

Application of SOUTHERN CALIFORNIA GAS)
COMPANY for authority to update its gas revenue)
requirement and base rates)
effective January 1, 2019 (U 904-G))

Application No. 17-10-008

Exhibit No.: (SCG-19-WP-R)

REVISED WORKPAPERS TO
PREPARED DIRECT TESTIMONY
OF MICHAEL H. BALDWIN
ON BEHALF OF SOUTHERN CALIFORNIA GAS COMPANY

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA

DECEMBER 2017



**2019 General Rate Case - REVISED
INDEX OF WORKPAPERS**

Exhibit SCG-19-WP-R - CS - OFFICE OPERATIONS

DOCUMENT	PAGE
Overall Summary For Exhibit No. SCG-19-WP-R	1
<i>Summary of Non-Shared Services Workpapers</i>	2
Category: A. CS - Office Operations	3
..200000.000 - CCC - OPERATIONS	5
..200001.000 - CCC - SUPPORT	27
..200002.000 - BRANCH OFFICES	42
..200003.000 - BILLING SERVICES	49
..200004.000 - CREDIT AND COLLECTIONS	59
..200004.001 - CREDIT AND COLLECTIONS POSTAGE	64
..200005.000 - REMITTANCE PROCESSING	72
..200005.001 - REMITTANCE PROCESSING POSTAGE	79
..200006.000 - CUSTOMER SERVICE OTHER OFFICE OPS AND TECHNOLOGY	91
..200007.000 - MEASUREMENT DATA OPS (MDO)	104
<i>Summary of Shared Services Workpapers</i>	113
Category: A. CS - Office Operations	114
..2200-0354.000 - MAJOR MARKET CREDIT AND COLLECTIONS	115
..2200-0355.000 - PAYMENT PROCESSING	124
..2200-2247.000 - MANAGER OF REMITTANCE PROCESSING	132
<i>Appendix A: List of Non-Shared Cost Centers</i>	139

Overall Summary For Exhibit No. SCG-19-WP-R

Area:	CS - OFFICE OPERATIONS
Witness:	Michael H. Baldwin

Description	In 2016 \$ (000) Incurred Costs			
	Adjusted-Recorded	Adjusted-Forecast		
	2016	2017	2018	2019
<i>Non-Shared Services</i>	87,019	87,093	85,976	84,297
<i>Shared Services</i>	5,403	5,511	5,492	5,492
Total	92,422	92,604	91,468	89,789

Note: Totals may include rounding differences.

Southern California Gas Company
 2019 GRC - REVISED
 Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin

Summary of Non-Shared Services Workpapers:

Description	In 2016 \$ (000) Incurred Costs			
	Adjusted-Recorded	Adjusted-Forecast		
	2016	2017	2018	2019
A. CS - Office Operations	87,019	87,093	85,976	84,297
Total	87,019	87,093	85,976	84,297

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Workpaper: VARIOUS

Summary for Category: A. CS - Office Operations

	In 2016\$ (000) Incurred Costs			
	Adjusted-Recorded	Adjusted-Forecast		
	2016	2017	2018	2019
Labor	57,441	58,714	59,516	59,229
Non-Labor	11,568	11,040	10,370	10,257
NSE	18,006	17,335	16,086	14,807
Total	87,015	87,089	85,972	84,293
FTE	736.8	746.7	759.8	747.3

Workpapers belonging to this Category:

20000.000 CCC - Operations

Labor	29,794	29,438	30,561	29,525
Non-Labor	349	346	355	347
NSE	0	0	0	0
Total	30,143	29,784	30,916	29,872
FTE	391.8	386.7	402.8	388.2

20001.000 CCC - Support

Labor	4,760	5,522	5,753	5,742
Non-Labor	3,022	3,066	3,254	3,282
NSE	0	0	0	0
Total	7,782	8,588	9,007	9,024
FTE	55.6	63.9	66.0	65.8

20002.000 Branch Offices

Labor	8,989	8,795	8,795	9,322
Non-Labor	2,602	2,559	2,559	2,689
NSE	0	0	0	0
Total	11,591	11,354	11,354	12,011
FTE	129.1	124.7	124.7	125.7

20003.000 Billing Services

Labor	6,632	6,567	6,083	6,216
Non-Labor	335	49	48	48
NSE	0	0	0	0
Total	6,967	6,616	6,131	6,264
FTE	73.8	72.9	69.2	69.1

20004.000 Credit and Collections

Labor	2,966	3,003	2,845	2,845
Non-Labor	1,255	1,255	1,255	1,255
NSE	0	0	4	0
Total	4,221	4,258	4,104	4,100
FTE	36.1	36.5	34.1	34.5

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Workpaper: VARIOUS

	In 2016\$ (000) Incurred Costs			
	Adjusted-Recorded	Adjusted-Forecast		
	2016	2017	2018	2019
200004.001 Credit and Collections Postage				
Labor	0	0	0	0
Non-Labor	0	0	0	0
NSE	995	995	995	995
Total	995	995	995	995
FTE	0.0	0.0	0.0	0.0
200005.000 Remittance Processing				
Labor	1,579	1,681	1,681	1,681
Non-Labor	3,349	3,121	2,534	2,313
NSE	0	0	0	0
Total	4,928	4,802	4,215	3,994
FTE	20.6	21.8	21.8	21.8
200005.001 Remittance Processing Postage				
Labor	0	0	0	0
Non-Labor	0	0	0	0
NSE	17,011	16,340	15,087	13,812
Total	17,011	16,340	15,087	13,812
FTE	0.0	0.0	0.0	0.0
200006.000 Customer Service Other Office Ops and Technology				
Labor	1,909	2,783	2,873	2,973
Non-Labor	155	221	206	206
NSE	0	0	0	0
Total	2,064	3,004	3,079	3,179
FTE	19.9	28.7	29.7	30.7
200007.000 Measurement Data Ops (MDO)				
Labor	812	925	925	925
Non-Labor	501	423	159	117
NSE	0	0	0	0
Total	1,313	1,348	1,084	1,042
FTE	9.9	11.5	11.5	11.5

Note: Totals may include rounding differences.

Beginning of Workpaper
200000.000 - CCC - Operations

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 1. CCC - Operations
 Workpaper: 200000.000 - CCC - Operations

Activity Description:

Labor and non-labor costs associated with the Customer Contact Center (CCC) Operations. CCC expenses cover the costs of answering customer telephone calls related to Gas Leaks, Service Orders, and Billing and Payments; responding to incoming email from customers; responding to inquiries from socialgas.com website and My Account; processing faxed fumigation orders; and, responding to other customer account related inquiries.

Forecast Explanations:

Labor - Base YR Rec

A Base Year forecasting methodology was applied to project CCC Operations O&M costs. 2016 Base Year customer contact volumes reflect customer adoption of self-service options resulting from SoCalGas' capital investments and continuous improvement efforts for IVR, web and mobile options. The forecast was built using call center workforce management software and based on projected call volume, level of service (LOS), average handle time (AHT), agent occupancy and shrinkage.

Non-Labor - Base YR Rec

For the CCC Operations non-labor category, a base year recorded forecast was used. These non-labor expenses primarily consist of office supplies, office furniture, headsets and travel expenses. (Communications and annual software maintenance and Telco are captured under the CCC-Support Non-Labor category).

NSE - Base YR Rec

NSE is not applicable to this workgroup.

Summary of Results:

		In 2016\$ (000) Incurred Costs								
		Adjusted-Recorded					Adjusted-Forecast			
Years		2012	2013	2014	2015	2016	2017	2018	2019	
Labor		34,380	33,124	31,504	30,870	29,794	29,439	30,562	29,526	
Non-Labor		379	352	408	328	349	345	354	346	
NSE		0	0	0	0	0	0	0	0	
Total		34,758	33,476	31,913	31,198	30,143	29,784	30,916	29,872	
FTE		460.2	442.9	419.8	410.4	391.8	386.6	402.7	388.1	

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 1. CCC - Operations
Workpaper: 200000.000 - CCC - Operations

Summary of Adjustments to Forecast:

In 2016 \$(000) Incurred Costs										
Forecast Method		Base Forecast			Forecast Adjustments			Adjusted-Forecast		
Years		2017	2018	2019	2017	2018	2019	2017	2018	2019
Labor	Base YR Rec	29,794	29,794	29,794	-356	767	-269	29,438	30,561	29,525
Non-Labor	Base YR Rec	349	349	349	-3	6	-2	346	355	347
NSE	Base YR Rec	0	0	0	0	0	0	0	0	0
Total		30,143	30,143	30,143	-359	773	-271	29,784	30,916	29,872
FTE	Base YR Rec	391.8	391.8	391.8	-5.1	11.0	-3.6	386.7	402.8	388.2

Forecast Adjustment Details:

Year	Adj Group	Labor	NLbr	NSE	Total	FTE	Adj Type	RefID	
2017	Other	47	0	0	47	0.5	1-Sided Adj	TNGUYEN20170310084413777	
Explanation:		Adjustment for labor necessary return to normal operations after temporary deployment to mitigate Aliso leak. Supervisor to oversee and support Customer Service Representative.							
2017	FOF-Ongoing	-961	-7	0	-968	-13.2	1-Sided Adj	TNGUYEN20161205090301460	
Explanation:		FOF - CCC FOF ideas Cost efficiencies related to Fueling our Future initiative. Reduction in AHT by 10 secs, cost reduction can be realized by eliminating unnecessary phrasing from scripts.							
2017	FOF-Ongoing	248	2	0	250	3.4	1-Sided Adj	TNGUYEN20161205090623227	
Explanation:		FOF - Paperless Billing FOF idea - Implemented 4th quarter 2017. Enable CSR on live calls to enroll customers in paperless billing an increase in overall AHT by 2.6 seconds							
2017	FOF-Ongoing	-713	-5	0	-718	-9.8	1-Sided Adj	TNGUYEN20170310101054573	
Explanation:		FOF - CCC FOF ideas Cost efficiencies related to Fueling our Future initiative. Reduce CSR call volume - 132,350 reduction in call volume from 2016 level by adding functionality to the IVR and increasing self-service transactions.							
2017	Other	102	1	0	103	1.4	1-Sided Adj	TNGUYEN20170310102031330	
Explanation:		LOS - Adjustment in labor to increase in CSR LOS from 53.5% in 2016 to 54% in 2017.							
2017	Other	-68	0	0	-68	-0.5	1-Sided Adj	TNGUYEN20170310084652013	
Explanation:		Reduction in 1 Special Services Manager. Responsibility of this area is now under the Operations Support Manager (in Support). 2016 Base year numbers reflect 6 months for this position (\$68k in Labor, \$0.3k in non-labor and 0.5 FTEs). An adjustment of -\$68k labor, -\$0.3k non-labor and -0.5 FTEs has been made to remove this position in forecast years.							
2017	Other	-76	-1	0	-77	-0.8	1-Sided Adj	TNGUYEN20170310085015547	

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 1. CCC - Operations
 Workpaper: 200000.000 - CCC - Operations

Year	Adj Group	Labor	NLbr	NSE	Total	FTE	Adj_Type	RefID
Explanation:		Reduction of 1 CCC Supervisor position in November 2016. 2016 Base year numbers reflect 10 months for this position (\$76k in Labor, \$0.4k in non-labor and 0.82 FTEs). An adjustment of -\$76k labor, -\$0.4k non-labor and -0.82 FTEs has been made to remove this position in forecast years.						
2017	Other	192	1	0	193	2.0	1-Sided Adj	TNGUYEN20170310085309080
Explanation:		Adjustments for full year staffing. 2016 Base Year numbers include three CCC Operations supervisor positions than were staffed between five to ten months.						
2017	Other	144	1	0	145	2.0	1-Sided Adj	TNGUYEN20170310102320063
Explanation:		Meter Growth - Increase in CSR Call volume based on meter growth for 2017 is 28,696 calls.						
2017	RAMP Incremental	721	5	0	726	9.9	1-Sided Adj	TNGUYEN20170310135748300
Explanation:		RAMP (Safety) - Program to update customer contact information - this mitigation would improve facility access processes supporting leakage survey and inspection of aboveground pipeline for Customer Service Field. The cost is to provide additional time for CSR to collect/verify e-mail addresses and mobile phone numbers from customers when handling all types of live calls. Implemented July 2017. Increase in overall AHT of 7.5 seconds.						
2017	RAMP Incremental	8	0	0	8	0.0	1-Sided Adj	TNGUYEN20170511095735020
Explanation:		RAMP Base - Formal Training CSR - 4 training includes a segment for handling Emergency Orders . Includes RAMP - Increase CSR call volume for Emergency calls 225 in 2017						
2017 Total		-356	-3	0	-359	-5.1		
2018	Other	47	0	0	47	0.5	1-Sided Adj	TNGUYEN20170310084506587
Explanation:		Adjustment for labor necessary return to normal operations after temporary deployment to mitigate Aliso leak. Supervisor to oversee and support Customer Service Representative.						
2018	FOF-Ongoing	-1,119	-8	0	-1,127	-15.3	1-Sided Adj	TNGUYEN20161205090351973
Explanation:		FOF - CCC FOF ideas Cost efficiencies related to Fueling our Future initiative. Reduction in AHT by 12 secs by eliminating unnecessary phrasing from scripts and enhancing the OnLineHelp tool so CSRs can find information quicker.						
2018	FOF-Ongoing	994	7	0	1,001	13.6	1-Sided Adj	TNGUYEN20161205090655837
Explanation:		FOF - Paperless Billing FOF idea - Implemented 4th quarter 2017. Enable CSR on live calls to enroll customers in paperless billing an increase in overall AHT by 10 seconds						
2018	Other	1	0	0	1	0.0	1-Sided Adj	TNGUYEN20161205090810147
Explanation:		AM - CSR Labor for AMI Training						

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 1. CCC - Operations
Workpaper: 200000.000 - CCC - Operations

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>	<u>RefID</u>
2018	Other	-159	-1	0	-160	-2.2	1-Sided Adj	TNGUYEN20161205090918727
Explanation:		AM - CSR Labor decrease for call volume decrease for AMI.						
2018	Other	-68	0	0	-68	-0.5	1-Sided Adj	TNGUYEN20170310084708990
Explanation:		Reduction in 1 Special Services Manager. Responsibility of this area is now under the Operations Support Manager (in Support). 2016 Base year numbers reflect 6 months for this position (\$68k in Labor, \$0.3k in non-labor and 0.5 FTEs). An adjustment of -\$68k labor, -\$0.3k non-labor and -0.5 FTES has been made to remove this position in forecast years.						
2018	Other	-76	-1	0	-77	-0.8	1-Sided Adj	TNGUYEN20170310085042517
Explanation:		Reduction of 1 CCC Supervisor position in November 2016. 2016 Base year numbers reflect 10 months for this position (\$76k in Labor, \$0.4k in non-labor and 0.82 FTEs). An adjustment of -\$76k labor, -\$0.4k non-labor and -0.82 FTEs has been made to remove this position in forecast years.						
2018	Other	192	1	0	193	2.0	1-Sided Adj	TNGUYEN20170310085328300
Explanation:		Adjustments for full year staffing. 2016 Base Year numbers include three CCC Operations supervisor positions than were staffed between five to ten months.						
2018	Other	61	1	0	62	1.0	1-Sided Adj	TNGUYEN20170310085459740
Explanation:		An Administrative Associate-4 position to support the San Dimas Site Manager will be added in 2018 at (\$60.9K annual) + avg non-labor of \$0.5K per FTE.						
2018	Other	-96	-1	0	-97	-1.0	1-Sided Adj	TNGUYEN20170310085741300
Explanation:		Reduction of 1 Project Manager supporting the Lead Optimization project in 2018. 2016 Base year numbers reflect 12 months for this position (\$95.7k in Labor and 1.0 FTEs). An adjustment of -\$95.7k and 1 FTEs has been made to remove this position in 2018 and 2019 forecasted years.						
2018	FOF-Ongoing	-1,022	-8	0	-1,030	-14.0	1-Sided Adj	TNGUYEN20170310101259057
Explanation:		FOF - CCC FOF ideas Cost efficiencies related to Fueling our Future initiative. Reduce CSR call volume - 189,134 reduction in call volume from 2016 level by adding/improving functionality to the IVR and web and increasing self-service transactions.						
2018	Other	205	2	0	207	3.0	1-Sided Adj	TNGUYEN20170310102114250
Explanation:		LOS - Adjustment for labor to increase in CSR LOS from 53.5% in 2016 to 55% in 2018.						
2018	Other	353	3	0	356	5.0	1-Sided Adj	TNGUYEN20170310102404037
Explanation:		Meter Growth - Increase in CSR Call volume based on meter growth for 2018 is 68,272 calls.						

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 1. CCC - Operations
Workpaper: 200000.000 - CCC - Operations

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>	<u>RefID</u>
2018	RAMP Incremental	1,438	11	0	1,449	19.7	1-Sided Adj	TNGUYEN20170310151746770
Explanation:		RAMP - Program to update customer contact information - this mitigation would improve facility access processes supporting leakage survey and inspection of aboveground pipeline. The cost is to provide additional time for CSR to collect/verify e-mail addresses and mobile phone numbers from customers when handling all types of live calls. Implemented July 2017. Increase in overall AHT of 15 seconds.						
2018	RAMP Incremental	16	0	0	16	0.0	1-Sided Adj	TNGUYEN20170627142113110
Explanation:		RAMP - Increase CSR call volume for Emergency calls 453 in 2018						
2018 Total		767	6	0	773	11.0		
2019	Other	47	0	0	47	0.5	1-Sided Adj	TNGUYEN20170310084519177
Explanation:		Adjustment for labor necessary return to normal operations after temporary deployment to mitigate Aliso leak. Supervisor to oversee and support Customer Service Representative.						
2019	FOF-Ongoing	-1,621	-12	0	-1,633	-22.2	1-Sided Adj	TNGUYEN20161205090422257
Explanation:		FOF - CCC FOF ideas Cost efficiencies related to Fueling our Future initiative. Reduction in AHT by 17 secs by eliminating unnecessary phrasing from scripts, enhancing the OnLineHelp tool so CSRs can find information quicker, and coaching employees over reliant on Leads.						
2019	FOF-Ongoing	994	7	0	1,001	13.6	1-Sided Adj	TNGUYEN20161205090721180
Explanation:		FOF - Paperless Billing FOF idea - Implemented 4th quarter 2017. Enable CSR on live calls to enroll customers in paperless billing an increase in overall AHT by 10.3 seconds						
2019	Other	1	0	0	1	0.0	1-Sided Adj	TNGUYEN20161205090818333
Explanation:		AM - CSR Labor for AMI Training						
2019	Other	-160	-1	0	-161	-2.2	1-Sided Adj	TNGUYEN20161205090936203
Explanation:		AM - CSR Labor decrease for call volume decrease for AMI.						
2019	Other	-68	0	0	-68	-0.5	1-Sided Adj	TNGUYEN20170310084726107
Explanation:		Reduction in 1 Special Services Manager. Responsibility of this area is now under the Operations Support Manager (in Support). 2016 Base year numbers reflect 6 months for this position (\$68k in Labor, \$0.3k in non-labor and 0.5 FTEs). An adjustment of -\$68k labor, -\$0.3k non-labor and -0.5 FTEs has been made to remove this position in forecast years.						

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 1. CCC - Operations
 Workpaper: 200000.000 - CCC - Operations

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>	<u>RefID</u>
2019	Other	-76	-1	0	-77	-0.8	1-Sided Adj	TNGUYEN20170310085109500
Explanation:		Reduction of 1 CCC Supervisor position in November 2016. 2016 Base year numbers reflect 10 months for this position (\$76k in Labor, \$0.4k in non-labor and 0.82 FTEs). An adjustment of -\$76k labor, -\$0.4k non-labor and -0.82 FTEs has been made to remove this position in forecast years.						
2019	Other	192	1	0	193	2.0	1-Sided Adj	TNGUYEN20170310085341237
Explanation:		Adjustments for full year staffing. 2016 Base Year numbers include three CCC Operations supervisor positions than were staffed between five to ten months.						
2019	Other	61	1	0	62	1.0	1-Sided Adj	TNGUYEN20170310085551347
Explanation:		An Administrative Associate-4 position to support the San Dimas Site Manager will be added in 2018 at (\$60.9K annual) + avg non-labor of \$0.5K per FTE.						
2019	Other	-96	-1	0	-97	-1.0	1-Sided Adj	TNGUYEN20170310085800400
Explanation:		Reduction of 1 Project Manager supporting the Lead Optimization project in 2018. 2016 Base year numbers reflect 12 months for this position (\$95.7k in Labor and 1.0 FTEs). An adjustment of -\$95.7k and 1 FTES has been made to remove this position in 2018 and 2019 forecasted years. "						
2019	FOF-Ongoing	-2,528	-18	0	-2,546	-34.6	1-Sided Adj	TNGUYEN20170310101505523
Explanation:		FOF - CCC FOF Cost efficiencies related to Fueling our Future initiative. Initiatives to reduce CSR call volume -467,828 reduction in call volume from 2016 level by adding/improving functionality to the IVR and web and increasing self-service transactions and identifying ways to reduce repeat calls.						
2019	Other	1,118	8	0	1,126	15.3	1-Sided Adj	TNGUYEN20170310102219547
Explanation:		LOS - Adjustment for labor to increase in CSR LOS from 53.5% in 2019 to 60% in 2019.						
2019	Other	575	4	0	579	8.0	1-Sided Adj	TNGUYEN20170310102454020
Explanation:		Meter Growth - Increase in CSR Call volume based on meter growth for 2019 is 110,871 calls.						
2019	FOF-Ongoing	212	2	0	214	2.9	1-Sided Adj	TNGUYEN20170310111823320
Explanation:		FOF (CSF) Smartphone Project -- CCC costs to get customer s "reached at" phone # on all entered orders. Currently, CCC gets this info for a subset of entered orders only -- so the incremental cost is the differential to ask for this info on the rest of the entered orders. Note: "Reached at" is associated with the order so CSR asks for the phone number that the customer can be contacted on the scheduled day of the order. Implementation date January 2019. This will increase the overall AHT by 2.2 seconds.						
2019	RAMP Incremental	1,438	11	0	1,449	19.7	1-Sided Adj	TNGUYEN20170310152534977

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 1. CCC - Operations
 Workpaper: 200000.000 - CCC - Operations

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>	<u>RefID</u>
Explanation:		RAMP (Safety) - Program to update customer contact information - this mitigation would improve facility access processes supporting leakage survey and inspection of aboveground pipeline. The cost is to provide additional time for CSR to collect/verify e-mail addresses and mobile phone numbers from customers when handling all types of live calls. Implemented July 2017. Increase in overall AHT of 15 seconds						
2019	FOF-Ongoing	-383	-3	0	-386	-5.3	1-Sided Adj	TNGUYEN20170507211132473
Explanation:		FOF - Miscellaneous Ideas cost efficiencies related to Fueling our Future initiative. Efficiencies achieve through increasing productivity by expanding the workforce management process to include all call types and non-call work and reducing training time by eliminating low value modules.						
2019	RAMP Incremental	25	0	0	25	0.0	1-Sided Adj	TNGUYEN20170627142140353
Explanation:		RAMP - Increase CSR call volume for Emergency calls 683 in 2019						
2019 Total		-269	-2	0	-271	-3.6		

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 1. CCC - Operations
Workpaper: 200000.000 - CCC - Operations

Determination of Adjusted-Recorded (Incurred Costs):

	2012 (\$000)	2013 (\$000)	2014 (\$000)	2015 (\$000)	2016 (\$000)
Recorded (Nominal \$)*					
Labor	26,986	26,475	25,827	25,987	27,521
Non-Labor	368	348	410	327	425
NSE	0	0	0	0	0
Total	27,354	26,823	26,237	26,315	27,947
FTE	394.7	378.7	359.5	351.9	358.9
Adjustments (Nominal \$) **					
Labor	0	14	0	-52	-1,940
Non-Labor	0	0	0	0	-77
NSE	0	0	0	0	0
Total	0	14	0	-52	-2,017
FTE	0.0	0.2	0.0	-0.6	-23.8
Recorded-Adjusted (Nominal \$)					
Labor	26,986	26,489	25,827	25,936	25,581
Non-Labor	368	348	410	327	349
NSE	0	0	0	0	0
Total	27,354	26,837	26,237	26,263	25,930
FTE	394.7	378.9	359.5	351.3	335.1
Vacation & Sick (Nominal \$)					
Labor	4,320	4,402	4,215	4,196	4,213
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	4,320	4,402	4,215	4,196	4,213
FTE	65.5	64.0	60.3	59.0	56.7
Escalation to 2016\$					
Labor	3,074	2,233	1,462	738	0
Non-Labor	11	4	-1	1	0
NSE	0	0	0	0	0
Total	3,084	2,237	1,460	739	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Constant 2016\$)					
Labor	34,380	33,124	31,504	30,870	29,794
Non-Labor	379	352	408	328	349
NSE	0	0	0	0	0
Total	34,758	33,476	31,913	31,198	30,143
FTE	460.2	442.9	419.8	410.3	391.8

* After company-wide exclusions of Non-GRC costs

** Refer to "Detail of Adjustments to Recorded" page for line item adjustments

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 1. CCC - Operations
 Workpaper: 200000.000 - CCC - Operations

Summary of Adjustments to Recorded:

In Nominal \$ (000) Incurred Costs					
Years	2012	2013	2014	2015	2016
Labor	0	14	0	-52	-1,940
Non-Labor	0	0	0	0	-77
NSE	0	0	0	0	0
Total	0	14	0	-52	-2,017
FTE	0.0	0.2	0.0	-0.6	-23.8

Detail of Adjustments to Recorded:

Year	Adj Group	Labor	NLbr	NSE	FTE	Adj Type	RefID
2012 Total		0	0	0	0.0		
2013	Other	6	0	0	0.1	CCTR Transf From 2200-0413.000	KHART20161013115447457
Explanation: Transfer Call Center CSR labor from the Process Improvement organization 2200-0413 in WP 2HR003 to the Call Center workpaper group 200000. 111 CSRs at San Dimas (\$5,668 and 0.08 FTE to 2200-0407) and 166 CSRs at Redlands (\$8,341 and 0.12 FTE to 2200-0411) attended the 1.5 hour class to improve High Bill Investigation call handling skills.							
2013	Other	8	0	0	0.1	CCTR Transf From 2200-0413.000	KHART20161013115535303
Explanation: Transfer Call Center CSR labor from the Process Improvement organization 2200-0413 in WP 2HR003 to the Call Center workpaper group 200000. 111 CSRs at San Dimas (\$5,668 and 0.08 FTE to 2200-0407) and 166 CSRs at Redlands (\$8,341 and 0.12 FTE to 2200-0411) attended the 1.5 hour class to improve High Bill Investigation call handling skills.							
2013 Total		14	0	0	0.2		
2014 Total		0	0	0	0.0		
2015	Aliso	-52	0	0	-0.6	1-Sided Adj	TNGUYEN20161203213104280
Explanation: Aliso Remove Aliso Canyon CCC Mgt labor expenses charged to the CCC. 2015							
2015 Total		-52	0	0	-0.6		
2016	Aliso	-1,940	-77	0	23.8	1-Sided Adj	TNGUYEN20161203212621500
Explanation: 200000.000 Remove Aliso expenses							

Note: Totals may include rounding differences.

