Issue Meter Order Cancel	Veter Order Complet	Misc Money Tisfr	Indiv Cusl Prof Comp	Bus Cust Prof Comp	R/V - Issue	R/V - Complete	Cont. Serv. Agrant Maile Den Chra Berlanad	Dep Chig Reduced	Cust Reimb Cancial	Print SOA Compll		Serve Order Cancel	Serva Order Compli	Suspend Coll Compl	I/O istuad	T/O Cancelled	T/O Completed	Non-Res T/O Canald	Non-Res T/O Campil	Simple Pay Mailed	simple ray lemin	Simple Pay Term Alli Trait Acol Bol Comod	Trafr Acet 8al Rvrse	Grant Mny Only Allwa	SEC W/O Compil	Corr Misappid Pyrni	TOTAL
Offices Alhambra		15	52	1	0	2 0	- -	0	0 0	l ol	1	1	اه	1 1	ه اه	ه ا		T	0	· ·	0	48	3	0 1	6	68	. 0	0	0 0	0	45	0 0	ΤÌ	6	26	1	0 0	T 0	ŬТ.	0 0	0 0	27	24	1 2	0 -	1	47	5	0 1	1 6	- 1	0	6	0 0	0	٥	0	1	475
Anahelm		25	57	7	0	9 0	0	0	0 0	1	0	0	0	0 0	0 0	ō	11			0		93		0	10	67		0	0 0	0	36	0 0	0	9	20	0	0 0	0	0 0	0 (-	5	19			0			0 1		0	0		0 0	0	0	0	1	711
Banning	0008-3			32		5 0 6 0		1	0 0	0		0		0 (0 0			0	0	0		338 160	17		15 32	176 510			0 0 0 D	8		3 0		2			0 12 0 0		0 (2 0			5		7		45 16		1	0	0		0 0			- 0 - 3 (A) (B)	1	1853 2117
Belificyer Central Ave	2000			16	0 3		0	0	4 0	3	1	1	0	5 .	1 0	0	44		1	0	0			0	20	258	В		0 23		147	0 0		35			0 4			2 1	1 1	53			0	7		38		0			0	0 0) 1	0	0	0	2786
Commerce		13	30			4 0		0	0 0			0	0	0 (0 0				0	0	0			0	5	21	1	0	0 0	0	0	0 0		5			0 0			0	0 0	. 8	2	1	0	٥	17	2	0 .	0		2	0	0 (00	0	0	0	273
Compton	-			35	0 3			0	6 0		0	2	0	1 (0 0		327	3	0	0	- 0	246 216			98 31			0	0 0	5		2 0		30	161 71		0 1			1 5	5 4	91	13	+	0	2		53 31	0 1		0	2	4	0 - 0	1 1	1 - 1 -		- 6	3645 2138
Corona	_			17		3 0	"	0	0 0	0	_	0	0	1 0	0 0	_	39		0	- 6	0	114	6	0	36	91			0 0	10	29	0 0	0	7	57	0		0	0 0		0 0		9	8	0	Ö	88	4	0 1	0	0	30	0	0 0	0	0	0	1	1447
Crenshaw	\Box			58			0	0	18 1	1	8	6	0	7 (0 3	0	191		0	0	0		21		107	391	26		6 40	5		2 0	0	196	174	5	2 9		0 2		0 2	112							0 2		0	7	2	0 0	2	1		17	6687
Daly Street Delano	\dashv			0		0 0			0 0		0	3 n		0 0	0 0			17	0	0				0	49	122	3	0	0 11	3	128 23	0 0	1 0	15	186	0			0 0		5 3	45	26	19		0	759		0 1	0		2 0	0	0 0	1 0			11	4162 38
Dinuba				9		8 0		0	2 0		0			0 0	0 5		14	0	0	$\overline{}$		300			14	173		2		20	177	6 0	0	13	85	0		0	0 0	0 6	6 4	44	12	7	0	0	389	32	0 2	1	0	0	4	1 (0	0	0	6	1750
El Centro				23		7 1	0	0	36 2	3	1	6	0	6 (0 1	0		5	D	6	_1		46	0	32		112	4	0 0	7	69 268			13	246	3	5 6		0 0		1 2				. 0	33	1643 76	167	0 25	37		15	_	0 4	1 3	0	4	1	4912 1171
El Monte Fontana	-			5 17		3 0			1 0	1 1	0	2	0	2 0	0 0	0	118		0	0	1	228	12	-	19	82 150				7	268 69			12	42 93		0 4				2 2	50			0	7	329	24	0 :		0	0		0 0		 " 	-	10	1910
Glondale		21	183	15	0	1 0	0		0 0	0	3	1	0	0 (0 0		13	0	0			106	15		42	127		0		0		0 0	0	37		1			0		0 0	+			$\overline{}$	0		16		0	0	_	0	0 (0	0	0	0	1019
Hanford	_			13		2 0	0	- 0	B 0	-	- 0	3	1	1 1	0 3	0	3	4	0	0	2	332 34			29	997		1		23		1 0		10	77		4 5		0 1		0 0		+		-	. 6	414	_	0 3		-	0		0 0	1	1	- 0	0	2865 324
Hemet Hollywood	_			18		7 0	- 0	0		1	1	0	0	0	0 0	0	15	2	0	1	1	54	4	-	15	20		0		2		0 0		13	26	0	0 0				1 0	- 17 B	2		0	1	58	6		2	- 61	4		0 . 0		0	-0	3	901
Hunlington Pa	ık			31		5 1	0	0	2 0	0	2	0	0	0	0 2	0	52		0	7	0			0	35				0 0	0		0 0		9	136				0 1		4 4				. 0				0	3	. 0	5	_	0 (1			12	2474
Indio	\dashv		77	2		0 0 55 1			0 0			1	0		0 0	0	46	0	0		0	110		0	33	44 350		2	0 1	- 0	13 208	1 0		34	46 50	0	0 2		0 1		2 0	45			0	-1-	179		0 .	1 1	0	0	1	0 (0 0	0	-0	13	475 2794
Inglewood Lancester				79	0 3	31 4	- 6		8 0	2	2	2	ŏ	4	3 0	0		0	1	1	1	248		0	35	71B		2	0 0	41	146			18	121	0	0 3		0 0		12 0				0	10	317		0 3	2	0		6	0 :	2 3	2	0	4	3497
Lompoo						2 0			6 1	1 1	1	0	0	1	0 0	0	18		0	0	0	163		0		82	3	0	0 0	1	40			9	41		0 4		0		0 0					2		14	0 2	0	0	6		0 '	1 0	0	0	1	896
Monrovia Ontario				11 22		4 1 2 0	0	0		0 0		0	0	0	0 0	. 0	13 17	0		0	1	110 81		0		120 385	5		0 0	3	B1 64			30			0 0					24 38			0		127 86	9		0		29		0 1	0 0	0	D D	6	1045 1458
Oxnerd				5		9 1		0			1	0		0	0 0	,	4	0	0	0	0	66	3	0	1	82	. 1	0	0 1		42	0 0	0	0	45	0	1 0	0	0	1 (0 0	. В	3	2	0	2	48	4	0	0	0	0	1	0 (0 1	0	0	2	882
Palm Springs				25		21 2		0	8 0	2	-	5	.0	2	0 0	0	7	0	0	0	1	306 16		<u>.9</u>	47	229 35	0		0 10	13	134	2 0		15	100		0 1		0		5 e	.54	14		0	∂5.	406 17	56	0 2	0.348	0	0 1		2 1	0 0	- 0	2	7	2565 206
Pasadena Pomona	_		58			1 0			4 0		- 0	2	- 0	1	0 0	0	38	2	0	0	0	244			47		11		0 0	-1		0 0		14			0 2				0 10					5 -		26	0	2	-	-		0	1 0	1 31	\rightarrow	2	2539
Porterville		2	97	23	0 1	18 0	0	D	6 2	2 0	0	2	0		0 1	0		0		_	0			0	28			2 .	0 0	11	36			4	73	1	5 3	0	0	1		29			0				0 2		0	1		0 (0 5	0	0	0	1701
Riverside	_		318 367			9 0		0	1 0	! 	. 0	-2	0	1 1	0 0	0		5	0	1	0	248 170		0	23		16		0 7	18 20	307 97			13	81 76	0	4 6		0 :	5		34			0			32 21	0 1	0	0	1	4	0 0	0 0	1	-	1	2496 2445
San Bernardin San Fernando			925			0 0		1	5 (4	2			0	0 0	0		3	0	0	0	272			54				0 0		171	0 0		34			0 5			4	2 1	33						37	0	1	_	0	1	0 1	0 0	2	0	3	2670
San Luis Obis			18		0	1 0			0 (0	0	.0	0	0 0			0	0	0			0				0		0 0			0 0					0 0					2				0	11:		0		0	8 .	1	0 1	0 0	D	. 0	0	107
San Pedro Santa Ane			709		0 2	21 3 51 B		0	0 0	0 0	- 0	- 4	0	0	0 0	_		0		0	0	258 112			22	56 235	6		0 0		61 227		0	_	60 49		0 3 5 3		_	1 1		23		_	0	5		23	 	0 2	O	0	0	0	0 0	+ +		6	1708 1819
Santa Barbara		1	50	3		5 0		0	2 (1	0	6	0	0	0 0	0		0	0	0	1	- 58	5		10	107	0	0	0 0	5	35	0 0	Ö	5	21	n:	2 0	0	0 .			19	3	4 4	0		63	4 💥	0 80		O D	18	0	0	0 0	0	. 0	0	585
Santa Fe Spri			214		0	1 0		0		1 0				0	0 0			0	0	0	0	49		0	9		1		0 16		. 79	0 0		16			0 3		0	2	1 1	24	_	5 2	0	-4-		12 36	0 1	1 1		2	2	0 1	0 0	1 0		8	728
Santa Maria Santa Monica			956	26		20 0 0 0		1		1 0		4		0	0 2	0		0	0	0	0	216	5	0	23	220	5 D		0 0		189	0 0	0	17 D			0 2 0 0		0	6 ·	0 0	41	6	2 7	0	5 0	J29	35	0 1	0 0	6	. 6 . 0	0 0	0	0 0	1 0	0	0	2345 12
South Gate		4	115	19	0	0 0	0	0	0 (0 0	1	0	0	0	0 2	0	12	0	0	0	1	162	18	-	27	75	6	0	0 0	. 0	68	1 0	0	10	56	0	0 2	. 0	0	0	1 1	26			0				0			1	0	0	0 2		0	0	1256
Van Nuys					0 4	40 0	0	0	18 2	2 1	_	7	0	8	2 4	1		0	0	0	2	1300		_	144				1 B 0 13			14 4		27	363 32	1 0	5 12		0		25 6	102				8			0 2		0		7	0	5 4	3	1	14	9781 813
Watts	\dashv			23	0 3	33 1	0	-	2 -	D 0		0			0 0	0		0	0		0	188			56	486		1			210			_					0	0	0 0	_			0	0	346	43		3	0	0	0	ŏ	0 0		-0	2	3303
Wilmington		- 4	463	В	0 1	13 1	0	1	2 (0 0		0	0		0 2	1	4	5	0			341	11	٥	68	27	4	2	0 0		49	0 0		1			0 2	. 0	0		2000 0000000	24		1 1 2 1 2 1 2 2 2 3 C 1 C 1 C 1 C 1 C 1 C 1 C 1 C 1 C 1 C	and the same	0	505	38	0 1		0		2	0	0 1	0	2	4	1852
Others* 2006 TOTAL				965		09 40	9	6	168 1	9 9	45	64	3	56	9 26	2			2	18	16	9.782			18 529 1	11.022			7 215	289		60 8		761	3,674		40 121		# 3		07 6				-	176	179 14,683 1			71				3 1	9 G 4 31	- 20	15	163	114 6 94,562
AUG TOTAL		32,4		500		V-1 40		•		32	/_	<u></u>		 1	- 1 20	, 4	1 4,137			10	10	J,102	-10 j		I		- Table		- 1 - 13	200	2,000				0,074	24	1 121	'	, -, 3	. , 10	. 0	1,000	7,20	- , 500		.,,,,	.,			لنب					: 1				
Notes:																																																											

