

**CUE DATA REQUEST**  
**CUE-SCG-DR-14**  
**UTILITIES 2019 GRC – A.17-10-008**  
**SOCALGAS / SDG&E RESPONSE**  
**DATE RECEIVED: JUNE 14, 2018**  
**DATE RESPONDED: JULY 6, 2018**

353. Please provide the number of Customer Service Representatives employed by SCG who worked on gas service reconnection as of December 31, 2012.

- a. How many of these CSRs were capable of assisting Spanish speaking customers?
- b. How many of these CSRs were capable of assisting Chinese speaking customers?
- c. How many of these CSRs were capable of assisting Korean speaking customers?
- d. How many of these CSRs were capable of assisting Vietnamese speaking customers?

**SCG's Response 353:**

There were 467 active CSRs that were capable of assisting customers with issuing gas service reconnection orders as of December 31, 2012.

- a. There were 163 active Bilingual CSRs that were capable of assisting Spanish speaking customers with issuing gas service reconnection orders as of December 31, 2012.
- b. There were 5 active Bilingual CSRs that were capable of assisting Chinese customers (Cantonese and Mandarin) with issuing gas service reconnection orders as of December 31, 2012.
- c. There were 2 active Bilingual CSRs that were capable of assisting Korean customers with issuing gas service reconnection orders as of December 31, 2012.
- d. There were 3 active Bilingual CSRs that were capable of assisting Vietnamese customers with issuing gas service reconnection orders as of December 31, 2012.

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354. Please provide the number of Customer Service Representatives employed by SCG as of December 31 for the years 2012-2017.

**SCG's Response 354:**

Below are the number of active SCG Customer Service Representatives as of December 31 for the years 2012-2017. Please note that for 2012, our report is as of January 1, 2013.

	12/31/2017	12/31/2016	12/31/2015	12/31/2014	12/31/2013	1/1/2013
Total CSRs	418	466	487	506	506	512

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356. As of today, how many Customer Service Representatives does SCG employ?

**SCG's Response 356:**

As of June 30, 2018, there were 387 active Customer Service Representatives.

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357. How many CSR's were scheduled to work on Saturday and Sunday at the San Dimas and Redlands Customer Contact Center in 2012?

**SCG's Response 357:**

See file CUE-SCG-DR-14\_Q357 Attachment for the requested information.

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358. What is the abandonment rate, broken down by year, month and day in 2012?

a. Please provide the total number of calls for each year, month and day in 2012.

b. Please provide the total number of abandoned call for each year, month and day in 2012.

**SCG's Response 358:**

See file CUE-SCG-DR-14\_Q358 Attachment for the 2012 CSR Abandonment Rate data.

a. See file CUE-SCG-DR-14\_Q358a Attachment for the 2012 CSR Calls Offered data.

b. See file CUE-SCG-DR-14\_Q358b Attachment for the 2012 CSR Abandoned Call data.