Southern California Gas Company
 2019 GRC - REVISED
 Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 1. CCC - Operations
 Workpaper: 200000.000 - CCC - Operations

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>	<u>RefID</u>
2016 Total		-1,940	-77	0	.23.8		

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 1. CCC - Operations
Workpaper: 200000.000 - CCC - Operations

RAMP Item # 1

Ref ID: TNGUYEN20170310135748300

RAMP Chapter: SCG-2

Program Name: Update customer information for access purposes

Program Description: Update customer information for access purposes (supporting leak survey, above ground pipeline & inspection etc

Risk/Mitigation:

Risk: Employee Contractor, Contractor and Public Safety

Mitigation: Safety Communication and Public Awareness

Forecast CPUC Cost Estimates (\$000)

	<u>2017</u>	<u>2018</u>	<u>2019</u>
Low	962	962	962
High	1,176	1,176	1,176

Funding Source: CPUC-GRC

Forecast Method: Zero-Based

Work Type: Non-Mandated

Work Type Citation: non mandated

Historical Embedded Cost Estimates (\$000)

Embedded Costs: 0

Explanation: 0

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 1. CCC - Operations
Workpaper: 200000.000 - CCC - Operations

RAMP Item # 2

Ref ID: TNGUYEN20170511095735020

RAMP Chapter: SCG-2

Program Name: CSR Training

Program Description: CSR - 4 training includes a segment for handling Emergency Orders

Risk/Mitigation:

Risk: Formal Training

Mitigation: CSR - 4 training includes a segment for handling Emergency Orders

Forecast CPUC Cost Estimates (\$000)

	<u>2017</u>	<u>2018</u>	<u>2019</u>
Low	53	53	50
High	69	69	69

Funding Source: CPUC-GRC

Forecast Method: Base Year

Work Type: Non-Mandated

Work Type Citation: CSR Training

Historical Embedded Cost Estimates (\$000)

Embedded Costs: 55

Explanation: used 2015 \$

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 1. CCC - Operations
Workpaper: 200000.000 - CCC - Operations

RAMP Item # 3

Ref ID: TNGUYEN20170511143913317

RAMP Chapter: SCG-2

Program Name: CSR Training

Program Description: CSR - 4 training includes a segment for handling Emergency Orders - Instructor

Risk/Mitigation:

Risk: Employee, Contractor, Customer and Public Safety

Mitigation: 2.A.2

Forecast CPUC Cost Estimates (\$000)

	<u>2017</u>	<u>2018</u>	<u>2019</u>
Low	7	7	7
High	9	9	9

Funding Source: CPUC-GRC

Forecast Method: Base Year

Work Type: Non-Mandated

Work Type Citation: RAMP

Historical Embedded Cost Estimates (\$000)

Embedded Costs: 8

Explanation: used 2015 \$

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 1. CCC - Operations
Workpaper: 200000.000 - CCC - Operations

RAMP Item # 4

Ref ID: TNGUYEN20170511144530677

RAMP Chapter: SCG-2

Program Name: CSR Training

Program Description: CSR - 2 includes a segment for understanding proper ergonomics'. - Student

Risk/Mitigation:

Risk: Employee, Contractor, Customer and Public Safety

Mitigation: 2.A.3

Forecast CPUC Cost Estimates (\$000)

	<u>2017</u>	<u>2018</u>	<u>2019</u>
Low	1	1	1
High	2	2	2

Funding Source: CPUC-GRC

Forecast Method: Base Year

Work Type: Non-Mandated

Work Type Citation: RAMP

Historical Embedded Cost Estimates (\$000)

Embedded Costs: 1

Explanation:

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 1. CCC - Operations
Workpaper: 200000.000 - CCC - Operations

RAMP Item # 5

Ref ID: TNGUYEN20170511145057737

RAMP Chapter: SCG-2

Program Name: CSR Training

Program Description: CSR - 2 includes a segment for understanding proper ergonomics'. - Instructor

Risk/Mitigation:

Risk: Employee, Contractor, Customer and Public Safety

Mitigation: CSR - 2 includes a segment for understanding proper ergonomics'. - Instructor

Forecast CPUC Cost Estimates (\$000)

	<u>2017</u>	<u>2018</u>	<u>2019</u>
Low	4	4	3
High	5	5	5

Funding Source: CPUC-GRC

Forecast Method: Base Year

Work Type: Non-Mandated

Work Type Citation: RAMP

Historical Embedded Cost Estimates (\$000)

Embedded Costs: 4

Explanation:

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 1. CCC - Operations
Workpaper: 200000.000 - CCC - Operations

RAMP Item # 6

Ref ID: TNGUYEN20170511150909333

RAMP Chapter: SCG-2

Program Name: Quality Observations of CSR

Program Description: QA employee's review call types to determine if CSR's are responding correctly.

Risk/Mitigation:

Risk: #6 Quality Assurance

Mitigation: Quality Observations of CSR

Forecast CPUC Cost Estimates (\$000)

	<u>2017</u>	<u>2018</u>	<u>2019</u>
Low	21	21	21
High	26	26	26

Funding Source: CPUC-GRC

Forecast Method: Base Year

Work Type: Non-Mandated

Work Type Citation: RAMP

Historical Embedded Cost Estimates (\$000)

Embedded Costs: 22

Explanation:

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 1. CCC - Operations
 Workpaper: 200000.000 - CCC - Operations

RAMP Item # 7

Ref ID: TNGUYEN20170512103338190

RAMP Chapter: SCG-2

Program Name: CCC - Dedicated Safety position to support CCC

Program Description: The CCC has one employee dedicated to safety related issues for the two call center locations. Each Contact Center location also has two supervisors that specialize in safety related issues. There is a desire to form Safety Committee's at each of the two locations as well. The safety advisor is also responsible for training supervisors how to use the Safety Incident Management System (SIMS).

Risk/Mitigation:

Risk: Safety committee
 Mitigation: CCC - Safety

Forecast CPUC Cost Estimates (\$000)

	<u>2017</u>	<u>2018</u>	<u>2019</u>
Low	124	124	124
High	151	151	151

Funding Source: CPUC-GRC

Forecast Method: Base Year

Work Type: Non-Mandated

Work Type Citation: RAMP

Historical Embedded Cost Estimates (\$000)

Embedded Costs: 137

Explanation:

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 1. CCC - Operations
Workpaper: 200000.000 - CCC - Operations

RAMP Item # 8

Ref ID: TNGUYEN20170512104423827

RAMP Chapter: SCG-2

Program Name: Leak order processing

Program Description: A leak order will produce an emergency order. Training for handling an emergency order is handled in CSR - 4 training. Costs associated with A1-A3 leak orders are included, as well as Telco costs.

Risk/Mitigation:

Risk: #13 Leaks & RV Orders

Mitigation: Customer Contact Center and field response to reported gas leaks

Forecast CPUC Cost Estimates (\$000)

	<u>2017</u>	<u>2018</u>	<u>2019</u>
Low	762	770	777
High	931	941	950

Funding Source: CPUC-GRC

Forecast Method: Base Year

Work Type: Non-Mandated

Work Type Citation: RAMP

Historical Embedded Cost Estimates (\$000)

Embedded Costs: 830

Explanation:

Supplemental Workpapers for Workpaper 200000.000

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Customer Contact Center Operations 200000.000 - Call Volume Supplemental Workpaper 1

Workgroup 200000 - Customer Contact Center Operations Supplemental Workpaper 1-1 Call Volume Forecast			
	Base Year (2016) Forecast		
	CSR	IVR	Total
2016 Transaction Volume	5,294,765	3,856,089	9,150,854
2016 Active Meters	5,700,917	5,700,917	5,700,917
2016 Calls Per Active Meter = Row 14/Row 16	0.93	0.68	1.61
2017			
2017 Active Meters	5,731,814	5,731,814	5,731,814
Transaction volume with meter growth = Row 17 * Row 20	5,323,461	3,876,988	9,200,448
2017 CSR Calls Above Base Year for Meter Growth = Row 22 - Row 14 - Row 24	28,471		28,471
2017 CSR RAMP Calls Above Base Year for forecasted increase in Emergency Calls	225		225
FOF Ideas	(132,350)	26,199	(106,151)
2017 Transaction Forecast = Row 22 + Row 27	5,191,111	3,903,187	9,094,297
2018			
2018 Active Meters	5,774,426	5,774,426	5,774,426
Transaction volume with meter growth = Row 17 * Row 31	5,363,037	3,905,811	9,268,848
2018 CSR Calls Above Base Year for Meter Growth = Row 22 - Row 14 - Row 35	67,819		67,819
2018 CSR RAMP Calls Above Base Year for forecasted increase in Emergency Calls	453		453
Advanced Meter Reductions	(29,407)		(29,407)
FOF Ideas	(189,134)	50,036	(139,098)
2018 Transaction Forecast = Row 33 + Row 37 + Row 39	5,144,496	3,955,847	9,100,343
2019			
2019 Active Meters	5,820,293	5,820,293	5,820,293
Transaction volume with meter growth = Row 17 * Row 43	5,405,636	3,936,835	9,342,471
2019 CSR Calls Above Base Year for Meter Growth = Row 45 - Row 14 - Row 47	110,188		110,188
2019 CSR RAMP Calls Above Base Year for forecasted increase in Emergency Calls	683		683
Advanced Meter Reductions	(29,679)		(29,679)
Self Service Reductions	(467,828)	75,054	(392,774)
2018 Transaction Forecast = Row 45 + Row 49 + Row 51	4,908,129	4,011,889	8,920,018

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Customer Contact Center Operations 200000.000 - Labor Dollars Adjustments Supplemental Workpaper
2

Workgroup 200000 - Customer Contact Center Operations Workpaper 1-2 Labor Dollars Adjustments for CSR Call Volume Changes				
Calls Answered per CSR FTE				
2016 CSR Calls Answered				5,294,765
2016 CSR FTEs				392
Calls per FTE = Row 9/Row 10				13,524
Dollars Based on 2016 Average Hourly Labor Rate				\$ 35
Hours in Year 2017				2080
Hours in Year 2018 & 2019				2088
				Dollars = Column D * E13*E14 (2017) or E15 (2018 & 2019)
Year	Description	Calls	FTES = Column C/13,524	
2017	Meter Growth = Cell B23 CCC Operations 200000.000 Supplemental Workpaper 1-1 Meter Growth Related to RAMP = Cell B24 CCC Operations 200000.000	28,471	2.11	153,259
2017	Supplemental Workpaper 1-1 FOF Call Volume Reductions Cell B27 CCC Operations 200000.000	225	0.02	1,211
2017	Supplemental Workpaper 1-1 Meter Growth = Cell B34 CCC Operations	(132,350)	(9.80)	(713,440)
2018	200000.000 Supplemental Workpaper 1-1 Meter Growth Related to RAMP = Cell B35 CCC Operations 200000.000	67,819	5.01	366,475
2018	Supplemental Workpaper 1-1 FOF Call Volume Reductions Cell B39 CCC Operations 200000.000	453	0.03	2,448
2018	Supplemental Workpaper 1-1 Decrease in Billing Calls due to Advanced Meter Cell B37 CCC Operations	(189,134)	(13.99)	(1,022,389)
2018	200000.000 Supplemental Workpaper 1-1 Meter Growth = Cell B46 CCC Operations	(29,407)	(2.2)	(159,314)
2019	200000.000 Supplemental Workpaper 1-1 Meter Growth Related to RAMP = Cell B47 CCC Operations 200000.000	110,188	8.15	595,427
2019	Supplemental Workpaper 1-1 FOF Call Volume Reductions Cell B51 CCC Operations 200000.000	683	0.05	3,691
2019	Supplemental Workpaper 1-1 Decrease in Billing Calls due to Advanced	(467,828)	(34.6)	(2,528,015)
2019	Meter	(29,679)	(2.2)	(160,045)

Beginning of Workpaper
200001.000 - CCC - Support

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 2. CCC - Support
Workpaper: 200001.000 - CCC - Support

Activity Description:

Customer Contact Center (CCC) Support cost center activities include developing CSR call volume forecasts; scheduling part time CSRs; managing LOS real time performance; developing CCC technology strategy and collaborating with Information Technology to ensure the technology supports operations objectives; training and quality assurance; policy and procedures support; planning and analysis functions and clerical functions; responding to customer written request/inquiries; following up on all California Public Utilities Commission (CPUC) telephone referrals and informal and formal CPUC complaints; providing clerical support; conducting data and trend analysis, IVR and CSR telephone expenses; and annual technology expenses.

Forecast Explanations:

Labor - Base YR Rec

A Base Year forecasting methodology was applied to project CCC Support O&M costs. The base year is appropriate because 2016 represents the most recent recorded labor and non-labor costs. Adjustments for full year staffing and investments to support operational efficiency were added to the base year to represent forecasted expenses in the test year.

Non-Labor - Base YR Rec

A Base Year forecasting methodology was applied to project CCC-Support O&M costs. Base year is appropriate because 2016 represents the most recent recorded labor and non-labor costs. Adjustments for full year staffing and investments to support operational efficiency were added to the base year to represent forecasted expenses in the test year. The non-labor primarily consists of annual software maintenance and Telecommunications costs.

NSE - Base YR Rec

NSE is not applicable to this workgroup.

Summary of Results:

		In 2016\$ (000) Incurred Costs								
		Adjusted-Recorded					Adjusted-Forecast			
Years	2012	2013	2014	2015	2016	2017	2018	2019		
Labor	5,393	5,796	5,397	4,929	4,760	5,522	5,753	5,742		
Non-Labor	3,819	3,734	3,328	2,942	3,022	3,066	3,254	3,282		
NSE	0	0	0	0	0	0	0	0		
Total	9,213	9,530	8,725	7,871	7,782	8,588	9,007	9,024		
FTE	65.1	67.5	63.9	60.1	55.6	64.0	66.1	65.9		

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 2. CCC - Support
Workpaper: 200001.000 - CCC - Support

Summary of Adjustments to Forecast:

In 2016 \$(000) Incurred Costs										
Forecast Method		Base Forecast			Forecast Adjustments			Adjusted-Forecast		
Years		2017	2018	2019	2017	2018	2019	2017	2018	2019
Labor	Base YR Rec	4,760	4,760	4,760	762	993	982	5,522	5,753	5,742
Non-Labor	Base YR Rec	3,022	3,022	3,022	44	232	260	3,066	3,254	3,282
NSE	Base YR Rec	0	0	0	0	0	0	0	0	0
Total		7,782	7,782	7,782	806	1,225	1,242	8,588	9,007	9,024
FTE	Base YR Rec	55.6	55.6	55.6	8.3	10.4	10.2	63.9	66.0	65.8

Forecast Adjustment Details:

Year	Adj Group	Labor	NLbr	NSE	Total	FTE	Adj Type	RefID	
2017	Other	341	0	0	341	3.6	1-Sided Adj	TNGUYEN20170310102645193	
Explanation:		Some management employees in this workgroup provided customer support during the Aliso leak mitigation, which required a reprioritization of company resources. The labor provided for that effort has been excluded from GRC historical recorded costs used in preparation of forecasts. In order to adequately resume routine operations, \$341,000 over the forecast base for TY2019 is needed.							
2017	Other	0	-9	0	-9	0.0	1-Sided Adj	TNGUYEN20161205091432093	
Explanation:		Decrease in telecommunication carrier costs due to a reduction of a backup telephone line that is no longer required as a result from reduction in call volume and AHT.							
2017	Other	0	1	0	1	0.0	1-Sided Adj	TNGUYEN20161205091545760	
Explanation:		Customer Experience Project - Set up for CCC s Interactive Voice Recording to send confirmation emails for completed transaction.							
2017	Other	0	47	0	47	0.0	1-Sided Adj	TNGUYEN20170310102929150	
Explanation:		A Technical Editor to review consolidate rewrite and maintain procedures in OnLine Help, so the CSRs can find needed information quickly which would improve their productivity. There will be a contract labor position for 6 months starting in the 4th quarter 2017. (\$90/hour at 520 hours = \$46.8k in 2017 and 2018).							
2017	Other	52	1	0	53	0.6	1-Sided Adj	TNGUYEN20170310103028897	
Explanation:		Training Specialist for Billing and Special Investigation Clerk training. This position will start in June 2017. This position will be an SA5 (\$88.7k annual) + \$1.16k average non-labor per FTE.							
2017	Other	82	1	0	83	1.0	1-Sided Adj	TNGUYEN20170310103332440	
Explanation:		2 Special Investigations Clerks to handle escalated complaints/requests 24/7 will be added in June 2017. This would bring the staffing to 8 Special Investigation clerks. An adjustment of \$82.3k (Grade 6 - mid-range) labor, \$1.2k non-labor and 1.0 FTE has been made to reflect full year staffing levels in 2017 and \$164.6k in labor, \$2.3k non-labor and 2 FTEs in 2018 and 2019 forecasted years.							

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 2. CCC - Support
 Workpaper: 200001.000 - CCC - Support

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>	<u>RefID</u>
2017	Other	102	1	0	103	1.0	1-Sided Adj	TNGUYEN20170310103518150
Explanation:		2016 Base year numbers reflect 1.25 months of CCC Technology Manager position (\$11.9k in Labor and 0.1 FTEs). An adjustment of \$102.4k labor, \$1k non-labor and 0.9 FTE has been made to reflect full year staffing levels in forecast years.						
2017	Other	75	1	0	76	0.8	1-Sided Adj	TNGUYEN20170310103829960
Explanation:		2016 Base year numbers reflect 2 months of CCC Performance Measurement Advisor position (\$15k in Labor and 0.17 FTEs). An adjustment of \$73.4k and 0.83 x FTE has been made to reflect full year staffing levels in forecast years.						
2017	Other	70	1	0	71	0.9	1-Sided Adj	TNGUYEN20170310103937920
Explanation:		2016 Base year numbers reflect 1.5 months of CCC Training Specialist position (\$10k in Labor and 0.13 FTEs). An adjustment of \$70k and 0.87 FTE has been made to reflect full year staffing levels in forecast years.						
2017	Other	11	0	0	11	0.1	1-Sided Adj	TNGUYEN20170310104222467
Explanation:		2016 Base year numbers reflect 11 months of CCC Operations Support & Specialty Services Manager position (\$115.2k in Labor and 0.9 FTEs), retired Dec 1. An adjustment of \$10.5k and 0.01 FTE has been made to reflect full year staffing levels in forecast years.						
2017	Other	29	0	0	29	0.3	1-Sided Adj	TNGUYEN20170310104907383
Explanation:		2016 Base year numbers reflect 8 months of LOS Administrator position (\$40.9k in Labor and 0.63 FTEs). An adjustment of \$29k and 0.33 FTE has been made to reflect full year staffing levels in forecast years.						
2017 Total		762	44	0	806	8.3		

2018	Other	341	0	0	341	3.6	1-Sided Adj	TNGUYEN20170310102707723
Explanation:		Some management employees in this workgroup provided customer support during the Aliso leak mitigation, which required a reprioritization of company resources. The labor provided for that effort has been excluded from GRC historical recorded costs used in preparation of forecasts. In order to adequately resume routine operations, \$341,000 over the forecast base for TY2019 is needed						

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 2. CCC - Support
 Workpaper: 200001.000 - CCC - Support

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>	<u>RefID</u>
2018	Other	0	12	0	12	0.0	1-Sided Adj	TNGUYEN20161205091449283
Explanation:		Increase in telecommunication carrier costs due to an increase of a backup telephone line as a result from an increase in call volume and AHT.						
2018	Other	0	1	0	1	0.0	1-Sided Adj	TNGUYEN20161205091553260
Explanation:		Customer Experience Project - Set up for CCC s Interactive Voice Recording to send confirmation emails for completed transaction.						
2018	Other	102	1	0	103	1.0	1-Sided Adj	TNGUYEN20170310102819647
Explanation:		A CCC Advisor position to support and manage the New Speech Analytics and Desktop Tagging technology implemented in 2017 to identify areas to focus on to improve CSR performance and customer experience will be added in 2017. This position will be an AD2 (\$101.9K annual) + avg non-labor of \$1.16K per FTE.						
2018	Other	0	47	0	47	0.0	1-Sided Adj	TNGUYEN20170310102943887
Explanation:		A Technical Editor to review consolidate rewrite and maintain procedures in OnLine Help, so the CSRs can find needed information quickly, which would improve their productivity. There will be a contract labor position for 6 months starting in the 4th quarter 2017. (\$90/hour at 520 hours = \$46.8k in 2017 and 2018).						
2018	Other	89	1	0	90	1.0	1-Sided Adj	TNGUYEN20170310103055197
Explanation:		Training Specialist for Billing and Special Investigation Clerk training. This position will start in June 2017. This position will be an SA5 (\$88.7k annual) + \$1.16k average non-labor per FTE.						
2018	Other	85	1	0	86	0.8	1-Sided Adj	TNGUYEN20170310103206707
Explanation:		Performance Advisor for Coach the Coach training for Management and Represented Employees. This position will support supervisor coaching to improve CSR productivity and Customer Experience. This position will be filled in March 2018 and will be an AD2 (\$101.9k annual labor) + avg non-labor of \$1.16k per FTE.						
2018	Other	165	2	0	167	2.0	1-Sided Adj	TNGUYEN20170310103358040
Explanation:		2 Special Investigations Clerks to handle escalated complaints/requests 24/7 will be added in June 2017. This would bring the staffing to 8 Special Investigation clerks. An adjustment of \$82.3k (Grade 6 - mid-range) labor, \$1.2k non-labor and 1.0 FTES has been made to reflect full year staffing levels in 2017 and \$164.6k in labor, \$2.3k non-labor and 2 FTES in 2018 and 2019 forecasted years.						
2018	Other	102	1	0	103	1.0	1-Sided Adj	TNGUYEN20170310103703250

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 2. CCC - Support
Workpaper: 200001.000 - CCC - Support

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>	<u>RefID</u>
Explanation: 2016 Base year numbers reflect 1.25 months of CCC Technology Manager position (\$11.9k in Labor and 0.1 FTEs). An adjustment of \$102.4k labor, \$1k non-labor and 0.9 FTE has been made to reflect full year staffing levels in forecast years.								
2018	Other	75	1	0	76	0.8	1-Sided Adj	TNGUYEN20170310103841980
Explanation: 2016 Base year numbers reflect 2 months of CCC Performance Measurement Advisor position (\$15k in Labor and 0.17 FTEs). An adjustment of \$73.4k and 0.83 x FTE has been made to reflect full year staffing levels in forecast years.								
2018	Other	70	1	0	71	0.9	1-Sided Adj	TNGUYEN20170310103950077
Explanation: 2016 Base year numbers reflect 1.5 months of CCC Training Specialist position (\$10k in Labor and 0.13 FTEs). An adjustment of \$70k and 0.87 FTE has been made to reflect full year staffing levels in forecast years.								
2018	Other	11	0	0	11	0.1	1-Sided Adj	TNGUYEN20170310104235133
Explanation: 2016 Base year numbers reflect 11 months of CCC Operations Support & Specialty Services Manager position (\$115.2k in Labor and 0.9 FTEs), retired Dec 1. An adjustment of \$10.5k and 0.01 FTE has been made to reflect full year staffing levels in forecast years.								
2018	Other	29	0	0	29	0.3	1-Sided Adj	TNGUYEN20170310104929953
Explanation: 2016 Base year numbers reflect 8 months of LOS Administrator position (\$40.9k in Labor and 0.63 FTEs). An adjustment of \$29k and 0.33 FTES has been made to reflect full year staffing levels in forecast years.								
2018	FOF-Ongoing	-76	-1	0	-77	-1.1	1-Sided Adj	TNGUYEN20170310105732523
Explanation: FOF - Increase productivity for Clerical group by using formal Lean Six Sigma methods to optimize processes.								
2018	Other	0	25	0	25	0.0	1-Sided Adj	TNGUYEN20170310105957133
Explanation: Annual maintenance fee for new Desktop tagging software implemented in 2017.								
2018	Other	0	51	0	51	0.0	1-Sided Adj	TNGUYEN20170310110031040
Explanation: Annual maintenance fee for new Interactions Analytics (Speech Analytics) software implemented in 2017.								

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 2. CCC - Support
Workpaper: 200001.000 - CCC - Support

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj Type</u>	<u>RefID</u>	
2018	Other	0	31	0	31	0.0	1-Sided Adj	TNGUYEN20170310110102880	
Explanation:		Annual maintenance fee for new WFM (Work Force Management) software implemented in 2017.							
2018	Other	0	60	0	60	0.0	1-Sided Adj	TNGUYEN20170310110250490	
Explanation:		Implementation of new SharePoint Online Help software.							
2018	Other	0	-3	0	-3	0.0	1-Sided Adj	TNGUYEN20170310110614920	
Explanation:		AM - Reduction in telco related to corrected bills.							
2018	RAMP Incremental	0	1	0	1	0.0	1-Sided Adj	TNGUYEN20170627142747357	
Explanation:		RAMP - Change in telco due to incremental Emergency Calls for RAMP.							
2018 Total		993	232	0	1,225	10.4			

2019	Other	341	0	0	341	3.6	1-Sided Adj	TNGUYEN20170310102721490
------	-------	-----	---	---	-----	-----	-------------	--------------------------

Explanation: Some management employees in this workgroup provided customer support during the Aliso leak mitigation, which required a reprioritization of company resources. The labor provided for that effort has been excluded from GRC historical recorded costs used in preparation of forecasts. In order to adequately resume routine operations, \$341,000 over the forecast base for TY2019 is needed

2019	Other	0	-19	0	-19	0.0	1-Sided Adj	TNGUYEN20161205091508320
------	-------	---	-----	---	-----	-----	-------------	--------------------------

Explanation: Decrease in telecommunication carrier costs due to a reduction of a backup telephone line that is no longer required as a result from reduction in call volume and AHT.

2019	Other	102	1	0	103	1.0	1-Sided Adj	TNGUYEN20170310102852743
------	-------	-----	---	---	-----	-----	-------------	--------------------------

Explanation: A CCC Advisor position to support and manage the new Speech Analytics and Desktop Tagging technology implemented in 2017 to identify areas to focus on to improve CSR performance and customer experience will be added in 2017. This position will be an AD2 (\$101.9K annual) + avg non-labor of \$1.16K per FTE.

2019	Other	89	1	0	90	1.0	1-Sided Adj	TNGUYEN20170310103114273
------	-------	----	---	---	----	-----	-------------	--------------------------

Explanation: Training Specialist for Billing and Special Investigation Clerk training. This position will start in June 2017. This position will be an SA5 (\$88.7k annual) + \$1.16k average non-labor per FTE.

2019	Other	102	1	0	103	1.0	1-Sided Adj	TNGUYEN20170310103245993
------	-------	-----	---	---	-----	-----	-------------	--------------------------

Explanation: Performance Advisor for Coach the Coach training for Management and Represented Employees. This position will support supervisor coaching to improve CSR productivity and Customer Experience. This position will be filled in March 2018 and will be an AD2 (\$101.9k annual labor) + avg non-labor of \$1.16k per FTE.

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 2. CCC - Support
Workpaper: 200001.000 - CCC - Support

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>	<u>RefID</u>
2019	Other	165	2	0	167	2.0	1-Sided Adj	TNGUYEN20170310103421660
Explanation:		Two Special Investigations Clerks to be handle escalated complaints/requests 24/7 will be added in June 2017. This would bring the staffing to 8 Special Investigation clerks. An adjustment of \$82.3k (Grade 6 - mid-range) labor, \$1.2k non-labor and 1.0 FTES has been made to reflect full year staffing levels in 2017 and \$164.6k in labor, \$2.3k non-labor and 2 FTES in 2018 and 2019 forecasted years.						
2019	Other	102	1	0	103	1.0	1-Sided Adj	TNGUYEN20170310103715980
Explanation:		2016 Base year numbers reflect 1.25 months of CCC Technology Manager position (\$11.9k in Labor and 0.1 FTES). An adjustment of \$102.4k labor, \$1k non-labor and 0.9 FTES has been made to reflect full year staffing levels in forecast years.						
2019	Other	75	1	0	76	0.8	1-Sided Adj	TNGUYEN20170310103854640
Explanation:		2016 Base year numbers reflect 2 months of CCC Performance Measurement Advisor position (\$15k in Labor and 0.17 FTES). An adjustment of \$73.4k and 0.83 x FTE has been made to reflect full year staffing levels in forecast years.						
2019	Other	70	1	0	71	0.9	1-Sided Adj	TNGUYEN20170310104003543
Explanation:		2016 Base year numbers reflect 1.5 months of CCC Training Specialist position (\$10k in Labor and 0.13 FTES). An adjustment of \$70k and 0.87 FTES has been made to reflect full year staffing levels in forecast years.						
2019	Other	11	0	0	11	0.1	1-Sided Adj	TNGUYEN20170310104247770
Explanation:		2016 Base year numbers reflect 11 months of CCC Operations Support & Specialty Services Manager position (\$115.2k in Labor and 0.9 FTES), retired Dec 1. An adjustment of \$10.5k and 0.01 FTES has been made to reflect full year staffing levels in forecast years.						
2019	Other	29	0	0	29	0.3	1-Sided Adj	TNGUYEN20170310104943153
Explanation:		2016 Base year numbers reflect 8 months of LOS Administrator position (\$40.9k in Labor and 0.63 FTES). An adjustment of \$29k and 0.33 FTES has been made to reflect full year staffing levels in forecast years.						
2019	FOF-Ongoing	-104	-2	0	-106	-1.5	1-Sided Adj	TNGUYEN20170310105917790
Explanation:		FOF - Increase productivity for Clerical group by using formal Lean Six Sigma methods to optimize processes.						

