

Application of SAN DIEGO GAS & ELECTRIC)
COMPANY for authority to update its gas and)
electric revenue requirement and base rates)
effective January 1, 2024 (U 902-M))

Application No. 22-05-___

Exhibit No.: (SDG&E-19-WP)

WORKPAPERS TO
PREPARED DIRECT TESTIMONY
OF SANDRA F. BAULE
ON BEHALF OF SAN DIEGO GAS & ELECTRIC COMPANY

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA

May 2022



2024 General Rate Case - APP
INDEX OF WORKPAPERS

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Overall Summary For Exhibit No. SDG&E-19-WP

Area:	CS - INFORMATION
Witness:	Sandra F. Baule

Description	In 2021 \$ (000) Incurred Costs			
	Adjusted-Recorded	Adjusted-Forecast		
	2021	2022	2023	2024
Non-Shared Services	21,021	22,326	23,730	24,353
Shared Services	0	0	0	0
Total	21,021	22,326	23,730	24,353

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
Witness: Sandra F. Baule

Summary of Non-Shared Services Workpapers:

Description	In 2021 \$ (000) Incurred Costs			
	Adjusted-Recorded	Adjusted-Forecast		
	2021	2022	2023	2024
A. Customer Services Information	21,021	22,326	23,730	24,353
Total	21,021	22,326	23,730	24,353

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
Witness: Sandra F. Baule
Category: A. Customer Services Information
Workpaper: VARIOUS

Summary for Category: A. Customer Services Information

	In 2021\$ (000) Incurred Costs			
	Adjusted-Recorded	Adjusted-Forecast		
	2021	2022	2023	2024
Labor	10,642	12,316	13,220	13,658
Non-Labor	10,379	10,010	10,510	10,695
NSE	0	0	0	0
Total	21,021	22,326	23,730	24,353
FTE	94.8	109.5	117.7	121.7

Workpapers belonging to this Category:

1IN000.000 Customer Pricing, Load Research, Analysis, and Forecasting

Labor	2,677	3,196	3,196	3,634
Non-Labor	777	777	777	789
NSE	0	0	0	0
Total	3,454	3,973	3,973	4,423
FTE	22.4	27.3	27.3	31.3

1IN001.000 Marketing, Communications, Research and Analytics

Labor	4,208	5,047	5,370	5,370
Non-Labor	3,565	3,658	3,653	3,653
NSE	0	0	0	0
Total	7,773	8,705	9,023	9,023
FTE	36.0	43.0	46.0	46.0

1IN001.001 RAMP - Safety Communications

Labor	104	104	104	104
Non-Labor	4,594	3,896	3,896	3,896
NSE	0	0	0	0
Total	4,698	4,000	4,000	4,000
FTE	0.8	0.8	0.8	0.8

1IN002.000 Customer Programs and Business Services

Labor	3,653	3,969	4,550	4,550
Non-Labor	1,282	1,477	1,682	1,732
NSE	0	0	0	0
Total	4,935	5,446	6,232	6,282
FTE	35.6	38.4	43.6	43.6

1IN002.001 RAMP - Natural Gas Appliance Testing (NGAT)

Labor	0	0	0	0
Non-Labor	161	202	502	625
NSE	0	0	0	0
Total	161	202	502	625
FTE	0.0	0.0	0.0	0.0

Note: Totals may include rounding differences.

Beginning of Workpaper
1IN000.000 - Customer Pricing, Load Research, Analysis, and Forecasting

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
 Witness: Sandra F. Baule
 Category: A. Customer Services Information
 Category-Sub: 1. Customer Services Information
 Workpaper: 1IN000.000 - Customer Pricing, Load Research, Analysis, and Forecasting

Activity Description:

Customer Pricing consists of various groups that are collectively responsible for analytical, technical and policy support for electric rates, rate design, rate strategy, electric load research, electric load analysis, and electric demand forecasting.

Forecast Explanations:

Labor - Base YR Rec

A base year forecast method was used for TY 2024 for Customer Pricing, Load Research, Analysis and Forecasting because the last recorded year accurately reflects the expense level associated with current and forecasted departmental activity. The group continues to expand to meet the demands created by numerous rate related activities resulting from increasing legislative and regulatory requirements, rate analysis, and development of rate options. Therefore, the base year provides a reasonable starting point for future expenditures.

Non-Labor - Base YR Rec

Same as above

NSE - Base YR Rec

N/A

Summary of Results:

		In 2021\$ (000) Incurred Costs								
		Adjusted-Recorded					Adjusted-Forecast			
Years		2017	2018	2019	2020	2021	2022	2023	2024	
Labor		2,855	2,743	2,700	2,892	2,677	3,196	3,196	3,634	
Non-Labor		729	739	728	948	777	777	777	789	
NSE		0	0	0	0	0	0	0	0	
Total		3,584	3,482	3,428	3,840	3,454	3,973	3,973	4,423	
FTE		26.2	23.7	22.6	23.7	22.4	27.3	27.3	31.3	

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
 Witness: Sandra F. Baule
 Category: A. Customer Services Information
 Category-Sub: 1. Customer Services Information
 Workpaper: 1IN000.000 - Customer Pricing, Load Research, Analysis, and Forecasting

Summary of Adjustments to Forecast:

In 2021 \$(000) Incurred Costs										
Forecast Method		Base Forecast			Forecast Adjustments			Adjusted-Forecast		
Years		2022	2023	2024	2022	2023	2024	2022	2023	2024
Labor	Base YR Rec	2,677	2,677	2,677	519	519	957	3,196	3,196	3,634
Non-Labor	Base YR Rec	777	777	777	0	0	12	777	777	789
NSE	Base YR Rec	0	0	0	0	0	0	0	0	0
Total		3,454	3,454	3,454	519	519	969	3,973	3,973	4,423
FTE	Base YR Rec	22.4	22.4	22.4	4.9	4.9	8.9	27.3	27.3	31.3

Forecast Adjustment Details:

