

**SDCAN DATA REQUEST  
SDCAN-SDG&E-DR-01  
SDG&E 2016 GRC – A.14-11-003  
SDG&E RESPONSE**

**DATE RECEIVED: FEBRUARY 5, 2015**

**DATE RESPONDED: FEBRUARY 20, 2015**

1. Please provide a detailed listing of all media buys made by SDG&E during the period of January 2010 through December 2014. This should include all radio and TV spots purchased and/or run in San Diego, state or national media markets.

**SDG&E Response:**

See the following **CONFIDENTIAL** attachments for the media buys made by SDG&E during 2010 through 2014. Note the information does not pertain to any advertisements funded through Refundable programs such as CARE or Energy Efficiency programs.

The following confidential attachments are **PROTECTED MATERIALS, SUBMITTED UNDER THE SIGNED NDA IN THIS PROCEEDING.**

**ATTACHMENTS REMOVED DUE TO CONFIDENTIALITY**

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2. Please provide a detailed listing of all charitable contributions made by SDG&E or Sempra Parent Company to any and all charitable organizations located within San Diego County during the period of January 2010 through December 2014.

**SDG&E Response:**

SoCalGas and SDG&E object to this request on the grounds that it is outside the scope of the GRC Phase I proceeding and not reasonably calculated to lead to the discovery of information relevant to this proceeding. Without waiving these objections, and subject thereto, SoCalGas and SDG&E respond as follows:

All donations from SDG&E over \$500 are listed in the annual 77-K report (or 77-L or 77-M report depending on the period in question). The 2014 report is not yet available.

Please see the attachments:

2010 Redacted-SDG&E-GO-77-M Report;  
2011 Redacted-SDG&E-GO-77-M Report;  
2012 Redacted-SDG&E-GO-77-M Report;  
2013 Redacted-SDG&E-GO-77-M Report.

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3. Please provide all campaign finance disclosures filed by SDG&E, Sempra Parent Company or any utility-related PACs which made contributions to federal, state or local political office seekers during the period of January 2010 through December 2014.

**SDG&E Response:**

SoCalGas and SDG&E object to this request on the grounds that it is outside the scope of the GRC Phase I proceeding and not reasonably calculated to lead to the discovery of information relevant to this proceeding. Without waiving these objections, and subject thereto, SoCalGas and SDG&E respond as follows:

California state reports are available on the following website:

[www.sos.ca.gov](http://www.sos.ca.gov)

Federal reports are available on the following website:

[www.fec.gov](http://www.fec.gov)

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4. Please provide a listing of all “gifts” reported by SDG&E, Sempra Parent Company or any utility-related PACs given to holders of federal, local or state political office during the period of January 2010 through December 2014.

**SDG&E Response:**

SoCalGas and SDG&E object to this request on the grounds that it is outside the scope of the GRC Phase I proceeding and not reasonably calculated to lead to the discovery of information relevant to this proceeding. Without waiving these objections, and subject thereto, SoCalGas and SDG&E respond as follows:

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5. Please provide a listing of all “gifts” reported by SDG&E, Sempra Parent Company or any utility-related PACs given to any individuals who work for any California regulatory body during the period of January 2010 through December 2014 .

**SDG&E Response:**

SoCalGas and SDG&E object to this request on the grounds that it is outside the scope of the GRC Phase I proceeding and not reasonably calculated to lead to the discovery of information relevant to this proceeding. Without waiving these objections, and subject thereto, SoCalGas and SDG&E respond as follows:

California state reports are available on the following website:

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6. Please provide an annual listing of any and all SDG&E employees who attended any CFEE-sponsored conferences during the period of January 2010 through December 2014. Please include a list of payments/booked costs for CFEE conferences in which SDG&E participated.

**SDG&E Response:**

SDG&E does not have an annual listing of any and all SDG&E employees who attended any CFEE-sponsored conferences during the period of 2010-2014.

Notwithstanding this, GRC Case Management has surveyed the GRC witness teams and other company personnel and has identified the following SDG&E employees who attended a CFEE-sponsored conference during the period of 2010-2014:

<b>NAME</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
Dan Skopec	\$ 1,500	\$ 1,550	\$ 2,900	\$ 2,900	\$ 1,800
Jim Avery		\$ 1,243		\$ 1,710	\$ 659
Lee Krevat	\$ 619		\$ 489		
Lee Schavrien			\$ 1,017		

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7. Please provide an annual listing of any and all professional consulting contracts entered into by SDG&E, with dates and amounts of the contracts, during the period of January 2010 through December 2014 .

**SDG&E Response:**

File titled ‘SDCAN Q7 Attachment CONFIDENTIAL’ (list of all professional consulting contracts entered into by SDG&E during the period of January 2010 through December 2014 that are coded as consulting services in SDG&E’s procurement system) is **“Protected Materials” to be provided pursuant to the adopted Protective Order and NDA.** SDG&E has not included in this list contracts for consulting for specific elements of capital projects as these are not professional but technical in nature.

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8. Please provide an annual listing of any and all professional conferences sponsored by SDG&E or Sempra Parent Company, with dates and amounts of the sponsorships, during the period of January 2010 through December 2014 .

**SDG&E Response:**

SDG&E does not have an annual listing of any and all professional conferences sponsored by SDG&E or Sempra Parent Company during the period of 2010-2014, and such a list cannot be generated by a search of SDG&E's accounting system.

Notwithstanding this, GRC Case Management has surveyed the GRC witness teams and other company personnel and has identified the following conferences based on anecdotal information. This list is not intended to be exhaustive.

Supermath 2010 (Sempra)

The remaining items are SDG&E-related:

2010 Clean Energy Conference  
2010 Hispanic Business Showcase  
Sustainable Energy Week 2010  
2010 Navigating the American Carbon World  
Plug In 2010 \$25,000  
Plug In 2011 \$25,000  
2011 Transmission Distribution maintenance Management Association  
2011 SEPA - Utility Solar Conference \$20,000  
2011 GridCom Forum Conference Sponsorship \$10,000  
Plug In 2012 \$25,000  
2012 GridCom Forum West \$50,000  
2012 National Energy and Utility Affordability Conference \$5,000  
2013 National Energy and Utility Affordability Conference \$15,000  
Plug In 2013 \$30,000  
2013 Lawrence Ragan Communications – Social Media Boot Camp \$240  
2013 Lawrence Ragan Communications – Corporate Writers & Editors Conference \$720  
2014 National Energy and Utility Affordability Conference \$7,500  
2014 San Diego County Watershed Summit  
2014 EPA Climate Leadership Conferences  
2014 Public Relations Society of America- Western District Conference \$5,000  
2014 Energy Storage North America \$5,000  
2014 Clean Low- Carbon Fuels Summit \$5,000  
2014 CESA Market Development Forum \$2,500



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9. Please identify whether an annual list exists and, if so, of any and all payments paid by SDG&E or Sempra Parent Company as sponsorship for an event during the period of 2010 through 2014.
- a. If yes, please provide the list.
  - b. If no, please explain why SDG&E does not maintain records to identify its expenses.

**SDG&E Response:**

- a. SDG&E does not have an annual listing of any and all events (not conducted by a non-profit organization) in which SDG&E or Sempra Parent Company were identified as a sponsor during the period of 2010-2014, and such a list cannot be generated by a search of SDG&E's accounting system.
- b. There is no internal business need to maintain a consolidated annual list separate from the tracking information that individual departments may maintain.

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10. Please provide complete copies of all SDG&E's General Order 77-M filings at the CPUC beginning in 2010. Please include all filings made pursuant to superseded versions of General Order 77, i.e. 77-L, 77-K etc...

**SDG&E Response:**

See the response to SDCAN -01, Question 2.

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**Budgeting**

11. Please provide the written instructions provided to each SDG&E department during the January 2010 through December 2014 period which describes the process by which each department is to establish an annual budget. Please provide a copy of each benchmarking study, report, and analysis undertaken by SDG&E since 2010 and listed in response to UCAN DR 1-11.

**SDG&E Response:**

No instructions were created for the 2010 budget (due to minimal changes from 2009). Please see the attached (PDF) files for the annual “Budgeting Instructions” provided to each department for the years 2011 thru 2014. Sempra Utilities’ employee information has been redacted from these documents.

2011: SDCAN-SDG&E-DR-01\_Q11\_2011R.pdf  
2012: SDCAN-SDG&E-DR-01\_Q11\_2012R.pdf  
2013: SDCAN-SDG&E-DR-01\_Q11\_2013R.pdf  
2014: SDCAN-SDG&E-DR-01\_Q11\_2014R.pdf

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12. Please provide in electronic format, the annual budgets for each SDG&E department during the January 2010 through December 2014 time period. In so doing, please show the initial annual budget submitted by each department and a column that shows the difference, in dollars and %, of what was sought by each department and what budget figure was ultimately adopted for each department. Thus, the tables for each year should resemble the following:

Department	2010 Budget Sought	2011 Budget Approved	Difference (\$)	Difference (%)
Department	2011 Budget Sought	2012 Budget Approved	Difference (\$)	Difference (%)
Department	2012 Budget Sought	2013 Budget Approved	Difference (\$)	Difference (%)
Department	2013 Budget Sought	2014 Budget Approved	Difference (\$)	Difference (%)

**SDG&E Response:**

SDG&E does not create comparisons of individual department budget requests versus the final amounts. Please see attached file for SDG&E’s 2010 through 2014 Operating Budgets by Division.

2010-2014: SDGAN-SDG&E-DR-01\_Q12.pdf

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13. Please identify (by list) any departments at SDG&E which employed a zero-based budgeting process (i.e. all budget items are reviewed and built-up from zero) during the January 2010 through December 2014 time period.