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 2. CCC - Support
 Workpaper: 200001.000 - CCC - Support

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>	<u>RefID</u>
2019	Other	0	25	0	25	0.0	1-Sided Adj	TNGUYEN20170310110006260
Explanation:		Annual maintenance fee for new Desktop tagging software implemented in 2017.						
2019	Other	0	51	0	51	0.0	1-Sided Adj	TNGUYEN20170310110040960
Explanation:		Annual maintenance fee for new Interactions Analytics (Speech Analytics) software implemented in 2017.						
2019	Other	0	31	0	31	0.0	1-Sided Adj	TNGUYEN20170310110112350
Explanation:		Annual maintenance fee for new WFM (Work Force Management) software implemented in 2017.						
2019	Other	0	1	0	1	0.0	1-Sided Adj	TNGUYEN20170310110205197
Explanation:		Customer Experience Project - Set up for CCC s Interactive Voice Recording to send confirmation emails for completed transaction.						
2019	Other	0	-3	0	-3	0.0	1-Sided Adj	TNGUYEN20170310110624860
Explanation:		AM - Reduction in telco related to corrected bills						
2019	Other	0	167	0	167	0.0	1-Sided Adj	TNGUYEN20170310110700180
Explanation:		AM - line item for \$166,667 sponsoring a portion AM's ongoing project transition specific to Bill Analyzer/EP Tools (Aclara's software hosting and maintenance fee) to cover the CSR facing tool portion.						
2019	RAMP Incremental	0	1	0	1	0.0	1-Sided Adj	TNGUYEN20170627142822280
Explanation:		RAMP - Change in telco due to incremental Emergency Calls for RAMP.						
2019 Total		982	260	0	1,242	10.2		

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 2. CCC - Support
Workpaper: 200001.000 - CCC - Support

Determination of Adjusted-Recorded (Incurred Costs):

	2012 (\$000)	2013 (\$000)	2014 (\$000)	2015 (\$000)	2016 (\$000)
Recorded (Nominal \$)*					
Labor	4,143	4,441	4,329	4,213	4,437
Non-Labor	3,382	3,090	3,338	2,934	4,750
NSE	0	0	0	0	0
Total	7,525	7,531	7,667	7,147	9,187
FTE	54.9	56.8	53.8	50.6	51.4
Adjustments (Nominal \$) **					
Labor	91	193	96	-72	-350
Non-Labor	330	598	1	0	-1,728
NSE	0	0	0	0	0
Total	421	792	96	-72	-2,078
FTE	0.9	0.9	0.9	0.8	-3.8
Recorded-Adjusted (Nominal \$)					
Labor	4,233	4,635	4,424	4,141	4,087
Non-Labor	3,712	3,688	3,339	2,934	3,022
NSE	0	0	0	0	0
Total	7,945	8,323	7,763	7,075	7,109
FTE	55.8	57.7	54.7	51.4	47.6
Vacation & Sick (Nominal \$)					
Labor	678	770	722	670	673
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	678	770	722	670	673
FTE	9.3	9.8	9.2	8.6	8.1
Escalation to 2016\$					
Labor	482	391	250	118	0
Non-Labor	107	46	-11	8	0
NSE	0	0	0	0	0
Total	589	437	239	125	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Constant 2016\$)					
Labor	5,393	5,796	5,397	4,929	4,760
Non-Labor	3,819	3,734	3,328	2,942	3,022
NSE	0	0	0	0	0
Total	9,213	9,530	8,725	7,871	7,782
FTE	65.1	67.5	63.9	60.0	55.7

* After company-wide exclusions of Non-GRC costs

** Refer to "Detail of Adjustments to Recorded" page for line item adjustments

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 2. CCC - Support
Workpaper: 200001.000 - CCC - Support

Summary of Adjustments to Recorded:

In Nominal \$ (000) Incurred Costs					
Years	2012	2013	2014	2015	2016
Labor	91	193	96	-72	-350
Non-Labor	330	598	0.630	0	-1,728
NSE	0	0	0	0	0
Total	421	792	96	-72	-2,078
FTE	0.9	0.9	0.9	0.8	-3.8

Detail of Adjustments to Recorded:

Year	Adj Group	Labor	NLbr	NSE	FTE	Adj Type	RefID
2012	Other	0	-103	0	0.0	1-Sided Adj	TNGUYEN20161128150844067
Explanation:	This adjustment is to move a prorated portion of the Oracle Right Now Software Fee from 2012 to 2013. The fee was represented on two invoices; one invoice for \$111,690 + a second invoice for \$25,282 = \$136,972 total amount invoiced, divided by the 11/20/12 – 4/1/14 period of 16 months= \$8,561 per month x 12 months of 2013 = \$102,726.						
2012	Other	0	41	0	0.0	CCTR Transf From 2200-2094.000	TNGUYEN20161201104631597
Explanation:	Cost element 6220002 Transfer from CC: 2200-2094 to 2200-0404 Click - Fox invoice for \$41,250 transfer to Customer Contact Center						
2012	Other	0	494	0	0.0	CCTR Transf From 2200-2094.000	TNGUYEN20161201105123647
Explanation:	Cost element 6220600 Transfer CC: 2200-2094 to CC: 2200-0404 workpaper (200001.) CCC Technology Various consultants; (Accenture LLP, Ernest & Young, Camack Consulting etc.,) supporting the IVR, Data Roadmap and Order Tracker for the Customer Contact Center						
2012	Other	0	-103	0	0.0	1-Sided Adj	TNGUYEN20161203204545587
Explanation:	Oracle Right Now Software Cost element: 2200-0404 This adjustment is to move a prorated portion of the Oracle Right Now Software Fee from 2012 to 2013. The fee was represented on two invoices; one invoice for \$111,690 + a second invoice for \$25,282 = \$136,972 total amount invoiced, divided by the 11/20/12 – 4/1/14 period of 16 months= \$8,561 per month x 12 months of 2013 = \$102,726.						
2012	Other	91	1	0	0.9	CCTR Transf To 2200-0165.000	TNGUYEN20161204104335203
Explanation:	Transfer workgroup from 2FC004 to 200001. Historical data for cost center 2200-0165 was transferred to the Continuous Improvement organization in 2015. A QA Supervisor position originally charged to 2200-0165 remained at the CCC. Costs for this position must be transferred back to the CCC.						
2012 Total		91	330	0	0.9		

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 2. CCC - Support
Workpaper: 200001.000 - CCC - Support

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>	<u>RefID</u>
2013	Other	0	103	0	0.0	1-Sided Adj	TNGUYEN20161128151221707
Explanation: This adjustment is to move a prorated portion of the Oracle Right Now Software Fee from 2012 to 2013. The fee was represented on two invoices; one invoice for \$111,690 + a second invoice for \$25,282 = \$136,972 total amount invoiced, divided by the 11/20/12 – 4/1/14 period of 16 months = \$8,561 per month x 12 months of 2013 = \$102,726.							
2013	Other	0	539	0	0.0	CCTR Transf From 2200-2094.000	TNGUYEN20161201105917067
Explanation: Cost element: 6220600 Transfer \$ CC: 200-2094 to CC: 2200-0404 (workpaper 200001.) CCC Technology Various consultants; (Accenture LLP, Ernest & Young & Camack Consulting etc.,) supporting the Single Desktop View project at the Customer Contact Center.							
2013	Other	103	0	0	0.0	1-Sided Adj	TNGUYEN20161203205442700
Explanation: Oracle Right Now Software This adjustment is to move a prorated portion of the Oracle Right Now Software Fee from 2012 to 2013. The fee was represented on two invoices; one invoice for \$111,690 + a second invoice for \$25,282 = \$136,972 total amount invoiced, divided by the 11/20/12 – 4/1/14 period of 16 months = \$8,561 per month x 12 months of 2013 = \$102,726.							
2013	Other	0	-1	0	0.0	1-Sided Adj	TNGUYEN20161203210037330
Explanation: Event & Tickets purchased for the Inland Empire Economic Partnership event. Amounts for this type are handle elsewhere for GRC.							
2013	Other	90	0	0	0.9	CCTR Transf To 2200-0165.000	TNGUYEN20161204104752823
Explanation: Transfer from workgroup 2FC004 to 200001. Historical data for cost center 2200-0165 was transferred to the Continuous Improvement organization in 2015. A QA Supervisor position originally charged to 2200-0165 remained at the CCC. Costs for this position must be transferred back to the CCC.							
2013	Other	0	-43	0	0.0	CCTR Transf To 2100-0019.000	TNGUYEN20161205163028967
Explanation: Transfer SDG&E portion of Aspect Expense from cost center 2200-0404 in work paper group 200001 CCC-Support to cost center 2100-0019 in work paper group 100007 CCC-Support SDG&E to align costs where activity/function resides.							
2013 Total		193	598	0	0.9		
2014	Other	96	1	0	0.9	CCTR Transf To 2200-0165.000	TNGUYEN20161204104906610
Explanation: Transfer from workgroup 2FC004 to 200001. Historical data for cost center 2200-0165 was transferred to the Continuous Improvement organization in 2015. A QA Supervisor position originally charged to 2200-0165 remained at the CCC. Costs for this position must be transferred back to the CCC.							
2014 Total		96	1	0	0.9		

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 2. CCC - Support
 Workpaper: 200001.000 - CCC - Support

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>	<u>RefID</u>
2015	Aliso	-72	0	0	0.8	1-Sided Adj	TNGUYEN20161203213221373
Explanation: Aliso Remove Aliso Canyon CCC Mgt labor expenses charged to the CCC. 2015							
2015 Total		-72	0	0	0.8		
2016	Aliso	-350	-1,728	0	-3.8	1-Sided Adj	TNGUYEN20161203212042813
Explanation: 200001.000 Remove Aliso related expense							
2016 Total		-350	-1,728	0	-3.8		

Note: Totals may include rounding differences.

Supplemental Workpapers for Workpaper 200001.000

Per Offered Call	\$ 0.1260																									
Average Cost per Min	\$ 0.016																									
Abandoned Rate	7.6%																									
2016 AHT		261												Advertising Language Line	\$ 27,000	\$ 55,000	2016 Telco	1,289,742								
		Operations 200000.000 Supplemental Workpaper 1-1 for detail			2016 Abandonment Rate =7.6%		Column C + Column D CSR Offered = CSR Call Volume + Abandoned Calls		Operations 200000.000 Supplemental Workpaper 1-1 for detail		Column E + Column F		Column G * D3		H7 + H8		(Column B - C8) * Column C * (C4/60 seconds)		SUM(Columns H:J)		Column K - K8		From AM Workpaper		Column L - Column M - Column N	
Year	Overall AHT	Call Volume	CSR Calls Abandoned	IVR Calls	Total Offered	Total Telco for Call Volume at 261 AHT	Language Line & Advertising	Telco for change in AHT from 2016	Total Telco	Total Delta from 2016 Actual Telco	Less AM Telco	Less RAMP telco	Change in Telco for Operations													
2017	261	5,191,111	426,974	5,618,085	3,901,575	9,519,660	\$ 1,199,168	82,000	-	\$ 1,281,168	(8,573.8)	270	(8,844)													
2018	275	5,144,496	423,140	5,567,636	3,945,966	9,513,602	\$ 1,198,405	82,000	19,206	\$ 1,299,611	9,869.2	543	12,326													
2019	272	4,908,129	403,699	5,311,828	3,991,575	9,303,403	\$ 1,171,927	82,000	14,397	\$ 1,268,324	(21,418.0)	819	(19,237)													

Beginning of Workpaper
200002.000 - Branch Offices

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 3. Branch Offices
 Workpaper: 200002.000 - Branch Offices

Activity Description:

Labor and non-labor costs associated with Branch Office and Authorized Pay Location expenses, covering the cost of providing payment collection and other services to those customers who prefer to make payments, place service requests, and seek information in person.

Forecast Explanations:

Labor - Base YR Rec

A Base Year forecasting methodology was applied to project Branch Office O&M costs. This method is appropriate because the base year reflects estimated costs to sustain branch office operations at current service levels. Although branch office transaction volumes are declining at some locations, branch offices are staffed at optimal levels to provide service during current operating hours, and labor costs are not projected to decline.

Non-Labor - Base YR Rec

A Base Year forecasting methodology was applied to project Branch Office O&M costs. This method is appropriate because the base year reflects estimated costs to sustain branch office operations at current service levels. Although branch office transaction volumes are declining at some locations, branch offices are staffed at optimal levels to provide service during current operating hours. The majority of non-labor expenses are also fixed and not sensitive to transaction volume reductions.

NSE - Base YR Rec

NSE is not applicable to this workgroup.

Summary of Results:

		In 2016\$ (000) Incurred Costs								
		Adjusted-Recorded					Adjusted-Forecast			
Years		2012	2013	2014	2015	2016	2017	2018	2019	
Labor		8,891	9,011	9,076	9,053	8,989	8,796	8,796	9,323	
Non-Labor		2,766	2,568	2,838	2,576	2,602	2,559	2,559	2,689	
NSE		0	0	0	0	0	0	0	0	
Total		11,657	11,580	11,914	11,628	11,592	11,355	11,355	12,012	
FTE		127.1	128.7	130.4	129.7	129.1	124.7	124.7	125.7	

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 3. Branch Offices
Workpaper: 200002.000 - Branch Offices

Summary of Adjustments to Forecast:

In 2016 \$(000) Incurred Costs										
Forecast Method		Base Forecast			Forecast Adjustments			Adjusted-Forecast		
Years		2017	2018	2019	2017	2018	2019	2017	2018	2019
Labor	Base YR Rec	8,989	8,989	8,989	-194	-194	333	8,795	8,795	9,322
Non-Labor	Base YR Rec	2,602	2,602	2,602	-43	-43	87	2,559	2,559	2,689
NSE	Base YR Rec	0	0	0	0	0	0	0	0	0
Total		11,592	11,592	11,592	-237	-237	420	11,355	11,355	12,012
FTE	Base YR Rec	129.1	129.1	129.1	-4.4	-4.4	-3.4	124.7	124.7	125.7

Forecast Adjustment Details:

Year	Adj Group	Labor	NLbr	NSE	Total	FTE	Adj Type	RefID	
2017	Other	-97	-25	0	-122	-1.9	1-Sided Adj	TNGUYEN20161205144446337	
Explanation:		Regulatory Requirements/ Compliance. Full-year impact due to closure of Bellflower Branch Office effective 11/01/2016. Net Savings resulted from avoided costs off-set by additional costs of APL's vendor's fees for migrating customers.							
2017	Other	-97	-14	0	-111	-1.9	1-Sided Adj	TNGUYEN20161205145733713	
Explanation:		Regulatory Requirements/ Compliance. Full-year impact due to closure of Monrovia Branch Office effective 11/01/2016. Net Savings resulted from avoided costs off-set by additional costs of APL's vendor's fees for migrating customers.							
2017	Other	-97	-4	0	-101	-1.9	1-Sided Adj	TNGUYEN20161205155526717	
Explanation:		Regulatory Requirements/ Compliance. Full-year impact due to closure of Santa Monica Branch Office effective 11/01/2016. Net Savings resulted from avoided costs off-set by additional costs of APL's vendor's fees for migrating customers.							
2017	Other	95	0	0	95	1.3	1-Sided Adj	TNGUYEN20161205160204310	
Explanation:		The Aliso Canyon natural gas leak incident required reprioritization of company resources. The labor provided for that project has been excluded from GRC historical recorded costs used in preparation of forecasts. This forecast adjustment is necessary for the adequate resumption of routine operations for branch office project manager and advisor to oversee of APLs.							
2017	Other	2	0	0	2	0.0	1-Sided Adj	TNGUYEN20170510140406970	
Explanation:		Adjustment for labor necessary for return to normal operations, branch cashier after temporary deployment to mitigate Aliso leak.							
2017 Total		-194	-43	0	-237	-4.4			

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 3. Branch Offices
Workpaper: 200002.000 - Branch Offices

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>	<u>RefID</u>
2018	Other	-97	-25	0	-122	-1.9	1-Sided Adj	TNGUYEN20161205160949317
Explanation:		Regulatory Requirements/ Compliance. Full-year impact due to closure of Bellflower Branch Office effective 11/01/2016. Net Savings resulted from avoided costs off-set by additional costs of APL's vendor's fees for migrating customers.						
2018	Other	-97	-14	0	-111	-1.9	1-Sided Adj	TNGUYEN20161205161032790
Explanation:		Regulatory Requirements/ Compliance. Full-year impact due to closure of Monrovia Branch Office effective 11/01/2016. Net Savings resulted from avoided costs off-set by additional costs of APL's vendor's fees for migrating customers.						
2018	Other	-97	-4	0	-101	-1.9	1-Sided Adj	TNGUYEN20161205161111287
Explanation:		Regulatory Requirements/ Compliance. Full-year impact due to closure of Santa Monica Branch Office effective 11/01/2016. Net Savings resulted from avoided costs off-set by additional costs of APL's vendor's fees for migrating customers.						
2018	Other	95	0	0	95	1.3	1-Sided Adj	TNGUYEN20161205161148063
Explanation:		The Aliso Canyon natural gas leak incident required reprioritization of company resources. The labor provided for that project has been excluded from GRC historical recorded costs used in preparation of forecasts. This forecast adjustment is necessary for the adequate resumption of routine operations for branch office project manager and advisor to oversee of APLs.						
2018	Other	2	0	0	2	0.0	1-Sided Adj	TNGUYEN20170510140429453
Explanation:		Adjustment for labor necessary for return to normal operations, branch cashier after temporary deployment to mitigate Aliso leak.						
2018 Total		-194	-43	0	-237	-4.4		
2019	Other	377	0	0	377	0.0	1-Sided Adj	TNGUYEN20161205000329113
Explanation:		Adjustment for ADA branch compliance items to include; identify and correct remaining or emergent accessibility issues (e.g.; door pressures, cost to survey a large chain of stores that had previously self-certified, and others). Design and printing of bold large font brochures.						
2019	Other	-97	-25	0	-122	-1.9	1-Sided Adj	TNGUYEN20161205161906877
Explanation:		Regulatory Requirements/ Compliance Full-year impact due to closure of Bellflower Branch Office effective 11/01/2016. Net Savings resulted from avoided costs off-set by additional costs of APL's vendor's fees for migrating customers.						
2019	Other	-97	-14	0	-111	-1.9	1-Sided Adj	TNGUYEN20161205162030600

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 3. Branch Offices
 Workpaper: 200002.000 - Branch Offices

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj Type</u>	<u>RefID</u>
Explanation:		Regulatory Requirements/ Compliance. Full-year impact due to closure of Monrovia Branch Office effective 11/01/2016. Net Savings resulted from avoided costs off-set by additional costs of APL's vendor's fees for migrating customers.						
2019	Other	-97	-4	0	-101	-1.9	1-Sided Adj	TNGUYEN20161205162102257
Explanation:		Regulatory Requirements/ Compliance. Full-year impact due to closure of Santa Monica Branch Office effective 11/01/2016. Net Savings resulted from avoided costs off-set by additional costs of APL's vendor's fees for migrating customers.						
2019	Other	95	0	0	95	1.3	1-Sided Adj	TNGUYEN20161205162147627
Explanation:		The Aliso Canyon natural gas leak incident required reprioritization of company resources. The labor provided for that project has been excluded from GRC historical recorded costs used in preparation of forecasts. This forecast adjustment is necessary for the adequate resumption of routine operations for branch office project manager and advisor to oversee of APLs.						
2019	Other	150	130	0	280	1.0	1-Sided Adj	TNGUYEN20170308094316063
Explanation:		Adjustment for ADA coordinator. ADA coordinator position will support ADA compliance throughout territory. Associated non-labor costs includes; attending ADA conferences, county fairs and participate in disabled organizational events.						
2019	Other	2	0	0	2	0.0	1-Sided Adj	TNGUYEN20170510140449703
Explanation:		Adjustment for labor necessary for return to normal operations, branch cashier after temporary deployment to mitigate Aliso leak.						
2019 Total		333	87	0	420	-3.4		

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 3. Branch Offices
Workpaper: 200002.000 - Branch Offices

Determination of Adjusted-Recorded (Incurred Costs):

	2012 (\$000)	2013 (\$000)	2014 (\$000)	2015 (\$000)	2016 (\$000)
Recorded (Nominal \$)*					
Labor	6,979	7,206	7,441	7,606	7,815
Non-Labor	2,688	2,537	2,847	2,569	2,602
NSE	0	0	0	0	0
Total	9,667	9,743	10,288	10,175	10,417
FTE	109.0	110.1	111.7	111.0	111.5
Adjustments (Nominal \$) **					
Labor	0	0	0	0	-97
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	0	0	0	0	-97
FTE	0.0	0.0	0.0	0.0	-1.1
Recorded-Adjusted (Nominal \$)					
Labor	6,979	7,206	7,441	7,606	7,718
Non-Labor	2,688	2,537	2,847	2,569	2,602
NSE	0	0	0	0	0
Total	9,667	9,743	10,288	10,175	10,320
FTE	109.0	110.1	111.7	111.0	110.4
Vacation & Sick (Nominal \$)					
Labor	1,117	1,198	1,214	1,231	1,271
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	1,117	1,198	1,214	1,231	1,271
FTE	18.1	18.6	18.7	18.7	18.7
Escalation to 2016\$					
Labor	795	607	421	216	0
Non-Labor	78	32	-9	7	0
NSE	0	0	0	0	0
Total	873	639	412	223	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Constant 2016\$)					
Labor	8,891	9,011	9,076	9,053	8,989
Non-Labor	2,766	2,568	2,838	2,576	2,602
NSE	0	0	0	0	0
Total	11,657	11,580	11,914	11,628	11,592
FTE	127.1	128.7	130.4	129.7	129.1

* After company-wide exclusions of Non-GRC costs

** Refer to "Detail of Adjustments to Recorded" page for line item adjustments

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 3. Branch Offices
Workpaper: 200002.000 - Branch Offices

Summary of Adjustments to Recorded:

In Nominal \$ (000) Incurred Costs					
Years	2012	2013	2014	2015	2016
Labor	0	0	0	0	-97
Non-Labor	0	0	0	0	-0.035
NSE	0	0	0	0	0
Total	0	0	0	0	-97
FTE	0.0	0.0	0.0	0.0	-1.1

Detail of Adjustments to Recorded:

Year	Adj Group	Labor	NLbr	NSE	FTE	Adj Type	RefID
2012 Total		0	0	0	0.0		
2013 Total		0	0	0	0.0		
2014 Total		0	0	0	0.0		
2015 Total		0	0	0	0.0		
2016	Aliso	0	0	0	0.0	1-Sided Adj	TNGUYEN20170226145523173
Explanation:		Aliso - CC: 2200-0405 No dollar adjustment \$2 012 was charged to Aliso in error in Nov 16 but was reversed in Feb 2017					
2016	Aliso	-27	0	0	-0.4	1-Sided Adj	TNGUYEN20161203221513617
Explanation:		Aliso Aliso Canyon Incident - Exclude costs & associated FTEs - 300775156, Wellhead Leak					
2016	Aliso	-16	0	0	-0.2	1-Sided Adj	TNGUYEN20161203221654210
Explanation:		Aliso Aliso Canyon Incident - Exclude costs & associated FTEs - 300775156, Wellhead Leak					
2016	Aliso	-52	0	0	-0.5	1-Sided Adj	TNGUYEN20161203221808523
Explanation:		Aliso Aliso Canyon Incident - Exclude costs & associated FTEs - 300775156, Wellhead Leak					
2016	Aliso	-2	0	0	0.0	1-Sided Adj	TNGUYEN20170510140531373
Explanation:		Aliso - Supporting Aliso incident					
2016 Total		-97	0	0	-1.1		

Note: Totals may include rounding differences.

Beginning of Workpaper
200003.000 - Billing Services

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 4. Billing Services
 Workpaper: 200003.000 - Billing Services

Activity Description:

Billing Services is responsible for calculating bills and maintaining accurate customer account information. Billing Services at SoCalGas consists of two distinct organizations: (1) billing for residential and small commercial and industrial customers ("Mass Market Billing"); and (2) billing for large commercial and industrial customers ("Major Market Billing"). Customer billing expenses cover the cost of calculating customers' bills and maintaining accurate customer account information. The department is responsible for following up on customer account inquiries and reviewing suspicious transactions identified by our CIS system.

Forecast Explanations:

Labor - Base YR Rec

A Base Year forecasting methodology was applied to project Billing O&M costs. The Base Year represents the most recent recorded labor and non-labor costs. Adjustments to reflect full year staffing levels were then made to the Base Year to represent forecasted expenses in the test year.

Non-Labor - Base YR Rec

A Base Year forecasting methodology was applied to project Billing O&M costs. The Base Year represents the most recent recorded O&M costs. These non-labor expenses primarily consist of office supplies, office furniture, headsets and travel expenses.

NSE - Base YR Rec

NSE is not applicable to this workgroup.

Summary of Results:

		In 2016\$ (000) Incurred Costs								
		Adjusted-Recorded					Adjusted-Forecast			
Years		2012	2013	2014	2015	2016	2017	2018	2019	
Labor		7,832	7,257	6,692	6,868	6,632	6,567	6,083	6,216	
Non-Labor		265	100	130	109	335	50	49	49	
NSE		0	0	0	0	0	0	0	0	
Total		8,097	7,356	6,822	6,977	6,968	6,617	6,132	6,265	
FTE		90.2	82.6	76.5	76.7	73.8	72.9	69.2	69.1	

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 4. Billing Services
Workpaper: 200003.000 - Billing Services

Summary of Adjustments to Forecast:

In 2016 \$(000) Incurred Costs										
Forecast Method		Base Forecast			Forecast Adjustments			Adjusted-Forecast		
Years		2017	2018	2019	2017	2018	2019	2017	2018	2019
Labor	Base YR Rec	6,632	6,632	6,632	-65	-549	-416	6,567	6,083	6,216
Non-Labor	Base YR Rec	335	335	335	-286	-287	-287	49	48	48
NSE	Base YR Rec	0	0	0	0	0	0	0	0	0
Total		6,968	6,968	6,968	-351	-836	-703	6,617	6,132	6,265
FTE	Base YR Rec	73.8	73.8	73.8	-0.9	-4.6	-4.7	72.9	69.2	69.1

Forecast Adjustment Details:

Year	Adj Group	Labor	NLbr	NSE	Total	FTE	Adj Type	RefID	
2017	Other	40	0	0	40	0.5	1-Sided Adj	TNGUYEN20161205092038727	
Explanation:		2200-2028 Adjustment for labor necessary for return to normal operations after temporary deployment to mitigate Aliso leak. Supervisor to oversee billing analyst.							
2017	Other	-3	0	0	-3	0.0	1-Sided Adj	TNGUYEN20161205092327337	
Explanation:		2200-0349 2 PSI - Standardize CIS read info window to remove complexity for above standard pressure accounts billing on a fixed pressure factors. Assume implementation in 3rd quarter 2017 and realizing 3 months of cost savings.							
2017	Other	25	0	0	25	0.3	1-Sided Adj	TNGUYEN20161205092651883	
Explanation:		2200-0348 Meter/System Growth New account set up; additional reads will fail edit parameters. 2012-2016 avg/txns per meter used to project additional work volume.							
2017	Other	0	-217	0	-217	0.0	1-Sided Adj	TNGUYEN20161205092721540	
Explanation:		2200-0348 2016 Base year reflected \$217,000 Contractor labor to address billing back log. An adjustment has been made for a reduction of \$217,000 in non-labor no longer needed.							
2017	Other	37	0	0	37	0.4	1-Sided Adj	TNGUYEN20161205092757667	
Explanation:		2200-0348 Adjustment for labor necessary for return to normal operations after temporary deployment to mitigate Aliso leak. Supervisor to oversee billing analyst.							
2017	Other	18	0	0	18	0.2	1-Sided Adj	TNGUYEN20161205093720650	
Explanation:		2200-0226 - 2016 Base Year numbers include approximately 10 months of a Contracts and Compliance Svc Advisor salary (\$69k and .8 FTE). An adjustment of \$18k and .2 FTE has been made to reflect full year staffing levels in forecast years.							
2017	Other	12	0	0	12	0.1	1-Sided Adj	TNGUYEN20161205094152030	

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 4. Billing Services
Workpaper: 200003.000 - Billing Services

Year	Adj Group	Labor	NLbr	NSE	Total	FTE	Adj_Type	RefID
Explanation:		2200-0227 2016 Base Year numbers include approximately 11 months of a Major Markets Billing Svc Advisor salary (\$90k and .9 FTE). An adjustment of \$12k and .1 FTE has been made to reflect full year staffing levels in forecast years.						
2017	Other	-16	0	0	-16	-0.2	1-Sided Adj	TNGUYEN20161205094238877
Explanation:		2200-0227 2016 Base Year numbers include approximately 2 months of a Major Markets Billing Analyst II salary (\$16k and .2 FTE) who overlapped replacement staff before retiring that will be removed from the forecast years.						
2017	FOF-Ongoing	-158	-68	0	-226	-2.0	1-Sided Adj	TNGUYEN20170615215826790
Explanation:		FOF Grp4 Idea# 40 Mass Mkts - Cost efficiencies related to Fueling our Future initiative. Reduce cost by using lower cost and more productive contract workers for seasonal peaks of work in Billing department.						
2017	FOF-Ongoing	-20	0	0	-20	-0.2	1-Sided Adj	TNGUYEN20170310192027303
Explanation:		FOF Grp4 idea# 80 Mass Mkt - Cost efficiencies related to Fueling our Future initiative. Decrease in cost by reducing the number of items entering the Billing work queue by identifying and addressing errors in paperwork from other departments.						
2017	FOF-Ongoing	0	-1	0	-1	0.0	1-Sided Adj	TNGUYEN20170615221559300
Explanation:		FOF Grp4 Idea# 65 Major Mkts - Cost efficiencies related to Fueling our Future initiative. Reduce paper usage and printing by creating and sharing Major Accounts Approval, approval packages electronically.						
2017 Total		-65	-286	0	-351	-0.9		
2018	Other	40	0	0	40	0.5	1-Sided Adj	TNGUYEN20161205092219480
Explanation:		2200-2028 Adjustment for labor necessary for return to normal operations after temporary deployment to mitigate Aliso leak. Supervisor to oversee billing analyst.						
2018	Other	-3	0	0	-3	0.0	1-Sided Adj	TNGUYEN20161205092427620
Explanation:		2200-0349 2 PSI - Standardize CIS read info window to remove complexity for above standard pressure accounts billing on a fixed pressure factors. Assume implementation in 3rd quarter 2017 and realizing 3 months of cost savings.						
2018	Other	-8	0	0	-8	0.0	1-Sided Adj	TNGUYEN20161205092447180
Explanation:		2200-0349 2 PSI - Standardize CIS read info window to remove complexity for above standard pressure accounts billing on a fixed pressure factors. Assume implementation in 3rd quarter 2017 and realizing 9 months of cost savings in 2018.						

