

NDC-SEU DATA REQUEST-010
SOCALGAS- SDG&E 2019 GRC – A.17-11-007/8
DATE RECEIVED: JUNE 27, 2018
DATE RESPONDED: JULY 6, 2018

For questions 1 and 2, please respond for both SDGE and SoCalGas:

1. Please describe the type of work that Customer Service – Field employees perform. Specifically identify what types of work are performed at customer residences and away from residences, and what types of work are associated with energy efficiency upgrades (weather stripping, heater/appliance upgrades, etc.).

Utilities Response 01:

SCG Response:

SoCalGas Customer Services – Field (CS-F) employees provide service at customer premises, including both customer and company-generated work orders. Examples of customer-generated work orders include requests to establish/remove gas service, light gas pilots, check gas appliances, shut off and restore gas service for fumigation, investigate the potential causes of high gas bills, respond to emergency incidents, investigate potential gas leaks, and other services. Examples of company-generated work include meter and regulator changes and other meter work necessary to maintain company assets, and collecting customer payments for delinquent bills. A list of order types and the description of the activity performed is provided in Appendix B of SCG-18-R.

SoCalGas CS-F employees do not perform work associated with energy efficiency upgrades (i.e., weather stripping, heater/appliance upgrades, etc.)

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SDG&E Response 01:

SDG&E Customer Services – Field (CS-F) employees provide service at customer premises, including both customer and company-generated work orders. Examples of customer-generated work orders include requests to establish/remove gas and electric service, light gas pilots, check gas appliances, shut off and restore gas service for fumigation, investigate the potential causes of high bills, respond to emergency incidents, investigate potential gas leaks, and other services. Examples of company-generated work include meter and regulator changes, and other meter work necessary to maintain company assets, and collecting customer payments for delinquent bills. A list of order types and the description of the activity performed is provided in Appendix B of SDG&E-17-R.

SDG&E CS-F employees do not perform work associated with energy efficiency upgrades (i.e., weather stripping, heater/appliance upgrades, etc.).

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2. Please describe the circumstances that lead to an “incomplete order” for Customer Service – Field employees, and specifically respond to the following:
- a. If a Customer Service – Field employee is unable to complete a task within an estimated or allotted amount of time, is that counted as an “incomplete order”?
 - b. What percentage of work performed by Customer Service – Field employees results in “incomplete orders”?

Utilities Response 02:

SCG & SDG&E Response:

An incomplete order is when a Customer Services – Field technician is not able to complete an order, e.g., customer not home, cannot access meter, etc.

- a. No, it is not counted as an incomplete order. On premises time (i.e., CS-F employees’ time at customer’s facility to work an order) is not a factor in determining whether an order is considered complete or incomplete.
- b. SCG: For BY 2016, incomplete orders equate to 8.9% of total orders worked (i.e., complete + incomplete orders).
SDG&E: For BY 2016, incomplete orders equate to 6.4% of total orders worked (i.e., complete + incomplete orders worked).

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3. For the years 2012-2017, please indicate the amount of funding that was authorized for the Supplier Diversity departments of SDGE and SoCalGas, and the total amount spent (if different). Please itemize the total amount spent each year, including a breakdown for programs such as technical assistance and capacity building, hosting networking opportunities between primary suppliers and smaller subcontracting suppliers, etc.

Utilities Response 03:

SDG&E Supplier Diversity department's spend and allocation:

SDG&E's Supplier Diversity spend and allocation

Expense Category (thousands)	2012	2013	2014	2015	2016	2017
Wages	\$ 479	\$ 520	\$ 531	\$ 575	\$ 596	\$ 512
Programs & Technical Assistance	\$ 329	\$ 503	\$ 446	\$ 425	\$ 320	\$ 285
Consultants	\$ 89	\$ 76	\$ 69	\$ 58	\$ 7	\$ 52
Capacity Building	\$ 190	\$ 160	\$ 140	\$ 130	\$ 90	\$ 88
Total Spend	\$ 1,087	\$ 1,259	\$ 1,186	\$ 1,188	\$ 1,013	\$ 937
GRC Authorized	\$ 1,056	\$ 1,084	\$ 1,113	\$ 1,144	\$ 1,345	\$ 1,392

SoCalGas Supplier Diversity department's spend and allocation:

Southern California Gas Company Supplier Diversity spend and allocation

Expense Category (thousands)	2012	2013	2014	2015	2016	2017
Wages	\$ 585	\$ 415	\$ 438	\$ 504	\$ 499	\$ 454
Programs & Technical Assistance	\$ 407	\$ 639	\$ 558	\$ 270	\$ 402	\$ 329
Consultants	\$ 207	\$ 307	\$ 57	\$ -	\$ -	\$ -
Capacity Building	\$ 250	\$ 250	\$ 250	\$ 250	\$ 250	\$ 250
Total Spend	\$ 1,449	\$ 1,611	\$ 1,303	\$ 1,024	\$ 1,151	\$ 1,033
GRC Authorized	N/A*	N/A*	N/A*	N/A*	\$ 1,529	\$ 1,582

*For TY 2012, Supplier Diversity/DBE was not independently authorized apart from the whole of Supply Management. For years 2015, 2016 and 2017, consulting expenses are imbedded in program expense.

