

**SDCAN DATA REQUEST**  
**SDCAN-SDG&E-DR-01**  
**SDG&E 2017 GRC – A.17-10-007**  
**SDG&E RESPONSE**  
**DATE RECEIVED: DECEMBER 15, 2017**  
**DATE RESPONDED: JANUARY 16, 2018**

**General Questions**

1. Please provide a detailed listing of all media buys made by SDG&E during the period of January 2015 through December 2017. This should include all radio and TV spots purchased and/or run in San Diego, state or national media markets.

**SDG&E Response 1:**

See the following **CONFIDENTIAL** attachments for the media buys made by SDG&E during 2015 through 2017. Note the information does not pertain to any advertisements funded through Refundable programs such as CARE or Energy Efficiency programs.

***The information in this response is confidential and protected materials pursuant to PUC Section 583, GO 66-C/D and D.16-08-024.***

2015: SDCAN-SDG&E-DR-01 Q1A Confidential Attachment.pdf

2016: SDCAN-SDG&E-DR-01 Q1B Confidential Attachment.pdf

2017: SDCAN-SDG&E-DR-01 Q1C Confidential Attachment.pdf

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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 2015 through December 2017.

**SDG&E Response 2:**

SDG&E objects 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. In particular, recovery of charitable contributions made by SDG&E or Sempra Parent is not requested in this application. Without waiving these objections, and subject thereto, SDG&E responds as follows:

All donations from SDG&E over \$500 are listed in the annual 77-M. The 2017 report is not yet available.

Please see the attachments:

GO77M\_SDGE 2015.pdf  
GO77M\_SDGE 2016.pdf.

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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 2015 through December 2017.

**SDG&E Response 3:**

SDG&E objects 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. In particular, recovery of campaign finance contributions made by SDG&E or Sempra Parent is not requested in this application. Without waiving these objections, and subject thereto, SDG&E responds as follows:

Sempra Energy publishes all political contributions made by the company and its affiliates on our website at:

<https://www.sempra.com/investors/governance/political-engagements-contributions>

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)

City of San Diego reports are available on the following website:

[City of San Diego](http://City of San Diego)

City of Los Angeles reports are available on the following website:

[City of Los Angeles](http://City of Los Angeles)

County of Los Angeles reports are available on the following website:

[County of Los Angeles](http://County of Los Angeles)

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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 2015 through December 2017.

**SDG&E Response 4:**

SDG&E objects 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. In particular, recovery of such gifts made by SDG&E or Sempra Parent is not requested in this application. Without waiving these objections, and subject thereto, SDG&E responds 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)

City of San Diego reports are available on the following website:

[City of San Diego](http://City of San Diego)

City of Los Angeles reports are available on the following website:

[City of Los Angeles](http://City of Los Angeles)

County of Los Angeles reports are available on the following website:

[County of Los Angeles](http://County of Los Angeles)

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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 2015 through December 2017.

**SDG&E Response 5:**

SDG&E objects 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. In particular, recovery of such gifts made by SDG&E or Sempra Parent is not requested in this application. Without waiving these objections, and subject thereto, SDG&E responds 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)

City of San Diego reports are available on the following website:

[City of San Diego](http://City of San Diego)

City of Los Angeles reports are available on the following website:

[City of Los Angeles](http://City of Los Angeles)

County of Los Angeles reports are available on the following website:

[County of Los Angeles](http://County of Los Angeles)

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SDG&E RESPONSE**

**DATE RECEIVED: DECEMBER 15, 2017**

**DATE RESPONDED: JANUARY 22, 2018**

6. Please provide an annual listing of any and all SDG&E employees who attended any CFEE-sponsored conferences during the period of January 2015 through December 2017. Please include a list of payments/booked costs for CFEE conferences in which SDG&E participated.

**SDG&E Response 6:**

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 2015-2017.

Notwithstanding this, GRC Case Management has surveyed the GRC witness teams and other company personnel and has identified the following SDG&E employee who attended a CFEE-sponsored conference during the period of 2015-2017:

<b>NAME</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Dan Skopec	\$2,000	\$1,400	\$1,700

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SDG&E RESPONSE  
DATE RECEIVED: DECEMBER 15, 2017  
DATE RESPONDED: FEBRUARY 2, 2018**

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 2015 through December 2017.

**SDG&E Response 7:**

See CONFIDENTIAL attachment: “SDCAN DR-01 Q 7 Attachment.xlsx”. This attachment is considered ***Confidential and Protected Materials Pursuant to PUC Section 583, GO 66-D, and D.17-09-023.***

**SDCAN DATA REQUEST**  
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**SDG&E 2016 GRC – A.17-10-007**  
**SDG&E SUPPLEMENTAL RESPONSE**  
**DATE RECEIVED: DECEMBER 15, 2017**  
**DATE RESPONDED: FEBRUARY 20, 2018**

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 2015 through December 2017.

**SDG&E Response 7:**

See CONFIDENTIAL attachment: “SDCAN DR-01 Q 7 Attachment.xlsx”. This attachment is considered *Confidential and Protected Materials Pursuant to PUC Section 583, GO 66-D, and D.17-09-023.*

The original reply to SDCAN DR01 Q7 was sent on February 2, 2018. After sending that response we noticed that two line items were missing. Those two line items are included in the amended excel file for this question and are added to the bottom of the list. This new amended excel file remains *Confidential and Protected Materials Pursuant to PUC Section 583, GO 66-D, and D.17-09-023.*



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**SDG&E 2019 GRC – A.17-10-007**  
**SDG&E RESPONSE**  
**DATE RECEIVED: DECEMBER 15, 2017**  
**DATE RESPONDED: JANUARY 26, 2018**

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 2015 through December 2017.

**SDG&E Response 8:**

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 2015-2017, 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 nor is it strictly limited to GRC funded events.

Sempra Parent Items:

<b>Year</b>	<b>Event</b>	<b>Dollar Amount (if applicable)</b>
2017	2020 Women on Boards	\$2,020

SDG&E items continued onto next page:

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SDG&E Response to Question 8 (Continued)

SDG&E Items:

Year	Event	Dollar Amount (if applicable)
2015	California Energy Efficiency Industry Council (CEEIC) 2015 Annual Conference	\$2,500
2015	Supply Chain Management Institute Fall Forum	\$2,500
2015	2015 Industrial Environmental Association (IEA) Conference	\$2,700
2015	Energy Storage North America (ESNA) 2015	\$5,000
2015	UC Carbon and Climate Neutrality Summit	\$10,000
2015	Annual POWER Conference	\$12,000
2015	Contractor Awareness (call before you dig/Dig Alert)	\$13,000
2015	Supply Chain Management Institute Spring Symposium	--
2015	NERC Synchronized Measurement Subcommittee (SMS)	--
2015	Deloitte's Annual Risk Roundtable	--
2016	Diamond Street Festival	\$1,000
2016	Utilities Council of International Facilities Management Association (IFMA) Fall Meeting	\$1,750
2016	California Energy Efficiency Industry Council (CEEIC) 2016 Annual Conference	\$2,500
2016	Supply Chain Management Institute Spring Symposium	\$2,500
2016	Supply Chain Management Institute Fall Forum	\$2,500
2016	The San Diego Chamber of Commerce Health Fair	\$2,500
2016	California Energy Storage Alliance 2016 Market Development Forum	\$2,500
2016	San Diego Chapter National Electrical Contractors Association (NECA) - Ron Barrow Golf Tournament Reception	\$3,000
2016	Plug-In America National Association of Regulatory Utility Commissioners Annual Meeting Ride & Drive	\$4,000
2016	2016 California Air Quality Awards	\$5,500
2016	National Fire Protection Association Energy Storage North America Conference & Expo	\$6,000
2016	Energy Storage North America (ESNA) 2016	\$10,000
2016	Contractor Awareness (call before you dig/Dig Alert)	\$13,000
2016	The University of Arizona Sponsorship of Eller MBA Consulting Project	\$15,000
2016	Climate Leadership Conference	\$22,500
2017	Substation Design Suite (SDS) Consortium	\$540
2017	Utility Arborist Association (UAA) Western Regional Meeting	\$1,000
2017	Supply Chain Management Institute Spring Symposium	\$2,500
2017	Supply Chain Management Institute Fall Forum	\$2,500
2017	Western Chapter International Society of Arborist (ISA) Conference & Trade Show	\$2,500
2017	California Energy Storage Alliance 2017 Market Development Forum	\$3,000
2017	2017 California Air Quality Awards	\$5,000
2017	Clean, Low-Carbon Fuels Summit (CLCFS)	\$5,000
2017	National Fire Protection Association Energy Storage North America Conference & Expo	\$6,000
2017	25th Anniversary CalStart Symposium	\$7,500
2017	Contractor Awareness (call before you dig/Dig Alert)	\$13,000
2017	Energy Storage North America (ESNA) 2017	\$15,000
2017	Climate Leadership Conference	\$15,500
2017	Institute of Transportation Studies (ITS) UC Davis	\$30,000
2017	SAP4Utilities	--
2017	Federal Energy Forum	--

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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 2015 through 2017.
- 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 9:**

- 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 2015-2017, 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 2015. Please include all filings made pursuant to superseded versions of General Order 77, i.e. 77-L, 77-K etc...

