

**ORA DATA REQUEST  
ORA-SDGE-109-TXB  
SDG&E 2019 GRC – A.17-10-007  
SDG&E RESPONSE  
DATE RECEIVED: JANUARY 29, 2018  
DATE RESPONDED: FEBRUARY 12, 2018**

**Exhibit Reference:** various

**SDG&E Witness:** various

**Subject:** Fueling Our Future (FOF) program

**Please provide the following:**

1. Referring to Ex. SDG&E-18, p. JDS-67, regarding the IVR project, SDG&E's testimony states "This project is currently in progress and scheduled for deployment in Q4 2017 and Q1 2018." Has the IVR project been deployed? If it has not been deployed, what is the expected deployment date?

**SDG&E Response 01:**

The IVR project has four planned releases. Release 1 was deployed in October 2017, release 2 was deployed in January 2018, releases 3 and 4 are scheduled for deployment in March 2018.

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2. Referring to Ex. SDG&E-18, p. JDS-69, regarding the KANA Enhancement and Online Training project, SDG&E's testimony shows 2017 forecast capital costs of \$1.360 million. Has this project been deployed? If it has not been deployed, what is the expected deployment date?

**SDG&E Response 02:**

The KANA Enhancement and Online Training project to consolidate email and chat onto a common platform has been re-envisioned. Although we will not be consolidating email and chat at this time, the Online Training portion of this project is currently in the process identifying a technology solution. Phase 1 of the Online Training project is expected to deploy in October 2018.

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3. Referring to Ex. SDG&E-18, p. JDS-69, regarding the Propensity to Pay project, SDG&E's testimony shows 2017 forecast capital costs of \$1.531 million. Has this project been deployed? If it has not been deployed, what is the expected deployment date?

**SDG&E Response 03:**

Phase 1 of the Propensity to Pay project deployed in November of 2017, successfully converting notices from paper to email for MyAccount customers. The remaining phase of this project has been suspended due to technical limitations with the legacy Customer Information System (CIS).

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4. Ex. SDG&E-04-R, p. GOM-10, Table GOM-01C shows 2019 Fueling Our Future (FOF) benefits of \$(517,000). Page GOM-40 shows 2019 savings of \$(457,000), while page GOM-52 shows 2019 savings of \$(70,000) and page GOM-67 shows savings of \$(161,000), a total of \$(688,000). Is the correct 2019 FOF savings total for Gas Distribution \$(688,000)? If not, please explain why not.

**SDG&E Response 04:**

The value of \$(517,000) in Exhibit SDG&E-04-R for Fueling Our Future (FOF) benefits in Table GOM-01C is correct. The value of \$457,000 on page GOM-40 line 28, is incorrect for the stated FOF benefits. This value should have been \$(286,000). The value of \$457,000 was inadvertently copied from line 24 of that same page.

Therefore, the total FOF benefits should be  $$(286,000) + $(70,000) + $(161,000) = $(517,000)$

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5. Ex. SDG&E-24-CWP, p. 490 of 528, regarding the “ET & Substation Project Lifecycle”, states “The full program cost will be confirmed following the high level design phase in Q1 2017.” Has the full program cost been confirmed, and if so, what is it? What are the expected TY 2019 net savings from the “ET & Substation Project Lifecycle” project? Please provide supporting workpapers.

**SDG&E Response 05:**

The full program costs are a combination of GRC IT Capital of \$12,096k on a direct cost basis and FERC jurisdictional O&M of \$363k (which is not included in the TY 2019 GRC request). Certain costs shown in witness testimonies, such as Information Technology, contain costs that will later be segmented and/or allocated between gas and electric operations and includes costs recoverable under other proceedings, such as Electric Transmission FERC rate proceedings. This allocation is performed in the RO model and is described in the revised testimony of Mr. James Vanderhye, Exhibit SDG&E-32-R, Shared Services & Shared Assets Billing, Segmentation & Capital Reassignments. The costs allocated to electric transmission are omitted from the GRC revenue requirement.

Forecasted values for FOF projects are zero-based and are determined by Subject Matter Experts. The forecasted TY 2019 GRC O&M savings of \$250k has been included within the \$485k line item that can be found on workpaper page 190 in Exhibit SDG&E-15-WP. This program also results in FERC O&M and FERC Capital Savings of over \$4M per year, that are not reflected in the TY 2019 GRC request.

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6. Regarding the Fueling Our Future program, please provide the net number of SDG&E FTE savings for TY 2019. Please provide supporting workpapers.

**SDG&E Response 06:**

Please see the attachment ORA-SDGE-109-TXB Attachment Q6. This file shows the SDG&E FTE savings for TY2019 and the references to the supporting workpapers where those entries can be found.

Please note that Full-Time Equivalent (FTE) is not the same as headcount. 1 FTE typically represents between 2,080 and 2,088 paid hours. This can be comprised of straight-time and overtime. Therefore, efficiencies that reduce overtime hours, are captured in these values.