

OSA-SEU DATA REQUEST-001 SUPPLEMENTAL 2
SOCALGAS- SDG&E 2019 GRC – A.17-11-007/8
DATE RECEIVED: MARCH 1, 2018
DATE RESPONDED: MARCH 21, 2018
SUPPLEMENTAL 2: APRIL 24, 2018

1. **Safety Performance Measures:** Unless otherwise specified, please provide the following information broken down annually for each Utility and line of business, from 2010-2017. If data is not available for a particular year, please indicate so and explain why not. For items a-d, please provide the supporting raw data in excel or csv format with all the data fields required to calculate the measure in addition to any other data field requested in the specific item below. Provide a brief description of the data fields. If the information provided deviates from the request, please be sure to explain the “what” and “why” of the deviation.

SDG&E and SoCalGas Supplemental Response 1:

Some of the attached documents include Confidential and Protected Materials Pursuant to PUC Section 583, GO 66-D, and D.17-09-023. Note that the confidential attached files have also been redacted to remove non-responsive, non-relevant employee information.

During a telephonic meeting that occurred on April 13, 2018, which was memorialized in an email also received on April 13, 2018 from Carolina Conteras of OSA, SoCalGas/SDG&E and OSA have agreed to provide safety performance indicators used at the enterprise level.

SoCalGas and SDG&E do not have one system that contains all the available metrics enterprise-wide. Accordingly, a manual search was conducted for purposes of responding to this data request. This response represents the best efforts of SoCalGas and SDG&E to provide the requested information and is not intended to be a comprehensive list of all safety performance metrics gathered, reviewed, and reported at SoCalGas and SDG&E.

The formalization of operational safety metrics is a work in progress. SoCalGas and SDG&E are evolving through the participation in other safety metrics efforts currently underway, including the Metrics Working Group in the Safety Model Assessment Proceeding (S-MAP), Application 15-05-002 (consolidated), and the preparation of Accountability Reporting requirements (pursuant to D.14-12-025), including future requirements that would apply to the Test Year 2019 GRC. Nonetheless, based on the clarification to focus on enterprise level metrics, SoCalGas and SDG&E respond with various reports and metrics-related information that is provided to their leadership. While the specific information contained in these reports may slightly vary from one submission to another, the reports separately attached hereto provide samples of what is provided to SoCalGas and SDG&E leadership related to safety and metrics. These reports include both operational safety metrics as well as occupational safety metrics. Please see the separately attached documents listed below (note, non-relevant information has been removed; employee names have been redacted):

- OSA-SEU-001 Supplemental 2 - Gas Operations KPI Summary_YE 2017.pdf
- OSA-SEU-001 Supplemental 2 - Vintage Pipe Status Summary.pdf
- OSA-SEU-001 Supplemental 2 - GIPP Scorecard_Redacted.pdf
- OSA-SEU-001 Supplemental 2 - SLIP Scorecard_Redacted.pdf

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- OSA-SEU-001 Supplemental 2 - DRIP Scorecard_Redacted.pdf
- OSA-SEU-001 Supplemental 2 - Gas Distribution Projects.pdf
- OSA-SEU-001 Supplemental 2 - Mobile Home Park Program Status.pdf
- OSA-SEU-001 Supplemental 2 - SDG&E COO Report.pdf
- OSA-SEU-001 Supplemental 2 - SDG&E COO Report Documentation.pdf
- OSA-SEU-001 Supplemental 2 - SDG&E Hiperwall Dashboard Guide.pdf
- OSA-SEU-001 Supplemental 2 - SCG Safety Results_Monthly_Redacted.pdf
- OSA-SEU-001 Supplemental 2 - SDG&E Safety Results_Monthly_Redacted.pdf
- OSA-SEU-001 Supplemental 2 - Weekly Report_SCG OSHA_LTI_CMVI 2yr YTD Comparison.pdf
- OSA-SEU-001 Supplemental 2 - Weekly Report_SDG&E OSHA_LTI_CMVI 2yr YTD Comparison.pdf

In addition to the above, SoCalGas and SDG&E have safety-related metrics included as part of their testimony and/or workpapers in the Test Year 2019 GRC. For example, there are safety metrics related to compensation, as discussed is the Direct Testimony of Compensation and Benefits witness Debbie Robinson (*see* Exhibit SCG-28/SDG&E-30 at DSR-12 – 13), for which SoCalGas’ and SDG&E’s leadership is also informed. As Ms. Robinson explains: “Compensation programs are designed to focus employees on the companies’ key priorities, the most important of which is safety” (Exhibit SCG-28/SDG&E-30 at DSR-5 lines 10-11). The performance measures for the 2017 incentive compensation plans of SoCalGas and SDG&E, as presented in Ms. Robinson’s testimony, are as follows:

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SDG&E and SoCalGas Supplemental Response 1 Continued:

The performance measures for the 2017 SDG&E ICP are shown in Table DSR-6:

TABLE DSR-6

Performance Measure	Weighting as a % of Target
Safety and Public Safety Related Operational Measures	35%
<i>Gas Safety:</i>	
Pipeline Safety Enhancement Program (PSEP) <ul style="list-style-type: none"> • Miles of Pipe Remediated • Number of Valves Retrofitted 	8%
Distribution System Integrity: Miles of non-state-of-the-art pipe replaced	5%
Damage Prevention	5%
<i>Electric Safety:</i>	
System Average Duration Interruption Index (SAIFI)	2%
Worst Circuit: SAIDI	2%
Worst Circuit: SAIFI	2%
<i>Employee Safety:</i>	
Zero employee electric contacts	3%
Lost Time Incident (LTI) Rate	4%
Controllable Motor Vehicle Incidents (CMVI)	4%
Customer Service & Stakeholders	5%
Customer Connection Survey	2%
Overall Self-Service	2%
Supplier Diversity	1%
Financial Health	10%
SDG&E Earnings	6%
Sempra Energy Earnings	4%
Total Company Performance Component	50%
Total Individual Performance Component	50%

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SDG&E and SoCalGas Supplemental Response 1 Continued:

The performance measures for the 2017 SoCalGas ICP are shown in Table DSR-7:

TABLE DSR-7

Performance Measure	Weighting as a % of Target
Safety and Public Safety Related Operational Measures	35%
<i>Operational Safety:</i>	
Pipeline Safety Enhancement Program (PSEP)	
• Miles of Pipe Remediated	3%
• Number of Base Valves Retrofitted	3%
• Miles of Pipeline Projects Completed Close Out	2%
Damage Prevention – Damages per USA ticket rate	3%
Distribution System Integrity: Main and Service Replacement	3%
Incomplete Orders Reduction (Customer Service Field Efficiency)	2%
AMI – Advanced Meter Module Installations	
• Installations	3%
• Cost-cap Variance	2%
• Meters Advanced and Automated for Billing	2%
Storage Integrity Management Program (SIMP)	4%
<i>Employee Safety:</i>	
Lost Time Incident (LTI) Rate	4%
Controllable Motor Vehicle Incidents (CMVI)	4%
Customer Service & Stakeholders	5%
Customer Insight Study (CIS)	2%
Paperless Billing Increase	2%
Supplier Diversity	1%
Financial Health	10%
SoCalGas Earnings	6%
Sempra Energy Earnings	4%
Total Company Performance Component	50%
Total Individual Performance Component	50%

Some of the compensation safety metrics listed in the tables above are associated with other exhibits in the Test Year 2019 GRC, such as Gas Distribution (Exhibit SCG-04-R, SDG&E-04-R), Gas System Integrity (Exhibit SCG-05-R, SDG&E-05), Underground Storage (Exhibit SCG-10-R), Pipeline Integrity for Transmission and Distribution (Exhibit SCG-14, SDG&E-11), PSEP (Exhibit SCG-15-R), AMI (Exhibit SCG-17-R), and Electric Distribution Capital and O&M (Exhibits SDG&E-14-R and SDG&E-15-R, respectively). PSEP has additional metrics, as explained in response to an ORA data request, ORA-SCG-051-NS4 (*see* response to Question 2

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SDG&E and SoCalGas Supplemental Response 1 Continued:

of this ORA data request, which is available on SoCalGas’ website, <https://socalgas.com/regulatory/documents/a-17-10-xxx/ORA-DR051-NS4-final.pdf>). The attachments included with PSEP ORA Data Request-051 Question 2, PSEP Executive Steering Committee PowerPoint slides and KPI reports are separately attached for your reference (note: the PowerPoints are confidential pursuant to the references above in red). Another example of safety metrics included in the Test Year 2019 GRC is in Customer Services – Field & Meter Reading (Exhibit SCG-18-R) and Customer Services – Field (Exhibit SDG&E-17-R). Information for the safety-related metrics associated with the Customer Services Field exhibits are summarized below:

- Customer Services Field classifies its highest priority gas emergency order as A1 for SoCalGas and P1 for SDG&E.
 - 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.
 - SDG&E’s goal is to respond to all P1 orders within 60 minutes of a customer’s call.
- ACOR – stands for atmospheric corrosion

SoCalGas - Customer Services Field	
Item No.	Safety-Related Item
1	A1 Response Time (% within 30 mins and 45 mins)
2	A1 Average Response Time (average minutes)
3	No. of Safety Job Observations per Employee
4	No. of Smith Driving Rides per Employee
5	# of OSHAs
6	# CMVIs
7	# of LTIs
8	Field Quality Assurance Index
9	No. of ACOR Inspections Completed

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SDG&E and SoCalGas Supplemental Response 1 Continued:

SDG&E - Customer Services Field	
Item No.	Safety-Related Item
1	P1 Response Time (% within 60 mins)
2	P1 Average Response Time (average minutes)
3	# of OSHAs
4	# CMVIs
5	# of LTIs
6	Field Quality Assurance Index