**SDG&E Response 10:**

See attachments in response to Question 2.

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Budgeting

11. Please provide the written instructions provided to each SDG&E department during the January 2015 through December 2017 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 2015.

**SDG&E Response 11:**

Please see the attached (PDF) files for the annual “Budgeting Instructions” provided to each department for the years 2015 thru 2017. Sempra Utilities’ employee information has been redacted from these documents.

2015: SDCAN-SDG&E-DR-01\_Q11 Attachment 1\_Redacted Op Budget Instructions 2015  
 2016: SDCAN-SDG&E-DR-01\_Q11 Attachment 2\_Redacted Op Budget Instructions 2016  
 2017: SDCAN-SDG&E-DR-01\_Q11 Attachment 3\_Redacted Op Budget Instructions 2017

Benchmarking Studies undertaken by SDG&E since 2015

<b>Line</b>	<b>Title</b>	<b>Vendor</b>	<b>Period</b>
1	Utility Information Technology Benchmark (UNITE)	UNITE Members	2012, 2014, 2016
2	Real Estate Council 2016 Capital Projects Benchmarking.	Corporate Executive Board (CEB)	2016
3	Fueling our Future (FOF)	EHS Partners (EHS)	2016-2017
4	Risk Maturity and Integration of Risk, Asset, and Investment Management at SDG&E	Davies’ Consulting	2014-2017
5	Total Compensation Study	Willis Towers Watson	2016

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12. Please provide in electronic format, the annual budgets for each SDG&E department during the years 2015, 2016, 2017 and 2018. 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	2015 Budget Sought	2015 Budget Approved	Difference (\$)	Difference (%)

Department	2016 Budget Sought	2016 Budget Approved	Difference (\$)	Difference (%)

Department	2017 Budget Sought	2017 Budget Approved	Difference (\$)	Difference (%)

Department	2018 Budget Sought	2018 Budget Approved	Difference (\$)	Difference (%)

**SDG&E Response 12:**

*The information in this response is confidential and protected materials pursuant to PUC Section 583, GO 66-C/D and D.16-08-024.*

SDG&E does not create comparisons of individual department budget requests versus the final amounts. Please see attached pdf file for SDG&E’s 2015 through 2017 Operating Budgets by Division. 2018 budgets aren’t currently available.

SDCAN-SDG&E-DR-01 Q12 Attachment\_Budgets 2015-2017 (C)

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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 years 2015, 2016, 2017 and 2018.

**SDG&E Response 13:**

For the 2015-2017 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 2015 through December 2017 time period that initiated cost-cutting programs within SDG&E's departments.

**SDG&E Response 14:**

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 avoid adverse impacts to safety policy and procedures, compliance requirements, and legal or regulatory mandates.

As described in the TY 2019 GRC joint Fueling Our Future Policy testimony of Hal Snyder and Randall Clark (Exhibit SCG-03-R/SDG&E-03-R), the utilities initiated the Fueling Our Future (FOF) initiative in May 2016 to identify and implement operations efficiency improvements. Cost reductions associated with FOF initiatives are reflected in SDG&E's TY 2019 GRC request.

SDG&E Gas Technical Services (GTS) performed a business process review in 2015 and 2016, led by The LAB Consulting Group, seeking operational efficiencies related to both O&M and capital related activities. The process review focused on improving the efficiency of various business processes, which potentially could mitigate some of the cost increases associated with increased workload due to changing compliance regulations and increased capital activities.

During 2015, the SDG&E Environmental Services department was included in a consulting engagement with the objective of identifying opportunities for operational efficiencies that may result in cost savings. The operational efficiencies that were identified were included in the Fueling Our Future cost savings estimates for purposes of calculating the forecast for Test Year 2019.

As was done in the 2012 GRC and in the 2016 GRC, 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 routinely engage in cost management on a case-by-case basis and not necessarily as part of a documented efficiency program or effort, including the period 2012-2016. Cost reductions associated with productivity improvements are reflected in SDG&E's TY 2019 GRC request.



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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 2015 through December 2017 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 15:**

Cost-cutting or operations streamlining initiatives proposed or undertaken in 2015-2017 are addressed in questions 14 and 18, with associated documents provided in response to question 16.

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16. Please identify any and all memos, reports, directives or documents developed during the January 2015 through December 2017 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 16:**

Cost-cutting or operations streamlining initiatives proposed or undertaken in 2015-2017 are addressed in Question 14.

On January 11, 2018, Chuck Manzuk sought clarification regarding the voluminous nature of the documentation responsive to this question. Mr. Shames clarified via email on January 12, 2018, that he was “comfortable with an interpretation of a request that provides summary documents which identifies the nature of the Fueling Our Future initiative and perhaps summarizes the results”. Mr. Shames also indicated that he would propound additional requests for information, if necessary.

It should also be noted that additional details can be found in the joint Fueling Our Future (FOF) Policy testimony of Hal Snyder and Randall Clark (Exhibit SCG-03-R/SDG&E-03-R) as well as the prepared testimony and workpapers of impacted witness areas.

See attached documents responsive to this request identified below:

Additional FOF Related Documentation:

- SDCAN-SDG&E-DR-01 Q16 Attachment – FOF Project Overview (1 Page).pdf
- SDCAN-SDG&E-DR-01 Q16 Attachment – FOF Grp Leaders May 2016.pdf
- SDCAN-SDG&E-DR-01 Q16 Attachment – FOF Initiative Details.xls
- SDCAN-SDG&E-DR-01 Q16 Attachment – FOF Orientation Oct 2016.pdf

Other Cost-Cutting or operations streamlining initiatives proposed or undertaken:

- SDCAN-SDG&E-DR-01 Q16 Attachment – Business IPO Initiatives.pdf
- SDCAN-SDG&E-DR-01 Q16 Attachment – COS M&PS ITQA Test Demand & Cost – Oct 2014.pdf
- SDCAN-SDG&E-DR-01 Q16 Attachment – LAB Benefit & Actions – GTS.pdf

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17. Please identify any outside consultants retained during the January 2015 through December 2017 time period specifically for the purposes of developing cost-cutting or greater operational efficiencies for any department within SDG&E.

**SDG&E Response 17:**

SDG&E does not maintain a list of outside consultants retained for the purposes of developing cost-cutting or greater operational efficiencies. Notwithstanding this, GRC Case Management has surveyed the GRC witness teams and other company personnel and has identified the following outside consultants retained during the period of 2015-2017:

<b>Line</b>	<b>Title</b>	<b>Vendor</b>	<b>Period</b>
1	Best Practices and Benchmarking	The LAB Consulting	2013 & 2015
2	Fueling Our Future (FOF)	EHS Partners	2016
3	Business Improvement & Process Optimization (IPO)	Kissinger Group	2015-2017

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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 2015 through December 2017 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 2015-2017 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 18:**

- 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.
- b. The table below includes the “Move the Needle” awards associated with innovations and operational efficiencies. Note that there are some projects associated with Fueling Our Future (FOF) that are shown here that are also included in response to questions 14 and 16.
- c. See table below.
- d. See table below.
- e. See table below. Some of these awards do not have specific cost savings, for example:
  - Cost savings provided are projected estimates. Studies are not completed as part of the Move the Needle award program to compare actual benefits relative to costs.
  - This recognition for employee efforts is intended to stimulate an enhanced culture of innovation, high performance, pride in service, ownership culture, and financial stewardship and is not necessarily linked to expected cost savings levels.
  - In some cases, the benefits are qualitative (e.g. enhanced customer experience)
  - In other cases, innovations identified an opportunity for a patent, not cost savings.

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**SDG&E Response 18 (Continued):**

<b>Award System</b>	<b>Innovation / Efficiency</b>	<b>Award to Employees</b>	<b>Estimated Savings</b>
Move the Needle	24/7 Emergency Gas Response	\$7,000	Qualitative - Safety, customer service and risk mitigation
Move the Needle	Supervisor Task Removal	\$13,000	Qualitative – Efficiencies
Move the Needle	Safety and Operational Efficiencies	\$5,000	Qualitative - Patent and safety
Move the Needle	ERO Process	\$2,500	\$1 million in O&M savings
Move the Needle	Palomar Planned Maintenance	\$3,000	Qualitative - Efficiencies and work optimization
Move the Needle	Mobile Command Center	\$8,000	Qualitative - Process improvement
Move the Needle	Wildfire Risk Reduction Model	\$3,000	Qualitative - Fire risk mitigation and safety
Move the Needle	Kearny Substation Efficiencies	\$8,000	\$700,000
Move the Needle	Developing the renewable meter adapter (RMA)	\$5,000	Generated more than \$500,000 in gross revenue
Move the Needle	Talega Synchronous Condenser Project	\$3,000	Qualitative - Innovation and reliability
Move the Needle	CP Revitalization	\$12,500	Qualitative - Water consumption reduction (4 million gallons a year)
Move the Needle	Interactive Voice Recorder (IVR)	\$2,500	Qualitative - Customer Service and efficiencies
Move the Needle	Improved AsBuilt Accuracy	\$6,000	Qualitative - Improved efficiencies
Move the Needle	D St Fill Wetland Restoration Project	\$11,600	\$3.5 MM in savings
Move the Needle	TL637 Wood-to-Steel Transmission Project	\$11,100	Qualitative - Fire risk mitigation and safety
Move the Needle	Environmental Services and Engineering Services Strategic Sourcing	\$13,500	Qualitative - Operational efficiencies
Move the Needle	Santa Ana Wildfire Threat Index	\$20,000	Qualitative - Innovation and fire risk mitigation