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 4. Billing Services
 Workpaper: 200003.000 - Billing Services

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>	<u>RefID</u>
2018	Other	25	0	0	25	0.3	1-Sided Adj	TNGUYEN20161205092840557
Explanation:		2200-0348 Meter/System Growth New account set up; additional reads will fail edit parameters. 2012-2016 avg/txns per meter used to project additional work volume.						
2018	Other	0	-217	0	-217	0.0	1-Sided Adj	TNGUYEN20161205092902620
Explanation:		2200-0348 2016 Base year reflected \$217 000 Contractor labor to address billing back log. An adjustment has been made for a reduction of \$217,000 in non-labor no longer needed.						
2018	Other	37	0	0	37	0.4	1-Sided Adj	TNGUYEN20161205092928163
Explanation:		2200-0348 Adjustment for labor necessary for return to normal operations after temporary deployment to mitigate Aliso leak. Supervisor to oversee billing analyst.						
2018	Other	18	0	0	18	0.2	1-Sided Adj	TNGUYEN20161205093819040
Explanation:		2200-0226 2016 Base Year numbers include approximately 10 months of a Contracts and Compliance Svc Advisor salary (\$69k and .8 FTE). An adjustment of \$18k and .2 FTE has been made to reflect full year staffing levels in forecast years						
2018	Other	12	0	0	12	0.1	1-Sided Adj	TNGUYEN20161205094448667
Explanation:		2200-0227 2016 Base Year numbers include approximately 11 months of a Major Markets Billing Svc Advisor salary (\$90k and .9 FTE). An adjustment of \$12k and .1 FTE has been made to reflect full year staffing levels in forecast years.						
2018	Other	-16	0	0	-16	-0.2	1-Sided Adj	TNGUYEN20161205094527070
Explanation:		2200-0227 2016 Base Year numbers include approximately 2 months of a Major Markets Billing Analyst II salary (\$16k and .2 FTE) who overlapped replacement staff before retiring that will be removed from the forecast years.						
2018	FOF-Ongoing	-158	-68	0	-226	-2.0	1-Sided Adj	TNGUYEN20170615215806510
Explanation:		FOF Grp4 Idea# 40 Mass Mkts - Cost efficiencies related to Fueling our Future initiative. Reduce cost by using lower cost and more productive contract workers for seasonal peaks of work in Billing department.						
2018	FOF-Ongoing	0	-2	0	-2	0.0	1-Sided Adj	TNGUYEN20170307130951670
Explanation:		FOF Grp4 Idea# 65 Major Mkts - Cost efficiencies related to Fueling our Future initiative. Reduce paper usage and printing by creating and sharing Major Accounts Approval, approval packages electronically.						
2018	FOF-Ongoing	-18	0	0	-18	-0.1	1-Sided Adj	TNGUYEN20170307131823930
Explanation:		FOF Grp4 Idea# 71 Major Mkts - Cost efficiencies related to Fueling our Future initiative. Decrease billing related calls by increasing self-service for non-core customers.						

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 4. Billing Services
 Workpaper: 200003.000 - Billing Services

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>	<u>RefID</u>
2018	Other	-40	0	0	-40	0.2	1-Sided Adj	TNGUYEN20170310112950523
Explanation:		2200-0348 Residential 2 PSI capital project. Reduce time spent by Special Ledger Billing Team handling 2 PSI accounts. This allows for reallocation of effort to billing work queue and other projects						
2018	FOF-Ongoing	-81	0	0	-81	-1.0	1-Sided Adj	TNGUYEN20170310192545300
Explanation:		FOF Grp4 Idea# 80 Mass Mkts - Cost efficiencies related to Fueling our Future initiative. Decrease in cost by reducing the number of items entering the Billing work queue by identifying and addressing errors in paperwork from other departments.						
2018	FOF-Ongoing	-278	0	0	-278	-2.0	1-Sided Adj	TNGUYEN20170310192717493
Explanation:		FOF Grp4 Idea# 41 Mass Mkts - Cost efficiencies related to Fueling our Future initiative. Reduce cost with lower level Billing Analyst job profile to perform simpler transactions.						
2018	FOF-Ongoing	-79	0	0	-79	-1.0	1-Sided Adj	TNGUYEN20170615223242950
Explanation:		FOF Grp4 Idea# 70 Mass Mkt - Cost efficiencies related to Fueling our Future initiative. Reduce cost by establishing new/refined automated performance metrics for union represented office groups.						
2018 Total		-549	-287	0	-836	-4.6		
2019	Other	133	0	0	133	0.3	1-Sided Adj	TNGUYEN20161205000556043
Explanation:		Cost to Implement Large Font Bill automation process - IT \$317K cost divided into 3 years, noting 1/3 cost in 2019 @ \$105/year and \$28K per year labor for maintenance of automation process.						
2019	Other	40	0	0	40	0.5	1-Sided Adj	TNGUYEN20161205092229540
Explanation:		2200-2028 Adjustment for labor necessary for return to normal operations after temporary deployment to mitigate Aliso leak. Supervisor to oversee billing analyst.						
2019	Other	-3	0	0	-3	0.0	1-Sided Adj	TNGUYEN20161205092515460
Explanation:		2200-0349 2 PSI - Standardize CIS read info window to remove complexity for above standard pressure accounts billing on a fixed pressure factors. Assume implementation in 3rd quarter 2017 and relizing 3 months of cost savings.						
2019	Other	-8	0	0	-8	0.0	1-Sided Adj	TNGUYEN20161205092537710
Explanation:		2200-0349 2 PSI - Standardize CIS read info window to remove complexity for above standard pressure accounts billing on a fixed pressure factors. Assume implementation in 3rd quarter 2017 and realizing 9 months of cost savings in 2018.						
2019	Other	25	0	0	25	0.3	1-Sided Adj	TNGUYEN20161205093016133

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 4. Billing Services
Workpaper: 200003.000 - Billing Services

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>	<u>RefID</u>
Explanation:		2200-0348 Meter/System Growth New account set up; additional reads will fail edit parameters. 2012-2016 avg/txns per meter used to project additional work volume.						
2019	Other	0	-217	0	-217	0.0	1-Sided Adj	TNGUYEN20161205093043997
Explanation:		2200-0348 2016 Base year reflected \$217 000 Contractor labor to address billing back log. An adjustment has been made for a reduction of \$217,000 in non-labor no longer needed.						
2019	Other	37	0	0	37	0.4	1-Sided Adj	TNGUYEN20161205093112870
Explanation:		2200-0348 Adjustment for labor necessary for return to normal operations after temporary deployment to mitigate Aliso leak. Supervisor to oversee billing analyst.						
2019	Other	18	0	0	18	0.2	1-Sided Adj	TNGUYEN20161205093946557
Explanation:		2200-0226 2016 Base Year numbers include approximately 10 months of a Contracts and Compliance Svc Advisor salary (\$69k and .8 FTE). An adjustment of \$18k and .2 FTE has been made to reflect full year staffing levels in forecast years						
2019	Other	12	0	0	12	0.1	1-Sided Adj	TNGUYEN20161205094610590
Explanation:		2200-0227 2016 Base Year numbers include approximately 11 months of a Major Markets Billing Svc Advisor salary (\$90k and .9 FTE). An adjustment of \$12k and .1 FTE has been made to reflect full year staffing levels in forecast years.						
2019	Other	-16	0	0	-16	-0.2	1-Sided Adj	TNGUYEN20161205094638273
Explanation:		2200-0227 2016 Base Year numbers include approximately 2 months of a Major Markets Billing Analyst II salary (\$16k and .2 FTE) who overlapped replacement staff before retiring that will be removed from the forecast years.						
2019	FOF-Ongoing	0	-2	0	-2	0.0	1-Sided Adj	TNGUYEN20170307131025530
Explanation:		FOF Grp4 Idea# 65 Major Mkts - Cost efficiencies related to Fueling our Future initiative. Reduce paper usage and printing by creating and sharing Major Accounts Approval, approval packages electronically.						
2019	FOF-Ongoing	-18	0	0	-18	-0.1	1-Sided Adj	TNGUYEN20170307131927363
Explanation:		FOF Grp4 Idea# 71 Major Mkts - Cost efficiencies related to Fueling our Future initiative. Decrease billing related calls by increasing self-service for non-core customers.						
2019	Other	-40	0	0	-40	-0.2	1-Sided Adj	TNGUYEN20170310113009930
Explanation:		2200-0348 Residential 2 PSI capital project. Reduce time spent by Special Ledger Billing Team handling 2 PSI accounts. This allow for reallocation of effort to billing work queue and other projects						
2019	FOF-Ongoing	-158	-68	0	-226	-2.0	1-Sided Adj	TNGUYEN20170615215936820

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 4. Billing Services
 Workpaper: 200003.000 - Billing Services

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj Type</u>	<u>RefID</u>
Explanation:		FOF Grp4 Idea# 40 - Mass Mkt - Cost efficiencies related to Fueling our Future initiative. Reduce cost by using lower cost and more productive contract workers for seasonal peaks of work in Billing department.						
2019	FOF-Ongoing	-81	0	0	-81	-1.0	1-Sided Adj	TNGUYEN20170310192626417
Explanation:		FOF Grp4 Idea# 80 Mass Mkts - Cost efficiencies related to Fueling our Future initiative. Decrease in cost by reducing the number of items entering the Billing work queue by identifying and addressing errors in paperwork from other departments.						
2019	FOF-Ongoing	-278	0	0	-278	-2.0	1-Sided Adj	TNGUYEN20170310192734850
Explanation:		FOF Grp4 Idea# 41 Mass Mkts - Cost efficiencies related to Fueling our Future initiative. Reduce cost with lower level Billing Analyst job profile to perform simpler transactions.						
2019	FOF-Ongoing	-79	0	0	-79	-1.0	1-Sided Adj	TNGUYEN20170615223258247
Explanation:		FOF Grp4 Idea# 70 Mass Mkt - Cost efficiencies related to Fueling our Future initiative. Reduce cost by establishing new/refined automated performance metrics for union represented office groups.						
2019 Total		-416	-287	0	-703	-4.7		

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 4. Billing Services
Workpaper: 200003.000 - Billing Services

Determination of Adjusted-Recorded (Incurred Costs):

	2012 (\$000)	2013 (\$000)	2014 (\$000)	2015 (\$000)	2016 (\$000)
Recorded (Nominal \$)*					
Labor	6,148	5,803	5,486	5,769	5,791
Non-Labor	258	98	130	108	348
NSE	0	0	0	0	0
Total	6,405	5,902	5,616	5,877	6,140
FTE	77.3	70.7	65.5	65.7	64.2
Adjustments (Nominal \$) **					
Labor	0	0	0	2	-97
Non-Labor	0	0	0	0	-13
NSE	0	0	0	0	0
Total	0	0	0	2	-110
FTE	0.0	0.0	0.0	0.0	-1.1
Recorded-Adjusted (Nominal \$)					
Labor	6,148	5,803	5,486	5,771	5,695
Non-Labor	258	98	130	108	335
NSE	0	0	0	0	0
Total	6,405	5,902	5,616	5,879	6,030
FTE	77.3	70.7	65.5	65.7	63.1
Vacation & Sick (Nominal \$)					
Labor	984	964	895	934	938
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	984	964	895	934	938
FTE	12.8	11.9	11.0	11.0	10.7
Escalation to 2016\$					
Labor	700	489	311	164	0
Non-Labor	7	1	0	0	0
NSE	0	0	0	0	0
Total	708	490	310	164	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Constant 2016\$)					
Labor	7,832	7,257	6,692	6,868	6,632
Non-Labor	265	100	130	109	335
NSE	0	0	0	0	0
Total	8,097	7,356	6,822	6,977	6,968
FTE	90.1	82.6	76.5	76.7	73.8

* After company-wide exclusions of Non-GRC costs

** Refer to "Detail of Adjustments to Recorded" page for line item adjustments

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 4. Billing Services
Workpaper: 200003.000 - Billing Services

Summary of Adjustments to Recorded:

In Nominal \$ (000) Incurred Costs					
Years	2012	2013	2014	2015	2016
Labor	0	0	0	2	-97
Non-Labor	0	0	0	0	-13
NSE	0	0	0	0	0
Total	0	0	0	2	-110
FTE	0.0	0.0	0.0	0.0	-1.1

Detail of Adjustments to Recorded:

Year	Adj Group	Labor	NLbr	NSE	FTE	Adj Type	RefID
2012 Total		0	0	0	0.0		
2013 Total		0	0	0	0.0		
2014 Total		0	0	0	0.0		
2015	Aliso	2	0	0	0.0	1-Sided Adj	TNGUYEN20161128134717083
Explanation:	Aliso CC: 2200-0226 cost element 6110020 To remove labor cost for Aliso Canyon (I/O 300775156) 2015 credits						
2015 Total		2	0	0	0.0		
2016	Aliso	-40	-1	0	-0.5	1-Sided Adj	TNGUYEN20170215141122213
Explanation:	200003.000 - CC: 2200-2028 Removing Aliso related cost						
2016	Aliso	-20	0	0	-0.2	1-Sided Adj	TNGUYEN20161128140307610
Explanation:	Aliso CC:2200-0226 cost element 6110020 To remove labor costs for Aliso Canyon (I/O 300775156) 2016 debits						
2016	Aliso	-37	-12	0	-0.4	1-Sided Adj	TNGUYEN20161204213156337
Explanation:	200003.000 - CC: 2200-0348 Aliso - Remove Aliso Canyon related costs						
2016 Total		-97	-13	0	-1.1		

Note: Totals may include rounding differences.

Beginning of Workpaper
200004.000 - Credit and Collections

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 5. Credit & Collections
 Workpaper: 200004.000 - Credit and Collections

Activity Description:

Credit and collections expenses include the cost of establishing and implementing policies and procedures to ensure authorized collections-related tariff rules are followed and collection activity is effectively performed.

Forecast Explanations:

Labor - Base YR Rec

A Base Year forecasting methodology was applied to project Office Credit and Collections O&M costs. 2016 represents the most recent recorded labor and non-labor costs. Adjustments for full year staffing were added to the base year to represent forecasted expenses in the test year.

Non-Labor - Base YR Rec

A Base Year forecasting methodology was applied to project Office Credit and Collections O&M costs. 2016 represents the most recent recorded labor and non-labor costs. The non-labor expenses primarily consist of collection agency fees and credit reporting agency fees.

NSE - Base YR Rec

NSE is not applicable to this workgroup.

Summary of Results:

		In 2016\$ (000) Incurred Costs								
		Adjusted-Recorded					Adjusted-Forecast			
Years		2012	2013	2014	2015	2016	2017	2018	2019	
Labor		3,140	3,070	3,172	3,046	2,966	3,002	2,844	2,844	
Non-Labor		885	1,086	1,052	1,093	1,255	1,256	1,256	1,256	
NSE		0	0	0	0	0	0	4	0	
Total		4,024	4,156	4,224	4,139	4,221	4,258	4,104	4,100	
FTE		38.4	37.2	38.3	37.0	36.1	36.5	34.1	34.5	

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 5. Credit & Collections
Workpaper: 200004.000 - Credit and Collections

Summary of Adjustments to Forecast:

In 2016 \$(000) Incurred Costs										
Forecast Method		Base Forecast			Forecast Adjustments			Adjusted-Forecast		
Years		2017	2018	2019	2017	2018	2019	2017	2018	2019
Labor	Base YR Rec	2,966	2,966	2,966	37	-121	-121	3,003	2,845	2,845
Non-Labor	Base YR Rec	1,255	1,255	1,255	0	0	0	1,255	1,255	1,255
NSE	Base YR Rec	0	0	0	0	4	0	0	4	0
Total		4,221	4,221	4,221	37	-117	-121	4,258	4,104	4,100
FTE	Base YR Rec	36.1	36.1	36.1	0.4	-2.0	-1.6	36.5	34.1	34.5

Forecast Adjustment Details:

Year	Adj Group	Labor	NLbr	NSE	Total	FTE	Adj Type	RefID	
2017	Other	37	0	0	37	0.4	1-Sided Adj	TNGUYEN20170306072603690	
Explanation:		Adjustment for labor necessary for return to normal operations in support of data analytics after temporary deployment to mitigate Aliso leak.							
2017 Total		37	0	0	37	0.4			
2018	Other	37	0	4	41	0.0	1-Sided Adj	TNGUYEN20170306072626077	
Explanation:		Adjustment for labor necessary for return to normal operations in support of data analytics after temporary deployment to mitigate Aliso leak.							
2018	FOF-Ongoing	-158	0	0	-158	-2.0	1-Sided Adj	TNGUYEN20170615223348840	
Explanation:		FOF Grp4 Idea# 70 Collection - Cost efficiencies related to Fueling our Future initiative. Reduce cost by establishing new/refined automated performance metrics for union represented office groups.							
2018 Total		-121	0	4	-117	-2.0			
2019	Other	37	0	0	37	0.4	1-Sided Adj	TNGUYEN20170306072642500	
Explanation:		Adjustment for labor necessary for return to normal operations in support of data analytics after temporary deployment to mitigate Aliso leak.							
2019	FOF-Ongoing	-158	0	0	-158	-2.0	1-Sided Adj	TNGUYEN20170615223403473	
Explanation:		FOF Grp4 Idea# 70 Collection - Cost efficiencies related to Fueling our Future initiative. Reduce cost by establishing new/refined automated performance metrics for union represented office groups.							
2019 Total		-121	0	0	-121	-1.6			

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 5. Credit & Collections
Workpaper: 200004.000 - Credit and Collections

Determination of Adjusted-Recorded (Incurred Costs):

	2012 (\$000)	2013 (\$000)	2014 (\$000)	2015 (\$000)	2016 (\$000)
Recorded (Nominal \$)*					
Labor	2,464	2,455	2,601	2,559	2,583
Non-Labor	860	1,073	1,055	1,091	1,255
NSE	0	0	0	0	0
Total	3,324	3,528	3,656	3,649	3,838
FTE	32.9	31.8	32.8	31.7	31.3
Adjustments (Nominal \$) **					
Labor	0	0	0	0	-37
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	0	0	0	0	-37
FTE	0.0	0.0	0.0	0.0	-0.4
Recorded-Adjusted (Nominal \$)					
Labor	2,464	2,455	2,601	2,559	2,546
Non-Labor	860	1,073	1,055	1,091	1,255
NSE	0	0	0	0	0
Total	3,324	3,528	3,656	3,649	3,801
FTE	32.9	31.8	32.8	31.7	30.9
Vacation & Sick (Nominal \$)					
Labor	395	408	424	414	419
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	395	408	424	414	419
FTE	5.5	5.4	5.5	5.3	5.2
Escalation to 2016\$					
Labor	281	207	147	73	0
Non-Labor	25	13	-3	3	0
NSE	0	0	0	0	0
Total	306	220	144	76	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Constant 2016\$)					
Labor	3,140	3,070	3,172	3,046	2,966
Non-Labor	885	1,086	1,052	1,093	1,255
NSE	0	0	0	0	0
Total	4,024	4,156	4,224	4,139	4,221
FTE	38.4	37.2	38.3	37.0	36.1

* After company-wide exclusions of Non-GRC costs

** Refer to "Detail of Adjustments to Recorded" page for line item adjustments

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 5. Credit & Collections
 Workpaper: 200004.000 - Credit and Collections

Summary of Adjustments to Recorded:

In Nominal \$ (000) Incurred Costs					
Years	2012	2013	2014	2015	2016
Labor	0	0	0	0	-37
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	0	0	0	0	-37
FTE	0.0	0.0	0.0	0.0	-0.4

Detail of Adjustments to Recorded:

Year	Adj Group	Labor	NLbr	NSE	FTE	Adj Type	RefID
2012 Total		0	0	0	0.0		
2013 Total		0	0	0	0.0		
2014 Total		0	0	0	0.0		
2015 Total		0	0	0	0.0		
2016	Aliso	-37	0	0	-0.4	1-Sided Adj	TNGUYEN20170214160242783
Explanation:		400004.000 - Aliso Canyon incident - exclude costs and associated FTE's. I/O# 300775156 (AC - STANDARD SESNON 25 WELLHEAD LEAK)					
2016 Total		-37	0	0	-0.4		

Note: Totals may include rounding differences.

Beginning of Workpaper
200004.001 - Credit and Collections Postage

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 6. Credit and Collections Postage
 Workpaper: 200004.001 - Credit and Collections Postage

Activity Description:

Credit and Collections postage expenses cover the cost of mailing collection notices.

Forecast Explanations:

Labor - Base YR Rec

N/A

Non-Labor - Base YR Rec

N/A

NSE - Base YR Rec

The forecast method developed for this cost category is Base YR. This method is most appropriate because the base year recorded postage is an accurate representation of current postage expense and activity.

Summary of Results:

		In 2016\$ (000) Incurred Costs								
		Adjusted-Recorded					Adjusted-Forecast			
Years		2012	2013	2014	2015	2016	2017	2018	2019	
Labor		0	0	0	0	0	0	0	0	
Non-Labor		0	0	0	0	0	0	0	0	
NSE		2,019	1,923	1,044	1,049	995	995	995	995	
Total		2,019	1,923	1,044	1,049	995	995	995	995	
FTE		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 6. Credit and Collections Postage
 Workpaper: 200004.001 - Credit and Collections Postage

Summary of Adjustments to Forecast:

In 2016 \$(000) Incurred Costs										
Forecast Method		Base Forecast			Forecast Adjustments			Adjusted-Forecast		
Years		2017	2018	2019	2017	2018	2019	2017	2018	2019
Labor	Base YR Rec	0	0	0	0	0	0	0	0	0
Non-Labor	Base YR Rec	0	0	0	0	0	0	0	0	0
NSE	Base YR Rec	995	995	995	0	0	0	995	995	995
Total		995	995	995	0	0	0	995	995	995
FTE	Base YR Rec	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj Type</u>	<u>RefID</u>
-------------	------------------	--------------	-------------	------------	--------------	------------	-----------------	--------------

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 6. Credit and Collections Postage
Workpaper: 200004.001 - Credit and Collections Postage

Determination of Adjusted-Recorded (Incurred Costs):

	2012 (\$000)	2013 (\$000)	2014 (\$000)	2015 (\$000)	2016 (\$000)
Recorded (Nominal \$)*					
Labor	0	0	0	0	0
Non-Labor	1,963	1,899	1,049	1,046	995
NSE	0	0	0	0	0
Total	1,963	1,899	1,049	1,046	995
FTE	0.0	0.0	0.0	0.0	0.0
Adjustments (Nominal \$) **					
Labor	0	0	0	0	0
Non-Labor	-1,963	-1,899	-1,049	-1,046	-995
NSE	1,963	1,899	1,047	1,046	995
Total	0	0	-1	0	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Nominal \$)					
Labor	0	0	0	0	0
Non-Labor	0	0	0	0	0
NSE	1,963	1,899	1,047	1,046	995
Total	1,963	1,899	1,047	1,046	995
FTE	0.0	0.0	0.0	0.0	0.0
Vacation & Sick (Nominal \$)					
Labor	0	0	0	0	0
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	0	0	0	0	0
FTE	0.0	0.0	0.0	0.0	0.0
Escalation to 2016\$					
Labor	0	0	0	0	0
Non-Labor	0	0	0	0	0
NSE	57	24	-3	3	0
Total	57	24	-3	3	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Constant 2016\$)					
Labor	0	0	0	0	0
Non-Labor	0	0	0	0	0
NSE	2,019	1,923	1,044	1,049	995
Total	2,019	1,923	1,044	1,049	995
FTE	0.0	0.0	0.0	0.0	0.0

* After company-wide exclusions of Non-GRC costs

** Refer to "Detail of Adjustments to Recorded" page for line item adjustments

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 6. Credit and Collections Postage
 Workpaper: 200004.001 - Credit and Collections Postage

Summary of Adjustments to Recorded:

In Nominal \$ (000) Incurred Costs					
Years	2012	2013	2014	2015	2016
Labor	0	0	0	0	0
Non-Labor	-1,963	-1,899	-1,049	-1,046	-995
NSE	1,963	1,899	1,047	1,046	995
Total	0	0	-1	0	0
FTE	0.0	0.0	0.0	0.0	0.0

Detail of Adjustments to Recorded:

Year	Adj Group	Labor	NLbr	NSE	FTE	Adj Type	RefID
2012	Other	0	-1,963	0	0.0	1-Sided Adj	TNGUYEN20161102133636650
Explanation:		Aligning history to forecasting postage with no standard escalation					
2012	Other	0	0	1,963	0.0	1-Sided Adj	TNGUYEN20161102133753483
Explanation:		Aligning history to forecasting postage with non standard escalation.					
2012 Total		0	-1,963	1,963	0.0		
2013	Other	0	-1,899	0	0.0	1-Sided Adj	TNGUYEN20161103081607217
Explanation:		Aligning history to forecasting postage with non standard escalation					
2013	Other	0	0	1,899	0.0	1-Sided Adj	TNGUYEN20161103081652457
Explanation:		Aligning history to forecasting postage with non standard escalation.					
2013 Total		0	-1,899	1,899	0.0		
2014	Other	0	-1,047	0	0.0	1-Sided Adj	TNGUYEN20161103081807783
Explanation:		Aligning history to forecasting postage with non standard escalation.					
2014	Other	0	0	1,047	0.0	1-Sided Adj	TNGUYEN20161103081902013
Explanation:		Aligning history to forecasting postage with non standard escalation.					
2014	Other	0	-1	0	0.0	1-Sided Adj	TNGUYEN20161128090714400
Explanation:		Cost Element 6220450 Exclusion for Refundable IO 300767610 - Residential OIR Disconnect Memo Account					
2014 Total		0	-1,049	1,047	0.0		

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 6. Credit and Collections Postage
 Workpaper: 200004.001 - Credit and Collections Postage

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>	<u>RefID</u>
2015	Other	0	-1,046	0	0.0	1-Sided Adj	TNGUYEN20161128091439707
Explanation: Cost Element 6220450 Aligning history to forecasting postage with non standard escalation							
2015	Other	0	0	1,046	0.0	1-Sided Adj	TNGUYEN20161128091554740
Explanation: Cost Element 6220450 Aligning history to forecasting postage with non standard escalation.							
2015 Total		0	-1,046	1,046	0.0		
2016	Other	0	-995	995	0.0	1-Sided Adj	TNGUYEN20170214160000190
Explanation: 200004.001 Transfer to NSE from non-labor cost element 6220450. Aligning history to forecasting postage with non standard escalation.							
2016 Total		0	-995	995	0.0		

Note: Totals may include rounding differences.