<u> </u>				-						•														2005 N	ONTH	LY AC	TIVITY	REPOR e as of	T - IND	IVIDUA	L BRA	NCH O	FFICES									*														
				ė	_					g	70	9	ė :	<u> </u>	3 8		ק ס	ŧ			e		<u>s</u>	₹.						70				<u> </u>	9.		3	2	20	=	_		=	<u> </u>				7		····	<u>-</u>	==	• 3			
		Res B/O Issue	Res B/O Cancel	res B/O Complet	Von-Res B/O ksu	on-Res B/O Canu	i: n-Res B/OCompl	Al Disp Clos Can CA; Other Issue	CAI Other Cance	:At Pyrol Disp Issu	Al Pyrml Disp Can CAl Refund Issue	Al Refund Cane	CAI Imsir Pyrni issu	CAl Tinsfr Pyrmt Cn Cal Porte Chan Iss	Rafe Ching Car	,	CARE Appl Maile CARE Letter Maile	ppince List Com	Custamer Read	CARE Res & Subm	Clase Order - Issu	Close Order - Con	ase Order - Com	Pint Dupl Bill Com	Pymi Ext Notabk	HBI Order Issue	481 Order Cance	Leffer Gener Company	PP Nofebk Comp	smo Creale & U	Mefer Order Issue Mefer Order Cance	fer Order Compl	Muc Money Trafr	div Cusl Prof Cor	us Cust Prof Corr	R/V - Issue R/V - Cancel	R/V - Complete	ep Chrg Reduce	ust Reimb Cano	ust Reimb Comp	Piint SOA Compl	Serve Order Issue	arve Order Gomp	npend Coll Corr	T/O Issued	I/O Cancelled	T/O Completed	Nen-Res T/O Canci	on-Res I/O Com	imple Pay Maller imple Pay Termi	nple Pay Term A	ifr Acct Bal Com	isfr Acct Bal Rvis	ani wiiy viiy v	on Misappld Pyr	
Offices						ž	2	ð	, ,		0			0 0	3 3						,	- 	ō	<u> </u>				= 3 	=											U		_						ž	ž	ω · · ·	ঠ	<u> </u>	÷ €	j ~		TOTAL
Ahambra Anaheim		258	9			0		0 1		0	0 0	0	2	1 0	0 0		6 0		0		15	8	0	16	95		0	0 3	1		0 0					0 0		0	0	0		19 2	0	0	26 168	15	0 0	1	0	3 1 0 2	0	0	0 0	0 0	1	906
Banning Bellflower	2000	380 642		0		0		0 1		0	0 0	0	0	0 (0 0		1 2			0	325 151		0	14	173		0		14		0 0		8			0 2		0	0	0			0					1 0				0		0 0		1904 1976
Central Ave	15090 000	2739	70			8		0 10		5	4 4	0	3	0 7	7 0	71		1	0		461		0	62			1 0		6		0 0			181	1	4 15	0 (6	6	124	149 1	0				0 25		0	0 0	0	0	9 0	0 3	2	1976 6909
Commerce		316	2 56				0	0 0	0	0	1 0		0	0 0	0 0	93	8 0	0	0	0	43 258	18	0	8 101	42 636	11	0	0 0			0 0					0 3 1 1		2	0	0		43 3 167 1		0	52 404		0 1 0 13		0	1 0	0		0 0	-	0	692 3957
Corona	#	768	14	0	16			0 0	0	ő	2 2	0	0	0 0		9	9 0	0		0	204	9	0	24	238	15	2	0 0	4	44	2 0	0	7	68	0	0 2	0 0	0	1	1	24	79 :	0		217	16	0 8	0	0	0 1	0	0	0 1	1 0	2	1876
Covina Crenshaw	-+-		10 136			3	0	0 0	0	4	9 11		- 0 B	0 0	0 0	11: 95		. 0	0	0	93 653		0	25 122	93 769	29	7	0 0			0 0					0 D 6 11			13			81 (324 3:				10	0 9		0 5		0	2	4 1	0 0	10	1413
Daly Street			22	0	22	0	0	0 5	0		0 0	0	_2	1 (59	4 8	. 0	0	0	444	21	0	56			0	0 1	4	121	0 0	0	21	179	0	0 2	0 0	1	4			245 1		1	569	48	0 0	0	0 .	19 0	0	0	3 0	3 0	- 6	3852
Delano Dinuba		61	4	0	3	0	0	0 4		0	2 0	0	1	0 1		4	1 0	0		1	103	0 11	0	3			1	0 0	14	39		0	1	22	0	1 2	0 0	0		0	9	83 (0	3	141		0 10			0 0	0	0	0 0	0 0	1	94 628
El Centro El Monte	+	23 249		_	0	0	0	0 2	0		0 2	0	0		2 0	+		0	0	0	105 20	6 1	0	4	40	9	0		0		6 0		3			0 2			0	0	1 12	69 :	0	2	251		0 42	12		2 3	0	1	0 0	0 1	0	792 855
Fontana		686	24			0	0	0 12	1	1	1 1	0	2	0 (11	3 1	0	0	ő	223	12	٥	35	163		0	0 5	4	125	1 0	0	10	96	0	0 1	0	4	2			66	0	6		25	0 10	+	0	2 1	0	. 0		0 1	12	
Glendale Hanford	+	56 591		0	9	0		0 0	. 0	. 1	0 0	-	2	1	2 0		7 0	0	0	0	32 328	0 30	0	19 23	95 895		3	0 0	39	94 268	1 0		43 17			0 0	_		3			36 :		1	31 441		0 50	. 0	0	0 0	0	0		0 0		523 3134
Hemel		200	9	0	7	0	0	0 5	0	0	0 1	0		0 (0 0	6	1 0	0	0	- 1	65	6	ō	18	67	1	0	0 0	1	121	0 0	0	4	31	1	0 0	0 1	0	1	0	13	38 .	0	0	77	8	0 6	_	0	0 0	. 0	0	0 0	0 0	2	747
Hollywood Huntington Pari		580 701				1	0	0 3	1 0		3 1			0 0	0 0		0 9 5 49	0	7	0	228	18	0	16	33 212	27	6	•	0		0 0		31 10			1 0			- 6			42 1 168 I	-	1 3	71 406		0 1	1	0	8 1	0	0		1 0		1199 3470
Indio	+	269 1041	8 24	0	6	1	0	0 0	0	. 0	0 0	0	0	0 (0 0		12 0	0		0	132 62		0	8	52 111	7	0	0 3	7		0 0		32	52 39	1	D 1	0		1			51 :	0	1		24	0 20	1		4 2	0	0	0 0	0 0		1183 1839
Lancaster		1123	54	0			0	1 26	1	.1	4 4	6	1	0 0		17	2 0	1	2	0	281	17	0	19	568	2	2	0 0	32	161	3 1	0	20		0	1 5	-		6			139 1		13		68	0 48	7	0	1 4	- 0	0	1 0	0 0	7	3395
Lompoc Monrovia		16 253	9			0	0	0 0			0 0		0	0 0	0 0		6 0 4 0	0	0	0	12 82	2	0	2			0	0 0			0 0		2		2		0		0		39	5 (0	0	21 115	9	0 1	0	0	2 3	0	0	0 0	<u>ا د</u>	0	142 868
Ontario		524	24	0	8	0	0	0 12	0	1	3 D	0	0		0 0	27	3 1	. 0		0	106	10	0	22	248	5		0 0		127	0 0	0	23	61	0	0 0	0	0	2	1	22	70 :	0	2	125	17	0 4	1	0	10 2		0	0 (0 0	5	1719
Oxnard Palm Springs	8.04		10 28		5 20	2	D 0	1 23	0		2 0	0	1	0 0	3 0		34 0 ID 7		1	0	39 265	18	0	29	67 227		0	0 4	16		0 0 4 0		19	43 125	0	1 2	0 0		6			33 100 I	0	7	31 341		0 2	1	0	3 6	1	0	2 (1 0	2	771 2237
Pasadena	+		12		1	0	0	0 0	0 0		1 0	0	0	0 (0 0		39 0 39 1		0		17 124		0	21	36 453			0 0			0 0		1 7	10 82		0 0	0		0		B 34	11	0	2	8 187	3 14	0 1	0	0	1 0	0	0	0 0	0 0	1	279 1705
Pomona Porterville		291	13	0	2	0	. 0	0 0			0 0	0	1	0 (0 0	9	96 0				172	8	0	20	161			0 0		75	0 0	0	16	72	0	0 0	0	D	0				0	0	244	22	0 4	0	0 :	22 0	0	1	1 0	0 0	_	1375
Riverside San Bernardino	+		33 21		7 28	2	-	0 3	0		1 0	0	7	0 1	0 0		17 1 26 0	0	1 0	0	343 139	22 10	0	50 146	567	5	1	1 2	16		2 0		14	132	0	2 4	0		3		44 39	82 ·	0	33	629 125	70 15	0 4	6	0	2 6	0	0	2 0	0 2	_	3280 2820
San Fernando		774	28	0		_	0	0 3	0	0	2 1	0	0	0 1	0 0	48	7 5	0	0	0	100	4	0	19	125	2	0	0 0	6	135	0 0	0	*****		1	0 2	0	1	2	3		71	0	2	137	16		0	0	0 2	0	0	Ó	4 0	_	2157
San Luis Obisp San Pedro			18		22	2	0	0 0	0 0		0 0	0	0	0	1 0		4 0		0	1	276		0	23	92	1		0 D	3		0 0		11	75	1	0 0	0		0		27		0 0			0 40	0 9	3		0 1	0	0	0 (0 0	0	65 1952
Santa Ana Santa Barbara			26 6				0	0 11	1	D	2 3	0	0	0 1	0 0		13 47 34 0	0	0	0	153 77	16	0	17	474	5	2 0	0 9	2	687	1 0		15		0	B 2	0		0				0			33	0 1:	0	0	3 2	0	0	0 (0 0	5	0170
Santa Fe Sprin	is	403	10	0	3	1	0		0 0		0 2	1 1	1	0 1	0 0	12	21 1		0	0	81	3	0	17	130	0	1	0 12	2	92	0 0	0	19	55	0	3 0 0 0	D	1	1	1	24	55	0	0	113	10 10	0 :	0	0	15 3 0 1	0	0	2 1	0 1	7	675 1174
Santa Meria Senta Monice	100 100 100	738 171	15			1 1	0		0 0	1	1 1	0	0		0 0		99 0 79 0		0	0 D	224	16	0	18	272 46	4		0 0	13	229	0 0		39 31	85 22	3	3 3			3		40		0			47	0 2	1		14 5	0	1	0 :	2 0	2	2394 498
South Gale		561	40	0	4	0	0	0 6	0	1	0 1	0	0		0 0	24	14 0	0		0	152	12	0	26	147	24	2	0 2	. 0	111	0 0	0	13	80	0	0 3	0	0	0	D	39	130	5 0	2	296	38	0 (0	0	0 0	0	0	2 1	0 1	5	1947
Ven Nuys Viselie	\dashv	2448 225	50 22		103	1 1	0	0 13			4 11 0 0		6	0 :	0 0		32 1 5 39 5		0	0	751 49		0	105	472 311	23	1	0 14	13	441 104	8 0		37 22	178 32		15 9 0 0			3				0	9			0 5			0 13 1 0	0	0	3 :	2 0	10	7211
Watts	_	1939	38	0	37	2	0	3 6	0	- 1	1 0	0	1		0 0	57	71 0	0	0	0	226	10	0	49	568	20	0	1 2	4	203	0 0	0		65		3 3	0	0	0	0	57	134	5 0	3	460	88	0 1	1	0	0 0	0	0	1 0	0 1	3	4543
vvilmington Orners*	355 A	1098	16 34	- 3	16	2		0 5	2 2	ú	1 2		0 4	1	0 0 0 0	123		ď	()) s.	1	638		0	77 60	39 864		3	0 0 0 24	1 18	43 279	4 2	9	4 35	88 157		0 4 9 10	Ð	O	1	0	73	363 3		10	1123	28 124	0 11 0 B	1	0	0 0 20 S	0	0]	0	3 1 8 0	5 .10	1984 6583
2005 TOTAL	. 1	33,949	992	-	758	47	-	9 236	13	35	53 68	6	48	4 2	3 1	12,11	19 209	4	15	9	8,773	566	-	1,408	11,442	338	42	3 129	301	6,540	34 3	- 1	1,194	3,644	28	55 118	· [34	π	65 1,	660 4	,283 27	-	186	13,437 1	583	- 53	79	- 2	21 85	2	8	36 2	.1 17	177	105,987
Notes:																																																								