**SDG&E Response:**

For the 2010-2014 time periods, the planning process was primarily an incremental approach. The focus was on changes in business needs and/or key drivers and how to prioritize new or changing activities within the annual budget targets. As a result, no department followed a complete zero based budgeting process, but instead developed only the level of detail needed to complete the annual prioritization process.

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14. Please describe any programs initiated during the January 2010 through December 2014 time period that initiated cost-cutting programs within SDG&E's departments.

**SDG&E Response:**

SDG&E continues to seek ways to be cost efficient and increase productivity where prudent and achievable. As such, SDG&E is routinely engaged as part of normal business in identifying and implementing efficiency improvement initiatives. As part of these efforts SDG&E regularly pursues continuous improvement and process enhancement opportunities and, in some cases, enlists the support of a business improvement firm to assist in identifying operational efficiencies. All improvement opportunities are evaluated closely to ensure no adverse impacts to safety policy and procedures, compliance requirements, and legal or regulatory mandates. A primary focus for broad efficiency gains during this period were the implementation of the Operational Excellence (OpEx) 20/20 program for both SoCalGas and SDG&E. For details regarding the impact of the OpEx 20/20 program please see the TY2012 GRC testimony of Mr. Richard Phillips (Exhibit SCG-13 and SDG&E-19).

As was done in the 2012 GRC for OpEx 20/20, to the extent efficiency or productivity programs were implemented, SDG&E will discuss those programs in individual GRC subject-matter testimonies. Individual departments within the company can routinely engage in cost management on a case-by-case basis and not as part of a documented efficiency program or effort, including the period 2009-2013. These types of departmental management activities are not necessarily considered part of any productivity/cost reduction program. Cost reductions associated with productivity improvements are reflected in SDG&E's NOI request.

An additional focus for efficiency improvements in the 2009 - 2013 timeframe was the Strategic Sourcing initiative. Strategic Sourcing is now part of the routine Supply Management process which is described in the testimony of Mr. Sydney Furbush (Exhibit SDG&E-15).

Lastly, SDG&Es undertook several continuous improvement efforts related to Customer Service Field and Customer Services - Office Operations, Information & Technology (Exhibits SDG&E-13 and SDG&E-14).

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15. Please identify any cost-cutting measures that generated annual savings in excess of \$1,000,000 for any SDG&E department during the January 2010 through December 2014 time period. In this response, please provide a copy of any reports generated by those consultants that were given to any members of senior management. Where the reports, or summary of said reports, were not given to senior management, please so indicate.

**SDG&E Response:**

Cost-cutting or operations streamlining initiatives proposed or undertaken in 2010-2013 are addressed in Question 14, with associated documents provided. More specifics related to 2014 are addressed in Question 16.

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16. Please identify any and all memos, reports, directives or documents developed during the January 2010 through December 2014 time period by any SDG&E or Sempra Corporation which addresses or pertains to cost-cutting or operations streamlining efforts proposed to be or actually undertaken by SDG&E.

**SDG&E Response:**

Cost-cutting or operations streamlining initiatives proposed or undertaken in 2010-2013 are addressed in Question 14.

See attached documents responsive to this request identified below:

Confidential Documents (various topics):

**PROTECTED MATERIAL – CONFIDENTIAL INFORMATION PURSUANT TO THE  
PROVISIONS OF THE SIGNED NDA IN THIS PROCEEDING**

**ATTACHMENTS REMOVED DUE TO CONFIDENTIALITY**

Non-confidential documents (OpEx 20/20)

- eServices Phase 6 Scope Recommendation February 18, 2010.pdf;
- Steering Committee Meeting June 1, 2010.pdf;
- June 1 Steering Committee Meeting Follow-up 2010.pdf;
- Field Force Project Checkpoint September 21, 2010.pdf.

In 2013, SDG&E went through a financial review in which temporary and/or sustainable cost reduction/efficiency activities were identified. The financial review and efficiency analysis was primarily undertaken due to the delay in receiving the 2012 GRC decision and re-prioritizing budgets based on the final GRC decision. Documents responsive to this request are identified below--documents which contain confidential information are so identified:

**PROTECTED MATERIAL – CONFIDENTIAL INFORMATION PURSUANT TO THE  
PROVISIONS OF THE SIGNED NDA IN THIS PROCEEDING**

**ATTACHMENTS REMOVED DUE TO CONFIDENTIALITY**



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**Response to Question 16 (Continued)**

In 2014, there was one related initiative, Achieve Efficiencies, and the documents are provided as attached.

Documents responsive to this request are identified below--documents which contain confidential information are so identified:

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17. Please identify any outside consultants retained during the January 2010 through December 2014 time period specifically for the purposes of developing cost-cutting or greater operational efficiencies for any department within SDG&E.

**SDG&E Response:**

<b>Line</b>	<b>Title</b>	<b>Vendor</b>	<b>Period</b>
1	Best Practices and Benchmarking	The LAB Consulting	2013

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- 18.** Please identify any internal awards or formal recognition for innovations or operational efficiencies awarded to any SDG&E department during the January 2010 through December 2014 time period. In so doing, please:
- a. Specify the existence of an internal management award system by which individual employees are recognized for innovations or operational efficiencies.
  - b. Indicate which innovations or operational efficiencies earned such awards, (if any) during the 2010-2014 time period.
  - c. Quantify the savings generated by such innovations or operational efficiencies that earned recognition.
  - d. Quantify the cost of the payments or other cash-value items bestowed upon any employees that received such recognition.
  - e. If SDG&E does not conduct specific studies to evaluate expected benefits relative to costs as compared to actual benefits relative to costs. Please explain why SDG&E does not conduct studies or otherwise evaluate whether the actual benefits relative to costs are comparable to expected benefits and expected costs that it uses when requesting rate increases to fund these programs.

**SDG&E Response:**

- a. SDG&E currently has a “Move the Needle” award, instituted in 2014, that recognizes employees and teams for accomplishments, such as innovations and operational efficiencies. In 2013, SDG&E also had an “Innovation” award that specifically recognized employees and teams for innovations.
- b. The following table includes the “Innovation” and “Move the Needle” awards associated with innovations and operational efficiencies.

<b>Award System</b>	<b>Innovation / Efficiency</b>	<b>Award to Employee(s)</b>	<b>Estimated Savings</b>
Move the Needle	Business Efficiencies in ERO	\$0	\$2M annually, starting 2014
Move the Needle	Cal Trans & Qualcomm Solution	\$4,000	\$48,000 in 2014
Move the Needle	Call Center Shift Optimization	\$0	\$145,000 annually, partial savings starting 2014
Move the Needle	Consolidating Contracts and Licenses for IT	\$10,000	\$5M annually, starting 2014
Move the Needle	FAA Approval to fly an Unmanned Aircraft System (UAS)	\$6,000	Qualitative - Safety

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**Response to Question 18 (Continued)**

Move the Needle	Palomar LTSA Elimination	\$8,000	\$6M annually, starting 2014
Innovation Event	Borrego Springs Micro Grid	\$5,500	Qualitative - Customer Service, Reliability
Innovation Event	CBM Algorithms and Analytics	\$3,000	Capital deferment savings of approximately \$360,000 annually for 2013-2017
Innovation Event	CMP Patrols, Detailed, QC/QA HRFA Inspections Process Inefficiencies	\$0	\$130,000 in 2013
Innovation Event	Energy RFP to replace SONGS generation	\$1,200	Qualitative - Commodity, Reliability
Innovation Event	EV Charging Model and Smart Kiosk	\$0	Qualitative - Customer Service
Innovation Event	Grassroots Steel Cross Arm Cover	\$0	Qualitative - Safety
Innovation Event	Green Button	\$0	Qualitative - Customer Service
Innovation Event	Meteorology Forecasting/Fire Index - (EDO TEAM)	\$3,650	Qualitative - Safety, Reliability
Innovation Event	Mover Services	\$0	Qualitative - Customer Service
Innovation Event	Patent App Filing Marker Ball	\$0	Patent application
Innovation Event	Patent App Filing - Plug Smart	\$0	Patent application
Innovation Event	Patent App Filing Adaptive Distance Protection	\$0	Patent application
Innovation Event	Patent App Filing Apptus Fault Detection	\$0	Patent application
Innovation Event	Patent App Filing Detect Falling Conductor	\$0	Patent application
Innovation Event	Patent App Filing EV Charging Detection	\$0	Patent application
Innovation Event	Patent App Filing Ground Pot Rise Sensor	\$0	Patent application

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Innovation Event	Patent App Filing Portable work Platform Steel Poles	\$0	Patent application
Innovation Event	Patent ID - Dulling Steel	\$0	Patent identification
Innovation Event	Patent ID - Glove Inflator / Tester	\$0	Patent identification
Innovation Event	Patent ID - Solar Connector	\$0	Patent identification
Innovation Event	Patent Smart Transformer	\$3,000	Patent
Innovation Event	Solar Power Prediction/ Marine Layer Location Prediction (MLLP Engine)	\$0	Qualitative - Reliability
Innovation Event	Temporary Reconfiguration of TL13821/22 Design	\$4,000	Qualitative

- c. See response (b) above.
- d. See response (b) above.
- e. See benefits in (b) above. Some of these awards do not have specific cost savings, for example:
  - i. This recognition for employee efforts is intended to stimulate an enhanced culture of innovation, and not necessarily linked to cost savings
  - ii. In some cases, the benefits are qualitative (e.g. enhanced customer experience)
  - iii. Some innovations identified an opportunity for a patent, not cost savings

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19. Please state whether any SDG&E employees were sent to professional conferences during the January 2010 through December 2014 time period whose topic was specifically focused on cost-cutting utility operations. If so, please identify the date, employees who attended and the title of said conference.