Year	Labor	NLbr	NSE	Total	FTE	Adj Type
2022	519	0	0	519	4.9	1-Sided Adj
Explanation:	Full year labor impact of vacant positions: Business/Economic Advisors: 2.8 FTE x \$86K (SA4 MRR midpoint) = \$241K Rate Strategy Project Managers II: 1.2 FTE x \$126K (PM2 MRR midpoint) = \$151K Rate Strategy Project Managers III: 0.9 FTE x \$141K (PM3 MRR midpoint) = \$127K					
2022 Total	519	0	0	519	4.9	
2023	519	0	0	519	4.9	1-Sided Adj
Explanation:	Full year labor impact of vacant positions: Business/Economic Advisors: 2.8 FTE x \$86K (SA4 MRR midpoint) = \$241K Rate Strategy Project Managers II: 1.2 FTE x \$126K (PM2 MRR midpoint) = \$151K Rate Strategy Project Managers III: 0.9 FTE x \$141K (PM3 MRR midpoint) = \$127K					
2023 Total	519	0	0	519	4.9	
2024	519	0	0	519	4.9	1-Sided Adj
Explanation:	Full year labor impact of vacant positions: Business/Economic Advisors: 2.8 FTE x \$86K (SA4 MRR midpoint) = \$241K Rate Strategy Project Managers II: 1.2 FTE x \$126K (PM2 MRR midpoint) = \$151K Rate Strategy Project Managers III: 0.9 FTE x \$141K (PM3 MRR midpoint) = \$127K					
2024	352	9	0	361	3.0	1-Sided Adj
Explanation:	Real Time Pricing Group - 1 BM2 (\$144K MRR midpoint); 1, PM1 (\$111K MRR midpoint), AD1 (\$97K MRR midpoint)					
2024	86	3	0	89	1.0	1-Sided Adj
Explanation:	Base Year Labor Shift: Business/Economic Analyst 1 FTE x \$86K (SA4 MRR midpoint)					
2024 Total	957	12	0	969	8.9	

Note: Totals may include rounding differences.

SDG&E/CS - INFORMATION/Exh No:SDG&E-19-WP/Witness: S. Baule

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
Witness: Sandra F. Baule
Category: A. Customer Services Information
Category-Sub: 1. Customer Services Information
Workpaper: 1IN000.000 - Customer Pricing, Load Research, Analysis, and Forecasting

Determination of Adjusted-Recorded (Incurred Costs):

	2017 (\$000)	2018 (\$000)	2019 (\$000)	2020 (\$000)	2021 (\$000)
Recorded (Nominal \$)*					
Labor	2,228	2,193	2,232	2,454	2,327
Non-Labor	803	613	623	714	903
NSE	0	0	0	0	0
Total	3,031	2,806	2,855	3,168	3,231
FTE	22.5	20.3	19.5	20.4	19.1
Adjustments (Nominal \$) **					
Labor	0	0	0	0	0
Non-Labor	-164	56	52	164	-126
NSE	0	0	0	0	0
Total	-164	56	52	164	-126
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Nominal \$)					
Labor	2,228	2,193	2,232	2,454	2,327
Non-Labor	639	669	675	878	777
NSE	0	0	0	0	0
Total	2,866	2,862	2,907	3,332	3,105
FTE	22.5	20.3	19.5	20.4	19.1
Vacation & Sick (Nominal \$)					
Labor	331	332	320	348	350
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	331	332	320	348	350
FTE	3.7	3.4	3.1	3.3	3.3
Escalation to 2021\$					
Labor	297	217	149	90	0
Non-Labor	90	70	52	70	0
NSE	0	0	0	0	0
Total	387	287	201	160	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Constant 2021\$)					
Labor	2,855	2,743	2,700	2,892	2,677
Non-Labor	729	739	728	948	777
NSE	0	0	0	0	0
Total	3,584	3,482	3,428	3,840	3,454
FTE	26.2	23.7	22.6	23.7	22.4

* After company-wide exclusions of Non-GRC costs

** Refer to "Detail of Adjustments to Recorded" page for line item adjustments

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
 Witness: Sandra F. Baule
 Category: A. Customer Services Information
 Category-Sub: 1. Customer Services Information
 Workpaper: 1IN000.000 - Customer Pricing, Load Research, Analysis, and Forecasting

Summary of Adjustments to Recorded:

In Nominal \$ (000) Incurred Costs					
Years	2017	2018	2019	2020	2021
Labor	0	0	0	0	0
Non-Labor	-164	56	52	164	-126
NSE	0	0	0	0	0
Total	-164	56	52	164	-126
FTE	0.0	0.0	0.0	0.0	0.0

Detail of Adjustments to Recorded:

Year	Labor	NLbr	NSE	FTE	Adj Type
2017	0	-134	0	0.0	1-Sided Adj
Explanation:	Align 2018 credits associated with sundry billings to other IOU's for their share of the Statewide Studies to the year in which associated expenses were incurred. Total billed in 2018 \$151,167.70. Year associated expenses were incurred: 2016 \$17,200; 2017 \$133,963.70				
2017	0	-15	0	0.0	1-Sided Adj
Explanation:	Align 2019 credit associated with sundry billings to other IOU's for their share of the Statewide Studies to the year in which associated billed expenses were incurred. Total billed in 2019 \$114,576.60 of which \$94,411.80 associated with billed expenses incurred in 2017 and 2018. Breakdown by year: 2017 \$15,251.60; 2018 79,160.20; 2019 20,164.80				
2017	0	-15	0	0.0	1-Sided Adj
Explanation:	Align 2020 credit associated with sundry billings to other IOU's for their share of the Statewide Studies to the year in which associated billed expenses were incurred. Total sundry billing credits in 2020 \$304,977 of which \$220,143 is associated with billed expenses in 2017, 2018, and 2019. Breakdown by year: 2017 \$15,252; 2018 79,160; 2019 \$125,731; 2020 \$84,834.				
2017 Total	0	-164	0	0.0	
2018	0	63	0	0.0	1-Sided Adj
Explanation:	One sided adjustment to move a 2019 JE correction to align with the year the expense was incurred. (Ref JE# 10689577).				
2018	0	151	0	0.0	1-Sided Adj
Explanation:	Align 2018 credits associated with sundry billings to other utilities for their share of the Statewide Studies to the year in which associated expenses were incurred. Total billed in 2018 \$151,167.70. Year associated expenses were incurred: 2016 \$17,200; 2017 \$133,963.70				
2018	0	-79	0	0.0	1-Sided Adj

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

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 Category: A. Customer Services Information
 Category-Sub: 1. Customer Services Information
 Workpaper: 1IN000.000 - Customer Pricing, Load Research, Analysis, and Forecasting

