

CUE DATA REQUEST
CUE-SCG-DR-13
UTILITIES 2019 GRC – A.17-10-008
SOCALGAS / SDG&E RESPONSE
DATE RECEIVED: JUNE 12, 2018
DATE RESPONDED: JUNE 27, 2018

349. Following up on the Response to CUE-DR13-Q345(a)-(l), please provide the same information for January-May 2018.

SCG's Response 349:

Attached is the information which shows the monthly average wait time schedule SoCalGas understands as the average “days out” in the scheduling of orders. The information is a monthly average of compiled daily snapshots of the schedule. The information is provided in the attached filed labeled, “CUE-SCG-DR-13-Q349_Attachment”, and represents the average days for each month for January through May 2018 for the B1 through D2 categories as provided in CUE-DR-11-Q345.

As provided in the response to CUE-DR-11-Q345, question a & b, A1 and A2 priority orders do not have an average “days out” schedule because these order categories have the following response times:

- SoCalGas Customer Services - Field classifies its highest priority gas emergency order as an A1 order. SoCalGas' goal is to respond to at least 90% of A1 orders within 30 minutes of a customer's call during regular business hours and within 45 minutes during off hours. Regular business hours are 7:00 am to 5:00 pm Monday through Saturday (excluding holidays).
- The goal of SoCalGas Customer Services - Field is to respond to A2 priority orders within 4 hours.

The information provided below is a system summary table for January through May 2018. The table looks at 255 data points under each category, i.e., 51 bases x 5 months per category. The number of days represents calendar days.

- ≤ 7 days = the number of times out of 255 data points were the schedule was equal to or less than 7 days.
- 8-14 days = the number of times out of 255 data points where the schedule was 8 to 14 days.
- > 14 days = the number of times out of 255 data points where the schedule was greater than 14 days.

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SCG's Response 349 Continued:

		Order Category										
Jan – May 2018		B-1	B-2	B-3	B-4	C-1	C-2	C-3	C-4	D-1	D-2	Total
1	No. of Data Points	255	255	255	255	255	255	255	255	255	255	2550
2	<=7 Days	202	223	173	217	213	207	213	140	164	166	1918
3	8 - 14 Days	53	32	82	38	41	47	42	108	86	84	613
4	>14 Days	-	-	-	-	1	1	-	7	5	5	19
5	<=7 Days (Line 2 / Line 1)	79.2%	87.5%	67.8%	85.1%	83.5%	81.2%	83.5%	54.9%	64.3%	65.1%	75.2%
6	8 - 14 Days (Line 3 / Line 1)	20.8%	12.5%	32.2%	14.9%	16.1%	18.4%	16.5%	42.4%	33.7%	32.9%	24.0%
7	>14 Days (Line 4 / Line 1)	0.0%	0.0%	0.0%	0.0%	0.4%	0.4%	0.0%	2.7%	2.0%	2.0%	0.7%

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350. Following up on the Response to CUE-DR13-Q346, please provide the same information for January-May 2018.

SCG's Response 350:

For the purpose of this response, SoCalGas assumes that this question is referring to the response to CUE-SCG-DR11 Q346. Given that clarification, please refer to the attachment CUE-SCG-DR13 Attachment Q350.xls.

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351. In Response to CUE-DR13-Q347, SoCalGas responded that it does not have hourly level of service reports and that hourly level of service is only maintained for the most recent 30 days.

- (a) Please provide the hourly level of service for the most recent 30 days.
- (b) Please explain how SoCalGas calculates annual level of service data if the hourly level of service is only maintained for the most recent 30 days.
- (c) Please explain why SoCalGas discards this data.
- (d) What is the dollar savings from discarding this data?

SCG's Response 351:

For the purpose of this response, SoCalGas assumes that this question is referring to the response to data request CUE-SCG-DR11 Q347 and with that clarification, SoCalGas responds as follows:

- (a) See file CUE-SCG-DR-13 Attachment Q351 for the requested information.
- (b) Level of service (LOS) is calculated by dividing the number of CSR calls answered within 60 seconds by the total CSR calls offered. These daily numbers are tracked and stored each day to enable SoCalGas to calculate the daily, monthly and annual LOS. Hourly Level of Service numbers are not needed to calculate the annual level of service.
- (c) SoCalGas tracks LOS on a daily, monthly and annual basis. There is an on-demand report that is run three times a day to observe the daily LOS. The LOS team uses this report to determine if changes need to be made to CSR staffing for the day, which may include early releases, offers of overtime or to pull in additional CSR resources. Hourly data is not used for other purposes. Please also refer to SoCalGas' response to CUE-SCG-DR-13 Q. 351(b).
- (d) Since SoCalGas does not utilize hourly data beyond the intra-day review described in response to CUE-SCG-DR-13 Q. 351(c), it does not incur any production expenses and has no quantifiable cost savings associated with discarding the data.

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352. Following up on the Response to CUE-DR13-Q348:

- (a) Please explain the weighting that leads to the average monthly abandonment rate.
- (b) Please explain why the average monthly abandonment rate is not the simple average.
- (c) Please provide, in Excel format, an expanded response to CUE-DR13-Q348 that includes in addition to the abandonment rate, broken down by year, month and day for the last five years:
 - (i) the total number of calls that day; and
 - (ii) the number of abandoned calls that day.

SCG's Response 352:

For the purpose of this response, SoCalGas assumes that this question is referring to the response to data request CUE-SCG-DR11 Q348 and with that clarification, SoCalGas responds as follows:

- (a) The abandonment rate is calculated by dividing the number of CSR abandoned calls by the total CSR calls offered. This is the calculation for daily, monthly and annual rates.
- (b) Since SoCalGas does not receive the same number of CSR Offered Calls each day, it is not mathematically correct to take an average of the daily abandonment rates (simple average) to determine the monthly abandonment rate.
- (c) See file CUE-SCG-DR-13 Attachment Q352 for the requested information.