**SDG&E Response:**

SDG&E does not maintain a list of employees sent to professional conferences. Notwithstanding this, GRC Case Management has surveyed the GRC witness teams and other company personnel and has not identified any responsive information.

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20. Throughout its testimonies SDG&E indicates that there is a need to hire new employees for various positions. Please state the total number of incremental positions SDG&E anticipates creating between 2016 and 2019 (i.e. above and beyond existing positions) . Please also provide a table that for each incremental position states:
- a. the title of the position,
  - b. the department,
  - c. whether the position is newly created or previously in existence,
  - d. whether the position is Full-Time Equivalent or Part-Time Equivalent,
  - e. the anticipated salary to be offered for the position, and
  - f. if the position was previously in existence the total amount of previously designated salary for that position that remains available for the position.

**SDG&E Response:**

The current General Rate Case application, A.14-11-003, presents a case for the required 2016 Revenue to operate San Diego Gas and Electric in a safe and reliable way. The years between 2016 and 2019 are covered in the Post-Test year Direct Testimony of Sandra K. Hrna (Exhibit SDG&E-37). In that testimony, Witness Hrna describes the mechanism for arriving at a 2017 and 2018 post-test year revenue requirement. However, nowhere in that testimony, or anywhere in the remainder of the case, are hired new employees for various positions discussed for the years between 2016 and 2019. Therefore, SDG&E does not have the information available for this question and cannot provide an answer.

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**General and Administrative**

21. Copies of all surveys, as well as any and all documents that discuss the results of these surveys and the accompanying analysis, if any, conducted by or sponsored by SDG&E of its customers (limited to residential and small business classes) January 2010 through December 2014 time period that address the following issues:
- a) Customer satisfaction with SDG&E's customer services
  - b) Reliability of service
  - c) Customer perception of rates
  - d) Perception of conservation/DSM programs
  - e) General perception of SDG&E and/or Sempra
  - f) Any non-assigned customer surveys

**SDG&E Response:**

The following attachments contain the surveys, results and analysis for the topics specified below:

- a) Customer satisfaction with SDG&E's Customer Services: See the following attachments:

2010-2011:

- Survey Questions listed separately for 2010-2011: SDCAN-SDG&E-DR-01 Q21A1 Attachment Y2010-2011.pdf
- Project Management/Construction & Operations Service Order & Non-Service Order Team Report: SDCAN-SDG&E-DR-01 Q21A2 Attachment Y2010-2011.pdf
- APLs Report: SDCAN-SDG&E-DR-01 Q21A3 Attachment Y2010-2011.pdf.
- Remaining Customer Satisfaction Report: SDCAN-SDG&E-DR-01 Q21A4 Attachment Y2010-2011.pdf

2012: SDG&E started the survey in Q1 2012 but did not have the complete data; therefore Q1 and Q2 are combined into a first half report for 2012.

- Q3 Overall Report: SDCAN-SDG&E-DR-01 Q21A5 Attachment Y2012 Q3.pdf
- Q3 APLs Report: SDCAN-SDG&E-DR-01 Q21A6 Attachment Y2012 Q3.pdf
- Q3 Branch Offices Report: SDCAN-SDG&E-DR-01 Q21A7 Attachment Y2012 Q3.pdf
- Q3 Business Contact Center Report: SDCAN-SDG&E-DR-01 Q21A8 Attachment Y2012 Q3.pdf
- Q3 Customer Service Field Report: SDCAN-SDG&E-DR-01 Q21A9 Attachment Y2012 Q3.pdf



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**SDG&E Response to Question 21a (Continued):**

- Q3 Customer Contact Center Residential Report: SDCAN-SDG&E-DR-01 Q21A10 Attachment Y2012 Q3.pdf
- Q3 Electric Troubleshooters Report: SDCAN-SDG&E-DR-01 Q21A11 Attachment Y2012 Q3.pdf
- Q3 IVR Report: SDCAN-SDG&E-DR-01 Q21A12 Attachment Y2012 Q3.pdf
- Q3 Project Management Report: SDCAN-SDG&E-DR-01 Q21A13 Attachment Y2012 Q3.pdf
- Q3 Service Order Team Report: SDCAN-SDG&E-DR-01 Q21A14 Attachment Y2012 Q3.pdf
- Q4 Overall Report: SDCAN-SDG&E-DR-01 Q21A15 Attachment Y2012 Q4.pdf
- Q4 Branch Offices & APLs Report: SDCAN-SDG&E-DR-01 Q21A16 Attachment Y2012 Q4.pdf
- Q4 Customer Contact Center, Business Contact Center & IVR Report: SDCAN-SDG&E-DR-01 Q21A17 Attachment Y2012 Q4.pdf
- Q4 Customer Service Field Report: SDCAN-SDG&E-DR-01 Q21A18 Attachment Y2012 Q4.pdf
- Q4 Electric Troubleshooters Report: SDCAN-SDG&E-DR-01 Q21A19 Attachment Y2012 Q4.pdf
- Q4 Project Management Report: SDCAN-SDG&E-DR-01 Q21A20 Attachment Y2012 Q4.pdf
- Q4 Service Order Team Report: SDCAN-SDG&E-DR-01 Q21A21 Attachment Y2012 Q4.pdf

2013:

- Q2 Overall Report: SDCAN-SDG&E-DR-01 Q21A22 Attachment Y2013 Q2.pdf
- Q2 APLs Report: SDCAN-SDG&E-DR-01 Q21A23 Attachment Y2013 Q2.pdf
- Q2 Branch Offices Report: SDCAN-SDG&E-DR-01 Q21A24 Attachment Y2013 Q2.pdf
- Q2 Business Contact Center Report: SDCAN-SDG&E-DR-01 Q21A25 Attachment Y2013 Q2.pdf
- Q2 Customer Service Field Report: SDCAN-SDG&E-DR-01 Q21A26 Attachment Y2013 Q2.pdf
- Q2 Customer Contact Center Residential Report: SDCAN-SDG&E-DR-01 Q21A27 Attachment Y2013 Q2.pdf
- Q2 Electric Troubleshooters Report: SDCAN-SDG&E-DR-01 Q21A28 Attachment Y2013 Q2.pdf
- Q2 IVR Report: SDCAN-SDG&E-DR-01 Q21A29 Attachment Y2013 Q2.pdf

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- Q2 Project Management Report: SDCAN-SDG&E-DR-01 Q21A30 Attachment Y2013 Q2.pdf
- Q2 Service Order Team Report: SDCAN-SDG&E-DR-01 Q21A31 Attachment Y2013 Q2.pdf
- Q4 Overall Report: SDCAN-SDG&E-DR-01 Q21A32 Attachment Y2013 Q4.pdf
- Q4 APLs Report: SDCAN-SDG&E-DR-01 Q21A33 Attachment Y2013 Q4.pdf
- Q4 Branch Offices Report: SDCAN-SDG&E-DR-01 Q21A34 Attachment Y2013 Q4.pdf
- Q4 Business Contact Center: SDCAN-SDG&E-DR-01 Q21A35 Attachment Y2013 Q4.pdf
- Q4 Customer Service Field Report: SDCAN-SDG&E-DR-01 Q21A36 Attachment Y2013 Q4.pdf
- Q4 Electric Troubleshooters Report: SDCAN-SDG&E-DR-01 Q21A37 Attachment Y2013 Q4.pdf
- Q4 Project Management Report: SDCAN-SDG&E-DR-01 Q21A38 Attachment Y2013 Q4.pdf
- Q4 Service Order Team Report: SDCAN-SDG&E-DR-01 Q21A39 Attachment Y2013 Q4.pdf

2014:

- Q2 Overall Report: SDCAN-SDG&E-DR-01 Q21A40 Attachment Y2014 Q2.pdf
- Q2 APLs Report: SDCAN-SDG&E-DR-01 Q21A41 Attachment Y2014 Q2.pdf
- Q2 Branch Offices Report: SDCAN-SDG&E-DR-01 Q21A42 Attachment Y2014 Q2.pdf
- Q2 Business Contact Center Report: SDCAN-SDG&E-DR-01 Q21A43 Attachment Y2014 Q2.pdf
- Q2 Customer Service Field Report: SDCAN-SDG&E-DR-01 Q21A44 Attachment Y2014 Q2.pdf
- Q2 Customer Contact Center Residential Report: SDCAN-SDG&E-DR-01 Q21A45 Attachment Y2014 Q2.pdf
- Q2 Electric Troubleshooters Report: SDCAN-SDG&E-DR-01 Q21A46 Attachment Y2014 Q2.pdf
- Q2 IVR Report: SDCAN-SDG&E-DR-01 Q21A47 Attachment Y2014 Q2.pdf
- Q2 My Account Residential Report: SDCAN-SDG&E-DR-01 Q21A48 Attachment Y2014 Q2.pdf
- Q2 Project Management Report: SDCAN-SDG&E-DR-01 Q21A49 Attachment Y2014 Q2.pdf