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
Explanation:	Align 2019 credit associated with sundry billings to other utilities for their share of the Statewide Studies to the year in which associated billed expenses were incurred. Total billed in 2019 \$114,576.60 of which \$94,411.80 associated with billed expenses incurred in 2017 and 2018. Breakdown by year: 2017 \$15,251.60; 2018 79,160.20; 2019 20,164.80				
2018	0	-79	0	0.0	1-Sided Adj
Explanation:	Align 2020 credit associated with sundry billings to other IOU's for their share of the Statewide Studies to the year in which associated billed expenses were incurred. Total sundry billing credits in 2020 \$304,977 of which \$220,143 is associated with billed expenses in 2017, 2018, and 2019. Breakdown by year: 2017 \$15,252; 2018 79,160; 2019 \$125,731; 2020 \$84,834.				
2018 Total	0	56	0	0.0	
2019	0	27	0	0.0	CCTR Transf From 2100-0622.000
Explanation:	Transfer non-labor associated with Load Research from cost center 2100-0622 in work paper group 100005 CCC Support to cost center 2100-2100-3725 in workpaper group 1IN000 Customer Pricing, Load Research, Analysis, and Forecasting, to align costs where activity/function resides and is forecasted.				
2019	0	94	0	0.0	1-Sided Adj
Explanation:	Align 2019 credit associated with sundry billings to other utilities for their share of the Statewide Studies to the year in which associated billed expenses were incurred. Total billed in 2019 \$114,576.60 of which \$94,411.80 associated with billed expenses incurred in 2017 and 2018. Breakdown by year: 2017 \$15,251.60; 2018 79,160.20; 2019 20,164.80				
2019	0	-69	0	0.0	1-Sided Adj
Explanation:	One sided adjustment to move a 2019 JE to 2017 to correctly reflect when the expense was incurred. (Ref JE# 10689577)				
2019 Total	0	52	0	0.0	
2020	0	-5	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-1	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-7	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	220	0	0.0	1-Sided Adj
Explanation:	Align 2020 credit associated with sundry billings to other IOU's for their share of the Statewide Studies to the year in which associated billed expenses were incurred. Total sundry billing credits in 2020 \$304,977 of which \$220,143 is associated with billed expenses in 2017, 2018, and 2019. Breakdown by year: 2017 \$15,252; 2018 79,160; 2019 \$125,731; 2020 \$84,834.				

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
 Witness: Sandra F. Baule
 Category: A. Customer Services Information
 Category-Sub: 1. Customer Services Information
 Workpaper: 1IN000.000 - Customer Pricing, Load Research, Analysis, and Forecasting

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
2020	0	-44	0	0.0	1-Sided Adj
Explanation:	Reduce 2020 expenses for Statewide Studies to reflect future reimbursement by other IOU's for their share. Total vendor invoices paid in 2021 for 2020 of \$54,993, of which \$43,946 will be reimbursed by other IOUs. Vendor Applied Energy				
2020 Total	0	164	0	0.0	
2021	0	-4	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-1	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-3	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-117	0	0.0	1-Sided Adj
Explanation:	Reduce 2021 expenses for Statewide Studies to reflect future reimbursement by other IOU's for their share. Total vendor invoices paid in 2021 for 2021 of \$146,792, of which \$117,434 will be reimbursed by other IOUs. Vendors Applied Energy & Christensen Assoc Energy Consulting				
2021 Total	0	-126	0	0.0	

Note: Totals may include rounding differences.

Beginning of Workpaper
1IN001.000 - Marketing, Communications, Research and Analytics

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
 Witness: Sandra F. Baule
 Category: A. Customer Services Information
 Category-Sub: 1. Customer Services Information
 Workpaper: 1IN001.000 - Marketing, Communications, Research and Analytics

Activity Description:

The Marketing, Communications, Research and Analytics group is a cross-functional team responsible for developing strategic integrated marketing and communications plans that inform SDG&E's narrative and determine communication tactics across various channels. A key component of that responsibility is developing fact-based evidence and strategic recommendations leveraging quantitative and qualitative customer research methodologies for customer research and analytics.

Forecast Explanations:

Labor - Base YR Rec

A base year forecast method was used for TY 2024 because the last recorded year accurately reflects the expense level associated with current and forecasted departmental activity. Communications activities and tactics employed are a dynamic activity and are always evolving to suit the communications preferences of our customers. Therefore, the base year provides a reasonable starting point for future expenditures.

Non-Labor - Base YR Rec

Same as above.

NSE - Base YR Rec

N/A

Summary of Results:

		In 2021\$ (000) Incurred Costs								
		Adjusted-Recorded					Adjusted-Forecast			
Years		2017	2018	2019	2020	2021	2022	2023	2024	
Labor		4,774	4,697	4,555	4,466	4,208	5,048	5,371	5,371	
Non-Labor		4,740	5,757	3,616	3,723	3,565	3,658	3,653	3,653	
NSE		0	0	0	0	0	0	0	0	
Total		9,514	10,454	8,171	8,188	7,773	8,706	9,024	9,024	
FTE		39.2	37.5	37.2	37.7	36.0	43.0	46.0	46.0	

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
 Witness: Sandra F. Baule
 Category: A. Customer Services Information
 Category-Sub: 1. Customer Services Information
 Workpaper: 1IN001.000 - Marketing, Communications, Research and Analytics

Summary of Adjustments to Forecast:

In 2021 \$(000) Incurred Costs										
Forecast Method		Base Forecast			Forecast Adjustments			Adjusted-Forecast		
Years		2022	2023	2024	2022	2023	2024	2022	2023	2024
Labor	Base YR Rec	4,208	4,208	4,208	839	1,162	1,162	5,047	5,370	5,370
Non-Labor	Base YR Rec	3,565	3,565	3,565	93	88	88	3,658	3,653	3,653
NSE	Base YR Rec	0	0	0	0	0	0	0	0	0
Total		7,773	7,773	7,773	932	1,250	1,250	8,705	9,023	9,023
FTE	Base YR Rec	36.0	36.0	36.0	7.0	10.0	10.0	43.0	46.0	46.0

Forecast Adjustment Details:

Year	Labor	NLbr	NSE	Total	FTE	Adj Type
2022	388	0	0	388	4.0	1-Sided Adj
Explanation:	Full year labor impact of vacant positions: Advisors: 4.0 FTE x \$97K (AD1 MRR midpoint) = \$388K					
2022	0	-116	0	-116	0.0	1-Sided Adj
Explanation:	Benefit 508.1 Eliminate Aclara annual/maintenance fees					
2022	0	-172	0	-172	0.0	1-Sided Adj
Explanation:	Benefit New 8: Aclara Energy Prism/BRC 5 yr license renewal (2017-2021)					
2022	451	0	0	451	3.0	1-Sided Adj
Explanation:	Full year labor impact of Customer Strategy & Transformation formed October 2021: Director - Customer Strategy & Transformation: 0.75 FTE x \$190K (BM4 MRR midpoint) = \$143K Customer Strategy & Transformation Manager: 0.75 FTE x \$165K (BM3 MRR midpoint) = \$124K CIS Workstream Manager: 0.75 FTE x \$159K (PM4 MRR midpoint) = \$119K Customer Transformation Specialist: 0.75 FTE x \$86K (SA2 MRR midpoint) = \$65K					
2022	0	100	0	100	0.0	1-Sided Adj
Explanation:	Customer Strategy and Transformation consulting for improvement initiatives \$300K annual spend forecasted - \$200K in BY 2021 = \$100K incremental					
2022	0	66	0	66	0.0	1-Sided Adj
Explanation:	Residential Segmentation Study - funding shifting from refundable RRMA. Occurs every 3-5 years so normalizing cost across 4-year cycle (\$263K/4-year cycle = \$65.75K/year)					
2022	0	70	0	70	0.0	1-Sided Adj
Explanation:	Climate Change Research - Provides SDG&E with a thorough understanding of knowledge and attitudes about the issue of climate change. Costs for 4 focus groups and a survey of 500 respondents.					
2022	0	25	0	25	0.0	1-Sided Adj
Explanation:	Chartwell Subscription - Annual cost of utility-focused subscription that is used for secondary research					
2022	0	120	0	120	0.0	1-Sided Adj
Explanation:	Community Choice Aggregation (CCA): Increased customer communications \$15K for two emails \$105K for two direct mailings to 150,000+ customers					

Note: Totals may include rounding differences.