SOUTHERN CALIFORNIA GAS COMPANY BRANCH OFFICE OPTIMIZATION (A.13-09-010)

(DATA REQUEST TURN-SCG-01)

QUESTION 3:

SoCalGas provides the number of "CIS Orders" in 2012 at each of the six branch offices proposed for closure in Table SCG-MB-14 on page 28 of its Testimony.

- a. Please describe all types of transactions included in the annual figures in this table (e.g., arrange payment extension or payment plan; enroll in CARE; sign up for ESAP, etc.).
- b. For each branch office, disaggregate the annual number of CIS Transactions into the number of transactions of each type identified in response to part (a) of this question.

RESPONSE 3:

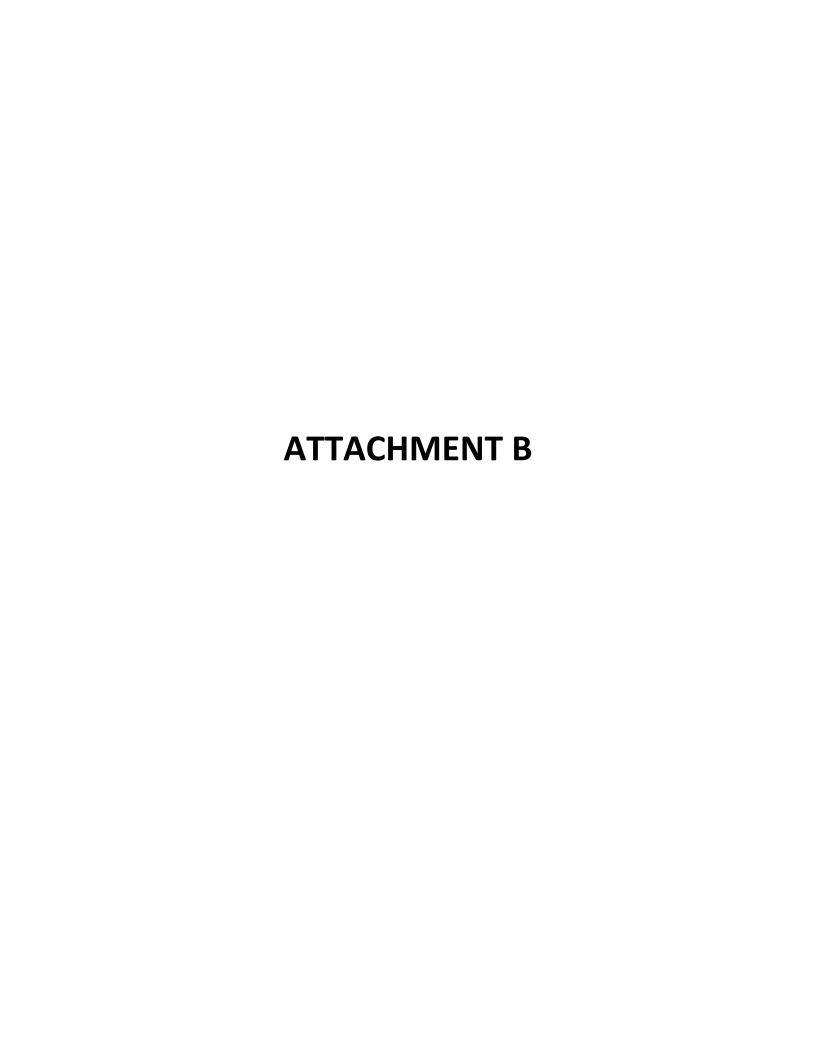
- 3.a BO Payment Transactions are defined in Table SCG-MB-2 on page 6 of Testimony. CIS Orders are defined in response 2.a above.
- 3.b See 2012 BO Payment Transaction details by branch office below. See 2012 CIS Order details by branch office in response 2.b above.



2012 YTD - MONTHLY ACTIVITY REPORT - INDIVIDUAL BRANCH OFFICES AS OF DECEMBER 31, 2012

Stub Transactions

,						Lobby	
Offices	Office	24-Hr Box	UPAs	Field	Mail	Box	Total
Alhambra	47,866	7,601	-	5,117	1,192	383	62,159
Anaheim	92,250	7,826		3	35	626	100,740
Banning	26,861	3,292	1	697	23	141	31,014
Bellflower	24,639	4,238	974	1,512	19	245	31,627
Central Ave	168,774	5,177	2,034		10	548	176,543
Commerce	69,136	2,721	-	13,416	4	188	85,465
Compton	91,936	6,411	16,274	5,357	62	420	120,460
Corona	52,611	6,597	10	1,882	20	195	61,315
Covina	41,214	3,367	-	-	9	132	44,722
Crenshaw	130,499	10,706	1	-	57	388	141,651
Daly Street	134,999	5,708	433		23	747	141,910
Delano	50,637	2,279	ı	•	14	152	53,082
Dinuba	45,886	3,833	-		22	336	50,077
El Centro	68,736	8,926	ı	997	74	1,104	79,837
El Monte	63,825	3,837	892	5	14	77	68,650
Fontana	86,088	6,455		1,721	65	100	94,429
Glendale	79,430	6,007		6,190	92	312	92,031
Hanford	51,526	9,316	-	4	48	1,273	62,167
Hemet	38,268	3,289	- '	6,408	32	61	48,058
Hollywood	75,121	9,166	7,652	6,257	40	423	98,659
Huntington Park	128,297	3,493	8,525	3,440	1	286	144,042
Indio	51,872	3,717	-	2,208	630	298	58,725
Inglewood	128,864	11,822	-	6,840	65	229	147,820
Lancaster	49,417	7,066	-	2,190	75	157	58,905
Lompoc	35,389	14,534	-		-	951	50,874
Monrovia	19,789	4,421	- 2	5,482	14	33	29,739
Ontario	50,940	3,106	-	4,817	20	207	59,090
Oxnard	43,100	3,889	-	951	21	360	48,321
Palm Springs	25,346	3,152	2 PA - 12	-	53	93	28,644
Pasadena	44,217	5,861	-	-	12	125	50,215
Pomona	113,260	7,302	-	-	44	863	121,469
Porterville	68,477	6,357	-	1	13	737	75,585
Riverside	59,502	5,390	-	3,259	66	105	68,322
San Bernardino	57,383	2,395	3,867	4,421	106	95	68,267
San Fernando	127,829	9,528	-	3,367	44	637	141,405
San Luis Obispo	10,235	3,873	1	761	56	191	15,117
San Pedro	51,406	4,179	1	3,023	16	164	58,789
Santa Ana	59,681	3,365	1,010	32	66	113	64,267
Santa Barbara	24,137	2,974	*	418	37	1,533	29,099
Santa Fe Springs	42,536	4,445	89	14,246	7	161	61,484
Santa Maria	36,872	5,278	-	961	22	796	43,929
Santa Monica	39,753	9,687	-	1,201	6	1,839	52,486
South Gate	69,546	3,474	15,365		30	405	88,820
Van Nuys	144,580	11,671	-	-	96	2,375	158,722
Visalia	41,173	4,108	-	4,324	31	276	49,912
Watts	112,474	3,007	-		4	303	115,788
Wilmington	80,191	4,851	250	-	14	237	85,543
2012 TOTAL	3,156,568	269,697	57,378	111,508	3,404	21,420	3,619,975



