

SDCAN DATA REQUEST
SDCAN-SDG&E-DR-03
SDG&E 2019 GRC – A.17-10-007
SDG&E RESPONSE
DATE RECEIVED: FEBRUARY 23, 2018
DATE RESPONDED: MARCH 9, 2018

Exhibit Reference: SDCAN DR-01

SDG&E Witnesses: Stewart, Marelli and Hrna

1. In response to SDCAN DR1-53, you provided a list of informal complaint data. Please provide a narrative explanation for the increase from 177 to 273 annual informal complaints filed with CAB over the three year period.

SDG&E Response 1:

Informal Complaints filed with the CPUC Consumer Affairs Branch from 2015 (177 complaints) to 2017 (273 complaints) increased by 96 complaints. The categories that are tracked vary from year to year and are categorized by key descriptors used by the customers filing the complaint. Over the subject time period, there was an observable increase in complaints for the following categories:

- Billing Delays
- Climate Zone
- Credit
- Fire Mitigation Grant
- High Bill
- NEM (Net Energy Metering)
- Outages

Observations about the increase in complaints on these topics include:

Please see Exhibit SDG&E-18, page JDS-22, lines 6-20 as it relates to customer complaints due to billing delays.

A state-mandated High Usage Charge (HUC) was implemented in November 2017 for residential customers. This charge applies to customers whose electricity use is more than four times the amount of their baseline allowance. Once the HUC was implemented, the Company saw an increase in Climate Zone complaints. Climate Zone is a factor in determining a customer's baseline allowance.

Credit complaints include customer dissatisfaction with Company credit determinations on matters including credit policy adjustments and requests for additional extended payment arrangements.

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SDG&E Response 1 Continued:

For two consecutive years, the Fire Mitigation Grant received more applications than available funding. In 2017, the number of households that could receive grants was increased, which lowered the amount of the grant provided to each qualifying customer. As a result, customers who received a grant in 2016 complained about the amount they received in 2017.

High Bill Complaints - From 2015 to 2017 the Company implemented several rate-related changes, including but not limited to, reducing tiered rates from 4 to 2 tiers, changing the residential TOU off-peak period from 4pm to 9pm (previously 11am to 6pm for TOU customers), and implementing an HUC charge. These Commission-approved changes caused increases in some customer's bills.

Net Energy Metering (NEM) complaints include contested consumption, timing of account set-up, rates and requests for payment arrangements.

Outages - When a Red Flag Warning is issued by the National Weather Service, the Company may take steps to mitigate risks in order to protect public safety. If conditions threaten public safety and/or the integrity of our system, SDG&E may de-energize power in high fire risk areas until conditions improve. We de-energized the power several times in December of 2017, due to a number of factors including unusually high temperatures, extremely low humidity, strong Santa Ana winds and the U.S. Forest Service's Santa Ana Threat Index that was rated as extreme.

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2. In response to SDGAN DR1-62, you indicated the amount of money paid in claims for years 2015 and 2016 below represents all claims payments. Please provide a detailed breakdown of the Total Claim Payments for each of the years 2015 and 2016 (and 2017 when this data becomes available):

- a. The number of individual claims paid
- b. The reasons or categories of the claims
- c. Whether any of the claims paid were the result of civil litigation cases or regulatory actions brought by SDG&E customers.
- d. The cost category to which claim payments are charged.

SDG&E Response 2:

Please refer to confidential attachments “SDCAN-SDGE-DR03-Q2 2015-2016 Claims Payouts CONFIDENTIAL.pdf” and “SDCAN-SDGE-DR03-Q2 2017 Claims Payouts CONFIDENTIAL.pdf” included with this response. These files are **Confidential and Protected Pursuant to PUC Code Section 583 & General Order 66D, and D.17-09-023.**

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3. Please explain the reasons why SDG&E does not have access to and cannot compile the list of public agencies or private contractors who have submitted a written complaint, grievance or claim against SDG&E, as you represent in your response to SDGAN DR1-62(c).

SDG&E Response 3:

The Regional Public Affairs, Construction, Planning & Design teams receive inquiries about projects throughout the day by phone and otherwise. The Company does not track these inquiries, as it would be unduly burdensome. As indicated in response to SDGAN-01, Question 62a, while there are numerous inquiries that come in throughout a given time frame, most of these are resolved without an organization making a written claim or grievance against SDG&E.

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4. Please indicate whether Customer Service Divisions 237 and/or 292 include “construction services” or “new construction”

SDG&E Response 4:

Neither 237 nor 292 include these activities.

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5. In response to SDCAN DR1-23, you provided service guarantee data. Please provide a narrative explanation for the increase in missed appointments in 2014 and 2015, despite the reduction in appointments scheduled. Please also update the table provided with 2017 data when it becomes available in March 2018.

SDG&E Response 5:

The table below has been updated to include 2017. The increase in missed appointments in 2014, 2015 and 2017 is attributable to an increase in emergency orders caused by an increasing number of area odor calls and, additionally in 2017, an over-odorization event by an interconnecting non-utility pipeline.