SDG&E/CS - INFORMATION/Exh No:SDG&E-19-WP/Witness: S. Baule

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
 Witness: Sandra F. Baule
 Category: A. Customer Services Information
 Category-Sub: 1. Customer Services Information
 Workpaper: 1IN001.000 - Marketing, Communications, Research and Analytics

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>
2022 Total	839	93	0	932	7.0	
2023	388	0	0	388	4.0	1-Sided Adj
Explanation:	Full year labor impact of vacant positions: Advisors: 4.0 FTE x \$97K (AD1 MRR midpoint) = \$388K					
2023	0	-116	0	-116	0.0	1-Sided Adj
Explanation:	Benefit 508.1 Eliminate Aclara annual/maintenance fees					
2023	0	-172	0	-172	0.0	1-Sided Adj
Explanation:	Benefit New 8: Aclara Energy Prism/BRC 5 yr license renewal (2017-2021)					
2023	451	0	0	451	3.0	1-Sided Adj
Explanation:	Full year labor impact of Customer Strategy & Transformation formed October 2021: Director - Customer Strategy & Transformation: 0.75 FTE x \$190K (BM4 MRR midpoint) = \$143K Customer Strategy & Transformation Manager: 0.75 FTE x \$165K (BM3 MRR midpoint) = \$124K CIS Workstream Manager: 0.75 FTE x \$159K (PM4 MRR midpoint) = \$119K Customer Transformation Specialist: 0.75 FTE x \$86K (SA2 MRR midpoint) = \$65K					
2023	0	100	0	100	0.0	1-Sided Adj
Explanation:	Customer Strategy and Transformation consulting for improvement initiatives \$300K annual spend forecasted - \$200K in BY 2021 = \$100K incremental					
2023	86	-131	0	-45	1.0	1-Sided Adj
Explanation:	Graphic Artist SA4 - Shift from Contractor to FTE to bring graphic design specialist in house. In house resource required with skill set to support development of animation and manage all Access and Functional Needs.(AFN) compliancy					
2023	111	3	0	114	1.0	1-Sided Adj
Explanation:	Social Media FTE AD2 - Advisor position to manage the myriad of social media platforms including Twitter, Facebook, Instagram, NextDoor, YouTube and LinkedIn					
2023	126	3	0	129	1.0	1-Sided Adj
Explanation:	Web Developer FTE AD3 - A full-time web developer is needed to support the development of sdge.com and sdgenews.com					
2023	0	66	0	66	0.0	1-Sided Adj
Explanation:	Residential Segmentation Study - funding shifting from refundable RRMA. Occurs every 3-5 years so normalizing cost across 4-year cycle (\$263K/4-year cycle = \$65.75K/year)					
2023	0	70	0	70	0.0	1-Sided Adj
Explanation:	Climate Change Research - Provides SDG&E with a thorough understanding of knowledge and attitudes about the issue of climate change. Costs for 4 focus groups and a survey of 500 respondents.					
2023	0	25	0	25	0.0	1-Sided Adj
Explanation:	Chartwell Subscription - Annual cost of utility-focused subscription that is used for secondary research					
2023	0	120	0	120	0.0	1-Sided Adj

Note: Totals may include rounding differences.

SDG&E/CS - INFORMATION/Exh No:SDG&E-19-WP/Witness: S. Baule

San Diego Gas & Electric Company
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Non-Shared Service Workpapers

Area: CS - INFORMATION
 Witness: Sandra F. Baule
 Category: A. Customer Services Information
 Category-Sub: 1. Customer Services Information
 Workpaper: 1IN001.000 - Marketing, Communications, Research and Analytics

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj Type</u>
Explanation:	Community Choice Aggregation (CCA): Increased customer communications \$15K for two emails \$105K for two direct mailings to 150,000+ customers					
2023	0	120	0	120	0.0	1-Sided Adj
Explanation:	Capital Project Impacts: SM 2.0 Communications Contract non-labor costs for SM 2.0 communications such as email and direct mail to be sent to customers in targeted zip codes at fixed intervals in advance of installation, bilingual collateral in English and Spanish, such as door hangers for field service representatives and fact sheets for customer facing outreach groups, information and FAQs communicated through SDG&E's website (sdge.com), posts on social media channels (Facebook, Instagram, Twitter, and NextDoor) and bill package messages (onserts and inserts), as space allows					
2023 Total	1,162	88	0	1,250	10.0	
2024	388	0	0	388	4.0	1-Sided Adj
Explanation:	Full year labor impact of vacant positions: Advisors: 4.0 FTE x \$97K (AD1 MRR midpoint) = \$388K					
2024	0	-116	0	-116	0.0	1-Sided Adj
Explanation:	Benefit 508.1 Eliminate Aclara annual/maintenance fees					
2024	0	-172	0	-172	0.0	1-Sided Adj
Explanation:	Benefit New 8: Aclara Energy Prism/BRC 5 yr license renewal (2017-2021)					
2024	451	0	0	451	3.0	1-Sided Adj
Explanation:	Full year labor impact of Customer Strategy & Transformation formed October 2021: Director - Customer Strategy & Transformation: 0.75 FTE x \$190K (BM4 MRR midpoint) = \$143K Customer Strategy & Transformation Manager: 0.75 FTE x \$165K (BM3 MRR midpoint) = \$124K CIS Workstream Manager: 0.75 FTE x \$159K (PM4 MRR midpoint) = \$119K Customer Transformation Specialist: 0.75 FTE x \$86K (SA2 MRR midpoint) = \$65K					
2024	0	100	0	100	0.0	1-Sided Adj
Explanation:	Customer Strategy and Transformation consulting for improvement initiatives \$300K annual spend forecasted - \$200K in BY 2021 = \$100K incremental					
2024	86	-131	0	-45	1.0	1-Sided Adj
Explanation:	Graphic Artist SA4 - Shift from Contractor to FTE to bring graphic design specialist in house. In house resource required with skill set to support development of animation and manage all Access and Functional Needs.(AFN) compliancy					
2024	111	3	0	114	1.0	1-Sided Adj
Explanation:	Social Media FTE AD2 - Advisor position to manage the myriad of social media platforms including Twitter, Facebook, Instagram, NextDoor, YouTube and LinkedIn					
2024	126	3	0	129	1.0	1-Sided Adj
Explanation:	Web Developer FTE AD3 - A full-time web developer is needed to support the development of sdge.com and sdgenews.com					
2024	0	66	0	66	0.0	1-Sided Adj
Explanation:	Residential Segmentation Study - funding shifting from refundable RRMA. Occurs every 3-5 years so normalizing cost across 4-year cycle (\$263K/4-year cycle = \$65.75K/year)					

Note: Totals may include rounding differences.