CheckFreePay Agent Facility CA8264- San Luis Obispo NEW APL SURVEY

Page 1 of 4



EQUAL ACCESS

ACCESSIBILITY SURVEY REPORT



CA8264

MAILING AND MORE 553 Higuera Street San Luis Obispo, CA.

ADA/ACCESSIBILITY CONSULTANTS, INC.

■ ESTABLISHED 1996 ■

Page 2 of 4



ACCESSIBILITY SURVEY REPORT

MAILING AND MORE 553 Higuera Street San Luis Obispo, CA.

April 17, 2014

CheckFreePay, in coordination with Southern California Gas Company (SoCal Gas), requested that Equal Access visit the subject property to observe specific existing conditions and document findings for compliance to the Americans with Disabilities Act Accessibility Standards (ADAAS) and California Building Code (CBC) Chapter 11B, and other more restrictive local accessibility-related ordinances (if any) pertaining only to those items associated with customer payment of SoCal Gas utility bills. Items were surveyed to determine the extent to which they meet applicable standards as they relate to the agreed upon Transaction Related Elements:

- 1. Parking area for an APL that provides customer parking to the extent that the APL controls the parking area.
- 2. Pathway from the sidewalk or other adjacent public area to the entrance of the APL facility, to the extent that the APL controls the area between the two points.
- 3. Pathway from the parking area to the entrance of the APL facility, to the extent that the APL controls the pathway from the parking area to the entrance.
- 4. Entrance to the APL facility, including the ramp to the entrance, if any.
- 5. Pathway from the entrance to the service counter and other areas, if any, where SoCal Gas-related transactions take place.
- 6. Service counter and other areas or equipment, if any, where SoCal Gas-related transactions take place.
- 7. For those APLs that are part of a franchise or business entity that has five or more total APL locations, public restroom (s) provided by that APL, if any, that are available to customers who conduct SoCal Gas-related transactions at the APL.

ADA/ACCESSIBILITY CONSULTANTS, INC.

■ ESTABLISHED 1996 ■

CheckFreePay Agent Facility CA8264- San Luis Obispo NEW APL SURVEY

Page 3 of 4

No other items or issues were observed. There may be other non-CheckFreePay related items and/or issues that remain inaccessible at the facility.

The site visit was made on April16, 2014.

PROPERTY DESCRIPTION

Agent is a storefront facility with its front door located directly on a public sidewalk..

Agent has no responsibility for or control over the parking.

Agent has no responsibility and control over the on-site walkways and exterior path of travel.

SUGGESTED MODIFICATIONSFor Architectural Barrier Removal

Each verified non-compliant observation below includes a next action to be taken. Those items identified as the most technically feasible in removing architectural barriers include proposed modifications presented in an outline form and in bold text. Some items may be technically infeasible to correct, in Equal Access' opinion, and no proposed modification will be suggested.

The entity that will actually undertake the design, construction, and completion of these modifications are to review and become familiar with the detailed specifications and requirements for compliance of each item found in the Americans with Disabilities Act Accessibility Standards (ADAAS), and the California Building Code (CBC).

Please note that the opening forces and close times of exterior entry doors can change on a daily basis due to interior and exterior atmospheric pressures, temperature, and use. The stated opening forces and close times noted in this report were those recorded on the day of the site visit. Doors with excessive opening force and unacceptable close time, but with all other door items correct, will be considered compliant if they are held fully open during business hours with no exception.

THE FOLLOWING IS A SUMMARY OF OBSERVATIONS AND SUGGESTED MODIFICATIONS:

ADA/ACCESSIBILITY CONSULTANTS, INC.

■ ESTABLISHED 1996 ■

Page 4 of 4

1. DOORS AND ENTRANCES

- 1.1- Door Operation- Viewed from the exterior- (Photo 1)
 - 1.1.1- Left door opening force- 16 lbs. Close time- 1 second
 - 1.1.2- Right door held closed.
 - 1.1.3- Loose floor mat on interior landing. (Photo 2)

Suggested Modifications:

Adjust the door opening force to a maximum 5 lbs. with 5 seconds close time.

Either securely fasten the floor mat to the floor or remove the mat entirely.





2

END OF REPORT

ADA/ACCESSIBILITY CONSULTANTS, INC.

■ ESTABLISHED 1996 ■

Page 1 of 6



EQUAL ACCESS

ACCESSIBILITY SURVEY REPORT



CA9985

76 STATION 157 Higuera Street San Luis Obispo, CA.

ADA/ACCESSIBILITY CONSULTANTS, INC.

■ ESTABLISHED 1996 ■

Page 2 of 6



ACCESSIBILITY SURVEY REPORT

76 STATION 157 Higuera Street San Luis Obispo, CA.

April 17, 2014

CheckFreePay, in coordination with Southern California Gas Company (SoCal Gas), requested that Equal Access visit the subject property to observe specific existing conditions and document findings for compliance to the Americans with Disabilities Act Accessibility Standards (ADAAS) and California Building Code (CBC) Chapter 11B, and other more restrictive local accessibility-related ordinances (if any) pertaining only to those items associated with customer payment of SoCal Gas utility bills. Items were surveyed to determine the extent to which they meet applicable standards as they relate to the agreed upon Transaction Related Elements:

- 1. Parking area for an APL that provides customer parking to the extent that the APL controls the parking area.
- 2. Pathway from the sidewalk or other adjacent public area to the entrance of the APL facility, to the extent that the APL controls the area between the two points.
- 3. Pathway from the parking area to the entrance of the APL facility, to the extent that the APL controls the pathway from the parking area to the entrance.
- 4. Entrance to the APL facility, including the ramp to the entrance, if any.
- 5. Pathway from the entrance to the service counter and other areas, if any, where SoCal Gas-related transactions take place.
- 6. Service counter and other areas or equipment, if any, where SoCal Gas-related transactions take place.
- 7. For those APLs that are part of a franchise or business entity that has five or more total APL locations, public restroom (s) provided by that APL, if any, that are available to customers who conduct SoCal Gas-related transactions at the APL.

ADA/ACCESSIBILITY CONSULTANTS, INC.

■ ESTABLISHED 1996 ■

CheckFreePay Agent Facility CA9985- San Luis Obispo NEW APL SURVEY

Page 3 of 6

No other items or issues were observed. There may be other non-CheckFreePay related items and/or issues that remain inaccessible at the facility.

The site visit was made on April16, 2014.

PROPERTY DESCRIPTION

Agent is the only occupant located within a separate, stand-alone building.

Agent has no responsibility for or control over the parking.

Agent has no responsibility and control over the on-site walkways and exterior path of travel.

SUGGESTED MODIFICATIONSFor Architectural Barrier Removal

Each verified non-compliant observation below includes a next action to be taken. Those items identified as the most technically feasible in removing architectural barriers include proposed modifications presented in an outline form and in bold text. Some items may be technically infeasible to correct, in Equal Access' opinion, and no proposed modification will be suggested.

The entity that will actually undertake the design, construction, and completion of these modifications are to review and become familiar with the detailed specifications and requirements for compliance of each item found in the Americans with Disabilities Act Accessibility Standards (ADAAS), and the California Building Code (CBC).

Please note that the opening forces and close times of exterior entry doors can change on a daily basis due to interior and exterior atmospheric pressures, temperature, and use. The stated opening forces and close times noted in this report were those recorded on the day of the site visit. Doors with excessive opening force and unacceptable close time, but with all other door items correct, will be considered compliant if they are held fully open during business hours with no exception.

THE FOLLOWING IS A SUMMARY OF OBSERVATIONS AND SUGGESTED MODIFICATIONS:

ADA/ACCESSIBILITY CONSULTANTS, INC.

■ ESTABLISHED 1996 ■

Page 4 of 6

1. DOORS AND ENTRANCES

- 1.1- Door Operation-
 - 1.1.1- Opening force- 8 lbs. Close time- 2 seconds (Photo 1)
 - 1.1.2- Exterior landing has 10.2% running slope. (Photo 2)
 - 1.1.3- No level landing in front of the call button and as a result, call button is located beyond reach range. (Photo 3)

NOTE: Door held open at all times during business hours.

Suggested Modifications:

Remove non-compliant exterior landing. Construct a new compliant minimum 5' by 5'concrete exterior landing with its top surface a maximum 1/4" below the finish floor and with maximum 1:48 slope away from the building. Either construct a compliant curb ramp from the new landing down to the existing asphalt driveway surface or slope the asphalt surface on three sides of the landing with maximum 5% slope. Install compliant truncated domes.

If door held open at all times during business hours, no opening force and close times need adjustment.