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<b>Award System</b>	<b>Innovation / Efficiency</b>	<b>Award to Employees</b>	<b>Estimated Savings</b>
Move the Needle	Advanced Ground Fault Detection algorithms	\$3,500	Qualitative - Safety and fire risk mitigation
Move the Needle	Reducing O&M costs related to portable generator fleet storage	\$3,000	\$47K savings in 2014; \$80K-\$100K sustainable future savings
Move the Needle	Advanced SCADA Device (ASD) project	\$5,500	Patent
Move the Needle	Next Best Offer	\$3,000	Qualitative - Customer Service and Innovation
Move the Needle	Enterprise GIS Services Efficiency Measures	\$25,000	Qualitative - Efficiency improvements

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19. Please state whether any SDG&E employees were sent to professional conferences during the January 2015 through December 2017 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 19:**

SDG&E does not maintain a list of employees sent to professional conferences specifically focused on cost-cutting utility operations. Notwithstanding this, GRC Case Management has surveyed the GRC witness teams and other company personnel and has identified the following number of SDG&E employees who attended Lean Six Sigma professional training during the period of 2015-2017 that was provided at company locations:

<u>Year</u>	<u>Employees Trained</u>
2015	78
2016	79
2017	59
<b>TOTAL</b>	<b>216</b>

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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 20:**

SDG&E objects to the request as overly broad and unduly burdensome, to the extent that it would require SDG&E to search through documents and information previously produced in this proceeding. Such documents are already in SDCAN's possession, or available on SDG&E's website. Subject to and without waiving this objection, SDG&E responds as follows:

SDG&E has not performed the requested analysis and does not have the information in the format requested. The GRC presents base year and incremental personnel in the form of Full-time equivalents (FTEs). FTEs are calculated by taking the total annual hours worked (straight-time and overtime hours) divided by the total annual hours in that year. For Gas Distribution, headcount and FTEs differ primarily as a result of hours of work completed on overtime.



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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 2015 through December 2017 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 21:**

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:

2015: SDGAN-SDG&E-DR-01 Q21a 2015 Attachments

- SDGAN-SDGE-DR-01 Q21A01 Attachment Q2 2015 - Overall Report.pdf
- SDGAN-SDGE-DR-01 Q21A02 Attachment Q2 2015 - APL Report.pdf
- SDGAN-SDGE-DR-01 Q21A03 Attachment Q2 2015 - Branch Offices Report.pdf
- SDGAN-SDGE-DR-01 Q21A04 Attachment Q2 2015 - Business Customer BCC\_CCC Report.pdf
- SDGAN-SDGE-DR-01 Q21A05 Attachment Q2 2015 - CSF Report.pdf
- SDGAN-SDGE-DR-01 Q21A06 Attachment Q2 2015 - ETS Report.pdf
- SDGAN-SDGE-DR-01 Q21A07 Attachment Q2 2015 - IVR Self-Service Report.pdf
- SDGAN-SDGE-DR-01 Q21A08 Attachment Q2 2015 - My Account Report.pdf
- SDGAN-SDGE-DR-01 Q21A09 Attachment Q2 2015 - PM-1H Report.pdf

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

- SDCAN-SDGE-DR-01 Q21A10 Attachment Q2 2015 - Residential Customer CCC Report.pdf
- SDCAN-SDGE-DR-01 Q21A11 Attachment Q2 2015 - SOT Report.pdf
- SDCAN-SDGE-DR-01 Q21A12 Attachment Q4 2015 - Overall Report.pdf
- SDCAN-SDGE-DR-01 Q21A13 Attachment Q4 2015 - APL Report.pdf
- SDCAN-SDGE-DR-01 Q21A14 Attachment Q4 2015 - Branch Offices Report.pdf
- SDCAN-SDGE-DR-01 Q21A15 Attachment Q4 2015 - Business Customer BCC\_CCC Report.pdf
- SDCAN-SDGE-DR-01 Q21A16 Attachment Q4 2015 - CSF Report.pdf
- SDCAN-SDGE-DR-01 Q21A17 Attachment Q4 2015 - ETS Report.pdf
- SDCAN-SDGE-DR-01 Q21A18 Attachment Q4 2015 - IVR Self-Service Report.pdf
- SDCAN-SDGE-DR-01 Q21A19 Attachment Q4 2015 - My Account Report.pdf
- SDCAN-SDGE-DR-01 Q21A20 Attachment Q4 2015 - PM-1H Report.pdf
- SDCAN-SDGE-DR-01 Q21A21 Attachment Q4 2015 - Residential Customer CCC Report.pdf
- SDCAN-SDGE-DR-01 Q21A22 Attachment Q4 2015 - SOT Report.pdf

2016: SDCAN-SDG&E-DR-01 Q21a 2016 Attachments

- SDCAN-SDGE-DR-01 Q21A23 Attachment Q2 2016 - Overall Report.pdf
- SDCAN-SDGE-DR-01 Q21A24 Attachment Q2 2016 - APL Report.pdf
- SDCAN-SDGE-DR-01 Q21A25 Attachment Q2 2016 - Branch Offices Report.pdf
- SDCAN-SDGE-DR-01 Q21A26 Attachment Q2 2016 - Business Customer BCC\_CCC Report.pdf
- SDCAN-SDGE-DR-01 Q21A27 Attachment Q2 2016 - CSF Report.pdf
- SDCAN-SDGE-DR-01 Q21A28 Attachment Q2 2016 - ETS Report.pdf
- SDCAN-SDGE-DR-01 Q21A29 Attachment Q2 2016 - IVR Self-Service Report.pdf
- SDCAN-SDGE-DR-01 Q21A30 Attachment Q2 2016 - My Account Report.pdf
- SDCAN-SDGE-DR-01 Q21A31 Attachment Q2 2016 - PM-1H Report.pdf
- SDCAN-SDGE-DR-01 Q21A32 Attachment Q2 2016 - Residential Customer CCC Report.pdf
- SDCAN-SDGE-DR-01 Q21A33 Attachment Q2 2016 - SOT Report.pdf
- SDCAN-SDGE-DR-01 Q21A34 Attachment Q4 2016 - Overall Report.pdf
- SDCAN-SDGE-DR-01 Q21A35 Attachment Q4 2016 - APL Report.pdf
- SDCAN-SDGE-DR-01 Q21A36 Attachment Q4 2016 - Branch Offices Report.pdf
- SDCAN-SDGE-DR-01 Q21A37 Attachment Q4 2016 - Business Customer BCC\_CCC Report.pdf

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

- SDCAN-SDGE-DR-01 Q21A38 Attachment Q4 2016 - CSF Report.pdf
- SDCAN-SDGE-DR-01 Q21A39 Attachment Q4 2016 - ETS Report.pdf
- SDCAN-SDGE-DR-01 Q21A40 Attachment Q4 2016 - IVR Self-Service Report.pdf
- SDCAN-SDGE-DR-01 Q21A41 Attachment Q4 2016 - My Account Report.pdf
- SDCAN-SDGE-DR-01 Q21A43 Attachment Q4 2016 - PM-1H Report.pdf
- SDCAN-SDGE-DR-01 Q21A44 Attachment Q4 2016 - Residential Customer CCC Report.pdf
- SDCAN-SDGE-DR-01 Q21A45 Attachment Q4 2016 - SOT Report.pdf

2017: SDCAN-SDG&E-DR-01 Q21a 2017 Attachments

- SDCAN-SDGE-DR-01 Q21A46 Attachment Q2 2017 - Overall Report.pdf
- SDCAN-SDGE-DR-01 Q21A47 Attachment Q2 2017 - Branch Offices Report.pdf
- SDCAN-SDGE-DR-01 Q21A48 Attachment Q2 2017 - CSF Report.pdf
- SDCAN-SDGE-DR-01 Q21A49 Attachment Q2 2017 - ETS Report.pdf
- SDCAN-SDGE-DR-01 Q21A50 Attachment Q2 2017 - IVR Self-Service Report.pdf
- SDCAN-SDGE-DR-01 Q21A51 Attachment Q2 2017 - My Account Report.pdf
- SDCAN-SDGE-DR-01 Q21A52 Attachment Q2 2017 - PM-1H Report.pdf
- SDCAN-SDGE-DR-01 Q21A53 Attachment Q2 2017 - Residential Customer CCC Report.pdf
- SDCAN-SDGE-DR-01 Q21A54 Attachment Q2 2017 - SOT Report.pdf
- SDCAN-SDGE-DR-01 Q21A55 Attachment Q3 2017 - Overall Report.pdf
- SDCAN-SDGE-DR-01 Q21A56 Attachment Q3 2017 - Branch Offices Report.pdf
- SDCAN-SDGE-DR-01 Q21A57 Attachment Q3 2017 - CSF Report.pdf
- SDCAN-SDGE-DR-01 Q21A58 Attachment Q3 2017 - ETS Report.pdf
- SDCAN-SDGE-DR-01 Q21A59 Attachment Q3 2017 - IVR Self-Service Report.pdf
- SDCAN-SDGE-DR-01 Q21A60 Attachment Q3 2017 - My Account Report.pdf
- SDCAN-SDGE-DR-01 Q21A61 Attachment Q3 2017 - Residential Customer CCC Report.pdf
- SDCAN-SDGE-DR-01 Q21A62 Attachment Q3 2017 - SOT Report.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

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

around customers' impressions of the variety of energy efficiency programs offered (see SDGAN-SDG&E-DR-01 Attachment Q21d.pdf).

