

**CUE DATA REQUEST
CUE-SCG-DR-10
UTILITIES 2019 GRC – A.17-10-008
SOCALGAS / SDG&E RESPONSE
DATE RECEIVED: MAY 4, 2018
DATE RESPONDED: MAY 10, 2018**

III. CUE DATA REQUEST SET TEN

A. Questions for SDG&E

334. Please define SDG&E's Level of Service.

SDG&E Response 334:

ESS Level of Service (ESS LOS) represents the number of calls answered within 60 seconds by an ESS divided by the number of calls offered to the ESS, which includes agent-answered calls and abandoned calls.

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335. Other than gas service reconnection, please list any and all assignments that a Gas Service Technician may be asked to work on at SDG&E.

SDG&E Response 335:

SDG&E's Gas Service Technician performs the following customer services field work activities:

- Establish (turn-on) and disconnect (shut-off) gas and electric service
- Check and service gas appliances, sell and install replacement parts
- Light gas pilots
- Shut off and restore gas service for fumigation
- Meter and regulator changes and initial installation of gas/electric meters (setting meters)
- Perform high bill investigations
- Respond to emergency incidents
- Investigate potential gas leaks
- School leak surveys
- Resolve billing issues through field verification of meter read and customer information
- Conduct Carbon Monoxide testing
- Remediate atmospheric corrosion or other abnormal operating conditions on meter set assemblies
- Perform work related to Smart Meter equipment
- Perform DOT-required atmospheric corrosion inspection of curb meters

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B. Questions for SoCalGas

336. What is the average length of time between the date customers become eligible for restored service and the date they call in to have their service restored?

SCG's Response 336:

SoCalGas cannot track this information.

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337. What is the average length of time between the date customers become eligible for restored service and the date service is restored?

SCG's Response 337:

SoCalGas is unable to provide the average length of time between the date customers become eligible for restored service and the date service is restored.

However, as listed below, SoCalGas can provide the average gas service reconnection time following disconnection for non-payment for residential customers which measures the time span in number of days between the date the order was created and the date the order was worked.

- During 2017, the average gas service reconnection time following disconnection for non-payment for residential customers is 4.1 days.
- Beginning in February 12, 2018, SoCalGas enhanced the reconnection appointments offered to customers following disconnection for non-payment. During the period of March to April 2018, the average gas service reconnection time following disconnection for non-payment for residential customers is 1.4 days.

Both the Company and customer's schedule are considered in the above average gas service reconnection times. For example, the Company may have availability to schedule an order on the 10th, but the customer may prefer an appointment on the 12th. This would add two days to the reconnection time for that order.

The enhanced reconnection appointments offered to customers beginning February 12, 2018 following disconnection for non-payment are as follows:

- Customers who call SoCalGas before 5 p.m. on Monday through Friday to confirm payment and request reconnection will be offered a reconnection appointment no later than the next day, (excluding company observed holidays).
- Customers who call SoCalGas after 5 p.m. on Monday through Friday will be offered a reconnection appointment no later than the second day (excluding Sundays and company observed holidays).
- Customers who call SoCalGas on a Saturday will be offered an appointment no later than Monday (excluding company observed holidays).
- Customers who call SoCalGas on a Sunday will be offered a reconnection appointment no later than Tuesday (excluding company observed holidays).

As we do today, SoCalGas will continue to consider customer hardship in both our disconnection practices as well as our scheduling of reconnection service.

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338. In response to CUE Set 6, Data Request 262.c.ii-vi SoCalGas provided the table titled 2017 Residential Reconnection Data Following Disconnection for Non-Payment, please provide the workpapers that support this.

i In addition to the table provided please list the number of customers whose service is restored in more than 14 days.

SCG’s Response 338:

The data provided in response to data request 262.c.ii-vi on “2017 Residential Reconnection Data Following Disconnection for Non-Payment” was obtained through a sequel query of SoCalGas’ Customer Services Field database system so there are no workpapers associated with this sequel query other than the results shown on the table provided in the response.

Consistent with the data provided for 262.cii-vi, the data provided below refers to the time between the date the order was created and the date the order was worked.

| 2017 Residential Reconnection Data Following Disconnection for Non- Payment | |
|--|----------|
| No. of Days | >14 days |
| No. of Orders | 363 |

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339. In CUE Set 6, Data Request 263 CUE asked for the number of Customer Service Representatives employed by SCG who work on gas service reconnection as of December 31 for the last fifteen years. In response, SoCalGas provided the number of active Customer Service Representatives who are trained to issue gas service reconnection orders.

i Please confirm that those who work on gas service reconnection are the same as those who are trained to issue gas service reconnection orders. If not, please explain the difference.

SCG's Response 339:

The employees who work on gas service reconnections are not the same as those who are trained to issue gas service reconnection orders. Customer Services – Field technicians perform the field activity of reconnecting the service after disconnections for non-payment. Customer Service Representatives issue the gas service reconnection orders.

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340. In response to CUE Set 6, Data Request 265 SoCalGas provided the table titled Average Speed of Answer (seconds), please provide the underlying data from which you were able to calculate these averages.

i Please include any workpapers that support this table.

SCG's Response 340:

The Average Speed of Answer was not calculated. It is an output from a report.

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341. In response to CUE Set 6, Data Request 266 SoCalGas provided the table titled Average Speed of Answer (seconds), please explain the underlying data from which you were able to calculate these averages.

i Please include any workpapers that support this table.

SCG's Response 341:

The Average Speed of Answer was not calculated. It is an output from a report.

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342. Please define SoCalGas's Level of Service.

SCG's Response 342:

SoCalGas's Level of Service is the percentage of calls answered within 60 seconds. It is calculated by dividing the total calls answered within 60 seconds by the total calls offered.

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343. Other than gas service reconnection, please list any and all assignments that a Energy Resident Technician and Energy Resident Technician Apprentice may be asked to work on at SoCalGas.

SCG's Response 343:

The Energy Technician Residential Apprentice (ETR-A) performs the following customer services field work activities:

- Establish (turn-on) and disconnect (shut-off) gas service
- Safety check and service gas appliances
- Sell and install replacement parts
- Perform field collection activities
- Light gas pilots
- Shut off and restore gas service for fumigation
- Perform service restoration when gas has been shut off by the company or third party
- Meter and regulator changes
- New meter installations and service establishment
- Perform work related to the Advanced Meter module equipment
- Resolve billing issues through field verification of meter and customer information
- Remediate atmospheric corrosion or other abnormal operating conditions on meter set assemblies

In addition to the work activities above performed by the ETR-A, the Energy Residential Technician (ETR) also performs the following customer services field work activities:

- Respond to emergency incidents
- Investigate potential gas leaks, including area odors
- Perform high bill investigations
- Conduct Carbon Monoxide testing

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344. In response to CUE Set 6, Data Request 262(c), SoCalGas stated that beginning February 12, 2018, reconnection appointments are being offered to customers following disconnection for non-payment according to a revised policy:

i Please identify the change in FTE headcount and revenue that will result from this change in policy.

ii Please identify any changes in Customer Service Representative staffing levels that will result from this changing in policy.

iii Please identify any changes in Energy Resident Technician and Energy Resident Technician Apprentice staffing levels that will result from this change in policy.

SCG's Response 344:

344.i. There is no change in FTE headcount and revenue that will results from this change in policy.

344.ii. There are no changes in Customer Service Representative staffing level that will result from this change in policy.

344.iii. There are no changes in Energy Residential Technician and Energy Residential Technician Apprentice staffing levels that will result from this change in policy.