As stated above, safety measures, specifically operational safety metrics, are not available in a centralized manner and are a work in progress through SoCalGas and SDG&E’s participation in the S-MAP Accountability Reporting process. The safety metrics being considered in the S-MAP for SoCalGas and SDG&E are provided in the separately attached spreadsheet “SoCalGas SDGE SMAPMetrics Feb_21_2017.xlsx.” Other metrics not included in the S-MAP metrics spreadsheet that are being considered for the future Accountability Reports or presented in SoCalGas’ and SDG&E’s Interim Spending Accountability Report,¹ pursuant to D.16-06-054, may include the following:

- Completed Vegetation Inspections
- Vegetation Related Outages
- Total Locate and Mark Tickets
- Locate and Mark: Markouts
- Locate and Mark: Mismarks
- Total Damages (related to Dig-ins)
- Number of Third Party Damages to High-Pressure Pipe
- Number of Third Party Damages to Medium-Pressure Pipe
- Corrective Maintenance Program Inspections
- Electric Troubleshooter Response Time

Please also see the following reports that contain metric information as additional examples:

- <https://www.sempra.com/sites/default/files/content/files/node-page/file-list/2017/2016-corporate-responsibility-report-sempra.pdf> (see pages 64-67).
- Separately attached: “OSA-SEU-001-Supplemental 2 - SCG DOT Report 2017.pdf.”

¹ A.17-10-007/-008. Test Year 2019 General Rate Case Application of Southern California Gas Company. Test Year 2019 General Rate Case San Diego Gas & Electric Company. October 6, 2017 at Appendix A.

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SDG&E and SoCalGas Original Response 1 - Overview of Response:

The information in this response is confidential and protected materials pursuant to PUC Section 583, GO 66-C/D and D.17-09-023.

SoCalGas and SDG&E take a comprehensive approach to safety, which begins with the tone at the top. This is evidenced in the Direct Testimony of SDG&E Policy Overview witness Caroline Winn: “At SDG&E, safety isn’t a goal – it is part of the Company’s DNA. Nothing is more important than keeping our employees, contractors and the public safe” (Exhibit SDG&E-01 at p. CAW-1). This sentiment is echoed in the Revised Direct Testimony of SoCalGas Policy Overview witness Bret Lane (Exhibit SCG-01-R).

To evaluate their safety approaches, SoCalGas and SDG&E have identified, collected, reviewed, and reported on various safety performance measures, some of which are included in SoCalGas’ and SDG&E’s Interim Accountability Report (attached to their respective TY 2019 GRC Applications as Appendix A). SoCalGas and SDG&E are continuously refining their safety measures and metrics, to the extent that comparable and useful metrics are available, when analyzing their risks and as needed. Further, SoCalGas and SDG&E anticipate refining their metrics in the context of (1) preparing for and lessons learned from our accountability reporting, estimated to begin in 2020 in accordance with D.14-12-025; and (2) participating in the metric working groups efforts, which are currently underway in the Safety Model Assessment Proceeding (S-MAP), Application 15-05-002 (consolidated).

In addition to metrics, SoCalGas and SDG&E also utilize and take seriously their respective Safety Barometer Reports. These reports present the results of the SAFETY BAROMETER employee perception surveys, conducted among SDG&E and SoCalGas employees in both 2013 and 2016, and serve as another indicator of the safety focus and priority at both companies. **Please see the attached confidential copies of the 2013 and 2016 Safety Barometer Reports for SoCalGas and SDG&E.**

Building on the foregoing, SoCalGas and SDG&E provide responses to OSA’s specific data request questions in the remainder of this document.

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SDG&E and SoCalGas Original Response 1 - Overview of Response:

With regard to the timing requested herein, SoCalGas/SDG&E object to this request under Rule 10.1 of the Commission's Rules of Practice and Procedure on the grounds that the timeframe encompassed in this request is not relevant to the subject matter involved in the pending proceeding and therefore, the burden, expense and intrusiveness of this request outweighs the likelihood that the information sought will lead to the discovery of relevant and admissible evidence. In particular, this request seeks information prior to 2012 and is thus, outside the scope of the relevant time period used by SoCalGas/SDG&E in developing its forecasts. Furthermore, the Occupational Safety & Health Administration's (OSHA) regulations require that the OSHA 300 Log, the privacy case list (if one exists), the annual summary, and the OSHA 301 Incident Report forms be saved for five (5) years, following the end of the calendar year that these records cover. Subject to and without waiving the foregoing objection, SoCalGas/SDG&E respond as follows:

As an overview of our response, the responses for Questions 1.a. – 1.d. are confined to measures related to employee safety.

Employee injuries, illnesses and motor vehicle incidents, near misses and facility safety inspections, along with related corrective actions, are recorded in the utilities' Safety Information Management System (SIMS), a component within the electronic SAP system.