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 Workpaper: 1IN001.000 - Marketing, Communications, Research and Analytics

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj Type</u>
2024	0	70	0	70	0.0	1-Sided Adj
Explanation:	Climate Change Research - Provides SDG&E with a thorough understanding of knowledge and attitudes about the issue of climate change. Costs for 4 focus groups and a survey of 500 respondents.					
2024	0	25	0	25	0.0	1-Sided Adj
Explanation:	Chartwell Subscription - Annual cost of utility-focused subscription that is used for secondary research					
2024	0	120	0	120	0.0	1-Sided Adj
Explanation:	Community Choice Aggregation (CCA): Increased customer communications \$15K for two emails \$105K for two direct mailings to 150,000+ customers					
2024	0	120	0	120	0.0	1-Sided Adj
Explanation:	Capital Project Impacts: SM 2.0 Communications Contract non-labor costs for SM 2.0 communications such as email and direct mail to be sent to customers in targeted zip codes at fixed intervals in advance of installation, bilingual collateral in English and Spanish, such as door hangers for field service representatives and fact sheets for customer facing outreach groups, information and FAQs communicated through SDG&E's website (sdge.com), posts on social media channels (Facebook, Instagram, Twitter, and NextDoor) and bill package messages (onsets and inserts), as space allows					
2024 Total	1,162	88	0	1,250	10.0	

Note: Totals may include rounding differences.

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Determination of Adjusted-Recorded (Incurred Costs):

	2017 (\$000)	2018 (\$000)	2019 (\$000)	2020 (\$000)	2021 (\$000)
Recorded (Nominal \$)*					
Labor	3,609	3,700	3,765	3,859	3,819
Non-Labor	4,622	5,434	5,864	7,404	11,199
NSE	0	0	0	0	0
Total	8,231	9,134	9,629	11,263	15,018
FTE	32.6	31.8	32.0	33.2	32.1
Adjustments (Nominal \$) **					
Labor	116	56	0	-69	-160
Non-Labor	-468	-220	-2,508	-3,956	-7,634
NSE	0	0	0	0	0
Total	-352	-164	-2,508	-4,025	-7,794
FTE	1.0	0.3	0.0	-0.8	-1.4
Recorded-Adjusted (Nominal \$)					
Labor	3,725	3,756	3,765	3,790	3,659
Non-Labor	4,154	5,214	3,355	3,448	3,565
NSE	0	0	0	0	0
Total	7,879	8,969	7,121	7,237	7,224
FTE	33.6	32.1	32.0	32.4	30.7
Vacation & Sick (Nominal \$)					
Labor	553	569	539	537	550
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	553	569	539	537	550
FTE	5.6	5.4	5.2	5.3	5.3
Escalation to 2021\$					
Labor	497	372	251	138	0
Non-Labor	585	543	261	275	0
NSE	0	0	0	0	0
Total	1,082	915	511	414	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Constant 2021\$)					
Labor	4,774	4,697	4,555	4,466	4,208
Non-Labor	4,740	5,757	3,616	3,723	3,565
NSE	0	0	0	0	0
Total	9,514	10,454	8,171	8,188	7,773
FTE	39.2	37.5	37.2	37.7	36.0

* After company-wide exclusions of Non-GRC costs

** Refer to "Detail of Adjustments to Recorded" page for line item adjustments

Note: Totals may include rounding differences.

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Summary of Adjustments to Recorded:

In Nominal \$ (000) Incurred Costs					
Years	2017	2018	2019	2020	2021
Labor	116	56	0	-69	-160
Non-Labor	-468	-220	-2,508	-3,956	-7,634
NSE	0	0	0	0	0
Total	-352	-164	-2,508	-4,025	-7,794
FTE	1.0	0.3	0.0	-0.8	-1.4

Detail of Adjustments to Recorded:

Year	Labor	NLbr	NSE	FTE	Adj Type
2017	0	-229	0	0.0	1-Sided Adj
Explanation:	One sided adjustment to remove one-time consulting services costs.				
2017	0	79	0	0.0	1-Sided Adj
Explanation:	Normalize Energy Prism and Batch Rate Comparison 1st half of 5 yr license renewal of \$395,631.50 for covered years 2017-2021. (\$395,631.50 / 5 yr = \$79,126 per year) Total expense incurred in Dec. 2016.				
2017	0	-74	0	0.0	1-Sided Adj
Explanation:	Normalize Batch Rate Comparison 2nd half of 5 yr license renewal of \$92,500 for covered years 2017-2021. Calculation: (\$92,500 / 5 yr = \$18,500 per year). Total expense of \$92,500 incurred in Dec. 2017. (Adj to remove \$74k from 2017 history [92,500-18500 = 74,000].) No adjustment required for the 2nd half of the Energy Prism 5 yr. license renewal of \$303,151.50, due to the annual amortization is already reflected in actuals (2017-2021).				
2017	0	-233	0	0.0	CCTR Transf To 2100-0058.001
Explanation:	Transfer Safety related costs from 2100-0058 in work group 1IN001 Marketing Research & Analytics to Saety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				
2017	116	7	0	1.0	CCTR Transf From 2100-3839.000
Explanation:	Transfer labor, non-labor and FTE associated with Digital Customer Exp. Mgr, and Sr. Business Analyst from cost center 2100-3839 in workpaper group 100005 CCC Support to 2100-4052 in workpaper group 1IN001 Marketing, Research, and Analytics to align costs where activity/function resides and is forecasted.				
2017	0	-42	0	0.0	1-Sided Adj
Explanation:	Remove BTL expenses in FC921				
2017	0	125	0	0.0	CCTR Transf From 2100-0004.000
Explanation:	Transfer non-labor costs associated with marketing from cost center 2100-0004 in workpaper group 100006 Cust Ops Supp & Projects to cost center 2100-0058 in workpaper group 1IN001 Marketing, Research & Analytics to align costs where activity/function resides in history and is forecasted.				
2017	0	-100	0	0.0	CCTR Transf To 2100-4089.006

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 Workpaper: 1IN001.000 - Marketing, Communications, Research and Analytics

