

**UWUA DATA REQUEST**  
**UWUA-SCG-DR-06**  
**SOCALGAS 2016 GRC – A.14-11-004**  
**SOCALGAS RESPONSE**  
**DATE RECEIVED: FEBRUARY 23, 2015**  
**DATE RESPONDED: MARCH 6, 2015**

DR 6-1            Please provide copies of weekly PACER Reports showing order completion times for each Customer Service Order (CSO) type that involves turning on or restoring gas service for residential and commercial customers for each base during the period January 2012 through December 2014.

**SoCalGas Response 1:**

SoCalGas interprets “completion times” to mean the amount of time between the order being taken and the order being worked, rather than the number of minutes spent completing the orders. To further clarify, most orders involving turning on or restoring gas service for residential and commercial customers are not CSOs. These orders are predominantly TURN ON-OFF, TURN ON-UNKNOWN (TURN ON-UNK), BACK ON-OFF, OFF BY CREW BACK ON-OFF (OBC BK ON-OFF), and turning the gas on after fumigation activity (FUMIGATION). The attached table (provided as “UWUA-SCG-DR-06-Q1 Attachment.xlsx”) provides the weekly “completion times” (i.e., elapsed time) specific to these order types, by district and by week for 2012-2014. Elapsed time is measured as the average number of days between the date the service request was received from the customer and the date the order was worked.

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DR6-2            Please provide information, including documents; computer screen shots of the scheduling screen; written instructions provided to CSRs and lead CSRs; and directions to supervisors of CSRs documenting and/or demonstrating all schedules provided to CSRs at the Call Centers for purposes of scheduling CSOs that involve turning on or restoring gas service for residential and commercial customers for each base for each day during the period January 2-12 through December 2014.

The term ‘document’ refers to all written, graphic, and/or computerized material, including all ‘writings’ as that term is defined in California Evidence Code Section 250, however produced or reproduced, of every kind and description, including but not limited to originals and copies of correspondence, papers, including working papers, books pamphlets, contracts, memoranda, periodicals, accounts, letters, photographs, objects, microfilm, videotape, audio tape, notes, policies, diagrams memorials or any type of conversations, meetings, or conferences, minutes, inter-office communications, emails, records, studies, analyses, estimates, licenses, agreements, ledgers, accounts, purchase orders, data sheets, data processing tapes or disks, information maintained in computerized form, printouts, handwritten notes, or things similar to any of the foregoing.

**SoCalGas Response 2:**

**PROTECTED MATERIALS, SUBMITTED UNDER THE SIGNED NONDISCLOSURE  
AGREEMENT IN THIS PROCEEDING**

**RESPONSE REMOVED DUE TO CONFIDENTIALITY**

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DR6-3 Please provide copies of all communications from customers received by SoCalGas concerning scheduling of service orders that involve turning on or restoring gas service for residential and commercial customers for each base for each day during the period January 2012 through December 2014. This response may include recordings, memoranda of verbal communications received, emails or other electronic or social media communications.

**SoCalGas Response:**

SoCalGas objects to this request as infringing on customer privacy and as over-burdensome. Compiling the requested copies would involve the collection of potentially thousands or millions of communications with customers. The burden of such a collection outweighs any evidentiary value such information would have in this proceeding.