2. INTERIOR PATH OF TRAVEL

2.1- The clear width in front of the payment counter is 40" from the face of the counter to a product display end cap and there is no turning space. (Photo 4)

Suggested Modifications:

Relocate the fixed display shelves directly in front of the payment counter northward to provide a clear 60" from the face of the candy display shelves on the front of the service counter to the end of the fixed shelves. Replace the existing end cap with another end cap on wheels that is easily removed/relocated. By rolling the end cap shelves out of the way, a minimum 60" turning circle will be provided in front of the payment counter.

ADA/ACCESSIBILITY CONSULTANTS, INC.

■ ESTABLISHED 1996 ■

Page 5 of 6

3. SERVICE COUNTER-

3.1- Top of the service counter is 35-3/4". (Photo 5)

Suggested Modifications:

An adjacent coffee preparation counter (Photo 6) has a top surface that is 33" above the floor and the Agent indicated that they use that surface as the accessible writing counter. This is not acceptable due to the fact that the writing surface is often wet and the surface has remnants of sugar, dry creamer, and trash that prevent writing. Furthermore, the counter is not 36" wide.

Provide a hand held clip board to customers who require a lowered writing surface. There is no need to put an ISA sticker onto the clip board.

END OF REPORT





ADA/ACCESSIBILITY CONSULTANTS, INC.

■ ESTABLISHED 1996 ■

CheckFreePay Agent Facility CA9985- San Luis Obispo NEW APL SURVEY

Page 6 of 6









ADA/ACCESSIBILITY CONSULTANTS, INC.

■ ESTABLISHED 1996 ■



SoCalGas Branch Office Customer Intercept Study

April 2014

Executive Summary

Reason for Visiting the Branch

- ✓ The overwhelming majority of customers interviewed (93%) were visiting the branch **to pay their gas bill**. This number was equally high at each of the six branches and among all customer segments studied (Low/Mid/High incomes, with/without Internet, CARE/Non-CARE).
- ✓ When asked reasons they have <u>ever</u> visited the branch office, bill payment was still the main reason by a wide margin.
 While some customers have used the branch to turn gas on or off, pick up program information or schedule service,
 70% of customers have <u>never</u> used the branch office for any other purpose than to pay a bill.
- ✓ While all branches had a very high number of customers using the branch to pay bills, the locations differed in the percentage of customers visiting for other reasons. 90% of customers at Bellflower and 85% at Santa Monica only visited to pay their bill, while at San Luis Obispo and Monrovia, roughly half have visited for other reasons.
- ✓ Customers without Internet access were more likely to only visit the branch to pay their bill than customers with Internet access.

Alternate Payment Methods

- ✓ Online was the alternative payment method customers were most aware of (54%), followed by mail and then phone.
- √ 88% of customers were aware of other ways to pay their bill besides the branch offices.
- ✓ Socioeconomic status predicted online payment awareness, with awareness increasing along with household income.
- ✓ Half of all customers have ONLY ever paid their gas bill at the branch. 1 in 4 have paid by mail at some point in the past, making it the most frequently used alternative payment method.
- ✓ **Convenience** of the branch location was the most cited reason customers chose to pay bills at the branch and not by another method.

Executive Summary (cont'd)

Branch Satisfaction & Evaluation

- ✓ Overall satisfaction was very high for all branch locations. 92% were "Very satisfied" across all locations and no less than 88% were "Very satisfied" at any one location.
- ✓ Customers were most satisfied with the **time they had to wait in line**, with 83% rating this attribute "Excellent" overall.
- ✓ Customers at the **Monrovia** branch had the highest satisfaction across all attributes, rating the branch either highest or next highest for every attribute.

Branch Visitation Behavior

- ✓ 69% of all customers visit the branch at least once a month; this was consistent across all branches. 8% of customers were making their first visit to the branch, while Monrovia was the only branch where no first time visitors were interviewed.
- ✓ Overall, 72% of customers live within 5 miles of the branch. **San Luis Obispo** was the most remote, with customers traveling an average of 9 miles from their home to the branch.
- ✓ 1 in 5 customers noticed information about income qualified programs like CARE on the date of the interview.

 Awareness of income qualified program information varied by location. Fewer than 10% of customers at **Bellflower** and **Santa Barbara** noticed such information, while one third of customers at **Santa Monica** and **Monrovia** noticed it.

Research Objectives and Methodology

Research Objectives

Understand attitudes and behaviors of branch office visitors:

- Motivations for branch office visits
- Awareness of and access to alternatives to branch office visits for payment and service requests
- Visitor behaviors

Research Methodology

- Davis Research interviewed customers in person after they completed a transaction at one of the six branch locations. Survey responses were digitally collected on tablets.
- The survey took an average of 10 minutes and customers were offered a \$5 gift card to Starbucks in appreciation for their participation.
- Surveys were conducted on April 11, 14 and 16, 2014.
- 406 total interviews were conducted:
 - Bellflower (N=59)
 - Palm Springs (N=85)
 - San Luis Obispo (N=26)

- Santa Barbara (N=65)
- Santa Monica (N=116)
- Monrovia (N=55)
- The survey was offered in English and Spanish. Language of interview varied by location.
 - 22% of all interviews were conducted in Spanish

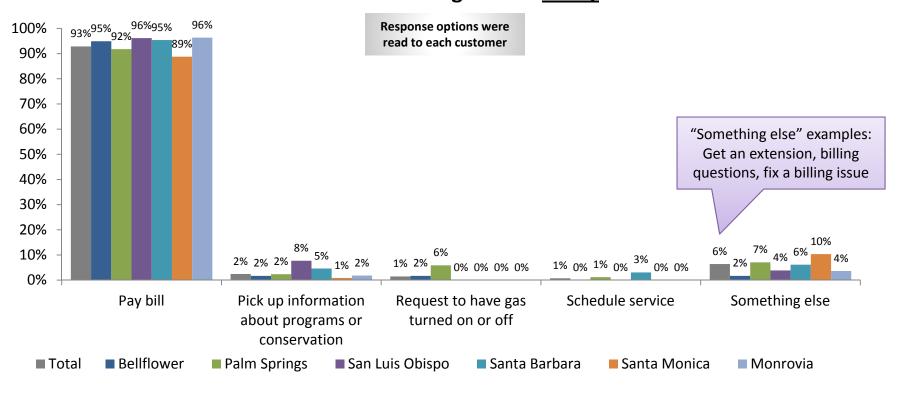
Respondent Summary

	Total	Bellflower	Palm Springs	San Luis Obispo	Santa Barbara	Santa Monica	Monrovia
Total Completes	406	59	85	26	65	116	55
18-24	4%	7%	4%	4%	3%	4%	2%
25-44	30%	42%	25%	35%	46%	25%	16%
45-54	26%	25%	20%	15%	25%	28%	36%
55-64	17%	12%	19%	19%	11%	17%	25%
65+	21%	14%	29%	23%	14%	25%	18%
Male	51%	41%	60%	35%	52%	59%	38%
Female	49%	59%	40%	65%	48%	41%	62%
Income (median)	\$37,100	\$41,500	\$28,500	\$54,200	\$31,200	\$30,700	\$57,300
CARE Participation	25%	31%	34%	19%	17%	22%	22%
Internet Access	72%	73%	55%	88%	78%	76%	76%

Purpose for Visiting Today – by Location

✓ Bill payment was the predominant reason for branch visits across all locations.

Reasons for visiting branch today

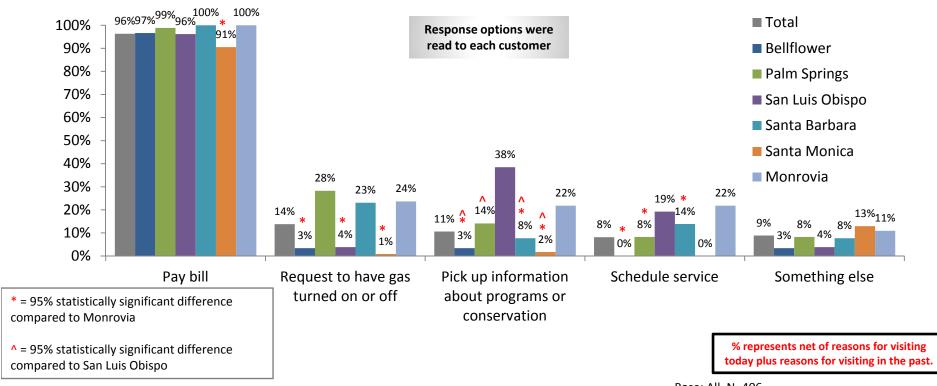


Base: All, N=406

Purpose for All Branch Visits – by Location

- ✓ Bill payment was also the predominant reason for <u>all</u> branch visits.
- ✓ Monrovia customers were higher than average for every reason to visit the branch.
- ✓ San Luis Obispo customers were much more likely to visit the branch to pick up information.

Reasons for visiting branch today and in the past



Base: All, N=406

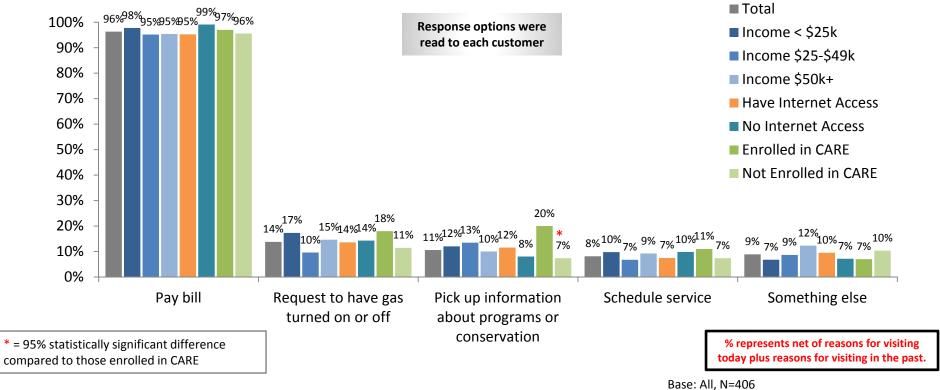
Q1. What was the purpose of your visit today?

Q2. Have you visited this location in the past, excluding today, for any of the following purposes?

