

ORA DATA REQUEST
ORA-SDGE-138-CY3
SDG&E 2019 GRC – A.17-10-007
SDG&E RESPONSE
DATE RECEIVED: FEBRUARY 16, 2018
DATE RESPONDED: MARCH 6, 2018

Exhibit Reference: SDG&E-18
SDG&E Witness: Jerry D. Stewart
Subject: Customer Services-Office Operations

Please provide the following:

1. Referring to Ex. SDG&E-18, page JDS-17, lines 21-26, “Of these over 190,000 accounts, there are approximately 250 accounts per day that require investigation and troubleshooting by back office analysts. One back office analyst can troubleshoot, on average, 50 accounts per day. There are approximately five analysts that support the investigation and troubleshooting by back office analysts....In 2019, approximately 800,000 meters will be defaulted to TOU rates with an anticipated daily exception rate of 955 (0.12%), which would require 19 Full Time Equivalents.”

- a. Describe what an “exception” and “exception rate” is.
- b. What kind of activities are associated with the “investigation and troubleshooting”?
- c. Show how the forecast of 800,000 meters was determined.
- d. What group was in charge of the 800,000 meters before they were defaulted to TOU rates? How many FTEs were working on the 800,000 meters in that group?

SDG&E Response 01:

SDG&E clarifies that the language cited in Question 1 falls on Ex. SDG&E-18, page JDS-16 rather than JDS-17. Subject to this clarification, SDG&E responds as follows:

- a. Exception refers to a meter that is unable to respond to an interrogation and provide interval data. The exception rate is the percentage of the total number of meters that do respond to remote interrogations compared to the total electric meter population. The percentage is based on the average interrogation success rate over several months.
- b. Back office investigation and troubleshooting includes the following tasks; analyzing data that has failed one or more validation thresholds, identification of missing data, initiating a manual interrogation to retrieve missing data, issuing field orders to perform investigation, identifying and resolving discrepant attribute data between applications, identifying meter configuration issues, and performing manual estimations.

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SDG&E Response 01-Continued:

- c. The 800,000 meter population was forecasted by subtracting the current number of interval billed meters (approx. 190,000), the number of meters that will be interval billed as part of the Residential TOU Default Pilot (approx. 100,000), and meters that did not meet the RES TOU Default requirements (see table below) from the overall meter population (1.4 million meters). The forecast was done in December 2016, and is subject to change as the meter population and customer conditions may increase or decrease the exact number of meters eligible for default. The table below provides the Mass TOU Default Requirements and can be found in the prepared testimony of SDG&E witness Christopher Bender, in Chapter 6, of A.17-12-013 on page CB-6.

2018 Default TOU Pilot Exclusion Criteria	2018 Default TOU Pilot Reason	2019 Mass TOU Default Exclusion Status
Medical Baseline Customers	P.U. Code Section 745(c)(1)	Exclude
CARE/FERA eligible customers in Mountain and Desert climate zones	P.U. Code Section 745(c)(1)	Exclude
Customers requiring an in-person visit prior to disconnection (includes medical baseline)	P.U. Code Section 745(c)(1)	Exclude
Customers requesting third party notification	P.U. Code Section 745(c)(1)	Exclude
Customers who do not have a TOU meter	P.U. Code Section 745(c)(4)	Exclude
Customers with less than 12 months of interval data	P.U. Code Section 745(c)(4)	Exclude
New customers (with or without 12 months of interval data)	P.U. Code Section 745(c)(4)	Include
Existing TOU Customers	Customers are currently on a TOU rate	Exclude from default, but keep on same TOU pricing
Customers on multi-family rate schedules DM, DT, DS, DT-RV	Master meter - resident is not the account holder	Exclude
Non-Interval Bill Capable Meters	Mechanical (legacy) meters - cannot collect interval data	Exclude
Smart Meter Opt-Out Customers	99.9% of these customers do not have meters that collect interval data	Exclude, unless meter capability and/or rate rules do not disqualify the customer
Direct Access & TBS Customers	Non-commodity rates for the customers do not differ based on TOU Period	Exclude

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SDG&E Response 01-Continued

- d. The 800,000 meters are forecasted to default to TOU in TY 2019. The 800,000 meters will be the responsibility of the same group, Advanced Meter Operations (AMO). The register billed process to support 800,000 meters requires 0.2 FTE and the interval billed process requires 10.0 resources. The register billed process requires one read per month per meter and is significantly less challenging than ensuring between 720 - 5,760 reads per month per meter are available to support the interval billed process.

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2. Referring to Ex. SDG&E-18, page JDS-21, lines 17-19, “I am requesting \$1,277,000 in non-labor expense above the BY 2016 for one and a half Billing Supervisor resources and ten Billing Analyst resources to support a one-time 438% growth rate in interval data billing accounts.”

- a. Explain what is meant by “one-time 438% growth rate”, does that mean that in the years following the growth rate, the work load will be back at historic levels?
- b. Provide cost studies or calculations done to determine the need for one and a half Billing Supervisor resources and ten Billing Analysts.

SDG&E Response 02:

- a. As stated in Exhibit SDG&E-18, page JDS-22, lines 6 and 7, “In BY 2016, SDG&E completed the roll out of the small and medium business (SMB) commercial TOU default project. This roll out increased the number of accounts billing on interval data by 438%.” The mass transition to interval data billing occurred in 2016 and these accounts will continue to bill using interval data going forward. The sustained amount of interval data billed accounts can be seen in the Workpapers to Prepared Direct Testimony of Jerry D. Stewart, Billing 100002.000 Supplemental Workpaper 1 - Growth in Interval Data Forecast (SDG&E-18-WP, page 31 of 105).
- b. A fourth billing team, comprised of contract resources, was added in 2017, to help reduce the number of backlogged exceptions and maintain a manageable number of delayed bills moving forward.

Please refer to the Excel file: ORA-SDGE-138-CY3 Attachment Q2_Q3. The Q2 tab reflects the forecasted exceptions and the calculations used to determine the resource requirement.

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3. Referring to Ex. SDG&E-18, page JDS-23, lines 2-5, “I am requesting \$2,255,000 in non-labor for expenses above BY 2016 for one contract Billing Supervisor position, one and a half contract Billing Team Lead positions, and thirteen contract Billing Analyst resources to support the 2018 Residential TOU Default Pilot Program and 2019 Residential TOU Default.”

Please provide an Excel spreadsheet showing the calculations used to determine the need for the new labor requested.

SDG&E Response 03:

Management relied on professional judgment and experience with the small and medium commercial TOU default project, and other technical implementations, to determine the number of resources required to support the Residential TOU Mass Default.

Please refer to the Excel file: ORA-SDGE-138-CY3 Attachment Q2_Q3. The Q3 tab reflects the forecasted exceptions and the calculations used to determine the resource requirement.