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- Q2 Service Order Team Report: SDCAN-SDG&E-DR-01 Q21A50 Attachment Y2014 Q2.pdf
  - Q3 Overall Report: SDCAN-SDG&E-DR-01 Q21A51 Attachment Y2014 Q3.pdf
  - Q3 APLs Report: SDCAN-SDG&E-DR-01 Q21A52 Attachment Y2014 Q3.pdf
  - Q3 Branch Offices Report: SDCAN-SDG&E-DR-01 Q21A53 Attachment Y2014 Q3.pdf
  - Q3 Business Contact Center: SDCAN-SDG&E-DR-01 Q21A54 Attachment Y2014 Q3.pdf
  - Q3 Customer Service Field Report: SDCAN-SDG&E-DR-01 Q21A55 Attachment Y2014 Q3.pdf
  - Q3 Electric Troubleshooters Report: SDCAN-SDG&E-DR-01 Q21A56 Attachment Y2014 Q3.pdf
  - Q3 IVR Report: SDCAN-SDG&E-DR-01 Q21A57 Attachment Y2014 Q3.pdf
  - Q3 My Account Residential Report: SDCAN-SDG&E-DR-01 Q21A58 Attachment Y2014 Q3.pdf
  - Q3 Service Order Team Report: SDCAN-SDG&E-DR-01 Q21A59 Attachment Y2014 Q3.pdf
- b) Reliability of service: See SDCAN-SDG&E-DR-01 Attachment Q21b.pdf.
- c) Customer perception of rates: See SDCAN-SDG&E-DR-01 Attachment Q21c.pdf.
- d) Perception of conservation/DSM programs: While SDG&E does not have a specific survey around the perception of conservation/DSM programs, we are including surveys around customers' impressions of the variety of energy efficiency programs offered (see SDCAN-SDG&E-DR-01 Attachment Q21d-A.pdf) and surveys conducted on the individual programs themselves that are targeted to understand the effectiveness of those programs lists. (See Attachment SDCAN-SDG&E-DR-01 Attachment Q21d-B.pdf for the studies, a synopsis and a link to the study on the CALMAC.org website.
- e) General perception of SDG&E and/or Sempra: See SDCAN-SDG&E-DR-01 Attachment Q21e.pdf.
- f) Non-assigned customer satisfaction: See SDCAN-SDG&E-DR-01 Attachment Q21f.pdf.

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22. Please provide the quarterly and annual results from the CSMS (Customer Service Monitoring System) survey for the January 2010 through December 2014 time period.

**SDG&E Response:**

Prior to 2005, SDG&E measured customer satisfaction through the Customer Service Monitoring System (CSMS) survey. Customers evaluated the service that they received based on a 3-point scale of very satisfied, somewhat satisfied, or not at all satisfied.

However, from 2005 to 2011, SDG&E began measuring customer satisfaction with a survey instrument called the Customer Satisfaction Survey (CSS). Customers rated the service they receive on a scale from 0 to 10, with 10 being extremely satisfied and 0 being extremely dissatisfied. Performance was measured as the percent of survey respondents who rate SDG&E service as an 8, 9, or 10 on the eleven-point satisfaction scale.

In 2012, SDG&E began measuring quality of service with a survey instrument called the Customer Connections Survey (CCS). Customers rate the overall quality of service they receive on a verbal scale including Excellent, Very Good, Good, Fair, Poor. Performance is tracked at the percent of survey respondents who rate SDG&E service as Excellent.

Following are the CSS survey results from 2010-2011 and the CCS results from 2012-2014 based on unweighted data by level of customer concern:

<b>CSS Quarterly and Annual Survey Results</b>					
<b>Overall Customer Satisfaction - %8-10</b>					
	<b>1st Qtr</b>	<b>2nd Qtr</b>	<b>3rd Qtr</b>	<b>4th Qtr</b>	<b>YE</b>
2010	85.2	86.9	85.1	86.6	85.9
2011	86.3	86.3	88.2	87.1	86.9
<b>CCS Quarterly and Annual Survey Results</b>					
<b>Overall Quality of Service - % Excellent</b>					
	<b>1st Qtr</b>	<b>2nd Qtr</b>	<b>3rd Qtr</b>	<b>4th Qtr</b>	<b>YE</b>
2012	59.0	60.9	61.2	62.2	61.0
2013	57.1	60.4	60.4	62.6	59.9
2014	62.4	61.0	58.2	*	*

\* Data will be available in March 2015.

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23. Please provide any and all statistics on the aggregate of payments made to customers and number of customers who availed themselves of the service guarantees adopted in D. 99-05-030. Included in this request is any memos, reports or documents that review the results of and effectiveness of the service guarantees.

**SDG&E Response:**

Please see the table below for the requested information.

<b>Year</b>	<b>Appointments Scheduled</b>	<b>Appointments Missed</b>	<b>Credit to Customer</b>
2010	127,066	47	\$1,780
2011	101,386	59	\$2,150
2012	84,436	66	\$2,580
2013	77,605	84	\$3,885
2014	68,195	139	\$5,400
<b>Totals</b>	<b>458,688</b>	<b>395</b>	<b>\$15,795</b>

SDG&E does not have any memos, reports or documents that review the results of or effectiveness of the service guarantee. However, SDG&E does track monthly activity levels, and a copy of such report for 2014 is attached as an example (please see “SDCAN-SDG&E-DR-01-Q23 Attachment.pdf”).

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24. Please provide the corporate goals and performance, if any, for the January 2010 through December 2014 time period for the following indicators:
- a) Percent of calls answered by a live agent compared to total calls answered;
  - b) Number of complaints about field workers;
  - c) Number of complaints about power quality;
  - d) Number of incidents of low or high voltage conditions
  - e) Number of complaints about customer service representatives

**SDG&E Response:**

- a) There is no corporate goal regarding the percent of calls answered by a live agent compared to total calls answered. The table below reflects the percent of calls answered by a live agent compared to total calls answered.

Year	ESS Calls	% of Total	IVR Calls	% of Total	Web & Mobile	% of Total	Email	% of Total	Chat	% of Total	Total Contacts
2010	2,353,875	76.04%	565,140	18.26%	12,808	0.41%	163,718	5.29%	0	0.00%	3,095,541
2011	2,242,137	75.62%	522,581	17.62%	41,811	1.41%	158,485	5.35%	0	0.00%	2,965,014
2012	2,127,497	74.15%	521,666	18.18%	63,620	2.22%	156,330	5.45%	0	0.00%	2,869,113
2013	2,066,645	72.76%	535,836	18.86%	171,461	6.04%	62,209	2.19%	4,295	0.15%	2,840,446
2014	1,833,513	68.07%	624,353	23.18%	176,147	6.54%	50,711	1.88%	8,905	0.33%	2,693,629

- b) There is no corporate goal regarding complaints about field workers. The table below reflects the number of field technician complaints. Although there are other groups that work in the field, this is the only group that is currently being tracked.

	2010	2011	2012	2013	2014
Field Service Technicians Complaints	78	108	67	66	53

- c) There is no specific corporate goal for power quality or incidents of high/low voltage conditions; however, SDG&E designs its systems to meet the Customer Service Voltages required in SDG&E’s electric tariffs, Rule 2, Section B.2. SDG&E does not specifically track “complaints about power quality,” but instead tracks customer inquiries which include general informational requests, general requests for field measurements, as well as requests for field measurements and troubleshooting assistance when the customer suspects that a power quality issue may exist in either the utility’s or the customers’ electric system. SDG&E investigates

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**SDG&E Response to Question 24c (Continued):**

customer inquiries on power quality concerns and responds to each inquiry. This response typically includes a check of system monitors, a site visit, a physical check of service and metering to verify voltage. On a proactive basis, SDG&E also provides workshops, written materials, and limited technical assistance to help customers resolve internal power quality problems. Data on customer inquiries, site visits, and workshops is provided in the following table.

Year	Power Quality Check-Up/Audits	Site Investigations	Workshops	Cumulative Workshop Customer Attendees
2010	72	14	2	155
2011	60	27	3	262
2012	74	26	1	112
2013	64	31	2	159
2014	92	40	3	85

- d) There is no corporate goal regarding complaints about the number of incidents of low or high voltage conditions. SDG&E investigates customer inquiries on high or low voltage concerns and responds to each inquiry. This response typically includes a check of system monitors, a site visit, a physical check of service and metering to verify voltage, and corrective action, if necessary. A summary of the number of inquiries and investigations is provided in the following table.

Inquiry Description	Number of Customer Inquiries				
	2010	2011	2012	2013	2014
Voltage Problem – Computer	12	10	10	6	5
Voltage Problem - Computer - Rural	1	4	0	1	4
Voltage Complaint - Large Commercial	25	21	24	19	24
Voltage Complaint - Large Commercial – Rural	11	5	5	10	3
Voltage Problem - High Voltage	311	255	279	268	265
Voltage Problem - Low/Just Started	677	641	647	628	697

- e) There is no corporate goal about complaints about Energy Services Specialists (“ESS”). The table below reflects the number of complaints about ESS which were previously called Customer Service Representatives (“CSR”).

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**SDG&E Response to Question 24e (Continued):**

	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
CSR/ESS complaints	158	155	84	78	62



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25. For all civil lawsuits by or against SDG&E that were either settled or resolved between 2007 and the present, please identify the following information for each civil lawsuit:
- a) Parties in the suit
  - b) Date of case resolution
  - c) Nature of cause of action
  - d) Amount of award for or against SDG&E (for ratepayer accounts)
  - e) The FERC account in which the award was subtracted/added.

**SDG&E Response:**

**PROTECTED MATERIAL – CONFIDENTIAL INFORMATION PURSUANT TO THE PROVISIONS OF THE SIGNED NDA IN THIS PROCEEDING**

**ATTACHMENTS REMOVED DUE TO CONFIDENTIALITY**

SDG&E notes that although it did not object to this question, no systems are maintained which would allow automated recovery of the information sought. As a result the file searches necessary to respond to this question were burdensome and time-consuming, and included labor-intensive manual research in hard copy files.

Finally with regard to subpart b) Date of Case Resolution: This data is not tracked and to do so would be burdensome.