Purpose for All Branch Visits – by Segment

- ✓ Bill payment was the main reason for all branch visits across all customer types.
- ✓ There was very little variation among the customer segments. **CARE enrollees** naturally visited the branch more often to pick up special program information.





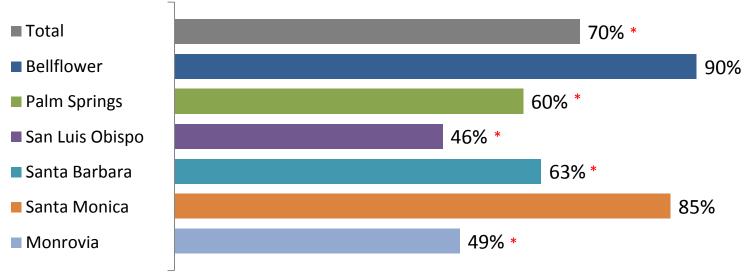
Q1. What was the purpose of your visit today?

Q2. Have you visited this location in the past, excluding today, for any of the following purposes?

Customers who only visit the branch to pay a bill – by location

- ✓ 2 out of every 3 customers have <u>only</u> ever visited the branch location to pay their bill.
- ✓ 90% of customers at **Bellflower** and 85% at **Santa Monica** have <u>only</u> visited to pay their bill.
- ✓ Over half of the customers visiting the San Luis Obispo and Monrovia branches have visited for reasons other than bill payment.





* = 95% statistically significant difference compared to Bellflower and Santa Monica

% represents net of reasons for visiting today plus reasons for visiting in the past.

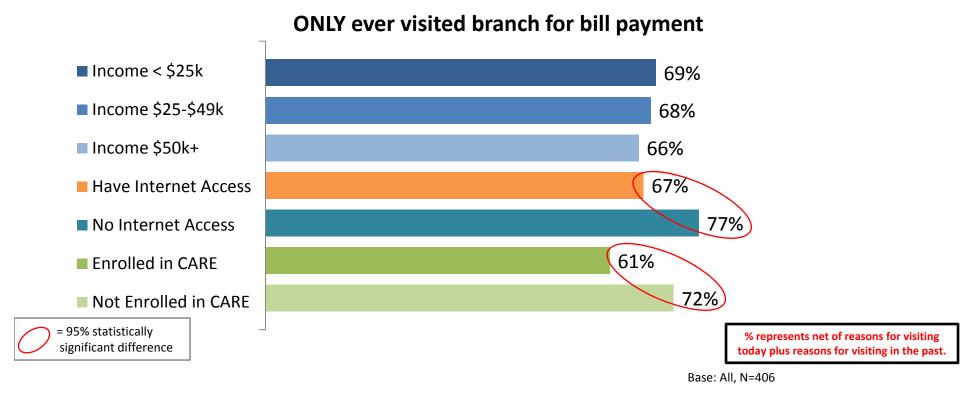
Base: All, N=406

Q1. What was the purpose of your visit today?

Q2. Have you visited this location in the past, excluding today, for any of the following purposes?

Customers who only visit the branch to pay a bill – by segment

- ✓ Customers without Internet access were <u>more likely</u> to only visit the branch to pay their bill than customers with Internet access.
- ✓ Customers **enrolled in CARE** were <u>less likely</u> to only visit the branch to pay their bill than customers not enrolled in CARE.



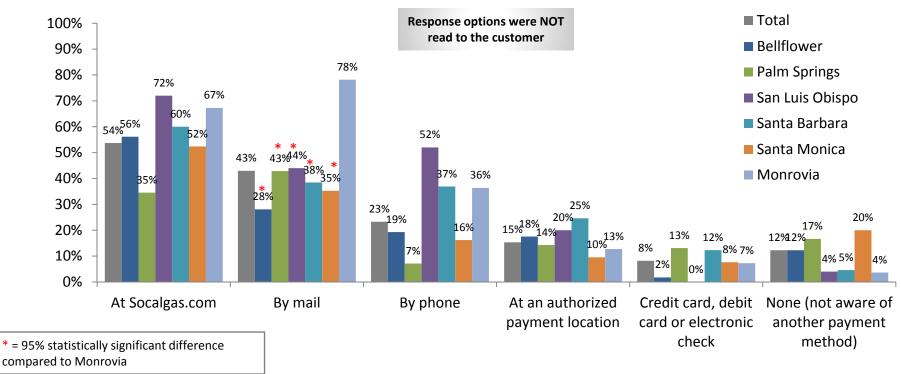
Q1. What was the purpose of your visit today?

Q2. Have you visited this location in the past, excluding today, for any of the following purposes?

Payment Methods Aware – by Location

- ✓ Paying online at Socalgas.com was the most well-known alternative to paying at the branch for nearly all locations.
- ✓ Only **Palm Springs** and **Monrovia** had higher pay by mail awareness than online awareness, though online payment among Monrovia customers was also very high.

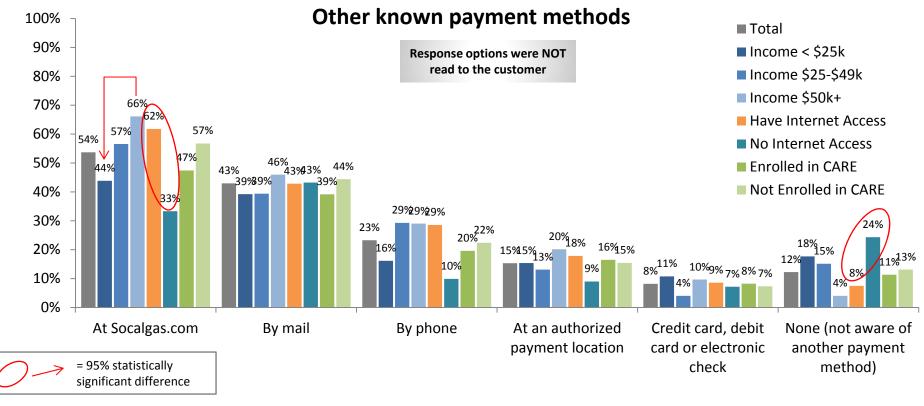
Other known payment methods



Base: Ever paid at branch, N=391

Payment Methods Aware – by Segment

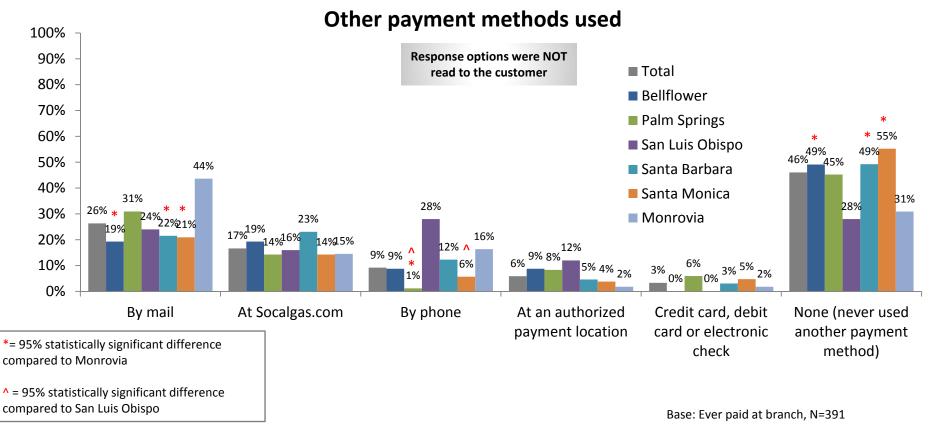
- ✓ Paying online at Socalgas.com was the most well-known alternative to paying at the branch, with online bill payment awareness increasing along with household income.
- ✓ Those without Internet access were less aware of online bill payment and also less aware of any alternative to paying at the branch.



Base: Ever paid at branch, N=391

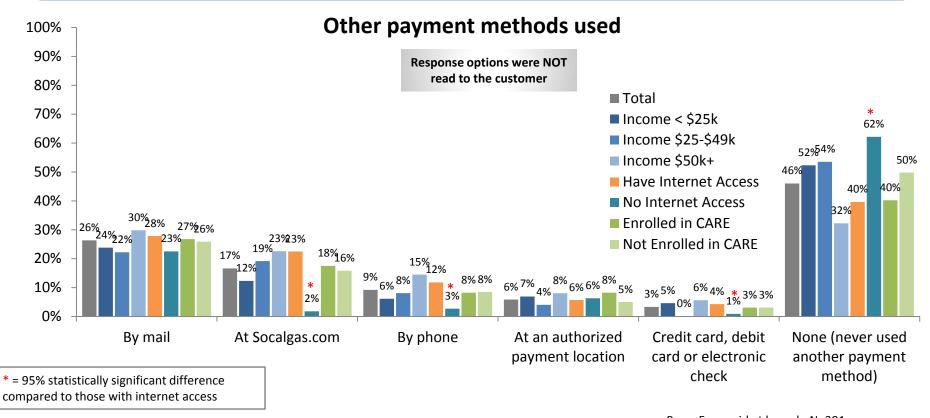
Payment Methods Used – by Location

- ✓ While online bill payment at Socalgas.com had the highest awareness, bill payment **by mail** was the most common alternative used by customers who have paid at a branch office location.
- ✓ Customers at the Monrovia and San Luis Obispo branches were the most likely to have used an alternative payment method in the past.



Payment Methods Used – by Segment

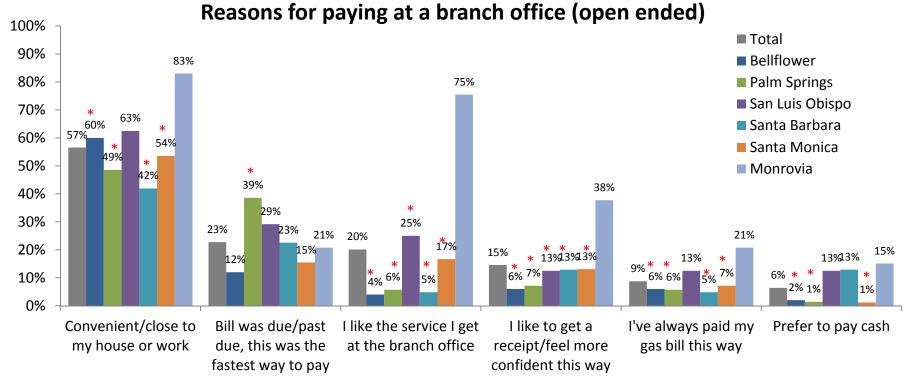
- ✓ Roughly one out every four customers have paid their bill by mail in the past. This is consistent across all customer segments.
- ✓ Those without Internet access were less likely to have used online bill payment and also less likely to have used any alternative to paying at the branch.