- e) General perception of SDG&E and/or Sempra: See SDGAN-SDG&E-DR-01 Attachment Q21e.pdf.
- f) Non-assigned customer surveys: These results are in the attachments for Q21b-Q21e, where applicable.

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22. Please provide the quarterly and annual results from the CSMS (Customer Service Monitoring System) survey for the January 2015 through December 2017 time period.

**SDG&E Response 22:**

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 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 CCS results from 2015-2017 based on unweighted data by level of customer concern:

<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>
2015	59.5	59.6	55.0	61.0	58.7
2016	57.9	59.4	59.1	64.6	60.3
2017	61.4	65.5	58.8	*	*

\* Data will be available in March 2018.

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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 are any memos, reports or documents that review the results of and effectiveness of the service guarantees.

**SDG&E Response 23:**

Please see the table below for the requested information.

<b>Year</b>	<b>Appointments Scheduled</b>	<b>Appointments Missed</b>	<b>Credit to Customer (Nominal \$)</b>
2012	84,436	66	\$ 2,580
2013	77,605	84	\$ 3,885
2014	68,195	139	\$ 5,400
2015	70,741	178	\$ 7,335
2016	63,740	66	\$ 2,640
<b>Totals</b>	<b>364,717</b>	<b>533</b>	<b>\$ 21,840</b>

SDG&E does not have any memos, reports or documents that review the results or effectiveness of the service guarantee. However, SDG&E does track monthly activity levels, and a copy of such report for 2016 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 2015 through December 2017 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 24:**

- 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
2015	1,587,919	44.73%	785,249	22.12%	1,094,708	30.84%	70,394	1.98%	11,731	0.33%	3,550,001
2016	1,490,751	41.79%	819,676	22.98%	1,158,408	32.47%	88,442	2.48%	10,190	0.29%	3,567,467
2017	1,554,902	39.71%	837,107	21.38%	1,424,873	36.39%	68,065	1.74%	30,321	0.77%	3,915,268

- 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.

	2015	2016	2017
Field Service Technician Complaints	28	28	52

- 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 customer inquiries on power quality concerns

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

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
2015	94	35	2	107
2016	74	30	1	50
2017	83	23	2	48

- 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		
	2015	2016	2017
Voltage Problem – Computer	3	2	0
Voltage Complaint - Large Commercial	14	21	16
Voltage Complaint - Large Commercial – Rural	4	1	4
Voltage Problem - High Voltage	321	365	270
Voltage Problem - Low/Just Started	620	514	509

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

	2015	2016	2017
CSR/ESS Complaints	58	44	54



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25. For all civil lawsuits by or against SDG&E that were either settled or resolved between January 2015 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 25:**

SDG&E objects to this question on the grounds that it is unduly burdensome because our electronic systems currently are not programmed in a manner that allows for automated recovery of the information sought. Notwithstanding this objection, SDG&E has compiled most of the information sought in the attached spreadsheet. Please see the attached excel spreadsheet, “GRC Data Request SDCAN DR1 Q25 CONFIDENTIAL.xlsx”, that is considered ***Confidential and Protected Materials Pursuant to PUC Section 583, GO 66-D, and D.17-09-023.***

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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 2015.

**SDG&E Response 26:**

Please see the accompanying file “SDCAN DR-01 Q26 Attachment - CIP Res Biz Aug 17 Values Excerpt.pdf.”

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27. Please provide any documents, reports or memos produced for the general public by SDG&E since 2015 which compare SDG&E system average rates and/or customer class rates to other investor-owned or municipal utilities.

**SDG&E Response 27:**

SDG&E is unaware of any documents, reports, or memos produced for the general public by SDG&E since 2015 which compare SDG&E system average rates and/or customer class rates to other investor-owned or municipal utilities.

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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 2015 that relate to the Commission's on-going monitoring and publishing of comparative electric and gas rates (e.g. California Average Retail Electricity Rates By Major Utility or Utility-Wide Weighted Average Retail Electricity Prices)

**SDG&E Response 28:**

SDG&E is unaware of any documents, filings, or submissions by SDG&E to the California Energy Commission since 2015 that relate to the Commission's on-going monitoring and publishing of comparative electric and gas rates.

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29. Please provide any documents, reports or memos produced for the Public Utilities Commission by SDG&E since 2015 which compare SDG&E system average rates and/or customer class rates to other investor owned or municipal utilities.

**SDG&E Response 29:**

SDG&E is unaware of any documents, reports, or memos produced for the Public Utilities Commission by SDG&E since 2015 which compare SDG&E system average rates and/or customer class rates to other investor-owned or municipal utilities.

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30. Please provide copies of all SDG&E's 77-K filings at the CPUC since 2015.

**SDG&E Response 30:**

See the attachments in response to Question 2.

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31. Please provide copies of all of SDG&E's Security and Exchange Commission 10K filings since, and including, 2015.

**SDG&E Response 31:**

SDG&E objects to this request on the grounds that it calls for the production of documents which are publicly available or otherwise equally accessible to SDCAN. Subject to and without waiving this objection, SDG&E responds as follows.

SDG&E's Security and Exchange Commission (SEC) filings, including its 10Ks from 2015 to present, are available on Sempra Energy's website: <http://investor.shareholder.com/sre/sec.cfm>. Once on that website, change the date range from 1/1/2015 to the date in which you are running the search. For "Filing," select "10-K (Annual Reports)." For "Company," select "SAN DIEGO GAS & ELECTRIC CO." Finally, click "Submit."

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32. Please provide copies of all of Sempra Energy Inc.'s Security and Exchange Commission 10K filings since, and including, 2015.

**SDG&E Response 32:**

SDG&E objects to this request on the grounds that it calls for the production of documents which are publicly available or otherwise equally accessible to SDGAN. Subject to and without waiving this objection, SDG&E responds as follows.

Sempra Energy's SEC filings, including its 10Ks from 2015 to present, are available on Sempra Energy's website: <http://investor.shareholder.com/sre/sec.cfm>. Once on that website, change the date range from 1/1/2015 to the date in which you are running the search. For "Filing," select "10-K (Annual Reports)." For "Company," select "SEMPRA ENERGY." Finally, click "Submit."



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33. Please provide copies of all of Sempra's Annual Reports to Shareholders since, and including, 2015.

**SDG&E Response 33:**

SDG&E objects to this request on the grounds that it calls for the production of documents which are publicly available or otherwise equally accessible to SDGAN. Subject to and without waiving this objection, SDG&E responds as follows.

Sempra Energy's Annual Report to shareholders since and including 2015 are available at the links below:

- 2016 Annual Report (Dated March 24, 2017):  
[http://files.shareholder.com/downloads/SRE/5822037735x0x934666/67D8B8A7-E21A-4B17-9ED4-4ED96A3F745B/2016\\_annualreport.pdf](http://files.shareholder.com/downloads/SRE/5822037735x0x934666/67D8B8A7-E21A-4B17-9ED4-4ED96A3F745B/2016_annualreport.pdf)
- 2015 Annual Report (Dated March 23, 2016):  
[http://files.shareholder.com/downloads/SRE/5822037735x0x882683/97DFBFF8-1844-4606-96B3-349E8FE1A7BB/2015\\_AnnualReport\\_SRE.PDF](http://files.shareholder.com/downloads/SRE/5822037735x0x882683/97DFBFF8-1844-4606-96B3-349E8FE1A7BB/2015_AnnualReport_SRE.PDF)
- 2014 Annual Report (Dated March 26, 2015):  
[http://files.shareholder.com/downloads/SRE/5822037735x0x817697/30D8245C-239E-4598-994A-83A16926757F/2014\\_AnnualReport\\_SRE.pdf](http://files.shareholder.com/downloads/SRE/5822037735x0x817697/30D8245C-239E-4598-994A-83A16926757F/2014_AnnualReport_SRE.pdf)

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34. Please provide a listing of all applications for rate increases submitted to the Federal Energy Regulatory Commission since January 2015.