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26. Please provide any electric value of service study applicable to SDG&E territory undertaken by the company or by parties known to SDG&E since 2005.

**SDG&E Response:**

For the purposes of this question, a ‘value of service’ study is understood to mean an analysis that equates the electric service in terms of cost and utility to other comparable service. SDG&E has neither conducted nor commissioned an electric ‘value of service’ study since 2005. SDG&E has, however, as parts of other, larger surveys, queried customers on how the ‘value’ of electric service is perceived by them. The following is a summary of those responses:

1. SDG&E conducted an ‘Understanding Customer Value’ survey, by Yankelovich in 2006. This customer survey had several objectives to help determine which services offer the most optimal business opportunity in terms of customer interest and value. Among them were to  
1) Identify customer reactions to individual service offerings  
2) Provide a quantitative ranking of all services from most to least valued, and  
3) Estimate the impact each service has on value. Key findings include:
  - Of the four main service categories tested -- *Customer Service, Bill Payment Options, Energy Efficiency Services* and *Appliance Services* – *Customer Service* is the most important.
  - *Bill Payment Options* and *Energy Efficiency Services* follow in terms of importance/value.
  - *Traditional Mail & In-Person Payments*, an existing service, is the most preferred service in *Bill Payment Options* category
  - *In-Home Display of Real-Time Usage* and *In-Home/On-Site Energy Audits* are most preferred service in the *Energy Efficiency* category.
  - The *Appliance Services* category is generally less important to residential and small business customers
  - Of all the services tested in this category, *Parts Replacement* and *Turn On/Off* services are more likely to be preferred than *Smart Thermostat Installation & Programming, Financing Appliances* and *Leasing of High Efficiency A/C*.
  - As SDG&E prioritizes the services being considered to enhance customer valuation, *More Flexible Hours* has the greatest positive impact (20+ points) on overall value
  - In terms of the *Flexible Hour* time options being considered, small business customers prefer the 7-11AM on weekdays option, which is no surprise.
  - Residential customers have no particular preference (all day on Saturday, 7-11AM on weekdays, 4-8PM on weekdays)
  - Combining *More Flexible Hours* with *Online Self Service* and *Web Tracking* increases impact on value by 60%
  - Taking away any of the existing services negatively impacts value as customers perceive it. This is especially true for *Traditional Mail & In-Person Payments, HBI* and *Timed Appointments*

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**Response to Question 26 (Continued)**

2. SDG&E conducted a ‘Voice of the Customer’ survey, by Vision Critical in 2010, in part to conduct a comprehensive review of current services offerings by measuring awareness, usage and perceived value of offerings. Key findings include:
  - Most current services are perceived to be either high in value and high in demonstrating strategic partnership, or to be low on both dimensions.
  - Outside of Delivery Services, most other services are low in awareness and usage.
  - The 24/7 Business Contact Center, Emergency Response and rebate programs are valuable to customers and demonstrates strategic partnership.
  - Payment Offices and Authorized Payment Locations are very low in value and demonstrating strategic performance.
  - Generally, the new services are well received by both business and residential customers; most new services are likely (somewhat or very) to be used by at least 50% of customers.
  - “Outage / Emergency Notification”, “Pick Your Bill Date” and “More Flexible Hours” are the new services with the highest scores.
  
3. In 2014, SDG&E asked its Customer Insight Panel (a group of customers who agree to take online surveys throughout the year) to rate how valuable services are to them personally on a 10 point scale (10 = Extremely high value, 1 = Extremely low value). On this item related to electric service, “Our gas & electric trouble shooters, mobile command centers and emergency operations teams are standing by 24-7 to respond to any situation or emergency that may occur” respondents gave a mean rating of 8.42 and 8.72 for business and residential customers, respectively.

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27. Please provide any documents, reports or memos produced for the general public by SDG&E since 2000 which compare SDG&E system average rates and/or customer class rates to other investor-owned or municipal utilities.

**SDG&E Response:**

SDG&E provided the Union Tribune (U-T) with a version of the residential electric comparison provided in the rebuttal testimony of Robert Hansen in A.06-12-009 (please see response to Q29) which provided the basis for the information provided in the attached article.

See separately attached:  
SDCAN-SDG&E-DR-01\_Q27\_UT\_article\_082010.pdf

Additionally, SDG&E, as part of the May 23, 2013 and March 27, 2014 Sempra Energy Analyst Conference presentations, produced charts comparing SDG&E with the national average.

See separately attached:

SDCAN-SDG&E-DR-01\_Q27\_Analyst\_Conference\_Rate\_Comparison.pdf

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28. Please provide copies of any and all of SDG&E's documents, filings or submissions to the California Energy Commission since 2007 that relate to the Commission's on-going monitoring and publishing of comparative electric and gas rates (e.g. 2003 California Average Retail Electricity Rates By Major Utility or Utility-Wide Weighted Average Retail Electricity Prices)

**SDG&E Response:**

SDG&E is unaware of any documents, filings or submissions provided to the California Energy Commission that directly relate to the Commission's on-going monitoring and publishing of comparative electric and gas rates since 2007.

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29. Please provide any documents, reports or memos produced for the Public Utilities Commission by SDG&E since 2000 which compare SDG&E system average rates and/or customer class rates to other investor owned or municipal utilities.

**SDG&E Response:**

As part of SDG&E's 2008 GRC Phase 1 application, SDG&E submitted rebuttal testimony (witness, Robert Hansen) which included a comparison of average monthly residential electric bills for 2005 of the Top 100 IOUs by revenue based on data available from the Energy Information Administration (EIA).

Additionally, as part of SDG&E's 2012 GRC Phase 1 application, SDG&E submitted rebuttal testimony (witness, Cynthia Fang) which included a comparison of average monthly residential electric bills for 2009 of the Top 100 IOUs by revenue based on data available from the EIA.

Separately attached:

Robert Hansen's Rebuttal: SDCAN-SDG&E-DR-01\_Q29\_A0612009\_Hansen\_Rebuttal.pdf

Cynthia Fang's Rebuttal: SDCAN-SDG&E-DR-01\_Q29\_A1012005\_Fang\_Rebuttal.pdf

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30. Please provide copies of all SDG&E's 77-K filings at the CPUC since 2010.

**SDG&E Response:**

See the response to SDGAN -01, Question 2.

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31. Please provide copies of all of SDG&E's Security and Exchange Commission 10K filings since 2010.

**SDG&E Response:**

Link to SDG&E SEC Filings: <http://investor.shareholder.com/sre/sec.cfm>



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32. Please provide copies of all of Sempra Energy Inc.'s Security and Exchange Commission 10K filings since 2010.

**SDG&E Response:**

Link to Sempra Energy SEC Filings: <http://investor.shareholder.com/sre/sec.cfm>

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33. Please provide copies of all of Sempra's Annual Reports to Shareholders since 2010.

**SDG&E Response:**

Link to Sempra Energy Annual Reports: <http://investor.shareholder.com/sre/annuals.cfm>

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34. Please provide the annual reports submitted to the PUC on its meter reading performance pursuant to D. 02-05-001

**SDG&E Response:**

D.02-05-001 was superseded by D.05-03-023 in the TY 2004 SDG&E Cost of Service proceeding, which adopted monitor-only service quality indicators including estimated annual meter reads. As such, SDG&E has not submitted an annual report on its meter reading performance since May 19, 2004.

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35. Please provide any and all aggregate statistics available to the company since 2000 that show the number of estimated accounts per thousand meters read.

**SDG&E Response:**

<b>Year</b>	<b>Number of estimated <span style="color: red;">accounts</span> per thousand meters read</b>	<b>Comments</b>
2000	8.3	Note that the response provided in the TY2012 GRC to UCAN-DR-NOI-01 is not consistent with the data being provided for year 2000 due to a data discrepancy. SDG&E reported 7.2 in its TY 2012 GRC response.
2001	5.1	
2002	4.7	
2003	5.7	Adjusted to 5.4 with the removal of accounts estimated due to the October Firestorms.
2004	5.3	

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**SDG&E Response to Question 35 (Continued):**

<b>Year</b>	<b>Number of estimated <b>meters</b> per thousand meters read</b>	<b>Comments</b>
2005	7.6	Pursuant to D.05-03-023, beginning in 2005, SDG&E stopped tracking estimated accounts pursuant to CPUC D.05-03-023. In the TY 2004 SDG&E Cost of Service proceeding, D.05-03-023 adopted monitor-only service quality indicators including estimated annual meter reads, not accounts. Therefore, estimated “meters” versus “accounts” is not comparable.
2006	6.7	
2007	5.4	
2008	5.6	
2009	5.9	
2010	9.0	The estimation rate increased significantly due to Smart Meter deployment (less efficient routes due to scattered deployment and non-communicating meters). As more Smart Meters were deployed and network connectivity improved, the estimation rate declined and will continue to decline.
2011	3.5	
2012	1.6	
2013	0.9	
2014	0.7	

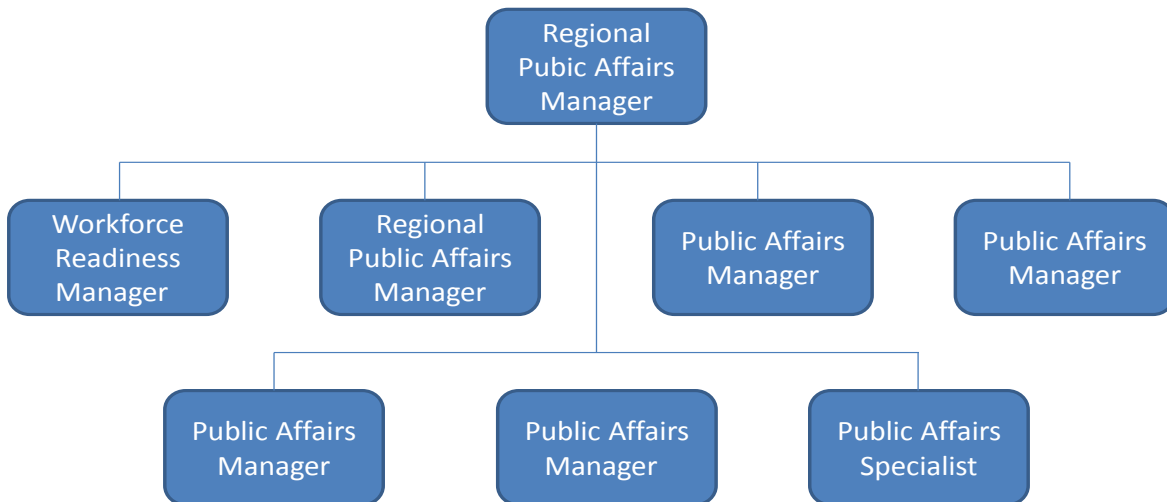
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36. Please provide a detailed staffing breakdown (org chart) of all employees who work for or provide services under the auspices of SDG&E's Regional Public Affairs. This detailed breakdown should include a job description for each of the employees in this division.