Base: Ever paid at branch, N=391

Top Reasons for Paying at a Branch Office

- ✓ Convenience of the branch location was the predominant reason customers gave as to why they chose to pay at the branch instead of by other methods of which they were aware. This was followed by **urgency to pay a due or past due bill** and **better service** received at the branch.
- ✓ 3 out of 4 Monrovia customers like paying at the branch because of the service they receive.

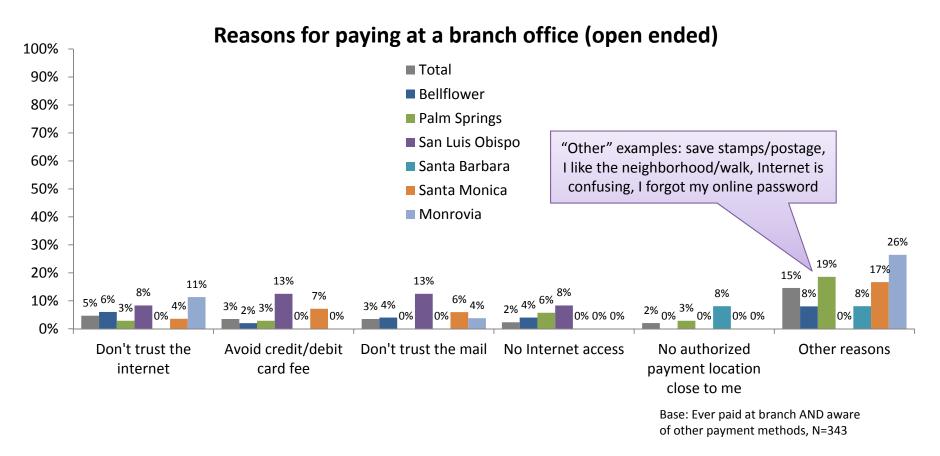


*= 95% statistically significant difference compared to Monrovia

Base: Ever paid at branch AND aware of other payment methods, N=343

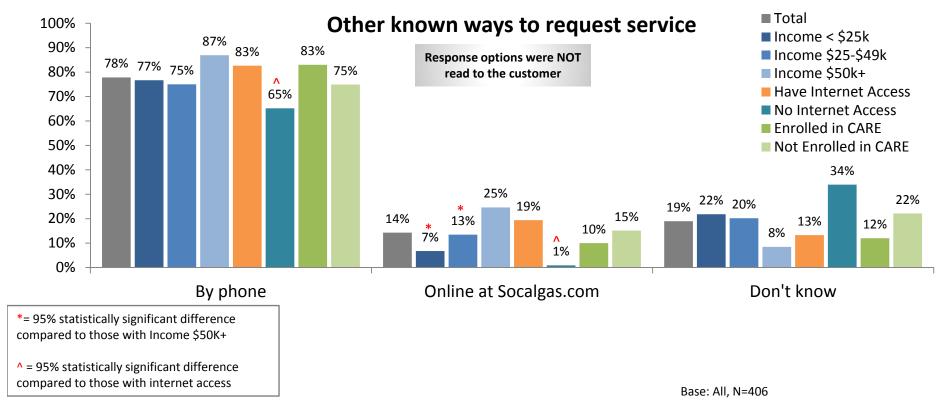
Other Reasons for Paying at a Branch Office

✓ Minor reasons customers gave for using the branch to pay their bill varied, though a **technology** gap seems to exist, where some customers either lack the technology or don't trust the technology required to make bill payments any other way.



Service Request Methods – by Segment

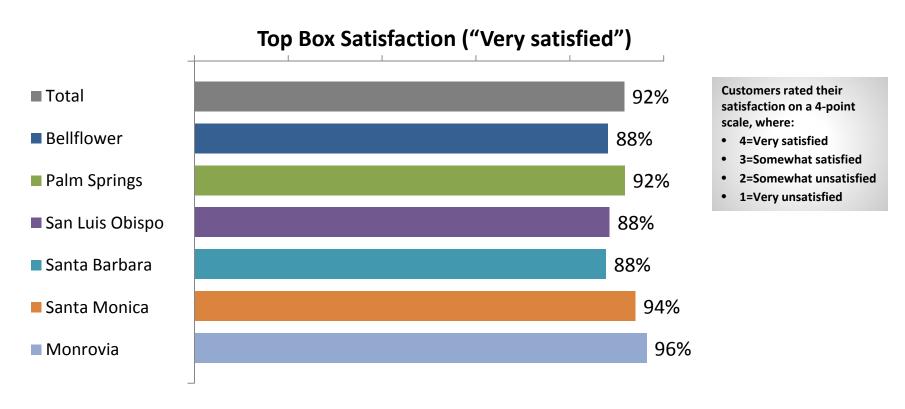
- ✓ Requesting service **by phone** was the most well-known alternative to doing so at a branch, while awareness of **online service requests** was much lower.
- ✓ Like online payments, online service request awareness increased along with household income.
- ✓ Those without Internet access not only had less awareness of online service requests, but had less awareness of service requests by phone as well.



Q8. Besides the branch office, what other ways can you schedule a service request that you are aware of?

Overall Satisfaction with Visit

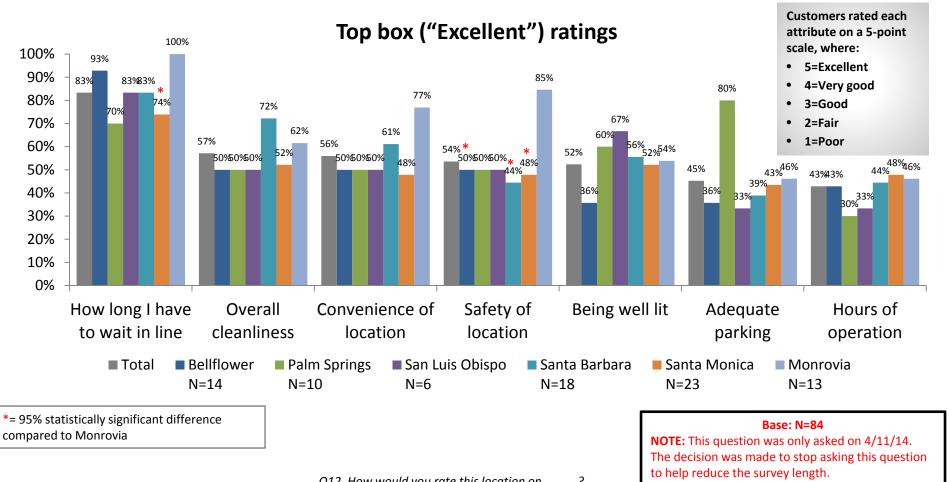
- ✓ Customers' overall satisfaction with their visit on the day of the interview was very high, with 92% overall being "Very satisfied" and no less than 88% "Very satisfied" at any one location.
- ✓ Customers interviewed at the **Monrovia** location had the highest satisfaction, with 96% being "Very satisfied" with their visit.



Base: All, N=406

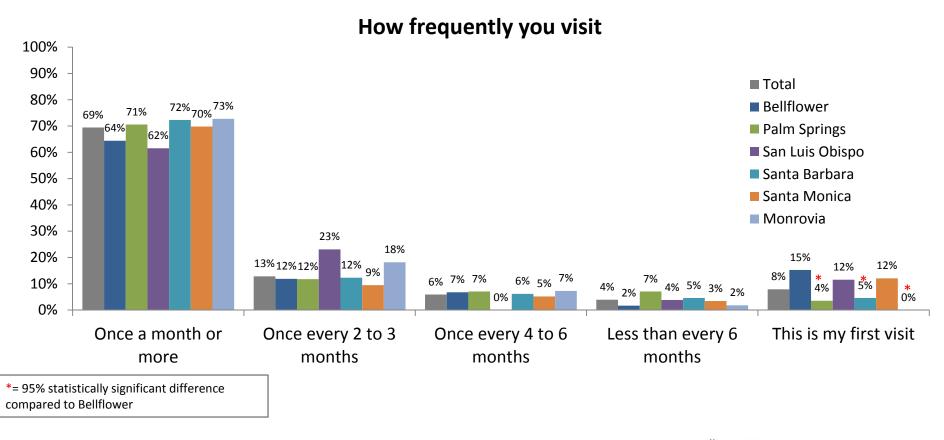
Branch Location Attributes

- ✓ The length of time waiting in line was the highest rated attribute across all locations.
- ✓ Monrovia was either highest rated or next highest rated for every attribute.



Frequency of Branch Visits – by Location

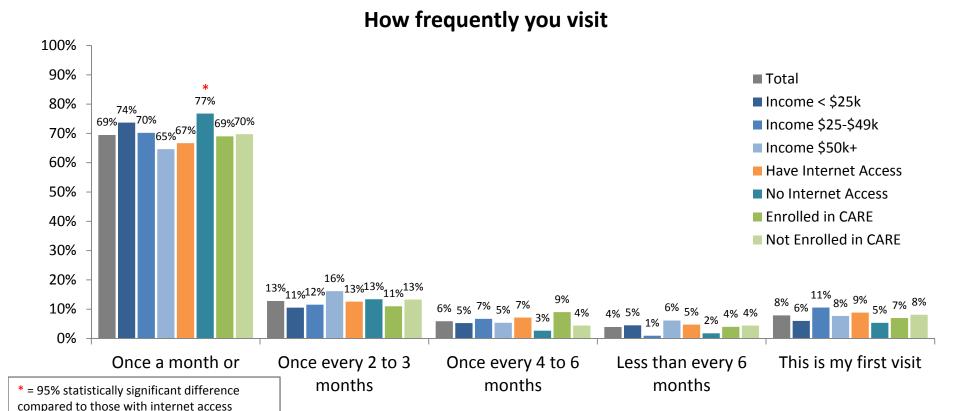
- ✓ More than 2/3 of customers visit the branch location once a month or more.
- ✓ Bellflower had the most customers making their first ever visit at 15%.



