



ORA

*Office of Ratepayer Advocates
California Public Utilities Commission*

505 Van Ness Avenue
San Francisco, CA 94102
Phone: (415) 703-2544
Fax: (415) 703-2057

<http://ora.ca.gov>

ORA DATA REQUEST

A.17-12-013: San Diego Gas and Electric Company (SDG&E) 2018 Rate Design Window

Date: 4/18/2018

To: **Michelle Somerville**

Phone: (858) 654-6356

Email: msomerville@semprautilities.com

John A. Pacheco

Phone: (626) 302-2010

Email: jpacheco@semprautilities.com

From: **Matthew Karle**

Phone: (415) 703-1850

Email: matthew.karle@cpuc.ca.gov

Eric Duran

Phone: (415) 703-2002

Email: eric.duran@cpuc.ca.gov

Response Due Date: ASAP, but no later than April 13, 2018

Re: Data Request No. ORA-06

INSTRUCTIONS

You are instructed to answer the following Data Requests in the above-captioned proceeding, with written, verified responses per Public Utilities Code §§ 309.5 and 314, and Rules 1.1 and 10.1 of the California Public Utilities Commission's Rules of Practice and Procedure. Restate the text of each request prior to providing the response. For any questions, email the ORA contact(s) above with a copy to the ORA attorney.

Each Data Request is continuing in nature. Provide your response as it becomes available, but no later than the due date noted above. If you are unable to provide a response by this date, notify ORA as soon as possible, with a written explanation as to why the response date cannot be met and a best estimate of when the information can be provided. If you acquire additional information after providing an answer to any request, you must supplement your response following the receipt of such additional information.

Identify the person providing the answer to each data request and his/her contact information. Responses should be provided both in the original electronic format, if available, and in hard copy. (If available in Word format, send the Word document and do not send the information as a PDF file.) All electronic documents submitted in response to this data request should be in readable, downloadable, printable, and searchable formats, unless use of such formats is infeasible. Each page should be numbered. If any of your answers refer to or reflect calculations, provide a copy of the supporting electronic files that were used to derive such calculations, such as Excel-compatible spreadsheets or computer programs, with data and formulas intact and functioning. Documents produced in response to the data requests should be Bates-numbered, and indexed if voluminous. Responses to data requests that refer to or incorporate documents should identify the particular documents referenced by Bates-numbers or Bates-range.

If a request, definition, or an instruction, is unclear, notify ORA as soon as possible. In any event, answer the request to the fullest extent possible, specifying the reason for your inability to answer the remaining portion of the Data Request.

DATA REQUESTS

SUBJECT: IDTM ME&O

1. In SDG&E-7, at p. HT-19, SDG&E states that outbound calling “will be considered for reaching out to the most negatively impacted customers to educate them on TOU rates and connect them to solutions. This tactic is planned to be tested in the Default TOU Pilot and may be included in the mass default plan, based on its level of success.”
 - a. Please describe SDG&E’s current outbound calling plan for the default pilot. How does SDG&E define “most severely impacted customers” in this context?
 - b. What metrics does SDG&E intend to use to determine the level of success for outbound calling in the default pilot?
2. Has SDG&E developed an alternative schedule for default TOU implementation in the event that a March 2019 IDTM is not approved?
 - a. Please provide an overview of this alternative schedule.
 - b. In this scenario, how would SDG&E treat customers included within the default pilot? Would default pilot customers remain on the pilot rate, or be transitioned to another rate?
 - c. Would SDG&E intend to perform outreach to encourage customers to opt-in to TOU rates were there an interim between the default pilot and the IDTM? If yes, please provide an overview of the plan.
3. In SDG&E-7, at p. HT-14, SDG&E describes the Phase 2 of SDG&E’s ME&O communications, including default notifications. SDG&E states that the materials included in this phase will “direct customers to utilize online, self-service options to either enroll or opt-out of their respective TOU pricing plan to another eligible rate.”

- a. Please provide an overview of SDG&E's current plans for IDTM opt-out materials provided to customers in the phase, including channel (e-mail, direct mail, etc.), timing (30, 60, 90 day mailings, etc.), and language availability.

END OF REQUEST