**SDG&E Response 34:**

	<i>(Year in which rates are effective; dollars in millions)</i>			
<i>Revenue Requirements Components</i>	<b>2015<sup>1</sup></b>	<b>2016<sup>2</sup></b>	<b>2017<sup>3</sup></b>	<b>2018<sup>4</sup></b>
T04 Formula Annual Informational Filing (T04 Formula)	\$ 745.8	\$ 716.4	\$ 785.3	\$ 823.3
Transmission Access Charge Balancing Account Adjustment (TACBAA)	\$ (270.4)	\$ (171.8)	\$ (173.2)	\$ (307.7)
Transmission Revenue Balancing Account Adjustment (TRBAA)	\$ (12.0)	\$ (16.0)	\$ (33.2)	\$ (13.5)
Reliability Services Revenue Requirement Filing (RS)	\$ 4.8	\$ 2.5	\$ 3.1	\$ 0.7
<b>Total by Year</b>	<b>\$ 468.2</b>	<b>\$ 531.1</b>	<b>\$ 582.0</b>	<b>\$ 502.8</b>

Notes:

1. SDG&E Advice Letter 2685-E implemented rates, approved by Energy Division letter on March 2, 2015, to recover the 2015 revenue requirements effective January 1, 2015. Revenue requirements approved by FERC in Docket Numbers: (a) ER15-553-000 for T04 Formula; (b) ER15-679-000 for TACBAA; (c) ER15-679-000 for TRBAA; and (d) ER15-175-000 for RS.
2. SDG&E Advice Letter 2840-E implemented rates, approved by Energy Division letter on January 27, 2016, to recover the 2016 revenue requirements effective January 1, 2016. Revenue requirements approved by FERC in Docket Numbers: (a) ER16-445-000 for T04 Formula; (b) ER16-550-000 for TACBAA; (c) ER16-550-000 for TRBAA; and (d) ER16-546-000 for RS.
3. SDG&E Advice Letter 3028-E implemented rates, approved by Energy Division letter on July 14, 2017, to recover the 2017 revenue requirements effective January 1, 2017. Revenue requirements approved by FERC in Docket Numbers: (a) ER17-470-000 for T04 Formula; (b) ER17-551-000 for TACBAA; (c) ER17-279-000 for TRBAA; and (d) ER17-547-000 for RS.
4. SDG&E Advice Letter 3167-E implemented rates to recover the 2018 revenue requirements effective January 1, 2018. Revenue requirements approved by FERC in Docket Numbers: (a) ER18-358-000 for T04 Formula; (b) ER18-416-000 for TACBAA; (c) ER18-211-000 for TRBAA; and (d) ER18-488-000 for RS.

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35. Please provide any and all aggregate statistics available to the company since 2015 that show the number of estimated accounts per thousand meters read.

**SDG&E Response 35:**

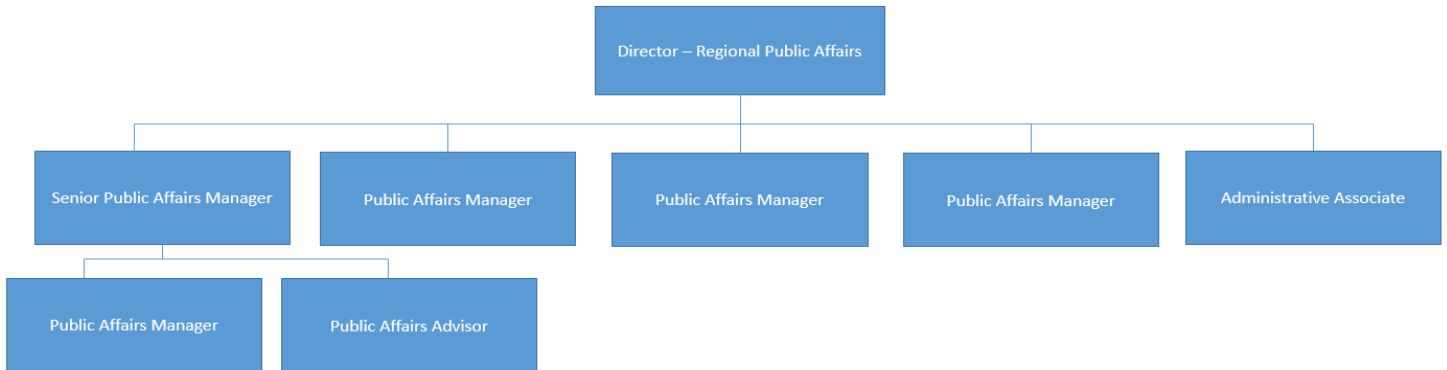
<b>Year</b>	<b>Number of estimated accounts per thousand meters read</b>
2015	1.23
2016	1.45
2017	1.58

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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 36:**

Please see the organizational chart below for cities and agencies located within the County of San Diego. In addition, there is an External Relations Manager, who reports outside of this structure, and performs certain Public Affairs tasks, who is responsible for covering South Orange County. Reporting to that individual is one Project Specialist.



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**SDG&E Response 36 Continued:**

Title	Description of Duties	Number of Employees
Director, Regional Public Affairs	Directs the public information and education function in the San Diego 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 local government intervention and expense to customers. Manage operation issues, such as trench cut fees, storm water, street resurfacing, and traffic controls.	1
Public Affairs Manager, Senior Public Affairs 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. Senior Public Affairs Manager provides the same level of work, with additional supervisorial responsibilities and other planning activities.	5
Public Affairs Advisor	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
Administrative Associate	Provides administrative, scheduling and other support to the Public Affairs and Major Projects team.	0.5

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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 2015 through December 2017 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 37:**

Regional Public Affairs expenses for the time period from January 2015 through December 2016 are available on page 228 of SDG&E's workpapers, exhibit SDGE-15-WP. Expenses for 2017 are not available at this time.

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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 2015 through December 2017 time period.

**SDG&E Response 38:**

Please see below for aggregate spend for all three years.

AGILE 1	73,644.88
ASSOCIATED SELF STORAGE	2,685.00
BRIAN W JONES	8,000.00
BROTHERS SIGNATURE CATERING & EVENT	888.88
CALIFORNIA POLITICAL WEEK	100.00
CAPITOL ENQUIRY INC	371.52
CELLULAR ACCESSORIES FOR LESS	2,057.15
CENTER FOR CREATIVE LEADERSHIP	7,187.50
CHEROKEE NATION OFFICE SOLUTIONS	1,470.91
CITY OF CHULA VISTA	2,500.00
CITY OF NATIONAL CITY	2,000.00
CITY OF SAN DIEGO	500.00
CIVIC LINK STRATEGIES LLC	34,800.00
COMPETITIVE EDGE RESEARCH	94,000.00
DIAMOND PRODUCTION GROUP	1,450.00
DIGITAL ONE PRINTING INC	738.48
DIRECTV	408.99
DISABLED VETERAN ENTERPRISES INC	9,213.10
ENTERPRISE RENT A CAR COMPANY OF	432.00
EUREST DINING SERVICES	6,982.71
FALCON STRATEGIES LLC	11,135.00
GARNIER GROUP	9,758.01
GM BUSINESS INTERIORS	1,788.00
GREEN ENERGY PROMOTIONS	8,355.18
J WHALEN ASSOCIATES INC	8,240.27
KORN FERRY LEADERSHIP CONSULTING	510.00
KP ENVIRONMENTAL INC	4,422.50

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KROY SIGN SYSTEMS	29.55
LAUREN RADACK PHOTOGRAPHY	179.11
LEAGUE OF CALIFORNIA CITIES	5,000.00
LEUCADIA 101 MAIN STREET	
ASSOCIATIO	2,800.00
MENDOTA GROUP LLC	75,267.12
MEXICAN AMERICAN BUSINESS	
AND	2,750.00
MISSION SAN JUAN CAPISTRANO	5,451.00
RATH MILLER LLC	12,000.00
RICOH USA INC	11,596.37
RR DONNELLEY	89.44
SABER TRADESHOW SERVICES LLC	230.60
SAN DIEGO AMERICAN PLANNING	
ASSOCIA	2,000.00
SAN DIEGO COUNTY FIRE CHIEFS	
ASSOCI	390.00
SAN DIEGO GRANTMAKERS	232.20
SAN DIEGO HALL OF CHAMPIONS	7,500.00
SAN DIEGO MUNICIPAL	
EMPLOYEES	2,000.00
SAN DIEGO NORTH ECONOMIC	1,183.50
SAN DIEGO REGIONAL CHAMBER	
OF	5,000.00
SAN DIEGO REGIONAL ECONOMIC	2,150.00
SAN DIEGO TOURISM AUTHORITY	500.00
SAN DIEGO UNIFIED PORT	
DISTRICT	10,000.00
SANTEE CHAMBER OF COMMERCE	500.00
SOUTHLAND TECHNOLOGY	3,190.82
SOUTHWEST STRATEGIES LLC	45,169.80
SPICE & SOUL	826.20
STAPLES BUSINESS ADVANTAGE	919.36
SUNSHINE STRATEGY	38,250.00
VIADESIGN	3,200.08
<b>Grand Total</b>	<b>540,678.46</b>



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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 2015 through December 2017 time period.