Supplemental Workpapers for Workpaper 200004.001

	Collection Notices	Postage Expenditure	Cost per unit	
2014 actual	2,573,318	\$ 1,060,960	\$ 0.412	
2015 actual	2,481,773	\$ 1,042,176	\$ 0.420	
2016 actual	2,380,764	\$ 983,846	\$ 0.413	
2017 volume of notices forecasted between 2015 & 2016 volumes.				
			Forecast	Notes:
2017 forecast	2,410,000	\$ 0.413	\$ 995,330	assume no rate increase in 2017 from 2016 rate
2018 forecast	2,410,000	\$ 0.413	\$ 995,330	assume no rate increase in 2018 from 2017 rate; 2018 volume of notices same as 2017
2019 forecast	2,410,000	\$ 0.413	\$ 995,330	assume no rate increase in 2019 from 2018 rate; 2019 volume of notices same as 2018

Beginning of Workpaper
200005.000 - Remittance Processing

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 7. Remittance Processing
 Workpaper: 200005.000 - Remittance Processing

Activity Description:

Remittance Processing provides printing and inserting services for customer bills, notices, letters and other customer correspondence as well as management support for payment processing activities. Expenses include the labor costs associated with these activities as well as non-labor costs for paper stock, bill forms, envelopes, stationery items, printer and inserter machine maintenance and associated consumable supplies.

Forecast Explanations:

Labor - Base YR Rec

A Base Year forecasting methodology was applied to project Remittance Processing O&M costs. These costs are driven by the volumes of bills, notices and payments which are impacted by customer growth as well as customer choice of billing and payment channels. For these reasons, the Base Year 2016 is used as basis to forecast TY2019, plus adjustments for cost increases and savings from these activities.

Non-Labor - Base YR Rec

A Base Year forecasting methodology was applied to project Remittance Processing O&M costs. These costs are driven by the volumes of bills, notices and payments which are impacted by customer growth as well as customer choice of billing and payment channels. For these reasons, the Base Year 2016 is used as basis to forecast TY2019, plus adjustments for cost increases and savings from these activities.

NSE - Base YR Rec

NSE is not applicable to this workgroup.

Summary of Results:

		In 2016\$ (000) Incurred Costs								
		Adjusted-Recorded					Adjusted-Forecast			
Years		2012	2013	2014	2015	2016	2017	2018	2019	
Labor		2,041	2,016	1,872	1,897	1,579	1,680	1,680	1,680	
Non-Labor		5,082	4,631	4,020	4,107	3,349	3,121	2,534	2,313	
NSE		0	0	0	0	0	0	0	0	
Total		7,123	6,647	5,892	6,004	4,928	4,801	4,214	3,993	
FTE		26.0	25.7	24.0	24.6	20.6	21.8	21.8	21.8	

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 7. Remittance Processing
Workpaper: 200005.000 - Remittance Processing

Summary of Adjustments to Forecast:

In 2016 \$(000) Incurred Costs										
Forecast Method		Base Forecast			Forecast Adjustments			Adjusted-Forecast		
Years		2017	2018	2019	2017	2018	2019	2017	2018	2019
Labor	Base YR Rec	1,579	1,579	1,579	102	102	102	1,681	1,681	1,681
Non-Labor	Base YR Rec	3,349	3,349	3,349	-228	-815	-1,036	3,121	2,534	2,313
NSE	Base YR Rec	0	0	0	0	0	0	0	0	0
Total		4,928	4,928	4,928	-126	-713	-934	4,802	4,215	3,994
FTE	Base YR Rec	20.6	20.6	20.6	1.2	1.2	1.2	21.8	21.8	21.8

Forecast Adjustment Details:

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj Type</u>	<u>RefID</u>	
2017	Other	0	13	0	13	0.0	1-Sided Adj	TNGUYEN20161205164916307	
Explanation:		Productivity Enhancements Vendor s fees for consolidator e-Bills delivered							
2017	Other	0	-44	0	-44	0.0	1-Sided Adj	TNGUYEN20161205164941003	
Explanation:		Productivity Enhancements Savings from combined electronic bills							
2017	Other	22	0	0	22	0.5	1-Sided Adj	TNGUYEN20161205165017220	
Explanation:		Adjustment for labor necessary for return to normal operations, support of analytical activities and electronic billing after temporary deployment to mitigate Aliso leak.							
2017	Other	80	0	0	80	0.7	1-Sided Adj	TNGUYEN20161205165052630	
Explanation:		Adjustments for full-year, impact of 8 months for the vacancy position filled since September 2016							
2017	FOF-Ongoing	0	-77	0	-77	0.0	1-Sided Adj	TNGUYEN20170510130217247	
Explanation:		FOF Grp4 Idea#1 - Cost efficiencies related to Fueling our Future initiative. Enable CSRs to enroll customers into My Account with option to active paperless billing reducing printing cost.							
2017	FOF-Ongoing	0	-120	0	-120	0.0	1-Sided Adj	TNGUYEN20170719132837380	
Explanation:		FOF - Group #101 Supply Management. Cost efficiencies related to Fueling our Future initiative to reduce contract spend.							
2017 Total		102	-228	0	-126	1.2			
2018	Other	0	31	0	31	0.0	1-Sided Adj	TNGUYEN20161205165131623	
Explanation:		Productivity Enhancements Vendor s fees for consolidator e-Bills delivered							

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 7. Remittance Processing
Workpaper: 200005.000 - Remittance Processing

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>	<u>RefID</u>
2018	Other	0	-90	0	-90	0.0	1-Sided Adj	TNGUYEN20161205165156197
Explanation:		Productivity Enhancements Savings from combined electronic bills						
2018	Other	22	0	0	22	0.5	1-Sided Adj	TNGUYEN20161205165232757
Explanation:		Adjustment for labor necessary for return to normal operations, support of analytical activities and electronic billing after temporary deployment to mitigate Aliso leak.						
2018	Other	80	0	0	80	0.7	1-Sided Adj	TNGUYEN20161205165329597
Explanation:		Adjustments for full-year impact of 8 months for the vacancy position filled since September 2016.						
2018	FOF-Ongoing	0	-524	0	-524	0.0	1-Sided Adj	TNGUYEN20170719132906830
Explanation:		FOF - Group #101 Supply Management. Cost efficiencies related to Fueling our Future initiative to reduce contract spend.						
2018	FOF-Ongoing	0	-232	0	-232	0.0	1-Sided Adj	TNGUYEN20170510130145730
Explanation:		FOF Grp4 Idea#1 Cost efficiencies related to Fueling our Future initiative. Enable CSRs to enroll customers into My Account with option to active paperless billing reducing printing cost.						
2018 Total		102	-815	0	-713	1.2		
2019	Other	0	49	0	49	0.0	1-Sided Adj	TNGUYEN20161205165433373
Explanation:		Productivity Enhancements Vendor s fees for consolidator e-Bills delivered						
2019	Other	0	-138	0	-138	0.0	1-Sided Adj	TNGUYEN20161205165459477
Explanation:		Productivity Enhancements Savings from combined electronic bills						
2019	Other	22	0	0	22	0.5	1-Sided Adj	TNGUYEN20161205165532323
Explanation:		Adjustment for labor necessary for return to normal operations, support of analytical activities and electronic billing after temporary deployment to mitigate Aliso leak.						
2019	Other	80	0	0	80	0.7	1-Sided Adj	TNGUYEN20161205165600540
Explanation:		Adjustments for full-year impact of 8 months for the vacancy position filled since September 2016.						
2019	FOF-Ongoing	0	-536	0	-536	0.0	1-Sided Adj	TNGUYEN20170719132954643
Explanation:		FOF - Group #101 Supply Management. Cost efficiencies related to Fueling our Future initiative to reduce spend.						

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 7. Remittance Processing
 Workpaper: 200005.000 - Remittance Processing

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>	<u>RefID</u>
2019	FOF-Ongoing	0	-349	0	-349	0.0	1-Sided Adj	TNGUYEN20170310160815423
Explanation:		FOF - Grp4 Idea# 1 Cost efficiencies related to Fueling our Future initiative. Enable CSRs to enroll customers into My Account with option to active paperless billing reducing printing cost.						
2019	Other	0	2	0	2	0.0	1-Sided Adj	TNGUYEN20170310195115740
Explanation:		ADA - Large Font bill print through vendor. Est. 150 x \$15/large font print in 2019 = \$2,250. Est print in 2020 (300 print) and 2021 (600 print).						
2019	FOF-Ongoing	0	-35	0	-35	0.0	1-Sided Adj	TNGUYEN20170615212829383
Explanation:		FOF Grp4 Idea#3 Cost efficiencies related to Fueling our Future initiative. Reduce printing cost by increasing paperless billing through sending out electronic video demo on paperless billing enrollment process.						
2019	FOF-Ongoing	0	-26	0	-26	0.0	1-Sided Adj	TNGUYEN20170615213120997
Explanation:		FOF Grp4 Idea#4 - Cost efficiencies related to Fueling our Future initiative. Reduce printing cost by increasing paperless billing by converting paper bill account to paperless billing once the customer pays once electronically.						
2019	FOF-Ongoing	0	-3	0	-3	0.0	1-Sided Adj	TNGUYEN20170615215235100
Explanation:		FOF Grp4 Idea#6 Cost efficiencies related to Fueling our Future initiative. Reduce printing cost by increasing adoption of paperless billing. Additional enrollments to be capture by posting paperless billing video clip on SoCalGas web page.						
2019 Total		102	-1,036	0	-934	1.2		

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 7. Remittance Processing
Workpaper: 200005.000 - Remittance Processing

Determination of Adjusted-Recorded (Incurred Costs):

	2012 (\$000)	2013 (\$000)	2014 (\$000)	2015 (\$000)	2016 (\$000)
Recorded (Nominal \$)*					
Labor	1,602	1,612	1,535	1,593	1,378
Non-Labor	5,363	4,150	4,033	4,097	3,349
NSE	0	0	0	0	0
Total	6,966	5,762	5,568	5,690	4,727
FTE	22.2	21.9	20.5	21.1	18.1
Adjustments (Nominal \$) **					
Labor	0	0	0	0	-22
Non-Labor	-424	424	0	0	0
NSE	0	0	0	0	0
Total	-424	424	0	0	-22
FTE	0.0	0.0	0.0	0.0	-0.5
Recorded-Adjusted (Nominal \$)					
Labor	1,602	1,612	1,535	1,593	1,355
Non-Labor	4,939	4,574	4,033	4,097	3,349
NSE	0	0	0	0	0
Total	6,541	6,186	5,568	5,690	4,704
FTE	22.2	21.9	20.5	21.1	17.6
Vacation & Sick (Nominal \$)					
Labor	257	268	250	258	223
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	257	268	250	258	223
FTE	3.7	3.7	3.4	3.5	3.0
Escalation to 2016\$					
Labor	182	136	87	45	0
Non-Labor	143	57	-13	11	0
NSE	0	0	0	0	0
Total	325	193	74	56	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Constant 2016\$)					
Labor	2,041	2,016	1,872	1,897	1,579
Non-Labor	5,082	4,631	4,020	4,107	3,349
NSE	0	0	0	0	0
Total	7,123	6,647	5,892	6,004	4,928
FTE	25.9	25.6	23.9	24.6	20.6

* After company-wide exclusions of Non-GRC costs

** Refer to "Detail of Adjustments to Recorded" page for line item adjustments

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 7. Remittance Processing
 Workpaper: 200005.000 - Remittance Processing

Summary of Adjustments to Recorded:

In Nominal \$ (000) Incurred Costs					
Years	2012	2013	2014	2015	2016
Labor	0	0	0	0	-22
Non-Labor	-424	424	0	0	0
NSE	0	0	0	0	0
Total	-424	424	0	0	-22
FTE	0.0	0.0	0.0	0.0	-0.5

Detail of Adjustments to Recorded:

Year	Adj Group	Labor	NLbr	NSE	FTE	Adj Type	RefID
2012	Other	0	-424	0	0.0	1-Sided Adj	TNGUYEN20161101120634153
Explanation:		Toner purchased in 2012 was used in 2013 and 2-year average is $(\$951,501.29 + \$103,120.47)/2 = \$524,510.88$ - Adjustment made to align with annual expenses for toner \$424,390.41					
2012 Total		0	-424	0	0.0		
2013	Other	0	424	0	0.0	1-Sided Adj	TNGUYEN20161101121038790
Explanation:		Toner purchased in 2012 was used in 2013 and 2-year average is $(\$951,501.29 + \$103,120.47)/2 = \$524,510.88$ - Adjustment made to align with annual expenses for toner \$424,390.41					
2013 Total		0	424	0	0.0		
2014 Total		0	0	0	0.0		
2015 Total		0	0	0	0.0		
2016	Aliso	-22	0	0	-0.5	1-Sided Adj	TNGUYEN20161203221938570
Explanation:		Aliso Aliso Canyon Incident - Exclude costs & associated FTEs - 300775156, Wellhead Leak					
2016 Total		-22	0	0	-0.5		

Note: Totals may include rounding differences.

Beginning of Workpaper
200005.001 - Remittance Processing Postage

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 8. Remittance Processing Postage
 Workpaper: 200005.001 - Remittance Processing Postage

Activity Description:

This cost center group is used to track postage costs associated with mailing of the SCG's customer bills, notices, letters, and customer correspondence.

Forecast Explanations:

Labor - Base YR Rec

N/A

Non-Labor - Base YR Rec

N/A

NSE - Base YR Rec

A Base Year forecasting methodology was applied to project Remittance Processing Postage O&M costs. Postage for bill delivery includes postage for paper bills and notices mailed through the United States Postal Service (USPS). The postage expense depends on postage rates which are determined by the USPS and the volume of paper bills and notices which are impacted by customer growth as well as electronic bill adoption levels. For these reasons, a Base Year is used as the basis to forecast Test Year 2019, plus adjustments for postage rate changes for paper bills and notices mailed through USPS and savings from paperless billing (My Account) and electronic bill delivery to customers' home banking websites.

Summary of Results:

		In 2016\$ (000) Incurred Costs								
		Adjusted-Recorded					Adjusted-Forecast			
Years		2012	2013	2014	2015	2016	2017	2018	2019	
Labor		0	0	0	0	0	0	0	0	
Non-Labor		0	0	0	0	0	0	0	0	
NSE		18,232	17,739	17,959	17,727	17,011	16,340	15,087	13,812	
Total		18,232	17,739	17,959	17,727	17,011	16,340	15,087	13,812	
FTE		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 8. Remittance Processing Postage
Workpaper: 200005.001 - Remittance Processing Postage

Summary of Adjustments to Forecast:

In 2016 \$(000) Incurred Costs										
Forecast Method		Base Forecast			Forecast Adjustments			Adjusted-Forecast		
Years		2017	2018	2019	2017	2018	2019	2017	2018	2019
Labor	Base YR Rec	0	0	0	0	0	0	0	0	0
Non-Labor	Base YR Rec	0	0	0	0	0	0	0	0	0
NSE	Base YR Rec	17,011	17,011	17,011	-671	-1,924	-3,199	16,340	15,087	13,812
Total		17,011	17,011	17,011	-671	-1,924	-3,199	16,340	15,087	13,812
FTE	Base YR Rec	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Forecast Adjustment Details:

Year	Adj Group	Labor	NLbr	NSE	Total	FTE	Adj Type	RefID	
2017	Other	0	0	180	180	0.0	1-Sided Adj	TNGUYEN20161205165937100	
Explanation:		Meter Growth - Postage required due to meter growth.							
2017	Other	0	0	-156	-156	0.0	1-Sided Adj	TNGUYEN20161205170008340	
Explanation:		Rate Increase - Postage required due to rate change.							
2017	Other	0	0	61	61	0.0	1-Sided Adj	TNGUYEN20161205170059670	
Explanation:		Productivity Enhancements - Postage savings from combined electronic bills due to rate change.							
2017	FOF-Ongoing	0	0	-96	-96	0.0	1-Sided Adj	TNGUYEN20170310161716163	
Explanation:		FOF Grp4 Idea#61 Cost efficiencies related to Fueling our Future initiative. Reduce postage cost by sending out Home Energy Guide (includes safety related information) electronically rather than printing and mailing to customers.							
2017	FOF-Ongoing	0	0	-660	-660	0.0	1-Sided Adj	TNGUYEN20170509151149463	
Explanation:		FOF Grp4 Idea#1 Cost efficiencies related to Fueling our Future initiative. Enable CSRs to enroll customers into My Account with option to active paperless billing reducing postage cost.							
2017 Total		0	0	-671	-671	0.0			
2018	Other	0	0	417	417	0.0	1-Sided Adj	TNGUYEN20161205170236450	
Explanation:		Meter Growth Postage required due to growth.							
2018	Other	0	0	-157	-157	0.0	1-Sided Adj	TNGUYEN20161205170302490	
Explanation:		Rate Increase Postage required due to rate change.							

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 8. Remittance Processing Postage
Workpaper: 200005.001 - Remittance Processing Postage

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>	<u>RefID</u>
2018	Other	0	0	64	64	0.0	1-Sided Adj	TNGUYEN20161205170659573
Explanation:		Productivity Enhancement Postage savings from combined electronic bills due to rate change.						
2018	FOF-Ongoing	0	0	-192	-192	0.0	1-Sided Adj	TNGUYEN20170310161804320
Explanation:		FOF Grp4 Idea# 61 Cost efficiencies related to Fueling our Future initiative. Reduce postage cost by sending out Home Energy Guide (includes safety related information) electronically rather than printing and mailing to customers.						
2018	FOF-Ongoing	0	0	-2,056	-2,056	0.0	1-Sided Adj	TNGUYEN20170509151059120
Explanation:		FOF Grp4 Idea#1 Cost efficiencies related to Fueling our Future initiative. Enable CSRs to enroll customers into My Account with option to active paperless billing reducing postage cost.						
2018 Total		0	0	-1,924	-1,924	0.0		
2019	Other	0	0	67	67	0.0	1-Sided Adj	TNGUYEN20161205170359510
Explanation:		Productivity Enhancements - Postage savings from combined electronic bills due to rate change.						
2019	Other	0	0	504	504	0.0	1-Sided Adj	TNGUYEN20161205170419950
Explanation:		Adjustments Home Energy Guide - used to be paid by CC 2200-2355 I/O 300629920						
2019	Other	0	0	670	670	0.0	1-Sided Adj	TNGUYEN20161205170759647
Explanation:		Meter Growth Postage required due to growth						
2019	Other	0	0	-158	-158	0.0	1-Sided Adj	TNGUYEN20161205170819890
Explanation:		Rate Increase Postage required due to rate increase						
2019	FOF-Ongoing	0	0	-3,103	-3,103	0.0	1-Sided Adj	TNGUYEN20170310161210240
Explanation:		FOF Grp4 Idea#1 Cost efficiencies related to Fueling our Future initiative. Enable CSRs to enroll customers into My Account with option to active paperless billing reducing postage cost.						
2019	FOF-Ongoing	0	0	-192	-192	0.0	1-Sided Adj	TNGUYEN20170310161845290
Explanation:		FOF Grp4 Idea#61 Cost efficiencies related to Fueling our Future initiative. Reduce postage cost by sending out Home Energy Guide (includes safety related information) electronically rather than printing and mailing to customers.						
2019	FOF-Ongoing	0	0	-377	-377	0.0	1-Sided Adj	TNGUYEN20170615212239817
Explanation:		FOF Grp4 Idea#2 Cost efficiencies related to Fueling our Future initiative. Reduce postage cost with additional paperless billing enrollment through updated CSR script to increase customer adoption.						

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 8. Remittance Processing Postage
 Workpaper: 200005.001 - Remittance Processing Postage

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>	<u>RefID</u>
2019	FOF-Ongoing	0	0	-350	-350	0.0	1-Sided Adj	TNGUYEN20170615212731210
Explanation: FOF Grp4 Idea#3 Cost efficiencies related to Fueling our Future initiative. Reduce cost by increasing paperless billing through sending out electronic video demo on paperless billing enrollment process.								
2019	FOF-Ongoing	0	0	-238	-238	0.0	1-Sided Adj	TNGUYEN20170615213154213
Explanation: FOF Grp4 Idea#4 Cost efficiencies related to Fueling our Future initiative. Reduce printing cost by increasing paperless billing by converting paper bill account to paperless billing once the customer pays once electronically.								
2019	FOF-Ongoing	0	0	-22	-22	0.0	1-Sided Adj	TNGUYEN20170615215211297
Explanation: FOF Grp4 Idea#6 Cost efficiencies related to Fueling our Future initiative. Reduce cost by increasing adoption of paperless billing. Additional enrollments to be capture by posting paperless billing video clip on SoCalGas web page.								
2019 Total		0	0	-3,199	-3,199	0.0		

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 8. Remittance Processing Postage
Workpaper: 200005.001 - Remittance Processing Postage

Determination of Adjusted-Recorded (Incurred Costs):

	2012 (\$000)	2013 (\$000)	2014 (\$000)	2015 (\$000)	2016 (\$000)
Recorded (Nominal \$)*					
Labor	0	0	0	0	0
Non-Labor	16,469	17,248	18,010	17,865	16,937
NSE	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total	16,469	17,248	18,010	17,865	16,937
FTE	0.0	0.0	0.0	0.0	0.0
Adjustments (Nominal \$) **					
Labor	0	0	0	0	0
Non-Labor	-16,469	-17,248	-18,010	-17,865	-16,937
NSE	<u>17,720</u>	<u>17,521</u>	<u>18,019</u>	<u>17,681</u>	<u>17,011</u>
Total	1,251	274	8	-185	74
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Nominal \$)					
Labor	0	0	0	0	0
Non-Labor	0	0	0	0	0
NSE	<u>17,720</u>	<u>17,521</u>	<u>18,019</u>	<u>17,681</u>	<u>17,011</u>
Total	17,720	17,521	18,019	17,681	17,011
FTE	0.0	0.0	0.0	0.0	0.0
Vacation & Sick (Nominal \$)					
Labor	0	0	0	0	0
Non-Labor	0	0	0	0	0
NSE	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total	0	0	0	0	0
FTE	0.0	0.0	0.0	0.0	0.0
Escalation to 2016\$					
Labor	0	0	0	0	0
Non-Labor	0	0	0	0	0
NSE	<u>512</u>	<u>218</u>	<u>-59</u>	<u>46</u>	<u>0</u>
Total	512	218	-59	46	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Constant 2016\$)					
Labor	0	0	0	0	0
Non-Labor	0	0	0	0	0
NSE	<u>18,232</u>	<u>17,739</u>	<u>17,959</u>	<u>17,727</u>	<u>17,011</u>
Total	18,232	17,739	17,959	17,727	17,011
FTE	0.0	0.0	0.0	0.0	0.0

* After company-wide exclusions of Non-GRC costs

** Refer to "Detail of Adjustments to Recorded" page for line item adjustments

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 8. Remittance Processing Postage
 Workpaper: 200005.001 - Remittance Processing Postage

Summary of Adjustments to Recorded:

In Nominal \$ (000) Incurred Costs					
Years	2012	2013	2014	2015	2016
Labor	0	0	0	0	0
Non-Labor	-16,469	-17,248	-18,010	-17,865	-16,937
NSE	17,720	17,521	18,019	17,681	17,011
Total	1,251	274	8	-185	74
FTE	0.0	0.0	0.0	0.0	0.0

Detail of Adjustments to Recorded:

Year	Adj Group	Labor	NLbr	NSE	FTE	Adj Type	RefID
2012	Other	0	1,251	0	0.0	1-Sided Adj	TNGUYEN20161024081553853
Explanation: To true-up postage expenses from prefund account							
2012	Other	0	0	17,720	0.0	1-Sided Adj	TNGUYEN20161024114333093
Explanation: To move postage expenses to NSE							
2012	Other	0	-17,720	0	0.0	1-Sided Adj	TNGUYEN20161024114442263
Explanation: To move postage expenses to NSE							
2012 Total		0	-16,469	17,720	0.0		
2013	Other	0	274	0	0.0	1-Sided Adj	TNGUYEN20161026094545687
Explanation: To true-up postage expenses							
2013	Other	0	-17,521	0	0.0	1-Sided Adj	TNGUYEN20161026095015060
Explanation: To move postage expenses to NSE							
2013	Other	0	0	17,521	0.0	1-Sided Adj	TNGUYEN20161026095101670
Explanation: To move postage expenses to NSE							
2013 Total		0	-17,248	17,521	0.0		
2014	Other	0	8	0	0.0	1-Sided Adj	TNGUYEN20161026095218593
Explanation: To true-up postage expenses							
2014	Other	0	-18,019	0	0.0	1-Sided Adj	TNGUYEN20161026095311470
Explanation: To move postage expenses to NSE							

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 8. Remittance Processing Postage
 Workpaper: 2OO005.001 - Remittance Processing Postage

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>	<u>RefID</u>
2014	Other	0	0	18,019	0.0	1-Sided Adj	TNGUYEN20161026095345737
Explanation: To move postage expenses to NSE							
2014 Total		0	-18,010	18,019	0.0		
2015	Other	0	-185	0	0.0	1-Sided Adj	TNGUYEN20161026142236490
Explanation: To true up postage expenses							
2015	Other	0	-17,681	0	0.0	1-Sided Adj	TNGUYEN20161026142336090
Explanation: To move postage expenses to NSE							
2015	Other	0	0	17,681	0.0	1-Sided Adj	TNGUYEN20161026142413170
Explanation: To move postage expenses to NSE							
2015 Total		0	-17,865	17,681	0.0		
2016	Other	0	74	0	0.0	1-Sided Adj	TNGUYEN20170214170848843
Explanation: 2OO005.001 True up postage expenses							
2016	Other	0	-17,011	0	0.0	1-Sided Adj	TNGUYEN20161026144101183
Explanation: To move postage expenses to NSE							
2016	Other	0	0	17,011	0.0	1-Sided Adj	TNGUYEN20161026144134483
Explanation: To move postage expenses to NSE							
2016 Total		0	-16,937	17,011	0.0		

Note: Totals may include rounding differences.

