

**A.17-12-013: SDG&E 2018 Rate Design Window
CforAT Data Requests - Set 01**

To: John Pacheco, Michelle Somerville
From: Melissa W. Kasnitz
Date: April 18, 2018
Requested Response Date: April 30, 2018

Data Requests:

1. In SDG&E-1 at p. CF-17 and in SDG&E-2 in Attachment C and Attachment G, various data is provided on the bill impacts of proposed TOU scenarios on CARE and non-CARE customers. Please indicate whether SDG&E's calculations of bill impacts in the various TOU scenarios exclude those customers who are not subject to default per Section 745, with separate confirmation as to whether they exclude CARE/FERA-eligible customers in hot climate zones.
 - a. If the data provided in SDG&E's testimony on estimated bill impacts includes customers who will be excluded from default TOU, please identify how the bill impacts would change if they are excluded.
 - b. CforAT identifies the material below as requiring an update if they do not exclude customers who will not be subject to default. However, if SDG&E determines that there is additional material impacted by this question, please identify those additional materials as well. Relevant material includes:
 - i. SDG&E-1, at p. CF-16, Chart 2 (to the extent that it includes FERA customers in hot climate zones, customers in hot climate zones who are eligible for either CARE or FERA but not enrolled in either program, and/or non-CARE/FERA-eligible customers otherwise subject to exclusion under §745)
 - ii. SDG&E-1, at p. CF-17, Chart 3 (to the extent that it includes CARE customers in hot climate zones and/or CARE customers in other climate zones who are otherwise subject to exclusion under §745)
 - iii. SDG&E-2 at Attachment C (Illustrative residential bill impacts for proposed default TOU rate) at the following identified tables: p. 1 of 50, p. 2 of 50, p. 15 of 50, p. 16 of 50, p. 21 of 50, p. 39 of 50, and p. 45 of 50.
 - iv. SDG&E-2 at Attachment G (Public Utilities Code Section 745 Analysis) at the following identified tables: pp. 1-8 of 93, pp. 58-61 of 93, and pp. 70-73 of 93.

2. In SDG&E-6 at p. CB-6, SDG&E provides a table of customer groups excluded from default TOU. Please provide the following information regarding this table:
 - a. For the category of CARE/FERA-eligible customers in Mountain and Desert climate zones, please describe how you intend to identify customers who are eligible, but not enrolled in these programs in order to exclude them from default.
 - b. For the category of customers requiring an in-person visit prior to disconnection, please describe how you identify these customers in order to exclude them from default.
3. In SDG&E-6 at p. CB-4, SDG&E identifies 4% of its customer base as “non-benefiters,” defined as customers who are expected to experience an average bill increase of at least \$10/month. Has SDG&E considered excluding these customers from default TOU?
4. In SDG&E-6 at p. CB-7-CB-10, SDG&E describes its plan to conduct customer research regarding the TOU transition through “surveys, focus groups, data analytics, or other combinations of qualitative and/or quantitative research. Please identify how SDG&E plans to ensure that this customer research includes feedback from hard-to-reach customers, including specifically customers with disabilities.
5. In SDG&E-7 at pp. HT-4-HT-6, SDG&E discusses various directional ME&O questions and strategies. While this material includes a goal of “help[ing] customers understand their choices by providing tools and analysis to make informed decisions about choosing the pricing plan that works best for them,” it otherwise appears to prioritize “TOU customer retention,” “reduce[d] attrition,” and “acceptance” of TOU rates. Describe how SDG&E intends to ensure that customers understand their option to opt out of TOU rates and select to remain on a tiered rate structure, including how SDG&E intends to ensure that it does not prioritize TOU retention over customer selection of an alternative preferred rate.
6. In SDG&E-7 at p. HT-14, SDG&E describes plans for SDG&E’s ME&O communications, including default notifications. SDG&E states that the materials included in this phase will “direct customers to utilize online, self-service options to either enroll or opt-out of their respective TOU pricing plan to another eligible rate.” Please describe how the materials being developed to assist customers in selecting a rate are being designed to ensure that they are accessible to people who have difficulty using standard forms of communication due to disability. This includes incorporation of large print, availability and use of alternative formats, training for customer service representatives, and any other strategies being used to provide accessible communications.
7. In SDG&E-7 at p. HT-17, SDG&E describes the use of a “Pricing Plan Microsite” as a tactic for customer marketing. Please describe how SDG&E will make the information provided on the microsite available for customers who have limited or no access to the internet.

8. Throughout SDG&E-7 (e.g. pp. HT-18-HT-20), there are descriptions of multiple forms of printed material to be developed for customer outreach. Please describe how these materials are being designed to ensure that they are accessible to people who have difficulty using standard printed materials due to disability. This includes incorporation of large print as well as availability and use of alternative formats and any other strategies being used to provide accessible communications.