**SDG&E Response 39:**

- Salt Creek Substation
- South Bay Substation Demolition
- PSEP in National City and Lemon Grove
- Pomona Gas Line Replacement Project in Coronado
- 20 A Projects in all Cities
- Fiber Projects (permit resolution)
- Miguel to Bay Boulevard Tie Line Project (ML2BB)
- Climate Action Plan support to reduce GHGs
- City of Chula Vista 100% renewable efforts and goals
- 20A Undergrounding projects in all Cities
- City of Chula Vista Microgrid Battery Project/CEC Grant (in coordination with AB2868)
- City of Coronado Undergrounding efforts/goals
- AB 628
- Bay Boulevard Substation
- Imperial Beach Substation Improvement
- Miguel Substation
- Mobile Home Park Upgrade
- Smart Bayfront Development
- CTTS
- San Diego County Water Authority
- San Vicente Hydro Pumped Storage Project
- Artesia Substation
- Downtown/East Substation
- Encanto Substation
- Imperial Beach Substation
- Kearny Mesa Substation
- Middletown Substation
- Point Loma Substation
- Streamview Substation
- Vine Substation
- Access to vaults and substructures – work with legal and compliance
- Undergrounding Surcharge Program
- 20A Undergrounding program
- Aerial Markers
- Miguel to Bay Blvd Transmission
- Sycamore to Peñasquitos Transmission
- TL 600

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**SDG&E Response 39 Continued:**

- TL 633
- TL 608
- TL 674/666A
- TL 663
- TL 664
- TL 676
- Mission Trails – Gas Transmission
- Tecolote Canyon – Gas Transmission
- Pt Loma - Gas Transmission
- PSRP L1600
- DIMPS – Distribution gas pipeline replacement to meter
- DREAMS – Various distribution projects
- AB 628
- Climate Action Plan support to reduce GHGs
- Trench Cut Fees
- SANDAG Midcoast Trolley
- Mt. Soledad Pipeline Replacement
- Miguel Substation – VRF
- Aircrane MOUs
- PSRP L1600
- Rancho Santa Fe Substation & Distribution Project
- TL 686
- TL 6926
- TL 6975
- DIMPS – Distribution gas pipeline replacement to meter
- Borrego Springs – tours and noise variance
- Aircrane MOUs
- Jamul Circuit
- Climate Action Plan support to reduce GHGs
- Los Coches Substation Rebuild
- EMF Concerns in Alpine
- Undergrounding projects
- El Cajon Battery Storage Facility 7.5 MW
- DIMPS – Distribution gas pipeline replacement to meter
- PSEP
- PSRP Alternative Route
- DIMPS– Distribution gas pipeline replacement to meter
- Fanita Junction Reliability Enhancement project
- PSRP L1600
- 69kV Line from Poway to Pomerado Substations
- Drones

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**SDG&E Response 39 Continued:**

- Annual Encroachment Permit
- PSRP L1600
- TL 6975
- Escondido Battery Storage Facility
- Annual Encroachment Permit
- TL 6975
- Annual Encroachment Permit
- DIMPS - Distribution gas pipeline replacement to meter
- DREAMS – Various distribution projects
- TL 674
- TL 666 Removal
- Vault Dewatering
- DIMPS - Distribution gas pipeline replacement to meter
- DREAMS – Various distribution projects
- Vault Dewatering
- DIMPS - Distribution gas pipeline replacement to meter
- DREAMS – Various distribution projects
- San Elijo Pole Removal
- Rancho Santa Fe Circuit SF2 cutover to 12kV Street Lighting
- Drones
- DIMPS - Distribution gas pipeline replacement to meter
- DREAMS – Various distribution projects
- Carlsbad C&O Center Relocation
- San Luis Rey Substation
- Ocean Ranch Substation
- DIMPS - Distribution gas pipeline replacement to meter
- DREAMS – Various distribution projects
- Melrose Substation
- DIMPS - Distribution gas pipeline replacement to meter
- DREAMS – Various distribution projects
- SOCRE
- San Mateo Substation Rebuild
- Undergrounding program
- Annual Permit – County and Laguna Niguel
- SCADA Installations
- Desalination Plant
- Power Your Drive
- Mobile Home Park
- AB2868 Battery Storage Projects
- AB1082/1083 – EV's at State Parks and Beaches

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**SDG&E Response 39 Continued:**

- Community Fire Safety Program & Emergency Response
- Traffic Control at Secondary Sites Resolution
- MLB All Star Game Readiness & Reliability Team
- SDG&E Electric Load Curtailment Plan
- FiRM
- Mission Control Center Tours
- Emergency Operations Center Tours

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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 2015 through December 2017 time period

**SDG&E Response 40:**

Below is a list of 2015 – 2016 payments to Southwest Strategies LLC for SDG&E and Sempra Corporate Parent. 2017 financial information will not be available until after SDG&E makes its 10-K filing with the SEC in early 2018. It is currently expected that SDG&E will provide the adjusted recorded 2017 financial information to ORA in March 2018.

The data is for payments that are included in GRC historical data and payments that were excluded from GRC historical data. SDG&E no longer contracts with Southwest Strategies for professional consulting services.

Company	In/Out GRC	Description	2015	2016
San Diego Gas & Electric	Payments in GRC Historical Costs	SRV-CONSULTING	\$0	\$2,541
San Diego Gas & Electric	Payments in GRC Historical Costs	SRV-CONSULTING-OTHER	\$277,446	\$311,395
San Diego Gas & Electric	Payments in GRC Historical Costs	SRV-CONTRACTORS	\$30,123	\$0
San Diego Gas & Electric	Payments in GRC Historical Costs	SRV-PRINT/GRAPHICS	\$0	\$1,130
San Diego Gas & Electric	Payments in GRC Historical Costs	SRV-PROF/NOT LEGAL	\$108,033	\$161,044
<b>San Diego Gas &amp; Electric</b>	<b>Payments in GRC Historical Costs</b>	<b>Sub-Total</b>	<b>\$415,602</b>	<b>\$476,110</b>
San Diego Gas & Electric	Payments excluded from GRC Historical Costs	SRV-CONSULTING-OTHER	\$3,175	\$39,916
San Diego Gas & Electric	Payments excluded from GRC Historical Costs	SRV-PROF/NOT LEGAL	\$365,974	\$41,954
<b>San Diego Gas &amp; Electric</b>	<b>Payments excluded from GRC Historical Cos</b>	<b>Sub-Total</b>	<b>\$369,148</b>	<b>\$81,870</b>
Sempra Energy	Payments in GRC Historical Costs	SRV-CONSULTING	\$0	\$120,000
<b>Sempra Energy*</b>	<b>Payments in GRC Historical Costs</b>	<b>Sub-Total</b>	<b>\$0</b>	<b>\$120,000</b>
<b>Total Payments Made to Southwest Strategies LLC</b>			<b>\$784,750</b>	<b>\$677,980</b>

\* Note: Amount shown for Sempra Energy represents full invoices and do not reflect allocations. A portion of these expenses will be allocated to SDG&E.

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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 2015 through December 2017 time period.

**SDG&E Response 41:**

Below is a list of 2015-2016 payments to the San Diego County Taxpayers Association for SDG&E and Sempra Corporate Parent. 2017 financial information will not be available until after SDG&E makes its 10-K filing with the SEC in early 2018. It is currently expected that SDG&E will provide the adjusted recorded 2017 financial information to ORA in March 2018.

The data is for payments that are included in GRC historical data and payments that were excluded from GRC historical data.

<b>Company</b>	<b>In/Out GRC</b>	<b>Description</b>	<b>2015</b>	<b>2016</b>
San Diego Gas & Electric	Payments in GRC Historical Costs	SRV-SPNSR BUS & CVC	\$1,500	
<b>San Diego Gas &amp; Electric</b>	<b>Payments in GRC Historical Costs</b>	<b>Sub-Total</b>	<b>\$1,500</b>	<b>\$0</b>
San Diego Gas & Electric	Payments excluded from GRC Historical Costs	OTH INC DED DONATION	\$32,500	\$0
San Diego Gas & Electric	Payments excluded from GRC Historical Costs	OTHER INC DED DONATI	\$0	\$27,500
<b>San Diego Gas &amp; Electric</b>	<b>Payments excluded from GRC Historical Costs</b>	<b>Sub-Total</b>	<b>\$32,500</b>	<b>\$27,500</b>
Sempra Energy	Payments excluded from GRC Historical Costs	A&G-CONTRIB		\$31,000
Sempra Energy	Payments excluded from GRC Historical Costs	A&G-CONTRI-NON-CHAR	\$31,000	
<b>Sempra Energy</b>	<b>Payments excluded from GRC Historical Costs</b>	<b>Sub-Total</b>	<b>\$31,000</b>	<b>\$31,000</b>
<b>Total Payments Made to San Diego County Taxpayers Association</b>			<b>\$65,000</b>	<b>\$58,500</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 2015 through December 2017 time period.

**SDG&E Response 42:**

Below is a list of 2015-2016 payments to the San Diego Regional Economic Development Corporation for SDG&E and/or Sempra. 2017 financial information will not be available until after SDG&E makes its 10-K filing with the SEC in early 2018. It is currently expected that SDG&E will provide the adjusted recorded 2017 financial information to ORA in March 2018.

The data is for payments that are included in GRC historical data and payments that were excluded from GRC historical data.