Supplemental Workpapers for Workpaper 200005.001

	C	F	G	H	I	J	K	L	M	
		Actual	Actual	Actual	Actual	Actual	Forecast	Forecast	Forecast	
		2012	2013	2014	2015	2016	2017	2018	2019	
6										
7										
8										
9	Total Active Meters	5,576,355	5,606,113	5,639,161	5,667,128	5,700,917	5,731,814	5,774,426	5,820,293	
10										
11										
12	Volume									
13	Bills & Letters									
14										
15										
16	Billing Letters	75,812	76,127	74,437	74,983	70,706	66,489	62,364	58,203	
17	Paper Bills	50,185,893	48,268,919	47,425,135	45,693,876	44,670,322	43,676,423	42,730,752	41,789,704	
18	My Account Suppressed Bills	14,249,584	16,059,617	17,322,726	19,285,105	20,717,514	22,124,802	23,617,402	25,143,666	
19	Consolidator e-Bills Delivered	2,625,917	2,997,520	3,146,649	3,189,911	3,260,250	3,324,452	3,406,911	3,492,176	
20	Total	67,137,206	67,402,183	67,968,947	68,243,875	68,718,792	69,192,166	69,817,429	70,483,749	
21										
22		1,986,416	1,810,033	1,263,109	1,962,379	1,432,409				
23										
24										
25	Bills & Letters Per Meter									
26	Billing Letters	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	
27	Paper Bills	9.00	8.61	8.41	8.06	7.84	7.62	7.40	7.18	
28	My Account Suppressed Bills	2.56	2.86	3.07	3.40	3.63	3.86	4.09	4.32	
29	Consolidator e-Bills Delivered	0.47	0.53	0.56	0.56	0.57	0.58	0.59	0.60	
30	Total	12.04	12.01	12.05	12.03	12.05	12.07	12.09	12.11	
31										
32										
33	Total Bills Per Meter	12.03	12.00	12.04	12.02	12.04	12.06	12.08	12.10	
34										
35										
36	Letters Per Meter	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	
37										
38										
39										
40										
41	Postal Rate					2016	2017	2018	2019	
42										
43	Billing Letters					Average rate	\$0.404	\$0.408	\$0.408	\$0.408
44	Paper Bills					Average rate	\$0.380	\$0.378	\$0.378	\$0.378
45	My Account Suppressed Bills					Average rate	\$0.380	\$0.378	\$0.378	\$0.378
46	Consolidator e-Bills Delivered					Average rate	\$0.380	\$0.378	\$0.378	\$0.378
47						Average rate - Combined	\$0.380	\$0.378	\$0.378	\$0.378
48										
49										
50										
51	Postage									
52										
53	Billing Letters	\$28,312	\$29,173	\$30,098	\$30,851	\$28,582	\$27,128	\$25,445	\$23,747	
54	Paper Bills	\$17,691,450	\$17,492,112	\$17,988,451	\$17,649,701	\$16,982,603	\$16,509,688	\$16,152,224	\$15,796,508	
55	My Account Suppressed Bills	\$4,973,940	\$5,765,878	\$6,580,423	\$7,464,454	\$7,881,072	\$8,363,175	\$8,927,378	\$9,504,306	
56	Consolidator e-Bills Delivered	\$916,599	\$1,076,198	\$1,195,325	\$1,234,681	\$1,240,220	\$1,256,643	\$1,287,812	\$1,320,043	
57	Sub-Total Postage	\$23,610,301	\$24,363,361	\$25,794,297	\$26,379,687	\$26,132,477	\$26,156,634	\$26,392,859	\$26,644,604	
58										
59										
60										
61										
62										
63										
64	Bills Delivered by Channel - Percentage of Total Bills and Letters									
65										
66	Billing Letters	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	
67	Paper Bills	74.8%	71.6%	69.8%	67.0%	65.0%	63.1%	61.2%	59.3%	
68	My Account Suppressed Bills	21.2%	23.8%	25.5%	28.3%	30.1%	32.0%	33.8%	35.7%	
69	Consolidator e-Bills Delivered	3.9%	4.4%	4.6%	4.7%	4.7%	4.8%	4.9%	5.0%	
70	Total	100%	100%	100%	100%	100%	100%	100%	100%	
71										
72	Note: Total may include rounding differences.									
73										
74										
75	Less Suppressed and eBills	(\$5,890,539)	(\$6,842,076)	(\$7,775,748)	(\$8,699,135)	(\$9,121,292)	(\$9,619,818)	(\$10,215,190)	(\$10,824,349)	
76	Additional FOF Postage Benefits						(\$197,000)	(\$1,091,000)	(\$2,008,000)	
77	Net Postage Expenses	\$17,719,762	\$17,521,285	\$18,018,549	\$17,680,552	\$17,011,185	\$16,339,816	\$15,086,669	\$13,812,255	
78										

	V	W	X	Y	Z	AA	AAA	AD	AE	AF	AG
75											
76											
77											
78	Break-down =>		Incremental Postage Required	Impact Due to Growth			Impact Due to Rate increase				
79				2017	2018	2019		2017	2018	2019	
80			Bills and Billing Letters								
81			Volume	473,374	625,263	666,320		69,192,166	69,817,429	70,483,749	
82			Year-over-Year	\$179,780	\$237,500	\$253,102		-\$155,623	-\$1,275	-\$1,357	
83			To the base year of 2016	\$179,780	\$417,280	\$670,382		(\$155,623)	(\$156,898)	(\$158,255)	
84											
85											
86											
87	Break-down =>		Incremental Postage Savings	Impact Due to Growth			Impact Due to Rate increase				
88				2017	2018	2019		2017	2018	2019	
89			Combined Electronic Bills								
90			Volume	1,471,490	1,575,059	1,611,529		25,449,254	27,024,313	28,635,842	
91			Year-over-Year	(\$559,166)	(\$598,522)	(\$612,381)		\$60,640	\$3,150	\$3,222	
92			To the base year of 2016	(\$559,166)	(\$1,157,688)	(\$1,770,069)		\$60,640	\$63,790	\$67,012	
93											
94											
95											
96	Break-down =>		Incremental Postage - Net	Impact Due to Growth			Impact Due to Rate increase				
97				2017	2018	2019		2017	2018	2019	
98											
99			Year-over-Year	(\$379,386)	(\$361,022)	(\$359,279)		-\$94,983	\$1,875	\$1,865	
100			To the base year of 2016	(\$379,386)	(\$740,408)	(\$1,099,687)		(\$94,983)	(\$93,108)	(\$91,243)	
101											

Remittance Processing Postage - HEG 200005.001 Supplemental Workpaper 2

		Year	Eff. Aug Actual 2013	Actual 2014	Actual 2015	Actual 2016	Forecast 2017	Forecast 2018	Forecast 2019
WPG 1	200005.001 Postage								
	1a	Volume	27078	242600	465547	638235	841954	1045673	1249392
	1b	Increment		215522	222947	172688	203719	203719	203719
	1c	Postal rate	\$0.384	\$0.405	\$0.413	\$0.403	\$0.403	\$0.403	\$0.403
	1d	Increment					\$0.000	\$0.000	\$0.000
	1e	Postage	\$10,398	\$98,367	\$192,125	\$257,126	\$339,307	\$421,406	\$503,505
	1f	Increment		\$87,969	\$93,759	\$65,000	\$82,182	\$82,099	\$82,099
						*2200-2355 AM	*2200-2355 AM	** 2200-0678 CRP	

Beginning of Workpaper
200006.000 - Customer Service Other Office Ops and Technology

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 9. CS - Other Ops
Workpaper: 200006.000 - Customer Service Other Office Ops and Technology

Activity Description:

Customer Service Other Office Ops and Technology is comprised of the following groups:

The Vice President of Customer Services provides oversight and leadership for all Customer Services activities including executive support as well costs associated with a summer internship program.

Customer Operations Technology (“COT”) provides business systems support including: Business requirements definition, analysis and prioritization; Quality assurance, user acceptance and regression testing of applications; Responding to and coordinating with IT on system issues; Compiling and publishing system change release notes; Administering user access and privileges to customer applications; and Facilitating internal requests for data from customer systems.

Customer Data Privacy and Energy Data Sharing develops and manages the programs for protecting customer information and sharing energy use data. As a steward of sensitive customer information, the company is focused on developing capabilities (including people, processes and technologies) to safeguard and advocate for customer privacy while meeting Federal and State privacy obligations as well as industry-accepted best practices. SoCalGas has a dedicated program manager and system administrator dedicated to these activities.

Customer Service Technology Project Management develops and manages the governance and standards for customer service technology projects, and monitors and reports on project status. Including the following activities: Project identification, prioritization and approval; Business case development; risk and issue tracking; Cross project dependency identification and management; Schedule and budget tracking; Change control; Project close-out and transition to ongoing business support; and Consolidated project status reporting.

Forecast Explanations:

Labor - Base YR Rec

A base year forecasting methodology was applied to project Customer Services Other Office Ops and Technology O&M costs. The base year method is appropriate because it reflects the growing level of support required as the number of technology projects increases. It also reflects the increased support required as the number and complexity of customer technology applications has grown. These costs are not reflected in historical averages, but are planned to continue in the forecast years.

Non-Labor - Base YR Rec

A base year forecasting methodology was applied to project Customer Services Other Office Ops and Technology O&M costs. The base year method is appropriate because it reflects the growing level of support required as the number of technology projects increases. It also reflects the increased support required as the number and complexity of customer technology applications has grown. These costs are not reflected in historical averages, but are planned to continue in the forecast years.

NSE - Base YR Rec

NSE is not applicable to this workgroup.

Note: Totals may include rounding differences.

Southern California Gas Company
 2019 GRC - REVISED
 Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 9. CS - Other Ops
 Workpaper: 200006.000 - Customer Service Other Office Ops and Technology

Summary of Results:

		In 2016\$ (000) Incurred Costs								
		Adjusted-Recorded					Adjusted-Forecast			
Years		2012	2013	2014	2015	2016	2017	2018	2019	
Labor		2,040	2,287	2,479	2,190	1,909	2,783	2,873	2,973	
Non-Labor		657	130	656	236	155	221	206	206	
NSE		0	0	0	0	0	0	0	0	
Total		2,697	2,417	3,135	2,426	2,065	3,004	3,079	3,179	
FTE		18.9	20.1	23.1	21.4	19.9	28.7	29.7	30.7	

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 9. CS - Other Ops
 Workpaper: 200006.000 - Customer Service Other Office Ops and Technology

Summary of Adjustments to Forecast:

In 2016 \$(000) Incurred Costs										
Forecast Method		Base Forecast			Forecast Adjustments			Adjusted-Forecast		
Years		2017	2018	2019	2017	2018	2019	2017	2018	2019
Labor	Base YR Rec	1,909	1,909	1,909	874	964	1,064	2,783	2,873	2,973
Non-Labor	Base YR Rec	155	155	155	66	51	51	221	206	206
NSE	Base YR Rec	0	0	0	0	0	0	0	0	0
Total		2,065	2,065	2,065	940	1,015	1,115	3,005	3,080	3,180
FTE	Base YR Rec	19.9	19.9	19.9	8.8	9.8	10.8	28.7	29.7	30.7

Forecast Adjustment Details:

Year	Adj Group	Labor	NLbr	NSE	Total	FTE	Adj Type	RefID	
2017	Other	50	0	0	50	0.5	1-Sided Adj	TNGUYEN20161205175435150	
Explanation:		Expenses forecasted for return to normal operations as business systems analyst after temporary assignment to support Aliso incident mitigation.							
2017	Other	90	0	0	90	1.0	1-Sided Adj	TNGUYEN20161205175459867	
Explanation:		Customer Privacy Business Systems Analyst. Labor Incremental SA5 level Mid point of 2016 MRR							
2017	Other	0	15	0	15	0.0	1-Sided Adj	TNGUYEN20161205175712563	
Explanation:		Privacy Inserts Deferred from 2016 Non Labor Mandated Privacy Notices included as a bill insert in all opening bill statements.							
2017	Other	0	75	0	75	0.0	1-Sided Adj	TNGUYEN20161205175850907	
Explanation:		COT - Privacy Tri-Annual Privacy Audit conducted by independent firm Non Labor Mandated independent review of the protection of customer energy usage data to be completed every GRC cycle.							
2017	Other	64	0	0	64	0.7	1-Sided Adj	TNGUYEN20161205180712720	
Explanation:		COT- CIS Expenses forecasted for return to normal operations support CIS Data Governance and Analytics after temporary assignment to support Aliso incident mitigation.							
2017	Other	22	0	0	22	0.2	1-Sided Adj	TNGUYEN20161205180802823	
Explanation:		COT - CIS PMO Project Manager (PM3) Role incremental adjustments for increase in project management, governance and delivery 2 month vacancy, Jan - Feb 2016. Add 2 month x (\$129K/12) = \$21.5k. PM3 level.							
2017	Other	46	0	0	46	0.6	1-Sided Adj	TNGUYEN20161205180909973	

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 9. CS - Other Ops
 Workpaper: 200006.000 - Customer Service Other Office Ops and Technology

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj Type</u>	<u>RefID</u>
Explanation: COT - CIS PMO Project Specialist V Role adjustments for increase in project support 7 month vacancy, March - Oct 2016. Add 7 month x (\$88.6K/12) = \$51.7K SA4 level.								
2017	Other	58	0	0	58	0.5	1-Sided Adj	TNGUYEN20161205181004677
Explanation: COT- CIS incremental adjustment for expected increase and back-fill of vacancies in technology and business operations support for CIS. Supervisor Role - Finance/Collections/Remittance 6 month vacancy, July - Dec 2016. Add 6mo x (\$116.9/12) = \$58.4 ST5 level.								
2017	Other	74	0	0	74	0.8	1-Sided Adj	TNGUYEN20161205181130867
Explanation: COT- CIS incremental adjustment for expected increase and back-fill of vacancies in technology and business operations support for CIS 10 month vacancy, March - Dec 2016. Add 10mo x (88.7/12) = \$73.9 SA5 level.								
2017	Other	102	0	0	102	1.0	1-Sided Adj	TNGUYEN20161205181214730
Explanation: COT- CIS incremental adjustment for expected increase in support for Advanced Meter-CIS processes and iinterfaces as part of transition to steady state operations. Technical Advisor level.								
2017	Other	129	0	0	129	1.0	1-Sided Adj	TNGUYEN20161205181252617
Explanation: COT- CIS Data Governance and Analytics Supervisor. Labor adjustment for expected increase in data analysis support PM3 level.								
2017	Other	102	0	0	102	1.0	1-Sided Adj	TNGUYEN20161205181334560
Explanation: COT - CIS Data Governance and Analytics Analyst O&M Labor Incremental, Technical Advisor level.								
2017	Other	102	0	0	102	1.0	1-Sided Adj	TNGUYEN20161205181413177
Explanation: COT- CIS Data Governance and Analytics Analyst O&M Labor Incremental, Technical Advisor level.								
2017	Other	29	0	0	29	0.4	1-Sided Adj	TNGUYEN20161205183659130
Explanation: Customer Service Summer Intern Program for 5 PT Summer Interns 2 weeks program (June-August). Three of five interns came on board during 2016,								
2017	Other	6	0	0	6	0.1	1-Sided Adj	TNGUYEN20161205183803547
Explanation: Incremental adjustment for support of intern program								
2017	Other	0	-24	0	-24	0.0	1-Sided Adj	TNGUYEN20161205183842400
Explanation: Discontinue Market Research and CES Quarterly surveys.								

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 9. CS - Other Ops
 Workpaper: 200006.000 - Customer Service Other Office Ops and Technology

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>	<u>RefID</u>
2017 Total		874	66	0	940	8.8		

2018 Other 50 0 0 50 0.5 1-Sided Adj TNGUYEN20161205175940947

Explanation: Expenses forecasted for return to normal operations as business systems analyst after temporary assignment to support Aliso incident mitigation.

2018 Other 90 0 0 90 1.0 1-Sided Adj TNGUYEN20161205180000473

Explanation: Customer Privacy Business Systems Analyst, incremental labor adjustment at SA5 level.

2018 Other 90 0 0 90 1.0 1-Sided Adj TNGUYEN20161205180054847

Explanation: COT- Privacy E-Services Business Systems Analyst. Labor Incremental SA5 level.

2018 Other 0 75 0 75 0.0 1-Sided Adj TNGUYEN20161205180135050

Explanation: COT - Privacy Tri-Annual Privacy Audit conducted by independent firm
 Non Labor
 Mandated independent review of the protection of customer energy usage data to be completed every GRC cycle

2018 Other 64 0 0 64 0.7 1-Sided Adj TNGUYEN20161205181545240

Explanation: COT- CIS Expenses forecasted for return to normal operations support CIS Data Governance and Analytics after temporary assignment to support Aliso incident mitigation.

2018 Other 22 0 0 22 0.2 1-Sided Adj TNGUYEN20161205181625693

Explanation: COT - CIS PMO Project Manager (PM3) Role incremental adjustments for increase in project management, governance and delivery
 2 month vacancy, Jan - Feb 2016. Add 2 month x (\$129K/12) = \$21.5k.
 PM3 level.

2018 Other 46 0 0 46 0.6 1-Sided Adj TNGUYEN20161205181702157

Explanation: COT - CIS PMO Project Specialist V Role Non-Incremental adjustments for increase in project support 7 month vacancy, March - Oct 2016. Add 7 month x (\$88.6K/12) = \$51.7K
 SA4 level.

2018 Other 58 0 0 58 0.5 1-Sided Adj TNGUYEN20161205181738540

Explanation: COT - CIS incremental adjustment for expected increase and back-fill of vacancies in technology and business operations support for CIS. Supervisor Role - Finance/Collections/Remittance 6 month vacancy, July - Dec 2016. Add 6mo x (\$116.9/12) = \$58.4
 ST5 level.

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 9. CS - Other Ops
 Workpaper: 200006.000 - Customer Service Other Office Ops and Technology

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>	<u>RefID</u>
2018	Other	74	0	0	74	0.8	1-Sided Adj	TNGUYEN20161205182015063
Explanation:		COT - CIS incremental adjustment for expected increase and back-fill of vacancies in technology and business operations support for CIS 10 month vacancy, March - Dec 2016. Add 10mo x (88.7/12) = \$73.9 SA5 level.						
2018	Other	102	0	0	102	1.0	1-Sided Adj	TNGUYEN20161205182212740
Explanation:		COT- CIS incremental adjustment for expected increase in support for Advanced Meter-CIS processes and iinterfaces as part of transition to steady state operations. Technical Advisor level.						
2018	Other	129	0	0	129	1.0	1-Sided Adj	TNGUYEN20161205182251663
Explanation:		COT - CIS Data Governance and Analytics Supervisor O&M Labor, Incremental adjustment for expected increase in data analysis support PM3 level.						
2018	Other	102	0	0	102	1.0	1-Sided Adj	TNGUYEN20161205182531197
Explanation:		COT- CIS Data Governance and Analytics Analyst O&M Labor Incremental, Technical Advisor level.						
2018	Other	102	0	0	102	1.0	1-Sided Adj	TNGUYEN20161205182623420
Explanation:		COT - CIS Data Governance and Analytics Analyst Technical Advisor level.						
2018	Other	29	0	0	29	0.4	1-Sided Adj	TNGUYEN20161205183916120
Explanation:		Customer Service Summer Intern Program for 5 PT Summer Interns 2 weeks program (June-August). Three of five interns came on board during 2016,						
2018	Other	6	0	0	6	0.1	1-Sided Adj	TNGUYEN20161205183944370
Explanation:		Incremental adjustment for support of intern program						
2018	Other	0	-24	0	-24	0.0	1-Sided Adj	TNGUYEN20161205184004663
Explanation:		Discontinue Market Research and CES Quarterly surveys						
2018 Total		964	51	0	1,015	9.8		
2019	Other	50	0	0	50	0.5	1-Sided Adj	TNGUYEN20161205180218863
Explanation:		Expenses forecasted for return to normal operations as business systems analyst after temporary assignment to support Aliso incident mitigation.						
2019	Other	90	0	0	90	1.0	1-Sided Adj	TNGUYEN20161205180240000
Explanation:		Customer Privacy Business Systems Analyst. Labor Incremental SA5 level.						

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 9. CS - Other Ops
 Workpaper: 200006.000 - Customer Service Other Office Ops and Technology

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>	<u>RefID</u>
2019	Other	90	0	0	90	1.0	1-Sided Adj	TNGUYEN20161205180303367
Explanation: COT- Privacy eServices Business Systems Analyst. Labor Incremental SA5 level.								
2019	Other	100	0	0	100	1.0	1-Sided Adj	TNGUYEN20161205180345193
Explanation: COT - Privacy Energy Data Request Program Administrator - O&M Labor, Incremental SA5 level actual 2016 salary								
2019	Other	0	75	0	75	0.0	1-Sided Adj	TNGUYEN20161205180409443
Explanation: Tri-Annual Privacy Audit conducted by independent firm Non Labor Mandated independent review of the protection of customer energy usage data to be completed every GRC cycle								
2019	Other	64	0	0	64	0.7	1-Sided Adj	TNGUYEN20161205182754820
Explanation: COT- CIS Expenses forecasted for return to normal operations support CIS Data Governance and Analytics after temporary assignment to support Aliso incident mitigation.								
2019	Other	22	0	0	22	0.2	1-Sided Adj	TNGUYEN20161205182902100
Explanation: COT- CIS PMO Project Manager (PM3) Role incremental adjustments for increase in project management, governance and delivery 2 month vacancy, Jan - Feb 2016. Add 2 month x (\$129K/12) = \$21.5k. PM3 level.								
2019	Other	46	0	0	46	0.6	1-Sided Adj	TNGUYEN20161205182946600
Explanation: COT - CIS PMO Project Specialist V Role Non-Incremental adjustments for increase in project support. 7 month vacancy, March - Oct 2016. Add 7mo x (\$88.6K/12) = \$51.7K SA4 level.								
2019	Other	58	0	0	58	0.5	1-Sided Adj	TNGUYEN20161205183022743
Explanation: COT- CIS incremental adjustment for expected increase and back-fill of vacancies in technology and business operations support for CIS. Supervisor Role - Finance/Collections/Remittance 6 month vacancy, July - Dec 2016. Add 6mo x (\$116.9/12) = \$58.4 ST5 level.								
2019	Other	74	0	0	74	0.8	1-Sided Adj	TNGUYEN20161205183148930
Explanation: COT - CIS incremental adjustment for expected increase and back-fill of vacancies in technology and business operations support for CIS 10 month vacancy, March - Dec 2016. Add 10mo x (88.7/12) = \$73.9 SA5 level.								
2019	Other	102	0	0	102	1.0	1-Sided Adj	TNGUYEN20161205183228217

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 9. CS - Other Ops
 Workpaper: 200006.000 - Customer Service Other Office Ops and Technology

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>	<u>RefID</u>
Explanation: COT- CIS incremental adjustment for expected increase in support for Advanced Meter-CIS processes and iinterfaces as part of transition to steady state operations. Technical Advisor level.								
2019	Other	129	0	0	129	1.0	1-Sided Adj	TNGUYEN20161205183300743
Explanation: COT- CIS Data Governance and Analytics Supervisor Labor, Incremental adjustment for expected increase in data analysis support PM3 level.								
2019	Other	102	0	0	102	1.0	1-Sided Adj	TNGUYEN20161205183337697
Explanation: COT- CIS Data Governance and Analytics Analyst O&M Labor Incremental, Technical Advisor level.								
2019	Other	102	0	0	102	1.0	1-Sided Adj	TNGUYEN20161205183412807
Explanation: COT- CIS Data Governance and Analytics Analyst O&M Labor Incremental, Technical Advisor level.								
2019	Other	29	0	0	29	0.4	1-Sided Adj	TNGUYEN20161205184029260
Explanation: Customer Service Summer Intern Program for 5 PT Summer Interns 2 weeks program (June-August). Three of five interns came on board during 2016,								
2019	Other	6	0	0	6	0.1	1-Sided Adj	TNGUYEN20161205184056387
Explanation: Incremental adjustment for support of intern program								
2019	Other	0	-24	0	-24	0.0	1-Sided Adj	TNGUYEN20161205184109807
Explanation: Discontinue Market Research and CES Quarterly surveys								
2019 Total		1,064	51	0	1,115	10.8		

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 9. CS - Other Ops
Workpaper: 200006.000 - Customer Service Other Office Ops and Technology

Determination of Adjusted-Recorded (Incurred Costs):

	2012 (\$000)	2013 (\$000)	2014 (\$000)	2015 (\$000)	2016 (\$000)
Recorded (Nominal \$)*					
Labor	1,601	1,829	2,032	1,846	1,770
Non-Labor	1,174	667	804	265	1,727
NSE	0	0	0	0	0
Total	2,775	2,496	2,836	2,112	3,497
FTE	16.2	17.2	19.7	18.4	17.8
Adjustments (Nominal \$) **					
Labor	0	0	0	-6	-130
Non-Labor	-535	-539	-146	-30	-1,572
NSE	0	0	0	0	0
Total	-535	-539	-146	-36	-1,702
FTE	0.0	0.0	0.0	-0.1	-0.8
Recorded-Adjusted (Nominal \$)					
Labor	1,601	1,829	2,032	1,840	1,639
Non-Labor	639	128	658	235	155
NSE	0	0	0	0	0
Total	2,240	1,957	2,691	2,075	1,795
FTE	16.2	17.2	19.7	18.3	17.0
Vacation & Sick (Nominal \$)					
Labor	256	304	332	298	270
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	256	304	332	298	270
FTE	2.7	2.9	3.3	3.1	2.9
Escalation to 2016\$					
Labor	182	154	115	52	0
Non-Labor	18	2	-2	1	0
NSE	0	0	0	0	0
Total	201	156	113	53	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Constant 2016\$)					
Labor	2,040	2,287	2,479	2,190	1,909
Non-Labor	657	130	656	236	155
NSE	0	0	0	0	0
Total	2,697	2,417	3,135	2,426	2,065
FTE	18.9	20.1	23.0	21.4	19.9

* After company-wide exclusions of Non-GRC costs

** Refer to "Detail of Adjustments to Recorded" page for line item adjustments

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 9. CS - Other Ops
 Workpaper: 200006.000 - Customer Service Other Office Ops and Technology

Summary of Adjustments to Recorded:

In Nominal \$ (000) Incurred Costs					
Years	2012	2013	2014	2015	2016
Labor	0	0	0	-6	-130
Non-Labor	-535	-539	-146	-30	-1,572
NSE	0	0	0	0	0
Total	-535	-539	-146	-36	-1,702
FTE	0.0	0.0	0.0	-0.1	-0.8

Detail of Adjustments to Recorded:

Year	Adj Group	Labor	NLbr	NSE	FTE	Adj Type	RefID
2012	Other	0	-41	0	0.0	CCTR Transf To 2200-0404.000	TNGUYEN20161201104631597
Explanation: Cost element 6220002 Transfer from CC: 2200-2094 to 2200-0404 Click - Fox invoice for \$41,250 transfer to Customer Contact Center							
2012	Other	0	-494	0	0.0	CCTR Transf To 2200-0404.000	TNGUYEN20161201105123647
Explanation: Cost element 6220600 Transfer CC: 2200-2094 to CC: 2200-0404 workpaper (200001.) CCC Technology Various consultants; (Accenture LLP, Ernest & Young, Camack Consulting etc.,) supporting the IVR, Data Roadmap and Order Tracker for the Customer Contact Center							
2012 Total		0	-535	0	0.0		
2013	Other	0	-539	0	0.0	CCTR Transf To 2200-0404.000	TNGUYEN20161201105917067
Explanation: Cost element: 6220600 Transfer \$ CC: 200-2094 to CC: 2200-0404 (workpaper 200001.) CCC Technology Various consultants; (Accenture LLP, Ernest & Young & Camack Consulting etc.,) supporting the Single Desktop View project at the Customer Contact Center.							
2013 Total		0	-539	0	0.0		
2014	Other	0	-47	0	0.0	CCTR Transf To 2200-2543.000	TNGUYEN20161202091046490
Explanation: Transfer \$ to cost center / workpaper group GROW Initiative - Temp agency labor -IO: 300758033 Cost element: 6220380							
2014	Other	0	-49	0	0.0	CCTR Transf To 2200-2543.000	TNGUYEN20161202091322350

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 9. CS - Other Ops
 Workpaper: 200006.000 - Customer Service Other Office Ops and Technology

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>	<u>RefID</u>
Explanation: Transfer \$ to cost center / workpaper group 2FC004.000 cost element: 6230380 "GROW Initiative - Utility Partners of America and Belshire Environmental 300758033"							
2014	Other	0	0	0	0.0	CCTR Transf To 2200-2543.000	TNGUYEN20161202091502087
Explanation: Transfer \$ to cost center / workpaper group 2FC004.000 cost element: 6130010 "GROW Initiative -300758033 Employee Travel and Meals"							
2014	Other	0	0	0	0.0	CCTR Transf To 2200-2543.000	TNGUYEN20161202091654710
Explanation: Transfer \$ to cost center / workpaper group 2FC004.000 cost element: 6220060 "GROW Initiative - 300758033 Catering Expenses"							
2014	Other	0	0	0	0.0	CCTR Transf To 2200-2543.000	TNGUYEN20161202091837367
Explanation: Transfer \$ to cost center / workpaper group 2FC004.000 cost element: 6320002 "GROW Initiative - 300758033 Cell Phone expense"							
2014	Other	0	-49	0	0.0	CCTR Transf To 2200-2543.000	TNGUYEN20161202092129510
Explanation: Transfer \$ to cost center / workpaper group 2FC004.000 cost element: 6230380 GROW Initiative - Temp agency labor -300758033							
2014	Other	0	0	0	0.0	CCTR Transf To 2200-2543.000	TNGUYEN20161202104646323
Explanation: Transfer \$ to cost center / workpaper group 2FC004.000 cost element 6340000 "GROW Initiative - 300758033 Discount Adjmt"							
2014 Total		0	-146	0	0.0		
2015	Other	0	-30	0	0.0	1-Sided Adj	TNGUYEN20161201112513673
Explanation: cost element: 6220002 Exclusion - expenditure was charged to O&M should belong in Refundable program: Energy Data Request Program (EDRMA) IO# 300764787							
2015	Aliso	0	0	0	0.0	1-Sided Adj	TNGUYEN20161202085715020
Explanation: Aliso - remove Aliso Canyon related costs cost element; 6130012, 6130015, 6130050, 6213085							

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 9. CS - Other Ops
 Workpaper: 200006.000 - Customer Service Other Office Ops and Technology

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>	<u>RefID</u>
2015	Aliso	0	0	0	0.0	1-Sided Adj	TNGUYEN20161202085911333
Explanation: Aliso - Remove Aliso Canyon related costs. Cost element: 6110020							
2015	Aliso	-6	0	0	-0.1	1-Sided Adj	TNGUYEN20161202090407223
Explanation: Aliso - Remove Aliso Canyon related costs cost elements: 6110020, 6110030							
2015 Total		-6	-30	0	-0.1		
2016	Aliso	-2	0	0	0.0	1-Sided Adj	TNGUYEN20161201113308880
Explanation: Aliso - removing Aliso Canyon related costs. cost element: 6110080							
2016	Aliso	-48	0	0	-0.6	1-Sided Adj	TNGUYEN20161201113505440
Explanation: Aliso - Remove Aliso Canyon related costs cost element: 6110020							
2016	Aliso	-44	-331	0	0.4	1-Sided Adj	TNGUYEN20161201113602847
Explanation: Aliso - CC 220-2036 remove Aliso Canyon related costs cost center 6110020.							
2016	Aliso	-1	0	0	0.0	1-Sided Adj	TNGUYEN20161201113743130
Explanation: Aliso - remove Aliso Canyon related costs cost element 6110020							
2016	Aliso	-18	0	0	-0.3	1-Sided Adj	TNGUYEN20161201113854877
Explanation: Aliso - removed Aliso related costs cost element 6110020							
2016	Aliso	0	-1,241	0	0.0	1-Sided Adj	TNGUYEN20161201191706213
Explanation: Aliso - remove Aliso Canyon related costs Cost elements: 6130001, 6130002, 6130010, 6130011, 6130012, 6130014, 6130015, 6130020, 6130050, 6213005, 6213030, 6213085, 6213180, 6220040, 6220060, 6220062, 6220190, 6220422, 6220580, 6220590, 6220600, 6220640, 6220860, 6221070, 6230600, 6320002, 6400410							
2016	Aliso	-17	0	0	-0.3	1-Sided Adj	TNGUYEN20161201191907363
Explanation: Aliso - Remove Aliso Canyon related cost. cost element: 6110020, 6110030, 6110171, 6110181							
2016 Total		-130	-1,572	0	-0.8		

Note: Totals may include rounding differences.

