

ORA DATA REQUEST
ORA-SDG&E-DR-056-TLG
SDG&E 2016 GRC – A.14-11-003
SDG&E RESPONSE
DATE RECEIVED: FEBRUARY 2, 2015
DATE RESPONDED: FEBRUARY 17, 2015

Exhibit Reference: SDG&E-13

Subject: Customer Services Field

Please provide the following:

1. SDG&E forecasts \$22.135 million for Test Year 2016 for its Customer Service Field Operations and Maintenance (O&M) expenses. This is a decrease of \$0.855 million 2013 recorded adjusted expenses of \$22.990 million.
 - a. For SDG&E's Customer Service Field provide the recorded adjusted 2014 labor and non-labor expenses as of December 31, 2014 in the same manner as shown in workpapers on page 113.
 - b. For SDG&E's Customer Service Field, provide the recorded 2014 capital expenditures for all projects listed in Table 55 and Table SAF-15 on page SAF-22.
 - c. In 2013 SDG&E experienced organizational changes at the company and the staffing level for its Meter Access group was increased by two. Provide documentation that explains in detail and demonstrates why SDG&E's current staffing levels are insufficient to perform the work activities proposed for Test Year 2016.
 - d. SDG&E states on page SAF-21 that "The instructor and video equipment are needed to update and keep current all existing training videos, which are used to demonstrate the appliances and other equipment and conditions field technicians encounter in the field." Provide documentation that explains clearly, how SDG&E was able to maintain, "update and keep current all existing training videos" that its field technicians rely upon to efficiently and effectively perform work activities during 2009-2013. In the response include all associated historical costs for as the maintenance and updating/revisions of its existing training videos.
 - e. Provide documentation that explains if SDG&E's collections field instructor position that it proposes to eliminate in TY 2016 had any non-labor costs associated with the position. SDG&E's Table SAF-14 on page SAF-22 does not show any non-labor costs for the eliminated position but does show proposed non-labor costs for the additional position that it proposes to add in TY 2016.
 - f. SDG&E states on page SAF-21 that "Non-labor costs include the one-time costs of video and modernized training equipment." SDG&E's Table SAF-14 shows a forecast of \$93,000 (\$279,000 over three years) for the one-time costs. Provide documentation that demonstrates the breakdown of the calculation of the forecast one-time cost of \$93,000. In the response state clearly if the total cost of the proposed equipment is \$93,000 or will total \$279,000 over three years.
 - g. Provide SDG&E's Customer Service Field's end of the year headcount and FTE count for 2009-2013 and the associated labor cost. In the response also provide the job classification and the assigned Cost Center/Work Group.

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SDG&E Response:

- a. 2014 financial information will not be available until after SDG&E makes its 10-K filing with the SEC in early 2015. It is currently expected that SDG&E will provide the adjusted recorded 2014 financial information to ORA in March 2015.
- b. See response to Question 1.a above.
- c. In 2013, SDG&E increased the staffing level of its Meter Access group from six to eight positions because of increasing meter access issues and associated workload. As reflected in the following table, workload for the group has increased significantly since 2012:

Year	2012	2013	2014
Number of Meter Access Orders Worked	3,224	4,586	5,840

SDG&E is not proposing to increase the staffing level any further beyond the current eight positions that have been in place since 2013.

- d. SDG&E did not incur any costs to develop, update or maintain Customer Services Field (CSF) training videos during 2009-2013. CSF training videos are becoming dated in content and delivery media and are in need of updating/modernizing to facilitate student learning. In addition, new technology (i.e., the new field mobile data terminals that were deployed in 2014 have wireless access to SDG&E's intranet site) provides a new medium for employee training and development opportunities. The funding SDG&E is requesting will enable SDG&E to create short video clip links to its CSF policies and procedures. The video clip links, which presently do not exist, will provide short, visual "how to" demonstrations of written policies and procedures. In addition to being used in training, field technicians will also be able to search and view the short, "how to" videos as needed in the field.

The estimated cost of a professionally-produced video may be as high as \$25,000 per video, depending on its length and complexity. SDG&E believes investing in an internal training video expert would be a cost effective means to develop, maintain and manage training video production for CSF field technicians.

- e. The SDG&E Collections Field Instructor position being eliminated in Test Year (TY) 2016 incurred an average (2009 – 2013) \$100 annual miscellaneous non-labor expense. However, since the GRC filing provides all estimated and recorded expenses in units of thousands of dollars, this amount was insignificant. Collections Field Instructors provide in-field training and coaching using company vehicles so they did not incur any travel expenses.

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Response to Question 1e (Continued)

The Senior Training Instructor position that SDG&E is requesting in TY 2016 has an associated non-labor cost of \$5,000 because no company vehicle will be provided. Reimbursable mileage expenses will be incurred for travel to various field sites to produce training videos. Additionally, there will be maintenance expenses for the new audio visual equipment. The estimated non-labor funding needed to support the Senior Training Instructor was forecasted at \$5,000.

- f. The requested non-labor cost of \$93,000 is a one-time cost. The cost consists of the following elements based on available vendor information:

2 Cameras & Accessories	\$ 20,000
Camera Boom & Tripod	\$ 8,000
Audio Equipment	\$ 6,000
Lighting Equipment	\$ 10,000
Computer & Software	\$ 10,000
Two Smart Whiteboards	\$ 30,000
Misc. Editing Electronics	\$ 9,000
Total	\$ 93,000

- g. Please see attachment “ORA-SDG&E-056-TLG-Q1g Attachment.xlsx” for end of the year headcount by job classification, annual full time equivalent (FTE) count, and the associated labor cost for 2009-2013 by non-shared workgroup. SDG&E does not track FTEs by job classification therefore FTEs are reported in aggregate by workgroup.

Customer Services Field developed its GRC forecast based on “FTE” not “Headcount”. “Headcount” does not equal “FTE”. An FTE position is an indication of activity level and not a specific headcount in any given year. In some cases, headcount may be less than the FTE count. For example, the activity level driving the forecasted incremental FTE in an operational area may ultimately be performed using internal labor, outside contractors, overtime or a mix of each. In other cases, headcount may be more than the FTE count if the positions are filled with part-time employees.

The Utilities do prepare a forecast of “Headcount” which is used for forecasting employee benefits only (Exhibit SDG&E-22). The headcount forecast encompasses all employees, including those whose work responsibilities are included in the GRC, as well as those whose duties are related to a Refundable program or other functional area with costs approved through a non-GRC proceeding. Headcount is not used in the operating areas to forecast costs.