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
Explanation:	Transfer WMP related expenses recorded in CFSP IO 200404182 to 2100-4089.006 in WMP workpaper 1WM008.000 Stakeholder Cooperation & Community Engagement where activity resides.				
2017 Total	116	-468	0	1.0	
2018	0	79	0	0.0	1-Sided Adj
Explanation:	Normalize Energy Prism and Batch Rate Comparison 1st half of 5 yr license renewal of \$395,631.50 for covered years 2017-2021. (\$395,631.50 / 5 yr = \$79,126 per year) Total expense incurred in Dec. 2016.				
2018	0	19	0	0.0	1-Sided Adj
Explanation:	Normalize Batch Rate Comparison 2nd half of 5 yr license renewal of \$92,500 for covered years 2017-2021. Calculation: (\$92,500 / 5 yr = \$18,500 per year). Total expense incurred in Dec. 2017. No adjustment required for the 2nd half of the Energy Prism 5 yr. licesnse renewal of \$303,151.50, due to the annual amortization is already reflected in actuals.				
2018	0	-107	0	0.0	1-Sided Adj
Explanation:	Remove BTL expenses in FC921				
2018	0	-18	0	0.0	1-Sided Adj
Explanation:	Remove BTL expenses in FC908				
2018	0	1	0	0.0	CCTR Transf To 2100-0058.001
Explanation:	Transfer Safety related costs from 2100-0058 in work group 1IN001 Marketing Research & Analytics to Safety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				
2018	56	-1	0	0.3	CCTR Transf From 2100-3839.000
Explanation:	Transfer labor, non-labor and FTE associated with Digital Customer Exp. Mgr, and Sr. Business Analyst from cost center 2100-3839 in workpaper group 1OO005 CCC Support to 2100-4052 in workpaper group 1IN001 Marketing, Research, and Analytics to align costs where activity/function resides and is forecasted.				
2018	0	-193	0	0.0	CCTR Transf To 2100-4089.006
Explanation:	Transfer WMP related expenses recorded in CFSP IO 200404182 to 2100-4089.006 in WMP workpaper 1WM008.000 Stakeholder Cooperation & Community Engagement where activity resides.				
2018 Total	56	-220	0	0.3	
2019	0	79	0	0.0	1-Sided Adj
Explanation:	Normalize Energy Prism and Batch Rate Comparison 1st half of 5 yr license renewal of \$395,631.50 for covered years 2017-2021. (\$395,631.50 / 5 yr = \$79,126 per year) Total expense incurred in Dec. 2016.				
2019	0	19	0	0.0	1-Sided Adj
Explanation:	Normalize Batch Rate Comparison 2nd half of 5 yr license renewal of \$92,500 for covered years 2017-2021. Calculation: (\$92,500 / 5 yr = \$18,500 per year). Total expense incurred in Dec. 2017. No adjustment required for the 2nd half of the Energy Prism 5 yr. licesnse renewal of \$303,151.50, due to the annual amortization is already reflected in actuals.				
2019	0	0	0	0.0	CCTR Transf To 2100-0058.001

Note: Totals may include rounding differences.

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 Workpaper: 1IN001.000 - Marketing, Communications, Research and Analytics

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
Explanation:	Transfer Safety related costs from 2100-3593 in work group 1IN001 Marketing Research & Analytics to Safety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				
2019	0	-2,179	0	0.0	CCTR Transf To 2100-0058.001
Explanation:	Transfer Safety related costs from 2100-0058 in work group 1IN001 Marketing Research & Analytics to Safety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				
2019	0	-5	0	0.0	1-Sided Adj
Explanation:	Remove BTL expenses in FC921				
2019	0	-4	0	0.0	1-Sided Adj
Explanation:	Remove BTL expenses in FC921				
2019	0	-407	0	0.0	1-Sided Adj
Explanation:	Remove BTL expenses in FC908				
2019	0	0	0	0.0	1-Sided Adj
Explanation:	Remove BTL expenses in FC908				
2019	0	-10	0	0.0	CCTR Transf To 2100-4089.006
Explanation:	Transfer WMP related expenses recorded in CFSP IO 200404182 to 2100-4089.006 in WMP workpaper 1WM008.000 Stakeholder Cooperation & Community Engagement where activity resides.				
2019 Total	0	-2,508	0	0.0	
2020	0	-3	0	0.0	1-Sided Adj
Explanation:	Incremental costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-18	0	0.0	1-Sided Adj
Explanation:	Incremental costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-1	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-4	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-19	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	0	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				

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<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
2020	0	-2	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-1	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	0	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-2	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-6	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-2	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-2	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-1	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-4	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	79	0	0.0	1-Sided Adj
Explanation:	Normalize Energy Prism and Batch Rate Comparison 1st half of 5 yr license renewal of \$395,631.50 for covered years 2017-2021. ($\$395,631.50 / 5 \text{ yr} = \$79,126 \text{ per year}$) Total expense incurred in Dec. 2016.				
2020	0	19	0	0.0	1-Sided Adj
Explanation:	Normalize Batch Rate Comparison 2nd half of 5 yr license renewal of \$92,500 for covered years 2017-2021. Calculation: ($\$92,500 / 5 \text{ yr} = \$18,500 \text{ per year}$). Total expense incurred in Dec. 2017. No adjustment required for the 2nd half of the Energy Prism 5 yr. licesnse renewal of \$303,151.50, due to the annual amortization is already reflected in actuals.				
2020	0	-2,255	0	0.0	CCTR Transf To 2100-0058.001

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<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
Explanation:	Transfer Safety related costs from 2100-0058 in work group 1IN001 Marketing Research & Analytics to Safety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				
2020	0	0	0	0.0	CCTR Transf To 2100-0058.001
Explanation:	Transfer Safety related costs from 2100-3593 in work group 1IN001 Marketing Research & Analytics to Safety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				
2020	0	-314	0	0.0	CCTR Transf To 2100-0058.001
Explanation:	Transfer Safety related costs from 2100-3466 in work group 1IN001 Marketing Research & Analytics to Safety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				
2020	-46	-56	0	-0.5	CCTR Transf To 2100-0058.001
Explanation:	Transfer Safety related costs from 2100-3593 in work group 1IN001 Marketing Research & Analytics to Safety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				
2020	0	-1,358	0	0.0	CCTR Transf To 2100-0058.001
Explanation:	Transfer Safety related costs from 2100-3770 in work group 1IN001 Marketing Research & Analytics to Safety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				
2020	-23	0	0	-0.3	CCTR Transf To 2100-0058.001
Explanation:	Transfer Safety related costs from 2100-3307 in work group 1IN001 Marketing Research & Analytics to Safety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				
2020	0	158	0	0.0	1-Sided Adj
Explanation:	Add back retroactive FERC Audit corrections made in 2020 for prior years.				
2020	0	4	0	0.0	1-Sided Adj
Explanation:	Add back retroactive FERC Audit corrections made in 2020 for prior years.				
2020	0	-238	0	0.0	1-Sided Adj
Explanation:	Remove BTL expenses in FC908				
2020	0	72	0	0.0	1-Sided Adj
Explanation:	Remove BTL expenses in FC908				
2020 Total	-69	-3,956	0	-0.8	
2021	0	-2	0	0.0	1-Sided Adj
Explanation:	Incremental costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-1	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-2	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				

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<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
2021	0	-3	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	0	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	0	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-14	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-2	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-1	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	0	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-1	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-2	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	0	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-1	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	79	0	0.0	1-Sided Adj
Explanation:	Normalize Energy Prism and Batch Rate Comparison 1st half of 5 yr license renewal of \$395,631.50 for covered years 2017-2021. (\$395,631.50 / 5 yr = \$79,126 per year) Total expense incurred in Dec. 2016.				