**SDG&E Response:**

**LISTING OF JOB DESCRIPTIONS FOR ALL EMPLOYEES WITHIN THE  
REGIONAL PUBLIC AFFAIRS DIVISION AT SDG&E**

San Diego Gas & Electric Regional Public Affairs



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**Response to Question 36 (Continued)**

<b>Title</b>	<b>Description of Duties</b>	<b>Number of Employees</b>
Regional Public Affairs Manager	Manages the public information and education function in an operating region. Directs regional planning that prioritizes and integrates public policy, education, community involvement, communications, and environmental plans to maximize available resources. Manages the public affairs activities to assist construction and operations activities to minimize government intervention and expense to customers. Manage operation issues, such as trench cut fees, storm water, street resurfacing, and traffic controls.	2
Public Affairs Manager/Workforce Readiness Manager	Manages local government compliance with current Franchise Licenses to ensure efficient operations and lowest costs to ratepayers. Provides energy efficiency program updates, program informational briefs, safety and emergency briefs, gas and electric tariff updates and public policy communications affecting customers including underserved communities.	5
Public Affairs Specialist	Monitors the development of ordinances and regulations likely to impact company operations in SD City, SD County and regional governmental agencies. Analyzes local ordinances and identifies impacts to ratepayers. Provides information on company operations and the use of natural gas, electricity and related products. Responds to customer inquiries and issues.	1

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37. Please provide the annual budgets for all expenses relating to the operations of the SDG&E Regional Public Affairs division during the January 2010 through December 2014 time period. These expenses should include the monies available for any consulting or services provided by other Sempra affiliates, the parent company or any third-party vendors. To the extent that this information is not included in testimony or workpapers, please provide this information.

**SDG&E Response:**

SDG&E does not budget to the granularity for specific expenses. No additional funding is provided by other Sempra affiliates, the parent company or any third-party vendors. 2010 budget was provided in the 2012 GRC.

<b>SDGE Regional Public Affairs</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
<b>Total Budget</b>	<b>\$1,366,953</b>	<b>\$ 747,073</b>	<b>\$ 611,130</b>	<b>\$ 686,952</b>	<b>\$ 950,073</b>



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38. Please provide a itemized breakdown (vendor name, project description, cost and date) of all third party vendor services conducted for the Regional Public Affairs division from January 2010 through December 2014 time period.

**SDG&E Response:**

***THE INFORMATION AND ANY ATTACHMENTS REFERENCED BELOW SHOULD BE PROTECTED AS CONFIDENTIAL PURSUANT TO THE NON-DISCLOSURE AGREEMENT.***

**ATTACHMENT REMOVED DUE TO CONFIDENTIALITY**

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39. Please provide a list of all projects/activities worked on by the SDG&E Regional Public Affairs office during the January 2010 through December 2014 time period.

**SDG&E Response:**

Regional Public Affairs Projects/Activities 2010 -2014:

- Smart Meters
- Calavera Transmission Project
- Pipeline 3010
- Alpine Gas Main Loop
- General Rate Case I & II
- Solar Initiative - Connected..... to the Sun
- Desert Star Energy Center
- Palomar Energy Center
- Sunrise Powerlink
- Oceanside Substation
- Planned Outage Issues
- Cleveland National Forest Electric Safety & Reliability Project
- Pipeline Integrity Projects
- Encinitas Franchise Agreement/MOU
- Customer Assistance
- Low Income support
- Energy Efficiency
- Los Coches Substation
- Sewer Lateral Inspection Program (SLIP)
- Transformer Painting
- Hale Avenue Resource Recovery Facility
- Lilac Substation
- Tremont Street Substation
- ECO Substation
- La Pata Avenue Gap Closure Project
- SONGS
- South Orange County Reliability Enhancement (SOCRE) project
- Laguna Niguel 138kV Transmission Undergrounding project
- Easement Issues

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- Mission Control Tours
- Street Light Issues
- Balboa Park System Reliability / Micro Grid
- Transmission Improvements
- Distribution Underground Conversions – System-wide 20 A&C
- Distribution Improvements – Pole Replacement, Cable Replacement and Expansions
- SCADA/Transformer Improvements & Installation
- Distribution Substation Improvement – Beautification Projects
- Rate Reform
- Synchronous Condensers
- Tie Line Projects
- Melrose Loop-In Transmission Segment
- Ocean Ranch Substation
- Sunnyside Substation
- Wabash Substation
- Mira Sorrento Substation
- Vine Substation
- Solana Beach Burn Ash Dump Site Capping
- Poseidon Desalination Plant
- Carlsbad Energy Center
- Julian Battery Storage
- FiRM
- Artesian Substation Expansion
- Smart Grid
- Micro Grid in Borrego
- CMP Pole Replacement in Rancho Santa Fe
- Wood to Steel projects
- Locational Demand Response
- Point Loma Substation
- Gas Line Enhancement on Span 3008A
- Pipeline Safety Enhancement Program
- Mobile Home Park Conversions
- Street Light Process improvement
- Salt Creek Substation

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**Response to Question 39 (Continued)**

- South Bay Substation
- Lakeside Main Ave 20A Conversion
- Solar Energy Projects (Ramona, Pala and Valley Center)
- Annual Encroachment Permit in Escondido, Poway and San Marcos
- Pipeline Safety Email for HCA/Non-HCA cities
- Fanita Junction
- Jamul Emergency Circuit
- Permitting Issues and Streamlining the process
- Utility Undergrounding issues
- Community Fire Safety Program
- Vegetation Management
- Graffiti Removal Program
- Right of Way Fees
- Summer/Winter Preparedness
- VGI

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40. Please provide a listing (by year) of all monies paid to and description of work provided by a San Diego-based consulting group known as *Southwest Strategies LCC* for SDG&E and/or Sempra Corporate Parent during the January 2010 through December 2014 time period

**SDG&E Response:**

Below is a list of 2010-2013 payments to Southwest Strategies LCC for SDG&E and Sempra Corporate Parent. 2014 financial information will not be available until after SDG&E makes its 10-K filing with the SEC in early 2015. It is currently expected that SDG&E will provide the adjusted recorded 2014 financial information to ORA in March 2015. The data is for payments that are included in GRC historical data and payments that were excluded from GRC historical data.

Nominal Dollars						
COMPANY	In/Out GRC	DESCRIPTION	2010	2011	2012	2013
San Diego Gas & Electric	Payments in GRC Historical Costs	MATL-PRINTED MATERLS				\$907
San Diego Gas & Electric	Payments in GRC Historical Costs	SRV-BUS & CIVIC MTGS			\$1,380	
San Diego Gas & Electric	Payments in GRC Historical Costs	SRV-CATERING				
San Diego Gas & Electric	Payments in GRC Historical Costs	SRV-CONSULTING		\$357,849		
San Diego Gas & Electric	Payments in GRC Historical Costs	SRV-CONSULTING-OTHER	\$32,264	\$22,438	\$157,006	\$144,447
San Diego Gas & Electric	Payments in GRC Historical Costs	SRV-MISCELLANEOUS			\$645	
San Diego Gas & Electric	Payments in GRC Historical Costs	SRV-PRINT/GRAPHICS		\$5,296	\$5,775	\$1,706
San Diego Gas & Electric	Payments in GRC Historical Costs	SRV-PROF/NOT LEGAL				
San Diego Gas & Electric	Payments in GRC Historical Costs	SRV-SPNSR BUS & CVC			\$1,849	\$905
<b>San Diego Gas &amp; Electric</b>	<b>Payments in GRC Historical Costs</b>	<b>Sub-Total</b>	<b>\$32,264</b>	<b>\$385,582</b>	<b>\$166,656</b>	<b>\$147,966</b>
San Diego Gas & Electric	Payments excluded from GRC Historical Costs	MATL-PRINTED MATERLS				\$10,314
San Diego Gas & Electric	Payments excluded from GRC Historical Costs	MATL-VEHICL SUPPLIES				
San Diego Gas & Electric	Payments excluded from GRC Historical Costs	SRV-BUS & CIVIC MTGS				\$2,500
San Diego Gas & Electric	Payments excluded from GRC Historical Costs	SRV-CONSULTING			\$22,478	\$114,236
San Diego Gas & Electric	Payments excluded from GRC Historical Costs	SRV-CONSULTING-OTHER	\$583,787	\$447,482	\$302,233	\$56,561
San Diego Gas & Electric	Payments excluded from GRC Historical Costs	SRV-PRINT/GRAPHICS				\$1,399
San Diego Gas & Electric	Payments excluded from GRC Historical Costs	SRV-PROF/NOT LEGAL				
San Diego Gas & Electric	Payments excluded from GRC Historical Costs	SRV-SPNSR BUS & CVC				\$4,806
<b>San Diego Gas &amp; Electric</b>	<b>Payments excluded from GRC Historical Co</b>	<b>Sub-Total</b>	<b>\$583,787</b>	<b>\$447,482</b>	<b>\$324,711</b>	<b>\$189,817</b>
Sempra Energy	Payments excluded from GRC Historical Costs	SRV-CONSULT-LEGAL			\$18,480	
<b>Sempra Energy</b>	<b>Payments excluded from GRC Historical Co</b>	<b>Sub-Total</b>	<b>\$0</b>	<b>\$0</b>	<b>\$18,480</b>	<b>\$0</b>
<b>Total Payments Made to Southwest Strategies LCC</b>			<b>\$616,052</b>	<b>\$833,064</b>	<b>\$509,847</b>	<b>\$337,782</b>

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41. Please provide a listing (by year) of all monies paid by SDG&E and/or Sempra to the San Diego County Taxpayers Association during the January 2010 through December 2014 time period.

