ORA

Office of Ratepayer Advocates
California Public Utilities Commission

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DATA REQUEST
San Diego Gas & Electric Company 2019 General Rate Case
A.17-10-007

Date: February 13, 2018

Responses Due: February 28, 2018

To: Chuck Manzuk
cmanzuk@semprautilities.com
858-654-1782

From: Clayton Tang and Truman Burns, Project Coordinators
Office of Ratepayer Advocates
505 Van Ness Avenue, Room 4205
San Francisco, CA 94102

Originated by: Crystal Yeh
Phone: 415-703-1969
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Data Request No: ORA-SDGE-131-CY3

Exhibit Reference: SDG&E-19
SDG&E Witness: Lisa Davidson
Subject: Customer Services-Information & Technologies

Please provide the following:

1. Referring to Ex. SDG&E-19, page LCD-12, lines 18-20, "I am requesting $179,000 in non-labor above the BY 2016 for the maintenance of the new enterprise-wide Customer Authorization functionality as a result of Capital Project #T16036."
   a. Please provide any cost studies used and calculations done to arrive at the $179,000 figure.
   b. Have other utilities done a program similar to "Consent to Share"? If so, please provide any cost estimates, if available, of how much similar programs cost.

2. Referring to Ex. SDG&E-19, page LCD-13, lines 12-13, "I am requesting $102,000 in labor and $3,000 in associated non-labor costs above the BY 2016 for a Customer Information Management Advisor.
   a. How has this role been fulfilled before?
   b. When is this position going to be filled?
   c. Has a job posting been listed yet for this position?

3. Referring to Ex. SDG&E-19, page LCD-15, lines 36-39, "I am requesting $498,000 in labor above the BY 2016 for the expansion of Clean Transportation programs in support of state policy goals to reduce greenhouse gas emissions. This increase is for the addition of 4.7 FTEs who support the areas of Business Development, Financial Analysis, and Customer Engagement."
   a. Please provide a chart or spreadsheet showing the number of employees who performed this function over the last 5 recorded years (2012-2016, 2017 if available). Include the titles of the filled positions.
   b. When are these positions planned to be filled?
   c. Has a job posting been listed yet for these positions?
   d. Please provide cost studies or calculations done to determine the need for 4.7 incremental FTEs in this section.

4. Referring to Ex. SDG&E-19, page LCD-16, lines 18-20, "I am requesting $250,000 in non-labor above the BY 2016 for targeted education and outreach costs to support the growing number of customers in SDG&E's service territory expected to purchase electric vehicles (EVs).
   a. Please provide any cost studies used and calculations done to arrive at the $250,000 figure.
   b. Please provide a chart showing how much was spent on this function (electric vehicle education & outreach) from years 2012-2017.

5. Referring to Ex. SDG&E-19, page LCD-25, lines 12-13, "I am requesting $100,000 in labor for a Benchmarking Administrator and $80,000 in non-labor above the BY 2016 to support the ongoing expenses related to California AB 802."
   a. How was this function (Commercial benchmarking support) fulfilled in 2017?
   b. When is this position going to be filled?

6. Referring to Ex. SDG&E-19, page LCD-34, lines 11-12, "I am requesting $1,700,000 in non-labor above the BY 2016 to educate customers about the changing landscape of energy pricing and new rate options."
   a. Please provide a chart showing how much was spent on this function (Rate education and outreach) from years 2012-2017.
   b. Please provide any cost studies used and calculations done to arrive at the $1,700,000 figure.

7. Referring to Ex. SDG&E-19, page LCD-37, lines 6-7, “I am requesting $185,000 in non-labor above the BY 2016 for customer research activities.”
   a. Please provide a chart showing how much was spent on this function (Customer insight-surveys) from years 2012-2017.
   b. Please provide any cost studies used and calculations done to arrive at the $185,000 figure.

8. Referring to Ex. SDG&E-19, page LCD-38, line 14, “I am requesting $450,000 in non-labor above the BY 2016 for a multicultural campaign.”
   a. Please provide a chart showing how much was spent on this function (Customer insight-surveys) from years 2012-2017.
   b. Please provide any cost studies used and calculations done to arrive at the $450,000 figure.

9. Referring to Ex. SDG&E-19, page LCD-38, lines 24-25, “I am requesting $250,000 in non-labor above the BY 2016 for a contact information campaign.”
   a. Please provide a chart showing how much was spent on this function (Contact information campaign) from years 2012-2017.
   b. Please provide any cost studies used and calculations done to arrive at the $250,000 figure.

10. Referring to Ex. SDG&E-19, page LCD-39, lines 2-3, “I am requesting $100,000 in non-labor above the BY 2016 for an expansion of existing summer and winter season messaging described in Chapter 3 of the RAMP Report.
    a. Please provide a chart showing how much was spent on this function (RAMP-Summer and Winter Prep Communication) from years 2012-2017.
    b. Please provide any cost studies used and calculations done to arrive at the $100,000 figure.

END OF REQUEST

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. If you have any questions regarding this data request, please contact the Originator at the email address or phone number above.

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 the Originator and ORA Project Coordinator(s) 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. All data responses need to have each page numbered, referenced, and indexed so worksheets can be followed. If any numbers are calculated, include a copy of all supporting electronic files, with data and formulas intact and functioning, so that the formula and their sources can be reviewed. Responses should be provided both in the original electronic format, if available, and in hard copy. (If available in Word or Excel format, send the Word document or Excel file and do not send the information only 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.

Documents produced in response to the data requests should be numbered, and indexed if voluminous. Responses to data requests that refer to or incorporate documents should identify the particular documents referenced by page numbers.

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.

Provide two copies of the above information as it becomes available but no later than the due date identified above. Provide electronic responses if possible, and set of hard copy responses with your submittal to the data request Originator and the ORA Project Coordinator(s).