Beginning of Workpaper
200007.000 - Measurement Data Ops (MDO)

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 10. Meas Data Ops (MDO)
 Workpaper: 200007.000 - Measurement Data Ops (MDO)

Activity Description:

The Measurement Data Operations (MDO) group monitors and maintains accurate and timely measurement reporting for approximately 1,289 large gas volume meters equipped with electronic measurement devices collected by the Measurement Collection System (MCS). The MDO group provides support to key departments on the processing and reporting of measurement and gas quality data pertaining to customers, suppliers, and storage operations.

Forecast Explanations:

Labor - Base YR Rec

A Base Year forecasting methodology was applied to project MDO O&M costs. The Base Year represents the most recent recorded labor and non-labor costs. Adjustments to reflect full year staffing levels were then made to the Base Year to represent forecasted expenses in the test year.

Non-Labor - Base YR Rec

A Base Year forecasting methodology was applied to project MDO O&M costs. The Base Year represents the most current recorded O&M costs. Adjustments to reduce telecommunication costs associated with MDO measurement equipment utilizing Advanced Meter technology were then made to the Base Year to represent forecasted expenses in the test year.

NSE - Base YR Rec

NSE is not applicable to this workgroup.

Summary of Results:

		In 2016\$ (000) Incurred Costs								
		Adjusted-Recorded					Adjusted-Forecast			
Years		2012	2013	2014	2015	2016	2017	2018	2019	
Labor		998	938	894	858	812	925	925	925	
Non-Labor		480	583	534	488	501	423	159	117	
NSE		0	0	0	0	0	0	0	0	
Total		1,478	1,521	1,429	1,346	1,314	1,348	1,084	1,042	
FTE		12.4	11.4	11.0	10.6	9.9	11.5	11.5	11.5	

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 10. Meas Data Ops (MDO)
 Workpaper: 200007.000 - Measurement Data Ops (MDO)

Summary of Adjustments to Forecast:

In 2016 \$(000) Incurred Costs										
Forecast Method		Base Forecast			Forecast Adjustments			Adjusted-Forecast		
Years		2017	2018	2019	2017	2018	2019	2017	2018	2019
Labor	Base YR Rec	812	812	812	113	113	113	925	925	925
Non-Labor	Base YR Rec	501	501	501	-78	-342	-384	423	159	117
NSE	Base YR Rec	0	0	0	0	0	0	0	0	0
Total		1,314	1,314	1,314	35	-229	-271	1,349	1,085	1,043
FTE	Base YR Rec	9.9	9.9	9.9	1.6	1.6	1.6	11.5	11.5	11.5

Forecast Adjustment Details:

Year	Adj Group	Labor	NLbr	NSE	Total	FTE	Adj Type	RefID
2017	Other	113	0	0	113	1.6	1-Sided Adj	TNGUYEN20161205121037410

Explanation:

2016 Base Year numbers include approximately 4 months of a Gas Measurement Analyst-5 salary (\$27k and .3 FTE). An adjustment of \$52k and .7 FTE has been made to reflect full year staffing levels in forecast years.
 2016 Base Year numbers include approximately 3 months of a Gas Measurement Analyst-5 salary (\$21k and .3 FTE). An adjustment of \$53k and .7 FTE has been made to reflect full year staffing levels in forecast years.
 2016 Base Year numbers include approximately 9 months of a Gas Measurement Analyst-5 salary (\$57k and .8 FTE). An adjustment of \$17k and .2 FTE has been made to reflect full year staffing levels in forecast years.
 2016 Base Year numbers include approximately 10 months of a Administrative Clerk-3 salary (\$58k and .8 FTE). An adjustment of \$11k and .2 FTE has been made to reflect full year staffing levels in forecast years.
 2016 Base Year numbers include approximately (\$21k and .2 FTE) in overtime charges. An adjustment to remove the overtime (\$21k and .2 FTE) has been made as a result of our full year staffing level adjustments.

2017	Other	0	-78	0	-78	0.0	1-Sided Adj	TNGUYEN20161205121103510
------	-------	---	-----	---	-----	-----	-------------	--------------------------

Explanation:

Reduction in telecommunication cost associated with measurement equipment for Non-Core customers utilizing Advanced Meter technology.

2017 Total		113	-78	0	35	1.6		
-------------------	--	------------	------------	----------	-----------	------------	--	--

2018	Other	113	0	0	113	1.6	1-Sided Adj	TNGUYEN20161205121133300
------	-------	-----	---	---	-----	-----	-------------	--------------------------

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 10. Meas Data Ops (MDO)
 Workpaper: 200007.000 - Measurement Data Ops (MDO)

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj Type</u>	<u>RefID</u>
Explanation: 2016 Base Year numbers include approximately 4 months of a Gas Measurement Analyst-5 salary (\$27k and .3 FTE). An adjustment of \$52k and .7 FTE has been made to reflect full year staffing levels in forecast years. 2016 Base Year numbers include approximately 3 months of a Gas Measurement Analyst-5 salary (\$21k and .3 FTE). An adjustment of \$53k and .7 FTE has been made to reflect full year staffing levels in forecast years. 2016 Base Year numbers include approximately 9 months of a Gas Measurement Analyst-5 salary (\$57k and .8 FTE). An adjustment of \$17k and .2 FTE has been made to reflect full year staffing levels in forecast years. 2016 Base Year numbers include approximately 10 months of a Administrative Clerk-3 salary (\$58k and .8 FTE). An adjustment of \$11k and .2 FTE has been made to reflect full year staffing levels in forecast years. 2016 Base Year numbers include approximately (\$21k and .2 FTE) in overtime charges. An adjustment to remove the overtime (\$21k and .2 FTE) has been made as a result of our full year staffing level adjustments. "								
2018	Other	0	-342	0	-342	0.0	1-Sided Adj	TNGUYEN20161205121149487
Explanation: Reduction in telecommunication cost associated with measurement equipment for Non-Core customers utilizing Advanced Meter technology.								
2018 Total		113	-342	0	-229	1.6		

2019 Other 113 0 0 113 1.6 1-Sided Adj TNGUYEN20161205121214383

Explanation: 2016 Base Year numbers include approximately 4 months of a Gas Measurement Analyst-5 salary (\$27k and .3 FTE). An adjustment of \$52k and .7 FTE has been made to reflect full year staffing levels in forecast years. 2016 Base Year numbers include approximately 3 months of a Gas Measurement Analyst-5 salary (\$21k and .3 FTE). An adjustment of \$53k and .7 FTE has been made to reflect full year staffing levels in forecast years. 2016 Base Year numbers include approximately 9 months of a Gas Measurement Analyst-5 salary (\$57k and .8 FTE). An adjustment of \$17k and .2 FTE has been made to reflect full year staffing levels in forecast years. 2016 Base Year numbers include approximately 10 months of a Administrative Clerk-3 salary (\$58k and .8 FTE). An adjustment of \$11k and .2 FTE has been made to reflect full year staffing levels in forecast years. 2016 Base Year numbers include approximately (\$21k and .2 FTE) in overtime charges. An adjustment to remove the overtime (\$21k and .2 FTE) has been made as a result of our full year staffing level adjustments.								
--	--	--	--	--	--	--	--	--

2019 Other 0 -384 0 -384 0.0 1-Sided Adj TNGUYEN20161205121229270

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
 2019 GRC - REVISED
 Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 10. Meas Data Ops (MDO)
 Workpaper: 200007.000 - Measurement Data Ops (MDO)

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>	<u>RefID</u>
Explanation:		Reduction in telecommunication cost associated with measurement equipment for Non-Core customers utilizing Advanced Meter technology.						
2019 Total		113	-384	0	-271	1.6		

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 10. Meas Data Ops (MDO)
Workpaper: 200007.000 - Measurement Data Ops (MDO)

Determination of Adjusted-Recorded (Incurred Costs):

	2012 (\$000)	2013 (\$000)	2014 (\$000)	2015 (\$000)	2016 (\$000)
Recorded (Nominal \$)*					
Labor	783	750	733	721	697
Non-Labor	467	576	523	500	491
NSE	0	0	0	0	0
Total	1,250	1,326	1,256	1,220	1,188
FTE	10.7	9.7	9.4	9.0	8.5
Adjustments (Nominal \$) **					
Labor	0	0	0	0	0
Non-Labor	0	0	13	-13	11
NSE	0	0	0	0	0
Total	0	0	13	-13	11
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Nominal \$)					
Labor	783	750	733	721	697
Non-Labor	467	576	536	487	501
NSE	0	0	0	0	0
Total	1,250	1,326	1,269	1,207	1,199
FTE	10.7	9.7	9.4	9.0	8.5
Vacation & Sick (Nominal \$)					
Labor	125	125	120	117	115
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	125	125	120	117	115
FTE	1.8	1.6	1.6	1.5	1.4
Escalation to 2016\$					
Labor	89	63	41	20	0
Non-Labor	13	7	-2	1	0
NSE	0	0	0	0	0
Total	103	70	40	22	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Constant 2016\$)					
Labor	998	938	894	858	812
Non-Labor	480	583	534	488	501
NSE	0	0	0	0	0
Total	1,478	1,521	1,429	1,346	1,314
FTE	12.5	11.3	11.0	10.5	9.9

* After company-wide exclusions of Non-GRC costs

** Refer to "Detail of Adjustments to Recorded" page for line item adjustments

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 10. Meas Data Ops (MDO)
 Workpaper: 200007.000 - Measurement Data Ops (MDO)

Summary of Adjustments to Recorded:

In Nominal \$ (000) Incurred Costs					
Years	2012	2013	2014	2015	2016
Labor	0	0	0	0	0
Non-Labor	0	0	13	-13	11
NSE	0	0	0	0	0
Total	0	0	13	-13	11
FTE	0.0	0.0	0.0	0.0	0.0

Detail of Adjustments to Recorded:

Year	Adj Group	Labor	NLbr	NSE	FTE	Adj Type	RefID
2012 Total		0	0	0	0.0		
2013 Total		0	0	0	0.0		
2014	Other	0	13	0	0.0	1-Sided Adj	TNGUYEN20161102083815033
Explanation:	Transfer non-labor costs associated with MDO collection software expense from 2015 to 2014 due to a delay in invoice payment.						
2014 Total		0	13	0	0.0		
2015	Other	0	-13	0	0.0	1-Sided Adj	TNGUYEN20161018125456683
Explanation:	Transfer non-labor costs associated with MDO collection software expense from 2015 to 2014 due to a delay in invoice payment.						
2015 Total		0	-13	0	0.0		
2016	Other	0	11	0	0.0	1-Sided Adj	TNGUYEN20161128132918727
Explanation:	CC:2200-0228 cost element 6220250 Adjustment to reflect the total contract value of our AutoSol Support agreement. This is a one-time deferral where only a portion of the invoice will be paid in 2016 with the remainder paid in 2017. Also, 2017 will show an overstatement due to this one-time deferral of payment. [Autosol \$14,204.20 (total contract cost) - \$3,551.05 (Oct/Nov 2016 partial payment) = \$10,653.15 (2016 adjustment)]						
2016 Total		0	11	0	0.0		

Note: Totals may include rounding differences.

Supplemental Workpapers for Workpaper 200007.000

Measured Data Ops 200007.000 - Telemetry Cost Supplemental Workpaper 1

MDO Telemetry Cost Adjustments								
8/10/2017								
GRC Work Paper Group: 200007.000 - Meas Data Ops (MDO)								
Telecommunications Costs Due to Utilizing Advanced Meter Technology								
	In 2016\$ (000) Incurred Costs							
	Adjusted-Recorded					Adjusted-Forecast		
	2012	2013	2014	2015	2016	2017	2018	2019
MDO Telecommunications Cost	\$ 461	\$ 569	\$ 523	\$ 467	\$ 483	\$ 405	\$ 141	\$ 99
Percent Decrease due to Utilizing AM Technology						-16%	-65%	-30%
*Decrease in Telecommunication Dollars						\$ (78)	\$ (264)	\$ (42)
Total Dollars Below Base Year						\$ (78)	\$ (342)	\$ (384)
*Reduction in telecommunications cost are associated with measurement equipment for MDO utilizing Advanced Meter technology.								

Southern California Gas Company
2019 GRC - REVISED
Shared Services Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin

Summary of Shared Services Workpapers:

Description	In 2016 \$ (000) Incurred Costs			
	Adjusted-Recorded	Adjusted-Forecast		
	2016	2017	2018	2019
A. CS - Office Operations	5,403	5,511	5,492	5,492
Total	5,403	5,511	5,492	5,492

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Shared Services Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Cost Center: VARIOUS

Summary for Category: A. CS - Office Operations

	In 2016\$ (000) Incurred Costs			
	Adjusted-Recorded	Adjusted-Forecast		
	2016	2017	2018	2019
Labor	4,089	4,204	4,204	4,204
Non-Labor	1,309	1,302	1,283	1,283
NSE	5	5	5	5
Total	5,403	5,511	5,492	5,492
FTE	52.3	53.4	53.4	53.4

Cost Centers belonging to this Category:

2200-0354.000 MAJOR MARKET CREDIT and COLLECTIONS

Labor	1,285	1,307	1,307	1,307
Non-Labor	323	316	297	297
NSE	0	0	0	0
Total	1,608	1,623	1,604	1,604
FTE	13.4	13.5	13.5	13.5

2200-0355.000 PAYMENT PROCESSING

Labor	2,496	2,521	2,521	2,521
Non-Labor	985	985	985	985
NSE	5	5	5	5
Total	3,486	3,511	3,511	3,511
FTE	36.0	36.4	36.4	36.4

2200-2247.000 MANAGER OF REMITTANCE PROCESSING

Labor	308	376	376	376
Non-Labor	1	1	1	1
NSE	0	0	0	0
Total	309	377	377	377
FTE	2.9	3.5	3.5	3.5

Note: Totals may include rounding differences.

Beginning of Workpaper
2200-0354.000 - MAJOR MARKET CREDIT and COLLECTIONS

Southern California Gas Company
2019 GRC - REVISED
Shared Services Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 1. Major Market Credit & Collections
 Cost Center: 2200-0354.000 - MAJOR MARKET CREDIT and COLLECTIONS

Activity Description:

The Major Market Credit & Collections (MMCC) group is responsible for the credit analysis and collection follow up on large Commercial and Industrial customers and other third party entities at both SCG and SDG&E.

Forecast Explanations:

Labor - Base YR Rec

A Base Year forecasting methodology was applied to project Major Market Credit & Collections O&M costs. The Base Year represents the most recent recorded labor and non-labor costs. Adjustments for full year staffing levels were then made to the Base Year to represent forecasted expenses in the test year.

Non-Labor - Base YR Rec

A Base Year forecasting methodology was applied to project Major Market Credit & Collections O&M costs. The Base Year represents the most recent recorded O&M costs.

NSE - Base YR Rec

NSE is not applicable to this workgroup.

Summary of Results:

		In 2016\$ (000) Incurred Costs								
		Adjusted-Recorded					Adjusted-Forecast			
Years		2012	2013	2014	2015	2016	2017	2018	2019	
Labor		1,278	1,229	1,126	1,193	1,285	1,307	1,307	1,307	
Non-Labor		382	318	323	324	323	316	297	297	
NSE		0	0	0	0	0	0	0	0	
Total		1,660	1,547	1,449	1,517	1,608	1,623	1,604	1,604	
FTE		13.6	13.4	12.6	12.7	13.4	13.5	13.5	13.5	

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Shared Services Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 1. Major Market Credit & Collections
 Cost Center: 2200-0354.000 - MAJOR MARKET CREDIT and COLLECTIONS

Cost Center Allocations (Incurred Costs):

	2016 Adjusted-Recorded					2017 Adjusted-Forecast				
	Labor	Non-Labor	NSE	Total	FTE	Labor	Non-Labor	NSE	Total	FTE
Directly Retained	2	1	0	3	0.0	2	1	0	3	0.0
Directly Allocated	0	0	0	0	0.0	0	0	0	0	0.0
Subj. To % Alloc.	1,283	322	0	1,605	13.4	1,305	315	0	1,620	13.5
Total Incurred	1,285	323	0	1,608	13.4	1,307	316	0	1,623	13.5
% Allocation										
Retained	50.77%	50.77%				57.76%	57.76%			
SEU	49.23%	49.23%				42.24%	42.24%			
CORP	0.00%	0.00%				0.00%	0.00%			
Unreg	0.00%	0.00%				0.00%	0.00%			

	2018 Adjusted-Forecast					2019 Adjusted-Forecast				
	Labor	Non-Labor	NSE	Total	FTE	Labor	Non-Labor	NSE	Total	FTE
Directly Retained	2	1	0	3	0.0	2	1	0	3	0.0
Directly Allocated	0	0	0	0	0.0	0	0	0	0	0.0
Subj. To % Alloc.	1,305	296	0	1,601	13.5	1,305	296	0	1,601	13.5
Total Incurred	1,307	297	0	1,604	13.5	1,307	297	0	1,604	13.5
% Allocation										
Retained	57.76%	57.76%				57.76%	57.76%			
SEU	42.24%	42.24%				42.24%	42.24%			
CORP	0.00%	0.00%				0.00%	0.00%			
Unreg	0.00%	0.00%				0.00%	0.00%			

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Shared Services Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 1. Major Market Credit & Collections
Cost Center: 2200-0354.000 - MAJOR MARKET CREDIT and COLLECTIONS

Cost Center Allocation Percentage Drivers/Methodology:

Cost Center Allocation Percentage for 2016

The MMCC group is responsible for the credit analysis and collection follow-up on large commercial and industrial customers and other third party entities. Therefore, our primary driver to direct shared service dollars was an allocation based on the number of hours required to complete the credit analysis of various companies / entities for SCG and SDG&E. For 2014 through 2016, we used historical activity from December 1, 2012 through November 30, 2013. This activity represented an allocation of 50.77% (SCG) and 49.23% (SDG&E) based on the total hours worked on SCG and SDG&E credit analyses within this timeframe.

Cost Center Allocation Percentage for 2017

The MMCC group is responsible for the credit analysis and collection follow-up on large commercial and industrial customers and other third party entities. Therefore, our primary driver to direct shared service dollars was an allocation based on the number of hours required to complete the credit analysis of various companies / entities for SCG and SDG&E. For 2017 through 2019, we used historical activity from December 1, 2015 through November 30, 2016. This activity represented an allocation of 57.76% (SCG) and 42.24% (SDG&E) based on the total hours worked on SCG and SDG&E credit analyses within this timeframe.

Cost Center Allocation Percentage for 2018

The MMCC group is responsible for the credit analysis and collection follow-up on large commercial and industrial customers and other third party entities. Therefore, our primary driver to direct shared service dollars was an allocation based on the number of hours required to complete the credit analysis of various companies / entities for SCG and SDG&E. For 2017 through 2019, we used historical activity from December 1, 2015 through November 30, 2016. This activity represented an allocation of 57.76% (SCG) and 42.24% (SDG&E) based on the total hours worked on SCG and SDG&E credit analyses within this timeframe.

Cost Center Allocation Percentage for 2019

The MMCC group is responsible for the credit analysis and collection follow-up on large commercial and industrial customers and other third party entities. Therefore, our primary driver to direct shared service dollars was an allocation based on the number of hours required to complete the credit analysis of various companies / entities for SCG and SDG&E. For 2017 through 2019, we used historical activity from December 1, 2015 through November 30, 2016. This activity represented an allocation of 57.76% (SCG) and 42.24% (SDG&E) based on the total hours worked on SCG and SDG&E credit analyses within this timeframe.

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Shared Services Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 1. Major Market Credit & Collections
 Cost Center: 2200-0354.000 - MAJOR MARKET CREDIT and COLLECTIONS

Summary of Adjustments to Forecast:

In 2016 \$(000) Incurred Costs										
Forecast Method		Base Forecast			Forecast Adjustments			Adjusted-Forecast		
Years		2017	2018	2019	2017	2018	2019	2017	2018	2019
Labor	Base YR Rec	1,285	1,285	1,285	22	22	22	1,307	1,307	1,307
Non-Labor	Base YR Rec	323	323	323	-7	-26	-26	316	297	297
NSE	Base YR Rec	0	0	0	0	0	0	0	0	0
Total		1,608	1,608	1,608	15	-4	-4	1,623	1,604	1,604
FTE	Base YR Rec	13.4	13.4	13.4	0.1	0.1	0.1	13.5	13.5	13.5

Forecast Adjustment Details:

Year	Adj Group	Labor	NLbr	NSE	Total	FTE	Adj Type	RefID	
2017	Other	32	0	0	32	0.3	1-Sided Adj	TNGUYEN20161205143535593	
Explanation:		To account for approximately 2 months of temporary support of the Distribution Riser Integrity Project (refundable program) by a Major Markets Credit & Collections Administrative Associate in 2016. 2016 Base Year numbers include approximately 10 months of Administrative Associate salary (\$42k and .8 FTE). An adjustment of \$10k and .2 FTE has been made to reflect full year staffing levels in forecast years.							
		2016 Base Year numbers include approximately 11 months of a Sr. Credit and Collections Analyst salary (\$79k and .9 FTE). An adjustment of \$23k and .1 FTE has been made to reflect full year staffing levels in forecast years.							
2017	FOF-Ongoing	0	-6	0	-6	0.0	1-Sided Adj	TNGUYEN20170831093559930	
Explanation:		FOF Grp4 Idea# 53 Major Mkts - Cost efficiencies related to Fueling our Future initiative. Reduction in cost by reducing the number of credit information agencies we subscribe to without creating additional risk to timeliness.							
2017	FOF-Ongoing	-10	-1	0	-11	-0.2	1-Sided Adj	TNGUYEN20170831093722950	
Explanation:		FOF Grp4 Idea# 62 Major Mkts - Cost efficiencies related to Fueling our Future initiative. Reduce cost by accepting e-signatures instead of ink signatures for credit review packages by routing packages electronically.							
2017 Total		22	-7	0	15	0.1			

2018 Other 32 0 0 32 0.3 1-Sided Adj TNGUYEN20161205143630593

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
2019 GRC - REVISED
Shared Services Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 1. Major Market Credit & Collections
 Cost Center: 2200-0354.000 - MAJOR MARKET CREDIT and COLLECTIONS

Year	Adj Group	Labor	NLbr	NSE	Total	FTE	Adj Type	RefID
Explanation:		To account for approximately 2 months of temporary support of the Distribution Riser Integrity Project (refundable program) by a Major Markets Credit & Collections Administrative Associate in 2016. 2016 Base Year numbers include approximately 10 months of Administrative Associate salary (\$42k and .8 FTE). An adjustment of \$10k and .2 FTE has been made to reflect full year staffing levels in forecast years.						
		2016 Base Year numbers include approximately 11 months of a Sr. Credit and Collections Analyst salary (\$79k and .9 FTE). An adjustment of \$23k and .1 FTE has been made to reflect full year staffing levels in forecast years.						
2018	FOF-Ongoing	0	-25	0	-25	0.0	1-Sided Adj	TNGUYEN20170831093621337
Explanation:		FOF Grp4 Idea# 53 Major Mkts - Cost efficiencies related to Fueling our Future initiative. Reduction in cost by reducing the number of credit information agencies we subscribe to without creating additional risk to timeliness.						
2018	FOF-Ongoing	-10	-1	0	-11	-0.2	1-Sided Adj	TNGUYEN20170831093740650
Explanation:		FOF Grp4 Idea# 62 Major Mkts - Cost efficiencies related to Fueling our Future initiative. Reduce cost by accepting e-signatures instead of ink signatures for credit review packages by routing packages electronically.						
2018 Total		22	-26	0	-4	0.1		
2019	Other	32	0	0	32	0.3	1-Sided Adj	TNGUYEN20161205143756037
Explanation:		To account for approximately 2 months of temporary support of the Distribution Riser Integrity Project (refundable program) by a Major Markets Credit & Collections Administrative Associate in 2016. 2016 Base Year numbers include approximately 10 months of Administrative Associate salary (\$42k and .8 FTE). An adjustment of \$10k and .2 FTE has been made to reflect full year staffing levels in forecast years.						
		2016 Base Year numbers include approximately 11 months of a Sr. Credit and Collections Analyst salary (\$79k and .9 FTE). An adjustment of \$23k and .1 FTE has been made to reflect full year staffing levels in forecast years.						
2019	FOF-Ongoing	0	-25	0	-25	0.0	1-Sided Adj	TNGUYEN20170831093636020
Explanation:		FOF Grp4 Idea# 53 Major Mkts - Cost efficiencies related to Fueling our Future initiative. Reduction in cost by reducing the number of credit information agencies we subscribe to without creating additional risk to timeliness.						
2019	FOF-Ongoing	-10	-1	0	-11	-0.2	1-Sided Adj	TNGUYEN20170831093759790
Explanation:		FOF Grp4 Idea# 62 Major Mkts - Cost efficiencies related to Fueling our Future initiative. Reduce cost by accepting e-signatures instead of ink signatures for credit review packages by routing packages electronically.						

Note: Totals may include rounding differences.