**SDG&E Response:**

Below is a list of 2010-2013 payments to San Diego County Taxpayers Association for SDG&E and Sempra Corporate Parent. 2014 financial information will not be available until after SDG&E makes its 10-K filing with the SEC in early 2015. It is currently expected that SDG&E will provide the adjusted recorded 2014 financial information to ORA in March 2015. The data is for payments that are included in GRC historical data and payments that were excluded from GRC historical data.

Nominal Dollars						
COMPANY	In/Out GRC	DESCRIPTION	2010	2011	2012	2013
San Diego Gas & Electric	Payments in GRC Historical Costs					
<b>San Diego Gas &amp; Electric</b>	<b>Payments in GRC Historical Costs</b>	<b>Sub-Total</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
San Diego Gas & Electric	Payments excluded from GRC Historical Costs	OTH INC DED DONATION	\$5,000	\$25,000	\$40,000	\$5,000
<b>San Diego Gas &amp; Electric</b>	<b>Payments excluded from GRC Historical Costs</b>	<b>Sub-Total</b>	<b>\$5,000</b>	<b>\$25,000</b>	<b>\$40,000</b>	<b>\$5,000</b>
Sempra Energy	Payments excluded from GRC Historical Costs	A&G-CONTRIB	\$5,000			
Sempra Energy	Payments excluded from GRC Historical Costs	A&G-CONTRI-NON-CHAR	\$40,000			\$22,500
<b>Sempra Energy</b>	<b>Payments excluded from GRC Historical Costs</b>	<b>Sub-Total</b>	<b>\$45,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$22,500</b>
<b>Total Payments Made to San Diego Taxpayers Association</b>			<b>\$50,000</b>	<b>\$25,000</b>	<b>\$40,000</b>	<b>\$27,500</b>

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42. Please provide a listing (by year) of all monies paid by SDG&E and/or Sempra to the San Diego Regional Economic Development Corporation during the January 2010 through December 2014 time period.

**SDG&E Response:**

Below is a list of 2010-2013 payments to San Diego Regional Economic Development Association for SDG&E and Sempra Corporate Parent. 2014 financial information will not be available until after SDG&E makes its 10-K filing with the SEC in early 2015. It is currently expected that SDG&E will provide the adjusted recorded 2014 financial information to ORA in March 2015. The data is for payments that are included in GRC historical data and payments that were excluded from GRC historical data.

Nominal Dollars						
COMPANY	In/Out GRC	DESCRIPTION	2010	2011	2012	2013
San Diego Gas & Electric	Payments in GRC Historical Costs	A&G-CONTRIB	\$90,000		\$35,000	
San Diego Gas & Electric	Payments in GRC Historical Costs	A&G-CONTRI-NON-CHAR				\$95,000
San Diego Gas & Electric	Payments in GRC Historical Costs	DUES		\$100,000		
San Diego Gas & Electric	Payments in GRC Historical Costs	OTH INC DED DONATION	\$100,000			
<b>San Diego Gas &amp; Electric</b>	<b>Payments in GRC Historical Costs</b>	<b>Sub-Total</b>	<b>\$190,000</b>	<b>\$100,000</b>	<b>\$35,000</b>	<b>\$95,000</b>
San Diego Gas & Electric	Payments excluded from GRC Historical Costs	OTH INC DED DONATION	\$10,000		\$100,000	
<b>San Diego Gas &amp; Electric</b>	<b>Payments excluded from GRC Historical Costs</b>	<b>Sub-Total</b>	<b>\$10,000</b>	<b>\$0</b>	<b>\$100,000</b>	<b>\$0</b>
Sempra Energy	Payments excluded from GRC Historical Costs	A&G-CONTRI-CHARITABL	\$5,000			
Sempra Energy	Payments excluded from GRC Historical Costs	SRV-EVENT & TICKETS	\$2,076			
<b>Sempra Energy</b>	<b>Payments excluded from GRC Historical Costs</b>	<b>Sub-Total</b>	<b>\$7,076</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>Total Payments Made to San Diego Regional Economic Development Corporation</b>			<b>\$207,076</b>	<b>\$100,000</b>	<b>\$135,000</b>	<b>\$95,000</b>

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43. Please provide a listing (by year) of all monies paid by SDG&E and/or Sempra to the Greater San Diego Regional Chamber of Commerce during the January 2010 through December 2014 time period.

**SDG&E Response:**

Below is a list of 2010-2013 payments to the Greater San Diego regional Chamber of Commerce for SDG&E and Sempra Corporate Parent. 2014 financial information will not be available until after SDG&E makes its 10-K filing with the SEC in early 2015. It is currently expected that SDG&E will provide the adjusted recorded 2014 financial information to ORA in March 2015. The data is for payments that are included in GRC historical data and payments that were excluded from GRC historical data.

Nominal Dollars						
COMPANY	In/Out GRC	DESCRIPTION	2010	2011	2012	2013
San Diego Gas & Electric	Payments in GRC Historical Costs					
<b>San Diego Gas &amp; Electric</b>	<b>Payments in GRC Historical Costs</b>	<b>Sub-Total</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
San Diego Gas & Electric	Payments excluded from GRC Historical Costs	OTH INC DED DONATION		\$25,300	\$31,000	\$47,250
<b>San Diego Gas &amp; Electric</b>	<b>Payments excluded from GRC Historical Costs</b>	<b>Sub-Total</b>	<b>\$0</b>	<b>\$25,300</b>	<b>\$31,000</b>	<b>\$47,250</b>
Sempra Energy	Payments excluded from GRC Historical Costs	A&G-CONTRIB	\$76,000			
Sempra Energy	Payments excluded from GRC Historical Costs	A&G-CONTRIB-NONCHARL	\$3,500			
Sempra Energy	Payments excluded from GRC Historical Costs	A&G-CONTRI-NON-CHAR	\$25,500			\$10,000
<b>Sempra Energy</b>	<b>Payments excluded from GRC Historical Costs</b>	<b>Sub-Total</b>	<b>\$105,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$10,000</b>
<b>Total Payments Made to Greater San Diego Regional Chamber of Commerce</b>			<b>\$105,000</b>	<b>\$25,300</b>	<b>\$31,000</b>	<b>\$57,250</b>



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44. Please identify any memberships to golf courses and/or country clubs owned or paid for by Sempra, SDG&E or SoCal Gas. For each such payment during the January 2010 through December 2014 time period, please provide the amount and the account to which this cost is booked.

**SDG&E Response:**

There were no memberships to golf courses and/or country clubs paid for by Sempra, SDG&E or SoCal Gas for the 2010 -2013 years. 2014 financial information will not be available until after SDG&E makes its 10-K filing with the SEC in early 2015. It is currently expected that SDG&E will provide the adjusted recorded 2014 financial information to ORA in March 2015.

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45. Please provide a list of any and all video presentations developed and/or paid for by SDG&E during the January 2010 through December 2014 time period that have been prepared for showing to the public.

**SDG&E Response:**

SDG&E does not maintain a list of all video presentations developed and/or paid for by SDG&E that have been prepared for showing to the public. However, SDG&E, to the best of its ability, has attempted to identify all applicable video presentations (see SDG&E-SDCAN-DR-01 Q45 Attachment.pdf). Note that the videos were funded through a combination of O&M and Refundable dollars.

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46. Please identify the number of employees during each year during the January 2010 through December 2014 time period who have been issued a company credit card with which they can charge travel or entertainment expenditures.

**SDG&E Response:**

The table shown below has the number of cards issued for the years requested.

<b>AMEX Card Data</b>		
<b>Year</b>	<b># of Cards</b>	<b>Charge Volume</b>
2014	701	\$ 13,215,783.00
2013	650	\$ 11,492,813.00
2012	663	\$ 11,187,879.00
2011	666	\$ 9,098,675.00
2010	655	\$ 8,012,819.00
Total	3335	\$ 53,007,969.00

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47. Please provide an annual sum for each year during the January 2010 through December 2014 time period of the costs charged to company credit cards.

**SDG&E Response:**

The table shown below has the costs charged to company credit cards issued for the years requested.