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
 Witness: Sandra F. Baule
 Category: A. Customer Services Information
 Category-Sub: 1. Customer Services Information
 Workpaper: 1IN001.000 - Marketing, Communications, Research and Analytics

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
2021	0	19	0	0.0	1-Sided Adj
Explanation:	Normalize Batch Rate Comparison 2nd half of 5 yr license renewal of \$92,500 for covered years 2017-2021. Calculation: (\$92,500 / 5 yr = \$18,500 per year). Total expense incurred in Dec. 2017. No adjustment required for the 2nd half of the Energy Prism 5 yr. license renewal of \$303,151.50, due to the annual amortization is already reflected in actuals.				
2021	0	-206	0	0.0	1-Sided Adj
Explanation:	Remove non-GRC refundable expenses				
2021	-47	-2	0	-0.5	1-Sided Adj
Explanation:	Remove non-GRC refundable expenses				
2021	0	-199	0	0.0	1-Sided Adj
Explanation:	Remove non-GRC refundable expenses				
2021	-23	-2,362	0	-0.2	1-Sided Adj
Explanation:	Remove non-GRC refundable expenses				
2021	0	-574	0	0.0	1-Sided Adj
Explanation:	Remove over-accrual for invoices that were submitted and recorded in 2021				
2021	0	-4,463	0	0.0	CCTR Transf To 2100-0058.001
Explanation:	Transfer Safety related costs from 2100-0058 in work group 1IN001 Marketing, Communications, Research and Analytics to Safety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				
2021	0	-11	0	0.0	CCTR Transf To 2100-0058.001
Explanation:	Transfer Safety related costs from 2100-3446 in work group 1IN001 Marketing, Communications, Research and Analytics to Safety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				
2021	-65	-127	0	-0.5	CCTR Transf To 2100-0058.001
Explanation:	Transfer Safety related costs from 2100-3593 in work group 1IN001 Marketing, Communications, Research and Analytics to Safety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				
2021	-25	0	0	-0.2	CCTR Transf To 2100-0058.001
Explanation:	Transfer Safety related costs from 2100-3307 in work group 1IN001 Marketing, Communications, Research and Analytics to Safety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				
2021	0	7	0	0.0	CCTR Transf To 2100-0058.001
Explanation:	Transfer Safety related costs from 2100-3466 in work group 1IN001 Marketing, Communications, Research and Analytics to Safety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				
2021	0	29	0	0.0	1-Sided Adj
Explanation:	Remove BTL expenses - retroactive JE in 2021 for 2020 charges to move to BTL IO; 2020 has a corresponding adjustment				
2021	0	208	0	0.0	1-Sided Adj
Explanation:	Remove BTL expenses - retroactive JE in 2021 for 2020 charges to move to BTL IO; 2020 has a corresponding adjustment				

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
Witness: Sandra F. Baule
Category: A. Customer Services Information
Category-Sub: 1. Customer Services Information
Workpaper: 1IN001.000 - Marketing, Communications, Research and Analytics

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
2021 Total	-160	-7,634	0	-1.4	

Note: Totals may include rounding differences.

Beginning of Workpaper
1IN001.001 - RAMP - Safety Communications

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
 Witness: Sandra F. Baule
 Category: A. Customer Services Information
 Category-Sub: 1. Customer Services Information
 Workpaper: 1IN001.001 - RAMP - Safety Communications

Activity Description:

SDG&E educates its customers and the public about the dangers and risks associated with working and being near electricity and electrical equipment, how to safely dig on their property or how to detect possible gas and electric safety issues within and around their home.

Communications include bill inserts and onserts, television, web, social media, print, public service announcements, email, radio and other paid digital media. Messages include, but are not limited to carbon monoxide safety, fumigation, furnace safety, digging, how to detect gas leaks, and how to prevent electrical fire hazards.

Forecast Explanations:

Labor - Base YR Rec

A base year forecast method was used for TY 2024 because the last recorded year accurately reflects the expense level associated with current and forecasted departmental activity.

Non-Labor - Base YR Rec

Same as above.

NSE - Base YR Rec

N/A

Summary of Results:

		In 2021\$ (000) Incurred Costs								
		Adjusted-Recorded					Adjusted-Forecast			
Years		2017	2018	2019	2020	2021	2022	2023	2024	
Labor		0	0	0	81	104	104	104	104	
Non-Labor		266	-1	2,349	4,302	4,594	3,896	3,896	3,896	
NSE		0	0	0	0	0	0	0	0	
Total		266	-1	2,349	4,383	4,698	4,000	4,000	4,000	
FTE		0.0	0.0	0.0	0.9	0.8	0.8	0.8	0.8	

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
 Witness: Sandra F. Baule
 Category: A. Customer Services Information
 Category-Sub: 1. Customer Services Information
 Workpaper: 1IN001.001 - RAMP - Safety Communications

Summary of Adjustments to Forecast:

In 2021 \$(000) Incurred Costs										
Forecast Method		Base Forecast			Forecast Adjustments			Adjusted-Forecast		
Years		2022	2023	2024	2022	2023	2024	2022	2023	2024
Labor	Base YR Rec	104	104	104	0	0	0	104	104	104
Non-Labor	Base YR Rec	4,594	4,594	4,594	-698	-698	-698	3,896	3,896	3,896
NSE	Base YR Rec	0	0	0	0	0	0	0	0	0
Total		4,698	4,698	4,698	-698	-698	-698	4,000	4,000	4,000
FTE	Base YR Rec	0.8	0.8	0.8	0.0	0.0	0.0	0.8	0.8	0.8

Forecast Adjustment Details:

Year	Labor	NLbr	NSE	Total	FTE	Adj Type
2022	0	-439	0	-439	0.0	1-Sided Adj
Explanation:	Efficiencies in safety campaign activities					
2022	0	-259	0	-259	0.0	1-Sided Adj
Explanation:	Efficiencies in safety campaign activities					
2022 Total	0	-698	0	-698	0.0	
2023	0	-439	0	-439	0.0	1-Sided Adj
Explanation:	Efficiencies in safety campaign activities					
2023	0	-259	0	-259	0.0	1-Sided Adj
Explanation:	Efficiencies in safety campaign activities					
2023 Total	0	-698	0	-698	0.0	
2024	0	-439	0	-439	0.0	1-Sided Adj
Explanation:	Efficiencies in safety campaign activities					
2024	0	-259	0	-259	0.0	1-Sided Adj
Explanation:	Efficiencies in safety campaign activities					
2024 Total	0	-698	0	-698	0.0	