- The authorized amount is not itemized by spend categories.
- Hosted networking activities cost (meet the primes, turning contacts into contracts, DBE showcases, CPUC expos, supplier forums, supplier symposiums, matchmaking events, supplier workshops, etc.), are not individually tracked by event, but are included within the total dollars spent in the "Programs & Technical Assistance" category.

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4. Regarding information provided in SDGE-218 on the Kiosk Replacement Project, please clarify the following: a. How many existing kiosks are currently inoperable? How long have they been inoperable? Please indicate where in direct testimony this information was provided.
- b. Between 2007 and 2016, how many kiosk payment transactions were conducted? Please provide data as a list indicating actual annual amounts, not a graph (SDGE-218, Figure JS-3). Indicate where in direct testimony this information was provided.
- c. NDC assumed a useful life for kiosks of 12 years, based on the apparent lifespan of older kiosks. What assumptions does SDGE make regarding the useful life of the new kiosk that will be acquired?

Utilities Response 04:

- a. All Branch Office kiosks are currently inoperable. On November 11, 2017, SDG&E was informed by the kiosk service provider that services to the kiosks had been temporarily suspended due to the discovery of security vulnerabilities. On March 22, 2018, SDG&E learned of the vendor’s decision to not restore services to the kiosks. SDG&E did not have this information at the time it filed its direct testimony.
- b. The number of kiosk transactions is located on page JDS-36 figure JS-2 in my direct testimony. Kiosk transactions are listed as “pay station” transactions.

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FIGURE JS-2
Branch Office and APL Payment Transaction Summary

Branch Office and APL Payment Transactions										
Transaction Type	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Branch Payments	894,280	908,771	856,252	799,037	803,144	755,242	727,673	778,920	726,694	570,323
Pay Stations	41,575	61,350	80,238	112,979	120,812	110,765	101,160	88,402	102,280	123,769
APL	479,738	318,893	285,322	280,260	302,917	286,491	298,114	273,084	261,080	246,130
Sub-Total Branch & APL Pmts	1,415,593	1,289,014	1,221,812	1,192,276	1,226,873	1,152,498	1,126,947	1,140,406	1,090,054	940,222

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- c. As stated in response to NDC-SEU DR004 question 8, the estimated useful life will depend on the equipment selected. Equipment has not yet been selected and, accordingly, SDG&E is unable to provide a definitive response at this time. As it relates to Table JS-26 on page JDS-57, SDG&E has made the same assumptions as NDC for the purpose of comparison.

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5. SDGE indicates that NDC’s calculation of Kiosk Replacement Project costs is flawed in that NDC “does not account for labor savings (-\$361,000)”. (SDGE-218 at JDS-56). Please clarify the following:

- a. The \$361,000 in labor savings result from eliminating 8 FTE positions if the Kiosk Replacement Project is completed, correct?
- b. If the Kiosk Replacement Project is not approved, will the 8 FTE positions be retained?

Utilities Response 05:

- a. Correct.
- b. Yes.

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6. Were Kiosk Replacement Project cost estimates developed based on the Kiosk pilot project? If not, how were cost estimates developed?

Utilities Response 06:

Kiosk replacement project cost estimates were developed using cost estimates for hardware based upon the prior vendor's proposal, estimated labor hours based on system requirements, and estimated on-going costs to service and maintain the kiosks based on historical costs.

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7. Given that SDGE only spent \$300,000 of the \$2 million approved for rate education and outreach in BY 2016, what was the additional \$1.7 million collected for this purpose spent on?

Utilities Response 07:

SDG&E is unable to provide this information because we do not track how all GRC authorized dollars are spent in this manner.

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8. How much was SDGE's approved budget for rate education and outreach in 2017 and 2018 and how much was actually spent? If spending was less than the approved amount, explain what the excess amount was used for. If 2018 spending data is incomplete, please provide the amounts spent to date.

Utilities Response 08:

SDG&E's authorized GRC funding for 2017 and 2018 is approximately \$2 million. As stated in Exhibit SDG&E-219, page LCD-18, SDG&E spent \$1.2 million on GRC-related rate education and outreach in 2017 and anticipates that rate education and outreach efforts will continue to accelerate at a relatively brisk pace from 2018-2020. 2018 GRC-related rate education and outreach spending will not be available until SDG&E files its financial statements in the first quarter of 2019.