Base: All, N=406

Frequency of Branch Visits – by Segment

- ✓ Customers without Internet access were more likely to visit the branch every month than customers with Internet access.
- ✓ Whether or not a customer was enrolled in CARE had no effect on how often they visited a branch.

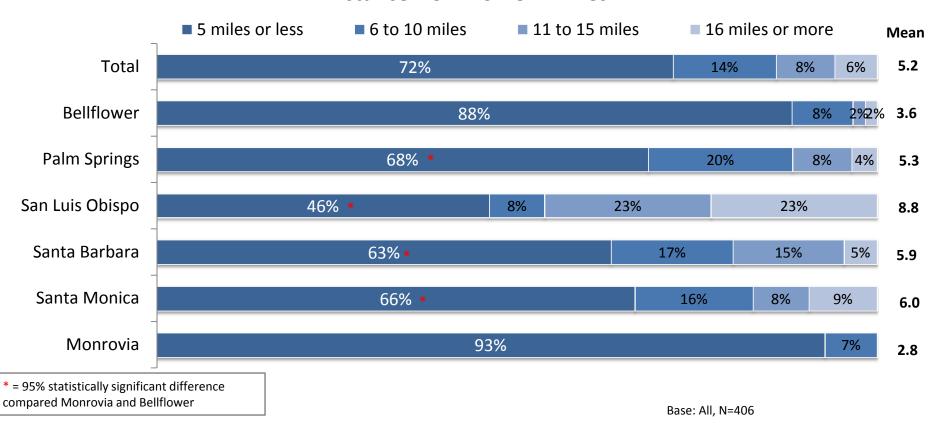


Base: All, N=406

Location distance from Home

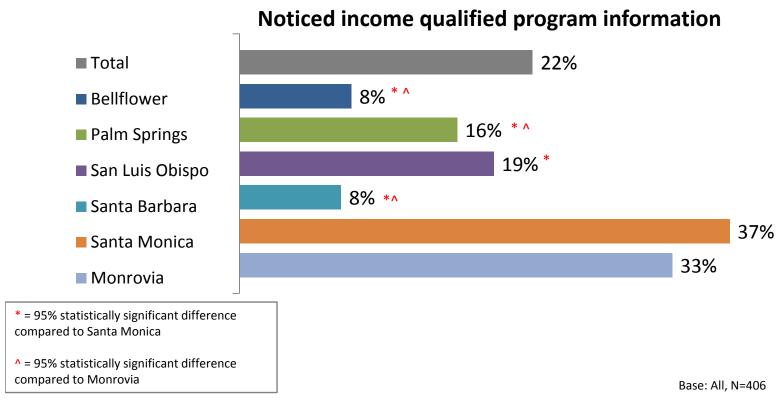
- ✓ Almost 3 out of 4 customers overall live within 5 miles of their SoCalGas branch location.
- ✓ San Luis Obispo was the most remote, with a majority (54%) more than five miles away.
- ✓ Monrovia was the closest, with 93% within five miles and 100% within 10 miles of the branch.

Distance from home in miles



Income Qualified Programs – by Location

- ✓ About one out of every five customers noticed information about income qualified programs like CARE on the date of the interview.
- ✓ Awareness of income qualified program information varied by location. Fewer than one in ten customers at **Bellflower** and **Santa Barbara** noticed such information, while one third of customers at **Santa Monica** and **Monrovia** noticed it.



Conclusions

- > Payments are the main reason for customer branch office visits.
- As a whole, customers are aware of and have access to branch office alternatives, but they are less likely to use them due to convenience, habit and, among some customers, a technology gap.
- Additionally, positive customer experiences reinforce the practice of visiting the branch offices.



Please see the following attached documents:

Branch Office Intercept Survey_Final_04_07_14

Branch Office Intercept Survey

Loc	cation	Time: am/pm
Inte	erviewer	
[INT	TRODUCTION]	
Gas you Stai	s Company customers. May I plea ur visit to the SoCalGas branch off	e're doing a short survey with Southern California se take a few minutes of your time to ask about ice today? As a thank you, you will receive a \$5 ill be completely confidential, and I'm not selling
[IF /	ASKED] The survey should take a	bout 5 minutes.
Just	SCRI et a few questions to make sure you o	EENING QUESTIONS qualify and then we'll get started.
S1.	Are you 18 years of age or older?	
	Yes No THANK AND TEF	RMINATE
S2.	Are you employed by Southern Ca	lifornia Gas Company?
	Yes THANK AND TER No	MINATE
	MAI	N QUESTIONNAIRE
	 What was the <u>main purpose of y</u> APPLY. RANDOMIZE ORDER.] 	our visit today? [READ LIST. SELECT ALL THAT
	Pick up information abou	
;	2. And for what purposes have you ALL THAT APPLY.]	uvisited this location <u>in the past</u> ? [READ LIST. SELECT
	Request to have my gas Schedule service such as	s a pilot re-light or an appliance check t income assistance programs or conservation tips

3. How frequently do you visit this location? [READ LIST.]

More than once a month
Once a month
Once every 2 to 3 months
Once every 4 to 5 months
Once every 6 months
Less than every 6 months
This is my first visit (**DO NOT READ**)

4. How far is this location from your home? Would you say: [READ LIST.]

1 mile or less 2 to 5 miles 6 to 10 miles 11 to 15 miles 16 miles or more

[IF DO NOT MENTION PAY BILL/MAKE A PAYMENT IN Q1 OR Q2, SKIP TO Q8]

 Besides branch offices like this one, SoCalGas offers other ways to pay your bill. What other ways to pay your SoCalGas bill are you aware of? [DO NOT READ. SELECT ALL THAT APPLY. PROBE "ANY OTHERS?" UNTIL NON-RESPONSIVE.]

At Socalgas.com [customer may say "the web site" "the internet" "online"]
By mail
By phone
At an authorized payment location such as Walmart or other store
Credit card, debit card or electronic check through Bill Matrix
Direct debit from my bank account
Online bill pay through my bank
Other (specify)
None

[SKIP TO Q8]

[PIPE IN RESPONSES FROM Q5]

And which of these methods of paying your bill have you used in the past? [READ LIST. SELECT ALL THAT APPLY.]

At Socalgas.com [customer may say "the web site" "the internet" "online"]
By mail
By phone
At an authorized payment location such as Walmart or other store
Credit card, debit card or electronic check through Bill Matrix
Direct debit from my bank account
Online bill pay through my bank
Other (specify)
None

Don't know (**DO NOT READ**)

7. [IF Q1=1] Q7_1 Why did you pay your bill today at a SoCalGas branch office location instead of using another method?

[If Q1 ≠1 and Q2=1] Q7_2 You mentioned that you've used the SoCalGas branch office to pay for a bill in the past. Why did you pay for your bill using the SoCalGas branch office instead of using another method?

[DO NOT READ LIST. SELECT ALL THAT APPLY. PROBE "ANY OTHERS?" ONCE.]

The bill was due/past due/and this was the fastest way to pay it I like to get a receipt/feel more confident this way I like the service I get at the branch office Convenient/close to my house or work I don't have a bank account I don't have access to the internet Don't know how to pay my bill at socalgas.com Don't know how to pay my bill by phone I don't have a credit or debit card Prefer to pay cash Don't want to pay the \$1.50 fee for paying with a credit/debit card Don't trust the mail Don't trust the internet Don't trust the authorized payment locations Don't know where the authorized payment locations are No authorized payment location is convenient/close to me I've always paid my gas bill this way Wasn't aware of the other alternatives

Other (specify)

 Besides the branch office, what other ways can you schedule a service request such as turning on the gas, an appliance check or a pilot re-light? [DO NOT READ. CHECK ALL THAT APPLY.]

At Socalgas.com [customer may say "the web site" "the internet" "onl	ine"]
By phone/calling the call center	
Other (specify)	
Don't know	

9. Are you currently enrolled in the California Alternate Rates for Energy Program, known as CARE?

Yes No Don't know

Don't know

10. While you were in the office today, did you see or hear information about income qualified programs such as CARE or medical baseline?

Yes

No

ICHECK PROGRESS AFTER A FEW HOURS ON MONDAY, APRIL 14TH. DELETE Q12 IF SURVEY TOO LONG]

11. Thinking about your experience today, how satisfied are you with the overall quality of service you received? Would you say you were...[READ SCALE]

> Very satisfied Somewhat satisfied Somewhat unsatisfied, or Very unsatisfied

12. I'd like you to rate this location on a list of characteristics. The first one is [INSERT CHARACTERISTIC.] How would you rate this location on [INSERT ITEM]. Would you say it is: [READ SCALE FOR FIRST ITEM. REPEAT SCALE IF NECESSARY. **CONTINUE WITH ALL ATTRIBUTES.**]

Excellent

Very Good

Good

Fair

Poor

Don't know (**DO NOT READ**)

ATTRIBUTES - RANDOMIZE ORDER

Convenience of location Overall cleanliness Safety of location Hours of operation Having adequate parking Being well lit

How long I have to wait in line

We're almost finished! These last few questions are for classification purposes only. All of your answers are confidential.

13. Do you have access to the internet where you could visit socalgas.com? [SELECT ALL THAT APPLY.]

Yes – at home

Yes - at work

Yes – at library

Yes on smartphone

No internet access

14. Please stop me when I read the category that includes your age. [READ LIST.]

18-24

25-44

45-54

55-64

65 or older

15. Into which of the following categories does your total annual household income fall? [READ LIST. IF NECESSARY STATE, "THIS IS FOR CLASSIFICATION PURPOSES ONLY. ALL OF YOUR INFORMATION IS CONFIDENTIAL."]

Less than \$25,000 \$25,000 to less than \$50,000 \$50,000 to less than \$75,000 \$75,000 to less than \$100,000 \$100,000 to less than \$150,000 \$150,000 or more Don't know (**DO NOT READ**) Prefer not to answer (**DO NOT READ**)

16. RECORD GENDER (DO NOT ASK)

Male

Female

Those are all of my questions. Thank you very much. Here's your gift card. Enjoy the rest of your day!