SCG/CS - OFFICE OPERATIONS/Exh No:SCG-19-WP-R/Witness: M. Baldwin

Southern California Gas Company
 2019 GRC - REVISED
 Shared Services Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 1. Major Market Credit & Collections
 Cost Center: 2200-0354.000 - MAJOR MARKET CREDIT and COLLECTIONS

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>	<u>RefID</u>
2019 Total		22	-26	0	-4	0.1		

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Shared Services Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 1. Major Market Credit & Collections
 Cost Center: 2200-0354.000 - MAJOR MARKET CREDIT and COLLECTIONS

Determination of Adjusted-Recorded (Incurred Costs):

	2012 (\$000)	2013 (\$000)	2014 (\$000)	2015 (\$000)	2016 (\$000)
Recorded (Nominal \$)*					
Labor	1,039	1,014	947	1,014	1,103
Non-Labor	360	306	316	320	156
NSE	0	0	0	0	0
Total	1,399	1,319	1,263	1,334	1,259
FTE	11.7	11.5	10.8	10.9	11.5
Adjustments (Nominal \$) **					
Labor	0	0	0	0	0
Non-Labor	0	0	0	0	167
NSE	0	0	0	0	0
Total	0	0	0	0	167
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Nominal \$)					
Labor	1,039	1,014	947	1,014	1,103
Non-Labor	360	306	316	320	323
NSE	0	0	0	0	0
Total	1,399	1,319	1,263	1,334	1,426
FTE	11.7	11.5	10.8	10.9	11.5
Vacation & Sick (Nominal \$)					
Labor	166	168	155	164	182
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	166	168	155	164	182
FTE	1.9	1.9	1.8	1.8	1.9
Escalation to 2016\$					
Labor	72	47	25	15	0
Non-Labor	22	12	7	4	0
NSE	0	0	0	0	0
Total	94	60	32	19	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Constant 2016\$)					
Labor	1,278	1,229	1,126	1,193	1,285
Non-Labor	382	318	323	324	323
NSE	0	0	0	0	0
Total	1,660	1,547	1,449	1,517	1,608
FTE	13.6	13.4	12.6	12.7	13.4

* After company-wide exclusions of Non-GRC costs

** Refer to "Detail of Adjustments to Recorded" page for line item adjustments

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Shared Services Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 1. Major Market Credit & Collections
 Cost Center: 2200-0354.000 - MAJOR MARKET CREDIT and COLLECTIONS

Summary of Adjustments to Recorded:

In Nominal \$ (000) Incurred Costs					
Years	2012	2013	2014	2015	2016
Labor	0	0	0	0	0
Non-Labor	0	0	0	0	167
NSE	0	0	0	0	0
Total	0	0	0	0	167
FTE	0.0	0.0	0.0	0.0	0.0

Detail of Adjustments to Recorded:

Year	Adj Group	Labor	NLbr	NSE	FTE	Adj Type	RefID
2012 Total		0	0	0	0.0		
2013 Total		0	0	0	0.0		
2014 Total		0	0	0	0.0		
2015 Total		0	0	0	0.0		
2016	Other	0	167	0	0.0	1-Sided Adj	TNGUYEN20161203203427937
2016 Total		0	167	0	0.0		

Explanation: Cost element 6220580 Adjustment to reflect the total contract values for our credit reporting services (Moody's, S&P). Beginning in December 2016, we moved from annual payments made at the beginning of these 1yr contracts to installment payments where only the first of four quarterly installment payments were reflected in 2016.
 [MDYs \$122,419 (total contract cost) - \$30,605 (December 2016 1st installment payment) = \$91,814 (2016 adjustment)]
 [S&P \$100,000 (total contract cost) - \$25,000 (December 2016 1st installment payment) = \$75,000 (2016 adjustment)] "

Note: Totals may include rounding differences.

Beginning of Workpaper
2200-0355.000 - PAYMENT PROCESSING

Southern California Gas Company
2019 GRC - REVISED
Shared Services Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 2. PAYMENT PROCESSING
 Cost Center: 2200-0355.000 - PAYMENT PROCESSING

Activity Description:

Payment Processing expenses cover the cost of processing payments mailed to SoCalGas through the USPS as well as electronic payments received through home banking, electronic data interchange, wire transfers and electronic pay programs, including direct debit, pay-by-phone, and My Account. Additional functions performed by Payment Processing include handling returned checks, investigating payments received without associated account information, processing of all miscellaneous non-gas revenues (e.g., oil lease revenues) and responding to payment inquiries from banking institutions and authorized payment locations.

Forecast Explanations:

Labor - Base YR Rec

A Base Year forecasting methodology was applied to project Payment Processing O&M costs. The costs fluctuated from 2012 through 2015. However, 2016 cost levels were below historical averages and a good representation for the forecast because they are in-line with the workgroup's TY 2019 estimated labor and non-labor expenses with no changes anticipated.

Non-Labor - Base YR Rec

A Base Year forecasting methodology was applied to project Payment Processing O&M costs. The costs fluctuated from 2012 through 2015. However, 2016 cost levels were below historical averages and a good representation for the forecast because they are in-line with the workgroup's TY 2019 estimated labor and non-labor expenses with no changes anticipated.

NSE - Base YR Rec

The Base Year 2016 forecast was used based on anticipated volumes.

Summary of Results:

		In 2016\$ (000) Incurred Costs								
		Adjusted-Recorded					Adjusted-Forecast			
Years		2012	2013	2014	2015	2016	2017	2018	2019	
Labor		3,167	2,849	2,560	2,501	2,496	2,520	2,520	2,520	
Non-Labor		903	928	929	519	985	984	984	984	
NSE		5	4	5	5	5	5	5	5	
Total		4,075	3,781	3,494	3,025	3,486	3,509	3,509	3,509	
FTE		46.3	42.8	38.1	36.2	36.0	36.3	36.3	36.3	

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Shared Services Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 2. PAYMENT PROCESSING
 Cost Center: 2200-0355.000 - PAYMENT PROCESSING

Cost Center Allocations (Incurred Costs):

	2016 Adjusted-Recorded					2017 Adjusted-Forecast				
	Labor	Non-Labor	NSE	Total	FTE	Labor	Non-Labor	NSE	Total	FTE
Directly Retained	30	9	0	39	0.4	30	9	0	39	0.4
Directly Allocated	0	0	0	0	0.0	0	0	0	0	0.0
Subj. To % Alloc.	2,465	975	5	3,445	35.5	2,490	975	5	3,470	35.9
Total Incurred	2,495	984	5	3,484	35.9	2,520	984	5	3,509	36.3
% Allocation										
Retained	50.00%	50.00%				50.00%	50.00%			
SEU	50.00%	50.00%				50.00%	50.00%			
CORP	0.00%	0.00%				0.00%	0.00%			
Unreg	0.00%	0.00%				0.00%	0.00%			

	2018 Adjusted-Forecast					2019 Adjusted-Forecast				
	Labor	Non-Labor	NSE	Total	FTE	Labor	Non-Labor	NSE	Total	FTE
Directly Retained	30	9	0	39	0.4	30	9	0	39	0.4
Directly Allocated	0	0	0	0	0.0	0	0	0	0	0.0
Subj. To % Alloc.	2,490	975	5	3,470	35.9	2,490	975	5	3,470	35.9
Total Incurred	2,520	984	5	3,509	36.3	2,520	984	5	3,509	36.3
% Allocation										
Retained	50.00%	50.00%				50.00%	50.00%			
SEU	50.00%	50.00%				50.00%	50.00%			
CORP	0.00%	0.00%				0.00%	0.00%			
Unreg	0.00%	0.00%				0.00%	0.00%			

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Shared Services Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 2. PAYMENT PROCESSING
Cost Center: 2200-0355.000 - PAYMENT PROCESSING

Cost Center Allocation Percentage Drivers/Methodology:

Cost Center Allocation Percentage for 2016

Based on the total payments processed for each company the allocation percentage is derived, and applied to the direct costs posted to this cost center. Annually, the allocation percentage is updated with data reported at year-end. Annual updates for 2016 reflect Year-end 2013 data.

Cost Center Allocation Percentage for 2017

Based on the total payments processed for each company the allocation percentage is derived, and applied to the direct costs posted to this cost center. Annual percentage applies to any given year is based on year-end volume of 2016.

Cost Center Allocation Percentage for 2018

Based on the total payments processed for each company the allocation percentage is derived, and applied to the direct costs posted to this cost center. Annual percentage applies to any given year is based on year-end volume of 2016.

Cost Center Allocation Percentage for 2019

Based on the total payments processed for each company the allocation percentage is derived, and applied to the direct costs posted to this cost center. Annual percentage applies to any given year is based on year-end volume of 2016.

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Shared Services Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 2. PAYMENT PROCESSING
 Cost Center: 2200-0355.000 - PAYMENT PROCESSING

Summary of Adjustments to Forecast:

In 2016 \$(000) Incurred Costs										
Forecast Method		Base Forecast			Forecast Adjustments			Adjusted-Forecast		
Years		2017	2018	2019	2017	2018	2019	2017	2018	2019
Labor	Base YR Rec	2,496	2,496	2,496	25	25	25	2,521	2,521	2,521
Non-Labor	Base YR Rec	985	985	985	0	0	0	985	985	985
NSE	Base YR Rec	5	5	5	0	0	0	5	5	5
Total		3,486	3,486	3,486	25	25	25	3,511	3,511	3,511
FTE	Base YR Rec	36.0	36.0	36.0	0.4	0.4	0.4	36.4	36.4	36.4

Forecast Adjustment Details:

Year	Adj Group	Labor	NLbr	NSE	Total	FTE	Adj Type	RefID	
2017	Other	25	0	0	25	0.4	1-Sided Adj	TNGUYEN20161205171240967	
Explanation:		Adjustment for labor necessary for return to normal operations in support of Payment Processing after temporary deployment to mitigate Aliso leak.							
2017 Total		25	0	0	25	0.4			
2018	Other	25	0	0	25	0.4	1-Sided Adj	TNGUYEN20161205171313443	
Explanation:		Adjustment for labor necessary for return to normal operations in support of Payment Processing after temporary deployment to mitigate Aliso leak.							
2018 Total		25	0	0	25	0.4			
2019	Other	25	0	0	25	0.4	1-Sided Adj	TNGUYEN20161205171344810	
Explanation:		Adjustment for labor necessary for return to normal operations in support of Payment Processing after temporary deployment to mitigate Aliso leak.							
2019 Total		25	0	0	25	0.4			

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Shared Services Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 2. PAYMENT PROCESSING
Cost Center: 2200-0355.000 - PAYMENT PROCESSING

Determination of Adjusted-Recorded (Incurred Costs):

	2012 (\$000)	2013 (\$000)	2014 (\$000)	2015 (\$000)	2016 (\$000)
Recorded (Nominal \$)*					
Labor	2,576	2,348	2,153	2,126	2,168
Non-Labor	857	896	914	518	999
NSE	0	0	0	0	0
Total	3,432	3,245	3,066	2,644	3,167
FTE	39.7	36.6	32.6	31.0	31.2
Adjustments (Nominal \$) **					
Labor	0	0	0	0	-25
Non-Labor	-5	-4	-5	-5	-14
NSE	5	4	5	5	5
Total	0	0	0	0	-34
FTE	0.0	0.0	0.0	0.0	-0.4
Recorded-Adjusted (Nominal \$)					
Labor	2,576	2,348	2,153	2,126	2,143
Non-Labor	852	892	909	512	985
NSE	5	4	5	5	5
Total	3,432	3,245	3,066	2,644	3,133
FTE	39.7	36.6	32.6	31.0	30.8
Vacation & Sick (Nominal \$)					
Labor	412	390	351	344	353
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	412	390	351	344	353
FTE	6.6	6.2	5.5	5.2	5.2
Escalation to 2016\$					
Labor	179	110	56	31	0
Non-Labor	51	36	20	6	0
NSE	0	0	0	0	0
Total	231	146	76	38	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Constant 2016\$)					
Labor	3,167	2,849	2,560	2,501	2,496
Non-Labor	903	928	929	519	985
NSE	5	4	5	5	5
Total	4,075	3,781	3,494	3,025	3,486
FTE	46.3	42.8	38.1	36.2	36.0

* After company-wide exclusions of Non-GRC costs

** Refer to "Detail of Adjustments to Recorded" page for line item adjustments

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Shared Services Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 2. PAYMENT PROCESSING
 Cost Center: 2200-0355.000 - PAYMENT PROCESSING

Summary of Adjustments to Recorded:

In Nominal \$ (000) Incurred Costs					
Years	2012	2013	2014	2015	2016
Labor	0	0	0	0	-25
Non-Labor	-5	-4	-5	-5	-14
NSE	5	4	5	5	5
Total	0	0	0	0	-34
FTE	0.0	0.0	0.0	0.0	-0.4

Detail of Adjustments to Recorded:

Year	Adj Group	Labor	NLbr	NSE	FTE	Adj Type	RefID
2012	Other	0	-5	5	0.0	1-Sided Adj	TNGUYEN20161203214946927
Explanation:		Transfer to NSE from non-labor 6220450 To move postage expenses to NSE					
2012 Total		0	-5	5	0.0		
2013	Other	0	-4	4	0.0	1-Sided Adj	TNGUYEN20161203215118290
Explanation:		Transfer to NSE from non-labor 6220450 To move postage expenses to NSE					
2013 Total		0	-4	4	0.0		
2014	Other	0	-5	5	0.0	1-Sided Adj	TNGUYEN20161203215303740
Explanation:		Transfer to NSE from non-labor 6220450 To move postage expenses to NSE					
2014 Total		0	-5	5	0.0		
2015	Other	0	-5	5	0.0	1-Sided Adj	TNGUYEN20161203215429567
Explanation:		Transfer to NSE from non-labor 6220450 To move postage expenses to NSE					
2015 Total		0	-5	5	0.0		
2016	Other	0	-5	5	0.0	1-Sided Adj	TNGUYEN20161203215545003
Explanation:		Transfer to NSE from non-labor 6220450 To move postage expenses to NSE					
2016	Aliso	-25	-8	0	-0.4	1-Sided Adj	TNGUYEN20161203222131913
Explanation:		Aliso Aliso Canyon Incident - Exclude costs & associated FTEs - 300775156, Wellhead Leak					

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Shared Services Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 2. PAYMENT PROCESSING
Cost Center: 2200-0355.000 - PAYMENT PROCESSING

<u>Year</u>	<u>Adj Group</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>	<u>RefID</u>
2016 Total		-25	-14	5	-0.4		

Note: Totals may include rounding differences.

Beginning of Workpaper
2200-2247.000 - MANAGER OF REMITTANCE PROCESSING

Southern California Gas Company
2019 GRC - REVISED
Shared Services Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 3. MANAGER OF REMITTANCE PROCESSING
 Cost Center: 2200-2247.000 - MANAGER OF REMITTANCE PROCESSING

Activity Description:

This cost center is used to track labor and non-labor expenditures associated with researching, advisory, and strategic planning services provided to both SCG and SDG&E by the Manager of Remittance Processing and supporting staff.

Forecast Explanations:

Labor - Base YR Rec

A Base Year forecasting methodology was applied to project Manager of Remittance Processing O&M costs. 2016 cost levels were similar historical averages and a good representation for the forecast because they are in-line with the workgroup's TY 2019 estimated labor and non-labor expenses with no changes anticipated.

Non-Labor - Base YR Rec

A Base Year forecasting methodology was applied to project Manager of Remittance Processing O&M costs. 2016 cost levels were similar historical averages and a good representation for the forecast because they are in-line with the workgroup's TY 2019 estimated labor and non-labor expenses with no changes anticipated.

NSE - Base YR Rec

NSE is not applicable to this workgroup.

Summary of Results:

		In 2016\$ (000) Incurred Costs								
		Adjusted-Recorded					Adjusted-Forecast			
Years		2012	2013	2014	2015	2016	2017	2018	2019	
Labor		452	444	503	520	308	376	376	376	
Non-Labor		3	0	0	1	1	1	1	1	
NSE		0	0	0	0	0	0	0	0	
Total		455	444	503	521	309	377	377	377	
FTE		4.5	4.3	5.1	5.1	2.8	3.5	3.5	3.5	

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Shared Services Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 3. MANAGER OF REMITTANCE PROCESSING
 Cost Center: 2200-2247.000 - MANAGER OF REMITTANCE PROCESSING

Cost Center Allocations (Incurred Costs):

		2016 Adjusted-Recorded					2017 Adjusted-Forecast				
		Labor	Non-Labor	NSE	Total	FTE	Labor	Non-Labor	NSE	Total	FTE
Directly Retained		79	0	0	79	0.5	79	0	0	79	0.5
Directly Allocated		0	0	0	0	0.0	0	0	0	0	0.0
Subj. To % Alloc.		229	1	0	230	2.4	297	1	0	298	3.0
Total Incurred		308	1	0	309	2.9	376	1	0	377	3.5
% Allocation											
	Retained	75.87%	75.87%				75.87%	75.87%			
	SEU	24.13%	24.13%				24.13%	24.13%			
	CORP	0.00%	0.00%				0.00%	0.00%			
	Unreg	0.00%	0.00%				0.00%	0.00%			

		2018 Adjusted-Forecast					2019 Adjusted-Forecast				
		Labor	Non-Labor	NSE	Total	FTE	Labor	Non-Labor	NSE	Total	FTE
Directly Retained		79	0	0	79	0.5	79	0	0	79	0.5
Directly Allocated		0	0	0	0	0.0	0	0	0	0	0.0
Subj. To % Alloc.		297	1	0	298	3.0	297	1	0	298	3.0
Total Incurred		376	1	0	377	3.5	376	1	0	377	3.5
% Allocation											
	Retained	75.87%	75.87%				75.87%	75.87%			
	SEU	24.13%	24.13%				24.13%	24.13%			
	CORP	0.00%	0.00%				0.00%	0.00%			
	Unreg	0.00%	0.00%				0.00%	0.00%			

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Shared Services Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 3. MANAGER OF REMITTANCE PROCESSING
Cost Center: 2200-2247.000 - MANAGER OF REMITTANCE PROCESSING

Cost Center Allocation Percentage Drivers/Methodology:

Cost Center Allocation Percentage for 2016

This cost center is used to track expenditures Labor and Non-Labor, associated with managerial, advisory, and strategic planning services provided to both SCG and SDG&E by the Manager of Remittance Processing and Supporting Staff. Posting to this cost center will include the Manager of Remittance Processing, the Project Manager, the Business Advisor, the Business Systems Analyst, and the Administrative Assistant, whose services encompass Customer Data Distribution, Customer Remittance Processing, and the Branch Offices, including Authorized Payment Locations. Based on volumes reported as of Year-End 2013.

Cost Center Allocation Percentage for 2017

This cost center is used to track expenditures Labor and Non-Labor, associated with managerial, advisory, and strategic planning services provided to both SCG and SDG&E by the Manager of Remittance Processing and Supporting Staff. Posting to this cost center will include the Manager of Remittance Processing, the Project Manager, the Business Advisor, the Business Systems Analyst, and the Administrative Assistant, whose services encompass Customer Data Distribution, Customer Remittance Processing, and the Branch Offices, including Authorized Payment Locations. Annual percentage applies to any given year is based on year-end volume of 2016.

Cost Center Allocation Percentage for 2018

This cost center is used to track expenditures Labor and Non-Labor, associated with managerial, advisory, and strategic planning services provided to both SCG and SDG&E by the Manager of Remittance Processing and Supporting Staff. Posting to this cost center will include the Manager of Remittance Processing, the Project Manager, the Business Advisor, the Business Systems Analyst, and the Administrative Assistant, whose services encompass Customer Data Distribution, Customer Remittance Processing, and the Branch Offices, including Authorized Payment Locations. Annual percentage applies to any given year is based on year-end volume of 2016.

Cost Center Allocation Percentage for 2019

This cost center is used to track expenditures Labor and Non-Labor, associated with managerial, advisory, and strategic planning services provided to both SCG and SDG&E by the Manager of Remittance Processing and Supporting Staff. Posting to this cost center will include the Manager of Remittance Processing, the Project Manager, the Business Advisor, the Business Systems Analyst, and the Administrative Assistant, whose services encompass Customer Data Distribution, Customer Remittance Processing, and the Branch Offices, including Authorized Payment Locations. Annual percentage applies to any given year is based on year-end volume of 2016.

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Shared Services Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 3. MANAGER OF REMITTANCE PROCESSING
 Cost Center: 2200-2247.000 - MANAGER OF REMITTANCE PROCESSING

Summary of Adjustments to Forecast:

In 2016 \$(000) Incurred Costs										
Forecast Method		Base Forecast			Forecast Adjustments			Adjusted-Forecast		
Years		2017	2018	2019	2017	2018	2019	2017	2018	2019
Labor	Base YR Rec	308	308	308	68	68	68	376	376	376
Non-Labor	Base YR Rec	1	1	1	0	0	0	1	1	1
NSE	Base YR Rec	0	0	0	0	0	0	0	0	0
Total		309	309	309	68	68	68	377	377	377
FTE	Base YR Rec	2.9	2.9	2.9	0.6	0.6	0.6	3.5	3.5	3.5

Forecast Adjustment Details:

Year	Adj Group	Labor	NLbr	NSE	Total	FTE	Adj Type	RefID	
2017	Other	68	0	0	68	0.6	1-Sided Adj	TNGUYEN20161205171601060	
Explanation:		Adjustment for labor necessary for return to normal operations, Manager of Remittance Processing overseeing projects after temporary deployment to mitigate Aliso leak.							
2017 Total		68	0	0	68	0.6			
2018	Other	68	0	0	68	0.6	1-Sided Adj	TNGUYEN20161205171645110	
Explanation:		Adjustment for labor necessary for return to normal operations, Manager of Remittance Processing overseeing projects after temporary deployment to mitigate Aliso leak.							
2018 Total		68	0	0	68	0.6			
2019	Other	68	0	0	68	0.6	1-Sided Adj	TNGUYEN20161205171713923	
Explanation:		Adjustment for labor necessary for return to normal operations, Manager of Remittance Processing overseeing projects after temporary deployment to mitigate Aliso leak.							
2019 Total		68	0	0	68	0.6			

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Shared Services Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin
Category: A. CS - Office Operations
Category-Sub: 3. MANAGER OF REMITTANCE PROCESSING
Cost Center: 2200-2247.000 - MANAGER OF REMITTANCE PROCESSING

Determination of Adjusted-Recorded (Incurred Costs):

	2012 (\$000)	2013 (\$000)	2014 (\$000)	2015 (\$000)	2016 (\$000)
Recorded (Nominal \$)*					
Labor	367	366	423	443	332
Non-Labor	3	0	0	1	1
NSE	0	0	0	0	0
Total	370	366	423	444	334
FTE	3.8	3.6	4.3	4.4	2.9
Adjustments (Nominal \$) **					
Labor	0	0	0	-1	-68
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	0	0	0	-1	-68
FTE	0.0	0.0	0.0	0.0	-0.4
Recorded-Adjusted (Nominal \$)					
Labor	367	366	423	442	264
Non-Labor	3	0	0	1	1
NSE	0	0	0	0	0
Total	370	366	423	443	266
FTE	3.8	3.6	4.3	4.4	2.5
Vacation & Sick (Nominal \$)					
Labor	59	61	69	72	44
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	59	61	69	72	44
FTE	0.6	0.6	0.7	0.7	0.4
Escalation to 2016\$					
Labor	26	17	11	6	0
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	26	17	11	6	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Constant 2016\$)					
Labor	452	444	503	520	308
Non-Labor	3	0	0	1	1
NSE	0	0	0	0	0
Total	455	444	503	521	309
FTE	4.4	4.2	5.0	5.1	2.9

* After company-wide exclusions of Non-GRC costs

** Refer to "Detail of Adjustments to Recorded" page for line item adjustments

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Shared Services Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Michael H. Baldwin
 Category: A. CS - Office Operations
 Category-Sub: 3. MANAGER OF REMITTANCE PROCESSING
 Cost Center: 2200-2247.000 - MANAGER OF REMITTANCE PROCESSING

Summary of Adjustments to Recorded:

In Nominal \$ (000) Incurred Costs					
Years	2012	2013	2014	2015	2016
Labor	0	0	0	-0.728	-68
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	0	0	0	-0.728	-68
FTE	0.0	0.0	0.0	0.0	-0.4

Detail of Adjustments to Recorded:

Year	Adj Group	Labor	NLbr	NSE	FTE	Adj Type	RefID
2012 Total		0	0	0	0.0		
2013 Total		0	0	0	0.0		
2014 Total		0	0	0	0.0		
2015	Aliso	-1	0	0	0.0	1-Sided Adj	TNGUYEN20161203221110103
Explanation:		Aliso Aliso Canyon Incident - Exclude costs & associated FTEs - 300775156, Wellhead Leak					
2015 Total		-1	0	0	0.0		
2016	Aliso	-68	0	0	-0.4	1-Sided Adj	TNGUYEN20161203222251837
Explanation:		Aliso Aliso Canyon Incident - Exclude costs & associated FTEs - 300775156, Wellhead Leak					
2016 Total		-68	0	0	-0.4		

Note: Totals may include rounding differences.

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin

Appendix A: List of Non-Shared Cost Centers

Cost Center	Sub	Description
2200-0164	000	OUTBOUND DIALING & CUST CORR (SCG)
2200-0226	000	SOCAL GAS CUSTOMER OPERATIONS DIRECTOR
2200-0227	000	MAJOR MARKETS BILLING-NORTH
2200-0228	000	SCG MEASUREMENT DATA OPERATIONS MANAGER
2200-0340	000	SCG CREDIT & COLLECTIONS - ADJ
2200-0344	000	CS TRAINING & DEVELOPMENT MANAGER
2200-0347	000	UNCOLLECTIBLES - CORE
2200-0348	000	CUSTOMER BILLING SERVICES
2200-0349	000	SPECIAL BILLING C&I
2200-0350	000	SOCALGAS CREDIT & COLLECTIONS MGR
2200-0351	000	MASS MARKET CREDIT & COLLECTION SERVICES
2200-0352	000	MASS MARKET CREDIT & COLLECTION PROJECTS
2200-0401	000	CUSTOMER CONTACT CENTER DIRECTOR
2200-0403	000	LOS MANAGEMENT (LOS)
2200-0404	000	CCC TECHNOLOGY
2200-0405	000	BRANCH OFC AREA 7
2200-0406	000	COMMERCIAL & INDUSTRIAL
2200-0407	000	CCC SITE MANAGER SAN DIMAS
2200-0408	000	HIGH BILL INVESTIGATION
2200-0409	000	RESIDENTIAL MARKETING
2200-0410	000	SPECIAL INVESTIGATIONS
2200-0411	000	CCC SITE MANAGER REDLANDS
2200-0412	000	CENTRALIZED SET DESKS
2200-0414	000	AUTHORIZED PYMNT AGENCIES
2200-0415	000	BRANCH OFC AREA 8
2200-0416	000	BRANCH OFC AREA 1
2200-0417	000	BRANCH OFC AREA 2
2200-0418	000	BRANCH OFC AREA 3
2200-0419	000	BRANCH OFC AREA 4
2200-0420	000	BRANCH OFC AREA 5
2200-0421	000	BRANCH OFC AREA 6
2200-0678	000	DATA DISTRIBUTION
2200-1214	000	CCC SPECIAL SERVICES MANAGER
2200-1341	000	CARE PORTION OF DATA DISTRIBUTION
2200-1370	000	QUALITY ASSURANCE (SCG)
2200-1371	000	CUSTOMER CONTACT MULTILINGUAL SUPPORT
2200-1372	000	CCC OPS SUPPORT (SCG)
2200-2026	000	BILL PRESENTMENT & PAYMENT CHANNEL
2200-2027	000	CUSTOMER OPERATIONS TECHNOLOGY MANAGER
2200-2028	000	MGR CUSTOMER OPERATIONS SUPPORT
2200-2050	000	BRANCH OFFICE OPERATIONS MGR - SCG
2200-2088	000	AUTHORIZED PAYMENT LOCATIONS -SCG
2200-2094	000	CUSTOMER OPERATIONS VP
2200-2140	000	CUSTOMER SERVICES SVP & STAFF
2200-2154	000	CCC RESOURCE AND SERVICE LEVEL MANAGER

Southern California Gas Company
2019 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Michael H. Baldwin

Appendix A: List of Non-Shared Cost Centers

Cost Center	Sub	Description
2200-2156	000	CCC OPERATIONS SUPPORT MANAGER
2200-2196	000	BRANCH OFC REGIONAL SUPERVISOR 2
2200-2199	000	REMITTANCE PROCESSING SUPPORT
2200-2239	000	DATA DISTRIBUTION LETTERS
2200-2240	000	SR VP CUSTSRVC/INNOVATION/BUS STRATEGY
2200-2306	000	CUST OPS TECH PROJECT MANAGER – SCG
2200-2330	000	MANAGER OF REMITTANCE PROCESSING SCG
2200-2520	000	ESERVICE BUSINESS TECH SUPPORT
2200-2521	000	BILLING, CARE & MR BUSINESS TECH SUPPORT
2200-2522	000	CCC, FINANCE & CREDIT BUSINESS TECH SUPP
2200-2523	000	CUST PROGRAMS BUSINESS TECH SUPPORT
2200-2534	000	DATA PRIVACY - CS TECH OPS
2200-2598	000	COMMUNITY LIAISON PROJECT SUPPORT
2200-2606	000	PLANNING & PROJECT
2200-2610	000	CUSTOMER CONTACT CENTER TECHNOLOGY MGR