Company	In/Out GRC	Description	2015	2016
San Diego Gas & Electric	Payments in GRC Historical Costs	SRV-TRNG & SEMIN EXT		\$ 2,150
<b>San Diego Gas &amp; Electric</b>	<b>Payments in GRC Historical Costs</b>	<b>Sub-Total</b>	<b>\$0</b>	<b>\$2,150</b>
Sempra Energy	Payments in GRC Historical Costs	DUES-BUSINESS/PROFES	\$ 350	
<b>Sempra Energy</b>	<b>Payments in GRC Historical Costs</b>	<b>Sub-Total</b>	<b>\$350</b>	<b>\$0</b>
<b>Total Payments Made to San Diego Regional Economic Development Corporation</b>			<b>\$350</b>	<b>\$2,150</b>

\* Note: Amount shown for Sempra Energy represents full invoices and do not reflect allocations. A portion of these expenses will be allocated to SDG&E.

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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 2015 through December 2017 time period.

**SDG&E Response 43:**

Below is a list of 2015-2016 payments to the Greater San Diego Regional Chamber of Commerce for SDG&E and Sempra Corporate Parent. 2017 financial information will not be available until after SDG&E makes its 10-K filing with the SEC in early 2018. It is currently expected that SDG&E will provide the adjusted recorded 2017 financial information to ORA in March 2018.

The data is for payments that are included in GRC historical data and payments that were excluded from GRC historical data.

<b>Company</b>	<b>In/Out GRC</b>	<b>Description</b>	<b>2015</b>	<b>2016</b>
San Diego Gas & Electric	Payments in GRC Historical Costs	DUES-BUSINESS/PROFES	\$0	\$395
San Diego Gas & Electric	Payments in GRC Historical Costs	MATL-PROMOTNL ITEMS	\$300	\$0
San Diego Gas & Electric	Payments in GRC Historical Costs	SRV-SPNSR BUS & CVC	\$5,000	\$24,702
<b>San Diego Gas &amp; Electric</b>	<b>Payments in GRC Historical Costs</b>	<b>Sub-Total</b>	<b>\$5,300</b>	<b>\$25,097</b>
San Diego Gas & Electric	Payments excluded from GRC Historical Costs	OTH INC DED DONATION	\$101,000	\$83,500
San Diego Gas & Electric	Payments excluded from GRC Historical Costs	SRV-SPNSR BUS & CVC	\$5,500	\$0
<b>San Diego Gas &amp; Electric</b>	<b>Payments excluded from GRC Historical Costs</b>	<b>Sub-Total</b>	<b>\$106,500</b>	<b>\$83,500</b>
Sempra Energy	Payments in GRC Historical Costs	A&G-CONTRIB	\$3,200	\$0
<b>Sempra Energy*</b>	<b>Payments in GRC Historical Costs</b>	<b>Sub-Total</b>	<b>\$3,200</b>	<b>\$0</b>
Sempra Energy	Payments excluded from GRC Historical Costs	A&G-CONTRIB	\$10,000	\$0
<b>Sempra Energy</b>	<b>Payments excluded from GRC Historical Costs</b>	<b>Sub-Total</b>	<b>\$10,000</b>	<b>\$0</b>
<b>Total Payments Made to Greater San Diego Regional Chamber of Commerce</b>			<b>\$125,000</b>	<b>\$108,597</b>

\* Note: Amount shown for Sempra Energy represents full invoices and do not reflect allocations. A portion of these expenses will be allocated to SDG&E.



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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 2015 through December 2017 time period, please provide the amount and the account to which this cost is booked.

**SDG&E Response 44:**

There were no memberships to golf courses and/or country clubs paid for by Sempra, SDG&E or SoCal Gas for the years 2015-2016. 2017 financial information will not be available until after Sempra, SDG&E, and SoCalGas make their 10-K filing with the SEC in early 2018. It is currently expected that SDG&E and SoCalGas will provide the adjusted recorded 2017 financial information to ORA in March 2018.

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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 2015 through December 2017 time period that have been prepared for showing to the public.

**SDG&E Response 45:**

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 2015 through December 2017 time period who have been issued a company credit card with which they can charge travel or entertainment expenditures.

**SDG&E Response 46:**

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

<b>AMEX Card Data</b>	<b># of Cards</b>	<b>Charge Volume</b>
2017	116	\$ 839,670
2016	137	\$ 1,049,310
2015	113	\$ 358,015

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47. Please provide an annual sum for each year during the January 2015 through December 2017 time period of the costs charged to company credit cards.

**SDG&E Response 47:**

See the response to Question 46 above.

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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 2007-2015 time frame. If these caps differ among employees, please provide a range of the current caps/per diems.

**SDG&E Response 48:**

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 2015:

II.71 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.70, 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. In the 2015 comprehensive negotiations, the per diem rate for the Electric Regional Operations Construction (EROC) group was increased to \$60 vs. the \$50 for all other represented employees.

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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 49:**

Please see the attached Org Chart in "SDCAN DR-01 Q 49 Sempra External Org.pdf". This org chart represents the Sempra Energy External Relations division and is not entirely allocated to San Diego Gas and Electric. Please see Testimony (Ex. SCG-28-R/SDG&E-26-R) Page MLD-49 through MLD-57 for a description of the division and the specific information and justification of how costs are either retained at the corporate center or allocated to the utilities.

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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 2015 through December 2017 time period.

**SDG&E Response 50:**

Please see attachment “SDCAN DR01 Q50 2015 and 2016 Third Party Vendor for External Affairs.xlsx” for an itemized breakdown (vendor name, project description, cost and date) of all third party vendor services conducted for the External Affairs division during January 2015 through December 2016. Financial data for 2017 will not be available until March 2018. The table below shows the cost centers included in the attachment and their respective default allocation percentages to SDG&E for each year:

<b>Cost Center</b>	<b>Percent of costs allocated to SDG&amp;E</b>	
	<b>2015</b>	<b>2016</b>
1100-0155	16%	17%
1100-0157	28%	29%
1100-0163	24%	24%
1100-0164	22%	21%
1100-0168	37%	37%
1100-0169	24%	24%
1100-0378	36%	36%
1100-0381	30%	36%

There are other cost centers in External Affairs, but they are not included in the attachment or in this table as they are 100% retained and are not allocated to SDG&E and therefore the recovery of those cost centers are not included in this GRC application.

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**Customer Service Department**

51. Please provide a list of all new programs implemented since 2015 specifically designed to enhance or accelerate responsiveness to customers and/or improve quality of customer service.

**SDG&E Response 51:**

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 2015 (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 2015 through December 2017 time period and include, if possible, the outcomes of each of those litigated (or settled) matters.

**SDG&E Response 52:**

Please see SDGAN-SDG&E-DR-01 Attachment Q52.pdf for a list of all SDG&E customer complaints that were the subject of hearings at the CPUC during 2015 – 2017 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 53:**

Please see SDGAN-SDG&E-DR-01 Attachment Q53.pdf for a list of informal customer complaints filed with the CPUC's Consumer Affairs Branch (CAB) for the period 2015-2017.

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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 2015 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 54:**

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 2015. 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 2015.

**SDG&E Response 55:**

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 2014-2017. 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 56:**

<u>Year</u>	<u>2016\$</u>
2014	\$981,213
2015	\$1,040,984
2016	\$964,412
2017	Not yet available

2017 financial information will not be available until after SDG&E makes its 10-K filing with the SEC in early 2018. It is currently expected that SDG&E will have the adjusted recorded 2017 financial information in March 2018.

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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 57:**

Please see SDGAN-SDG&E-DR-01 Attachment Q65.pdf. This file includes the organization charts for all Customer Services Departments which includes Commercial/Industrial Customer Services.

Also note, in the TY 2019 GRC, the organization formerly known as Commercial/Industrial Customer Services is represented as Business Services. Please see pages 4-12 of the attachment provided in response to Q65 for the Business Services organization charts.

The Business Services workgroup is further described in the prepared direct testimony of Lisa Davidson in Exhibit SDG&E-19 and also in the attachment to question 58 of this data request.

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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 58:**

Please see SDGAN-SDG&E-DR-01 Q58 Attachment.pdf for the Business Services (formerly known as 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 59:**

Certain employees in Business 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 2014 through December 2017 time period.

**SDG&E Response 60:**

See table below for an accounting of third party expenditures for Business Services formerly known as Commercial and Industrial Services during 2014-2016. The 2017 financial information will not be available until after SDG&E makes its 10-K filing with the SEC in early 2018.

	<b>Nominal \$</b>		
<b>Description</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>
Consulting	30,293	20,254	15,707
Contract Labor	44,750	16,097	39,757
Purchased Services	167,434	279,967	309,185
<b>Grand Total</b>	<b>242,476</b>	<b>316,318</b>	<b>364,650</b>

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61. Please also provide an accounting and general description for all costs reimbursed to CICS employees during the January 2015 through December 2017 time period.

**SDG&E Response 61:**

See table below for all costs reimbursed to Business Services employees formerly known as Commercial and Industrial Services during 2014 through December 2016. The 2017 financial information will not be available until after SDG&E makes its 10-K filing with the SEC in early 2018.