<b>AMEX Card Data</b>		
<b>Year</b>	<b># of Cards</b>	<b>Charge Volume</b>
2014	701	\$ 13,215,783.00
2013	650	\$ 11,492,813.00
2012	663	\$ 11,187,879.00
2011	666	\$ 9,098,675.00
2010	655	\$ 8,012,819.00
Total	3335	\$ 53,007,969.00

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48. Please state what, if any, current per diem or cost caps are in effect for company employees for lodging and dining costs incurred during travel in the 2007-2010 time frame. If these caps differ among employees, please provide a range of the current caps/per diems.

**SDG&E Response:**

Only SDG&E represented employees are eligible for meal per diem allowances. All other employees travel expenses are incurred and reimbursed according to the corporate travel policy.

Following is an excerpt from the current SDG&E union contract, which became effective in 2011:

II.69 Should an employee be away from headquarters more than one day on Company business, the Company shall provide the employee lodging and a sum of \$50.00 for expenses. Any sum in excess of these amounts must be paid by the employee or will be deducted from the employee's paycheck. This sum will be paid when an employee is assigned a camp job and must be away from home overnight. The daily allowance will be paid each full day the Company requires the employee to work at the remote location. As an example, if an employee leaves on Monday and returns on Friday evening, after working a full day on Friday, the employee would receive \$250.00 for meals and expenses. If, however, the employee does not work a full eight hours on the last day of the assignment, but returns to his or her headquarters at the normal quitting time, the employee would only receive the normal meals allowance, as specified in Section II.68, for two meals on that last day.

The Company shall endeavor to give at least one week's notice to employees who will be required to be away from their established headquarters for one week or more. Such notice shall not be required for emergencies or due to conditions caused by a customer, supplier or an act of God. If an employee returns home on weekends, the allowance will not be paid for the weekend.

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**Sempra External Affairs**

49. Please provide a detailed staffing breakdown (org chart) of all employees who work for or provide services under the auspices of Sempra's External Affairs division. This detailed breakdown should include a job description for each of the employees in this division.

**SDG&E Response:**

A PDF file containing the org chart for External Affairs is provided in a separate file. Of the positions in the chart, job descriptions are also provided (in PDF files) to the extent their cost centers have any allocation to the utilities. Job descriptions have been redacted to remove employee information. Federal Government Affairs is fully retained at Corporate Center, not requested in this case, and thus the job descriptions are excluded. There is no formal job description for the Executive Vice President of External Affairs, who oversees all the functions within the org chart and has full responsibility for the division.

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**Sempra External Affairs**

50. Please provide a itemized breakdown (vendor name, project description, cost and date) of all third party vendor services conducted for the External Affairs division during the January 2010 through December 2014 time period.

**SDG&E Response:**

**PROTECTED MATERIALS, SUBMITTED PURSUANT TO PROTECTIVE  
ORDER/NDA.**

**RESPONSE REMOVED DUE TO CONFIDENTIALITY**

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**Customer Services Department**

51. Please provide a list of all new programs implemented since 2010 specifically designed to enhance or accelerate responsiveness to customers and/or improve quality of customer service.

**SDG&E Response:**

SDG&E does not maintain a list of all programs implemented that are specifically designed to enhance or accelerate responsiveness to customers and/or improve quality of service. However, SDG&E, to the best of its ability, has attempted to identify all new programs implemented since 2010 (see SDG&E-SDCAN-DR-01 Q51 Attachment.pdf). Note the programs were funded through a combination of O&M and Refundable dollars.



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52. Please provide a list of all SDG&E customer complaints that were actually the subject of adjudicatory hearings at the CPUC during the January 2010 through December 2014 time period and include, if possible, the outcomes of each of those litigated (or settled) matters.

**SDG&E Response:**

Please see SDGAN-SDG&E-DR-01 Q52 Attachment.pdf for a list of all SDG&E customer complaints that were the subject of hearings at the CPUC during 2010 – 2014 including the outcome of the matters. Note that most customer complaints before the CPUC are part of an expedited complaint process (ECP) that involves informal hearings (no attorney present) before an Administrative Law Judge.

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53. Please provide a list of all SDG&E customer complaints lodged at the PUC's CAB division. If the CPUC doesn't provide SDG&E notice of such complaints, please specify that this is the case.

**SDG&E Response:**

Please see SDGAN-SDG&E-DR-01 Q53 Attachment.pdf for a list of informal customer complaints filed with the CPUC's Consumer Affairs Branch for the period 2010-2014.

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54. In regards to the Customer Communications department and its need for additional funding. Please provide any reports, memos or analysis conducted by SDG&E since 2002 which compared the efficacy and cost of using third-party vendors compared to in-house employees for the communications needs of SDG&E performed by this department.

**SDG&E Response:**

SDG&E is not aware of any analysis comparing the efficacy and cost of using third-party vendors to in-house employees for SDG&E communications needs since 2002. SDG&E uses a combination of internal and external resources for this function. This often depends on whether the position or expertise is needed part-time or full-time.

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55. Please provide any reports, memos or analysis developed by Customer Services Operations that discuss the cost effectiveness or efficacy of using Web-based services as a substitution for or complement to other customer outreach functions since 2002.

**SDG&E Response:**

There have been no reports, memos or analysis developed by Customer Services Operations, Information, and Technologies that discuss the cost effectiveness or efficacy of using web-based services as a substitution for or complement to other customer outreach functions.

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56. Please provide an accounting for all of SDG&E's customer-service related web costs for the years 2007-2014. This should include the costs attributable to web-content development and the cost of web maintenance for customer information and customer service, but should not include meter data measurement costs.

**SDG&E Response:**

Costs for the years 2007 to 2009 were provided in response to a data request in SDG&E's TY 2012 GRC proceeding (UCAN Data Request NOI-DR-01):

<u>Year</u>	<u>2009\$</u>
2007	\$405,000
2008	\$742,000
2009	\$582,000

For the years 2010 to 2013, costs for sdge.com web content development and web maintenance are:

<u>Year</u>	<u>Nominal\$</u>
2010	\$ 583,000
2011	\$ 519,000 + \$1,742,000 capital for SDGE.com Redesign
2012	\$ 795,000 + \$22,000 capital for SDGE.com Redesign
2013	\$1,027,000

2014 financial information will not be available until after SDG&E makes its 10-K filing with the SEC in early 2015. It is currently expected that SDG&E will provide the adjusted recorded 2014 financial information to SDGAN in March 2015.

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**Commercial/Industrial Customer Service**

57. In regards to the Commercial Industrial Customer Service department (CICS) please provide copies of the organization chart for this specific department.

**SDG&E Response:**

Please see SDGAN-SDG&E-DR-01 Q57 Attachment.pdf for the organization chart for Commercial and Industrial Services.

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58. For CICS, please the following information for this group:
- a. provide a description of the functions of each of the managers in the group and subgroups of this department;
  - b. provide a quantification of the total number of employees (full and part-time) that serve in the departments and subdepartments

**SDG&E Response:**

Please see SDGAN-SDG&E-DR-01 Q58 Attachment.pdf for the Commercial and Industrial Services department functions and the total number of associated employees.

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59. Please acknowledge that as part of the job descriptions of the employees in CICS, employees are permitted to invite SDG&E customers assigned to their account for dining or events for which SDG&E assumes the cost.

**SDG&E Response:**

Certain employees in Commercial and Industrial Services, primarily the Account Executives, have a limited amount of funding for this activity. This activity facilitates communication with decision makers in major businesses and other organizational entities in order to discuss and receive customer feedback on rates, services and regulatory matters. In addition, the purpose of the meetings is to provide information about business issues that might impact their utility service or application for utility programs.



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60. Please provide an accounting of third-party expenditures for the CICS (F1-F5) during the January 2010 through December 2014 time period.

**SDG&E Response:**

See table below for an accounting of third party expenditures for Commercial and Industrial Services during 2010-2013. 2014 financial information will not be available until after SDG&E makes its 10-K filing with the SEC in early 2015. It is currently expected that SDG&E will provide the adjusted recorded 2014 financial information to SDGAN in March 2015.

<b>Description</b>	<b>Constant 2013\$</b>			
	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Consulting	392	55,426	250,364	24,975
Contract Labor	22,190	22,328	76,341	258,497
Purchased Services	81,099	257,946	186,821	256,036
<b>Grand Total</b>	<b>103,681</b>	<b>335,700</b>	<b>513,526</b>	<b>539,508</b>

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61. Please also provide an accounting and general description for all costs reimbursed to CICS employees during the January 2010 through December 2014 time period.

**SDG&E Response:**

See table below for all costs reimbursed to Commercial and Industrial Services employees during 2010-2013. 2014 financial information will not be available until after SDG&E makes its 10-K filing with the SEC in early 2015. It is currently expected that SDG&E will provide the adjusted recorded 2014 financial information to SDCAN in March 2015.

<b>Employee Expense Reimbursement</b>	<b>Constant 2013\$</b>			
	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Catering	638	272	459	-
Dues/Professional Trade Dues	8,194	11,325	10,379	7,248
Employee Expenses (Travel, mileage, air, rail, meals, parking, taxi, hotel, etc.)	117,530	140,618	124,713	64,975
Events	13,340	17,697	25,069	1,129
Printing, Graphics & AV	1,034	1,175	888	360
Purchased Materials/Services (Office supplies, computer hardware/software, internet access, safety equipment, mail/postage/courier, & misc. svcs)	5,218	11,939	4,485	7,786
Subscriptions/Publications	151	475	1,212	2,965
Telecom (Phone/cell phone usage)	70	98	-	-
Training & Seminars	18,220	20,687	25,672	7,789
<b>Grand Total</b>	<b>164,395</b>	<b>204,286</b>	<b>192,877</b>	<b>92,252</b>