Year	Appointments Scheduled	Appointments Missed	Credit to Customer (Nominal \$)
2012	84,436	66	\$ 2,580
2013	77,605	84	\$ 3,885
2014	68,195	139	\$ 5,400
2015	70,741	178	\$ 7,335
2016	63,740	66	\$ 2,640
2017	66,241	368	\$ 14,912

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6. In response to SDGAN DR1-24(b), you provided field service technician complaint data. Please provide a narrative explanation for the increase in complaints during 2017, relative to previous years.

SDG&E Response 6:

While responding to this data request, we found an error in the response to SDGAN-DR1-24(b). There were 51 complaints and not 52. SDG&E is unable to identify an overall reason for the increase in Customer Services – Field (CS-F) technician complaint data in 2017 as compared to previous years. Customer complaints vary from year to year. However, all field complaints are shared with SDG&E field management and investigated as soon as they are received. In reviewing the number of field technician complaints received in 2017, the actual percentage of complaints relative to total CS-F order volume is small with the 51 complaints representing 0.022% of 237,000 orders worked by CS-F in that year.

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7. In response to SDGAN DR1-53, you provided CPUC informal complaint data. Please provide a narrative explanation for the increase in complaints during 2017, relative to previous years.

SDG&E Response 7:

As mentioned in the response to SDGAN DR-03 Question 1 above, there were an increased number of complaints for reasons associated with Billing Delays, Credit, High Bill, Net Energy Metering and Outages. Additional Complaint types included in 2017, that were not tracked in the previous two years, were Climate Zone, Fire Mitigation Grant and High Usage Charge.

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8. Please provide updated 2017 data for your response to SDGAN DR1-56.

SDG&E Response 8:

2017 data will not be available until mid-March 2018.

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9. In response to SDGAN DR1-66, you provided residential escalated customer complaint data:
- a. Please provide a narrative explanation for the increase in complaints during 2017, relative to previous years.
 - b. Please provide a narrative explanation for the increase in total claim payments in 2016.
 - c. Please provide payment data for 2017
 - d. Please provide, using case number identifier only, of each of the residential written complaint, escalated grievances or claim against SDG&E for each year 2015-2017 and the outcomes of each of them, using a similar layout as you used in your response to SDGAN DR1-52.

SDG&E Response 9:

- a. As described in response to SDGAN DR-03 Questions 1 and 6 above, categories of complaints vary from year to year. In 2017, there were an increased number of complaints for High Bills, Credit and Miscellaneous Complaints. The rise in the number of grievances related to High Bills included objections to changes in TOU peak periods and a newly implemented HUC charge. The number of complaints associated with Payment Arrangements also increased from prior years. Some customers, when unable to receive an additional extended payment arrangement as requested with the Customer Contact Center representative, would escalate their request. The number of Miscellaneous complaints also rose from 2015/2016 totals. Miscellaneous complaints capture issues that are not already represented by another established category.
- b. Please see the Direct Testimony of Sandra Hrna (Ex. SDG&E-31) for a description of the variance reflected in 2016 Claims data. Claims payments are a function of total number of claims and the amount of the claim. SDG&E is unable to identify a specific reason for the increase in total claim payments in 2016.
- c. 2017 Total Claim Payments were \$8,807,945.09
- d. SDG&E does not identify by case number or track escalated or written complaints in the same manner as Formal Complaints (see response to SDGAN DR 1-Question 52). The data requested cannot be extracted from the recorded complaint.

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10. In response to SDGAN DR1-68(c) you indicate that SDG&E received 8 complaints regarding TOU rates/programs. Without revealing specific customer identifiers, please provide a narrative descriptor of each of the eight complaints and the outcomes of each of the complaints.

SDG&E Response 10:

1. Customer had Time of Use (TOU) and Net Energy Metering (NEM) billing concerns. Supervisor reviewed NEM and TOU rates, energy charts and pricing plan options. Customer opted into a TOU rate.
2. Customer had concerns about how new rates would impact their bills and claimed difficulty accessing SDG&E website information. Supervisor reviewed NEM billing and rate options.
3. Customer was unhappy with speed of transition back to standard rate and claimed TOU rate resulted in higher bills. Customer returned to DR rate and was rebilled under the DR rate.
4. Customer claimed they were misinformed about the TOU rate and wanted to return to standard rate and rebilled. Customer was returned to DR rate and was rebilled under the DR rate.
5. Customer disputed TOU peak time changes and 12-month commitment to rate schedule DRSES. Customer was informed they were not within the eligibility period to return to the DR rate and would not be eligible for a rate change until July 2018.
6. Customer disputed TOU pricing plan change, claiming insufficient notice of peak hour change, outdated online tools/information and recommended a 12-month notice should be provided. Applicable rates were discussed with the customer and how the new peak periods would affect billing.
7. Customer disputed TOU peak time change and exclusion of business customers. A pricing plan comparison was provided to the customer. Customer was advised that TOU peak hours are applicable to residential and business customers.
8. Customer claimed SDG&E was changing rates for profit and that customer received an unfair baseline allowance. Customer refused to discuss CARE and Medical Baseline options over the telephone, but agreed to receive that information by mail.