<b>Employee Expense Reimbursement</b>	<b>Nominal \$</b>		
	<b>2014</b>	<b>2015</b>	<b>2016</b>
Catering	871	117	307
Events	1,215	7,389	3,857
Employee Expenses (Travel, mileage, air, rail, meals, parking, taxi, hotel, etc.)	57,745	61,521	60,561
Printing, Graphics & AV	1,665	606	438
Dues/Professional Trade Dues	3,413	3,135	5,305
Purchased Materials/Services (Office Supplies, Computer hardware/software, internet access, safety equipment, mail/postage/courier, & misc. svcs.)	9,014	6,079	5,596
Telecom (Phone/cell phone usage)	119	400	600
Training & Seminars	7,392	7,595	8,334
<b>Grand Total</b>	<b>81,433</b>	<b>86,842</b>	<b>84,997</b>

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62. In regards to SDG&E interactions with government departments and private contractors who do construction or excavation on streets or SDG&E easements, please provide:

- a. The number of written complaints, escalated grievance or claims made to or against SDG&E by public agency or private contractors for each year 2015-2017.
- b. The amount of money paid in claims by SDG&E to any public agency or private contractors for each year 2015-2017.
- c. A list of public agencies or private contractors who have submitted a written complaint, escalated grievances or claim against SDG&E for each year 2015-2017.

**SDG&E Response 62:**

For the purpose of this response, SDG&E interprets complaints and escalated grievance as one in the same.

- a. SDG&E handles inquiries throughout the year from public agencies, on a whole host of infrastructure, policy and rate-focused matters. While not specifically tracked, the number of written complaints, escalated grievances or claims are approximately less than 15 per year. Typically, questions arise about a specific job and they are answered or resolved. They generally do not commence at the written complaint, claim or escalated grievance stage.
- b. The amount of money paid in claims for years 2015 and 2016 below represents all claims payments. SDG&E uses an independent specialized system to record and track claim payments. The system does not have access to public agency or private contractor database. Therefore, providing data in the manner requested (i.e. by public agency and private contractor) would be overly burdensome. Additionally, 2017 claims payment data will not be available until after the release of 2017 financial information in the first quarter of 2018.

2015 Total Claim Payments - \$3,649,590.93

2016 Total Claim Payments - \$6,310,897.40

- c. Please refer to 62a. This information is not currently tracked.

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63. Please indicate where in SDG&E's testimony, it discusses the roles and funding for Service Coordinators who interface with private contractors and/or government public works departments.

**SDG&E Response 63:**

Service Coordinators are part of the Service Order Team, which can be found in the Electric Distribution O&M Revised Prepared Direct Testimony Exhibit SDG&E-15-R.

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64. Please indicate where in SDG&E’s testimony, it discusses the roles and funding for “Builder Services” employees who interface with private contractors and/or government public works departments.

**SDG&E Response 64:**

Builder Services are covered as part of the activities in SDG&E’s Project Management Group, which is discussed in the Electric Distribution revised direct testimony of Mr. William Speer (Exhibit SDGE-15-R). Builder Services pertaining to Savings by Design and California Advanced Homes Program (CAHP) are funded by non-GRC programs.

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**Residential Customer Service**

65. Please provide a detailed staffing breakdown (org chart) of all employees who work for or provide services under the auspices of SDG&E's Customer Service departments (office and field). This detailed breakdown should include a job description for each of the employees in this division.

**SDG&E Response 65:**

See the attached pdf file SDGAN-SDG&E-DR-01 Q65 CS Org Charts. This detailed breakdown lists the employee titles within all of the Customer Services Departments, which is not limited to Residential Customer Service. In addition, the attachment includes the Clean Transportation group that is being represented within the Customer Service Exhibit SDG&E-19; however, organizationally, the Clean Transportation group now reports through the Electric Asset Management organization. Also note that not all positions included in the attachment are funded through the GRC (e.g. Energy Efficiency, Low Income, Demand Response, etc).

For further description of each Customer Service workgroup, please refer to the following testimony exhibits:

- Gwen Marelli sponsoring Customer Service - Field (SDG&E-17-R)
- Jerry Stewart sponsoring Customer Service - Office Operations (SDG&E-18)
- Lisa Davidson sponsoring Customer Service – Information & Technologies (SDG&E-19)

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66. In regards to SDG&E interactions with its residential customers, please provide:

- a. The number of written complaints, escalated grievance or claims made to or against SDG&E by residential customers for each year 2015-2017.
- b. The amount of money paid in claims by SDG&E to any residential customer for each year 2015-2017.
- c. A list of containing just the last name and a case number identifier of any and all residential customers who have submitted a written complaint, escalated grievances or claim against SDG&E for each year 2015-2017.

**SDG&E Response 66:**

For the purpose of this response, SDG&E interprets complaints and escalated grievance as one in the same.

a. The table below reflects the number of written/escalated complaints/grievances for residential customers for each year 2015 to 2017.

	<b>2015</b>	<b>2016</b>	<b>2017</b>
Residential Escalated Customer Complaints	566	621	659

b. The amount paid in claims for years 2015 and 2016 below represents all claims payments (These claims are related to motor vehicle incidents, power incidents losses, gas incidents losses, incidents related to gas and electric facilities, and other business related incidents). SDG&E utilizes an independent specialized system to record and track claim payments. The system does not have access to the residential customer database. Therefore, providing data in the manner requested (i.e. by residential customer) would be overly burdensome. 2017 claims payment data is not currently available.

2015 Total Claim Payments - \$3,649,590.93

2016 Total Claim Payments - \$6,310,897.40

c. SDG&E objects to this request pursuant to Rule 10.1 of the Commission's Rules of Practice and Procedure on the grounds that it seeks the production of confidential, personal, customer-specific information that may not be disclosed absent express written customer consent, and on the grounds that the burden and intrusiveness of this request outweigh the likelihood that the

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**SDG&E Response to Question 66c (Continued):**

information sought will lead to the discovery of admissible evidence. See California Civil Code Sections 1798.81.5(b) and 1798.80(e); D.12-08-045.



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67. In regards to SDG&E's Time-of-Use rates, please provide copies of the electronic or printed descriptors sent to residential customers anytime in 2017 after that customer has signed up for a voluntary Residential TOU rate.

**SDG&E Response 67:**

Starting in March 2016, opt-in TOU Pilot customers, received educational communications as part of their participation throughout 2016-2017. For their participation, including answering periodic survey questions, customers were to receive a bill credit (after each completed survey) and/or bill protection. Enrollment letters were sent to selected customers in April and welcome and rate notification communications were sent in May and June. Customers were placed on one of three rates (pricing plans) – Rate 1, Rate 2 or Hour X. Welcome kits were sent either in English or Spanish.

Over the course of the next year, participants received communications on a variety of topics including:

- SDG&E mobile app
- Central A/C tips
- Winter electricity pricing
- Thermostat rebate
- January electricity pricing
- SDG&E Marketplace
- Summer electricity pricing
- One-year rate anniversary
- Winter 2017 electricity pricing
- Final pilot closure

Examples of these communications are in the following attachments:

SDCAN-SDGE-DR-01 Q67\_1.pdf

SDCAN-SDGE-DR-01 Q67\_2.pdf

SDCAN-SDGE-DR-01 Q67\_3.pdf

SDCAN-SDGE-DR-01 Q67\_4.pdf

SDCAN-SDGE-DR-01 Q67\_5.pdf

SDCAN-SDGE-DR-01 Q67\_6.pdf

SDCAN-SDGE-DR-01 Q67\_7.pdf

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**SDG&E Response to Question 67 (Continued):**

In 2017, no electronic nor printed information was sent to customers after they voluntarily signed up for a Residential TOU rate. If a customer changed rates online (via My Account), they would receive an online confirmation only. If the customer requests a rate change via the Customer Contact Center (CCC), the CCC representative verbally confirms the rate was changed.

In 2018, when customers voluntarily sign up for Residential TOU rates, they will receive additional information regarding their pricing plan. Customers can always find more information at [www.sdge.com/TOUplans](http://www.sdge.com/TOUplans) and [www.sdge.com/whenmatters](http://www.sdge.com/whenmatters).

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68. In regards to SDG&E's Residential Time of Use rates, please provide the following data for 2017:

- a. The number of residential customers who enrolled in a Residential Time of Use program;
- b. The number of residential customers who have withdrawn from a Residential Time of Use program and returned to an averaged rate program.
- c. The number of written complaints, escalated grievance or claims made to or against SDG&E in regards to Time of Use rates/programs.
- d. The number of claims, refunds or bill credits paid by SDG&E in response to a residential customer's claim regarding Time of Use rates.
- e. The total amount of monies paid by SDG&E for claims, refunds or bill credits in response to residential customers claim regarding Time of Use rates.

**SDG&E Response 68:**

- a. The number of residential customers who enrolled in a Residential Time of Use program  
**4,512**
- b. The number of residential customers who have withdrawn from a Residential Time of Use program and returned to an averaged rate program.  
**1,180**
- c. The number of written complaints, escalated grievance or claims made to or against SDG&E in regards to Time of Use rates/programs  
**8**
- d. The number of claims, refunds or bill credits paid by SDG&E in response to a residential customer's claim regarding Time of Use rates.  
**This level of detail is not tracked.**
- e. The total amount of monies paid by SDG&E for claims, refunds or bill credits in response to residential customers claim regarding Time of Use rates.  
**This level of detail is not tracked.**

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**SDG&E Response to Question 68 (Continued):**

Note: Questions 68 a. and b. include the counts for the TOU rates that are available to the general residential population. They exclude opt-in TOU pilot customers and rates only available to customers having solar or electric vehicles.