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
Witness: Sandra F. Baule
Category: A. Customer Services Information
Category-Sub: 1. Customer Services Information
Workpaper: 1IN001.001 - RAMP - Safety Communications

Determination of Adjusted-Recorded (Incurred Costs):

	2017 (\$000)	2018 (\$000)	2019 (\$000)	2020 (\$000)	2021 (\$000)
Recorded (Nominal \$)*					
Labor	0	0	0	0	0
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	0	0	0	0	0
FTE	0.0	0.0	0.0	0.0	0.0
Adjustments (Nominal \$) **					
Labor	0	0	0	69	90
Non-Labor	233	-1	2,179	3,984	4,594
NSE	0	0	0	0	0
Total	233	-1	2,179	4,053	4,685
FTE	0.0	0.0	0.0	0.8	0.7
Recorded-Adjusted (Nominal \$)					
Labor	0	0	0	69	90
Non-Labor	233	-1	2,179	3,984	4,594
NSE	0	0	0	0	0
Total	233	-1	2,179	4,053	4,685
FTE	0.0	0.0	0.0	0.8	0.7
Vacation & Sick (Nominal \$)					
Labor	0	0	0	10	14
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	0	0	0	10	14
FTE	0.0	0.0	0.0	0.1	0.1
Escalation to 2021\$					
Labor	0	0	0	3	0
Non-Labor	33	0	169	318	0
NSE	0	0	0	0	0
Total	33	0	169	320	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Constant 2021\$)					
Labor	0	0	0	81	104
Non-Labor	266	-1	2,349	4,302	4,594
NSE	0	0	0	0	0
Total	266	-1	2,349	4,383	4,698
FTE	0.0	0.0	0.0	0.9	0.8

* After company-wide exclusions of Non-GRC costs

** Refer to "Detail of Adjustments to Recorded" page for line item adjustments

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
 Witness: Sandra F. Baule
 Category: A. Customer Services Information
 Category-Sub: 1. Customer Services Information
 Workpaper: 1IN001.001 - RAMP - Safety Communications

Summary of Adjustments to Recorded:

In Nominal \$ (000) Incurred Costs					
Years	2017	2018	2019	2020	2021
Labor	0	0	0	69	90
Non-Labor	233	-1	2,179	3,984	4,594
NSE	0	0	0	0	0
Total	233	-1	2,179	4,053	4,685
FTE	0.0	0.0	0.0	0.8	0.7

Detail of Adjustments to Recorded:

Year	Labor	NLbr	NSE	FTE	Adj Type
2017	0	233	0	0.0	CCTR Transf From 2100-0058.000
Explanation:	Transfer Safety related costs from 2100-0058 in work group 1IN001 Marketing Research & Analytics to Saety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				
2017 Total	0	233	0	0.0	
2018	0	-1	0	0.0	CCTR Transf From 2100-0058.000
Explanation:	Transfer Safety related costs from 2100-0058 in work group 1IN001 Marketing Research & Analytics to Safety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				
2018 Total	0	-1	0	0.0	
2019	0	0	0	0.0	CCTR Transf From 2100-3593.000
Explanation:	Transfer Safety related costs from 2100-3593 in work group 1IN001 Marketing Research & Analytics to Safety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				
2019	0	2,179	0	0.0	CCTR Transf From 2100-0058.000
Explanation:	Transfer Safety related costs from 2100-0058 in work group 1IN001 Marketing Research & Analytics to Safety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				
2019 Total	0	2,179	0	0.0	
2020	0	2,255	0	0.0	CCTR Transf From 2100-0058.000
Explanation:	Transfer Safety related costs from 2100-0058 in work group 1IN001 Marketing Research & Analytics to Safety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				
2020	0	0	0	0.0	CCTR Transf From 2100-3593.000
Explanation:	Transfer Safety related costs from 2100-3593 in work group 1IN001 Marketing Research & Analytics to Safety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				
2020	0	314	0	0.0	CCTR Transf From 2100-3466.000
Explanation:	Transfer Safety related costs from 2100-3466 in work group 1IN001 Marketing Research & Analytics to Safety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
 Witness: Sandra F. Baule
 Category: A. Customer Services Information
 Category-Sub: 1. Customer Services Information
 Workpaper: 1IN001.001 - RAMP - Safety Communications

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
2020	46	56	0	0.5	CCTR Transf From 2100-3593.000
Explanation:	Transfer Safety related costs from 2100-3593 in work group 1IN001 Marketing Research & Analytics to Safety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				
2020	0	1,358	0	0.0	CCTR Transf From 2100-3770.000
Explanation:	Transfer Safety related costs from 2100-3770 in work group 1IN001 Marketing Research & Analytics to Safety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				
2020	23	0	0	0.3	CCTR Transf From 2100-3307.000
Explanation:	Transfer Safety related costs from 2100-3307 in work group 1IN001 Marketing Research & Analytics to Safety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				
2020 Total	69	3,984	0	0.8	
2021	0	4,463	0	0.0	CCTR Transf From 2100-0058.000
Explanation:	Transfer Safety related costs from 2100-0058 in work group 1IN001 Marketing, Communications, Research and Analytics to Safety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				
2021	0	11	0	0.0	CCTR Transf From 2100-3446.000
Explanation:	Transfer Safety related costs from 2100-3446 in work group 1IN001 Marketing, Communications, Research and Analytics to Safety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				
2021	65	127	0	0.5	CCTR Transf From 2100-3593.000
Explanation:	Transfer Safety related costs from 2100-3593 in work group 1IN001 Marketing, Communications, Research and Analytics to Safety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				
2021	25	0	0	0.2	CCTR Transf From 2100-3307.000
Explanation:	Transfer Safety related costs from 2100-3307 in work group 1IN001 Marketing, Communications, Research and Analytics to Safety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				
2021	0	-7	0	0.0	CCTR Transf From 2100-3466.000
Explanation:	Transfer Safety related costs from 2100-3466 in work group 1IN001 Marketing, Communications, Research and Analytics to Safety sub work-group 1IN001.001 RAMP-Safety Communications where activity resides.				
2021 Total	90	4,594	0	0.7	

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
 Witness: Sandra F. Baule
 Category: A. Customer Services Information
 Category-Sub: 1. Customer Services Information
 Workpaper: 11N001.001 - RAMP - Safety Communications

RAMP Item # 1

RAMP Activity

RAMP Chapter: SDG&E-Risk-9 Incident Related to the Medium Pressure System (Excluding Dig-in)
 RAMP Line Item ID: C18
 RAMP Line Item Name: RAMP Gas Public Safety Communications
 Tranche(/s): Tranche1: Overall

GRC Forecast Cost Estimates (\$000)

	2021 Historical Embedded Cost (2021 \$)	2022 Forecast (2021 \$)	2023 Forecast (2021 \$)	2024 Forecast (2021 \$)	2024 RAMP Range (2020 Incurred \$)	
					Low	High
Tranche 1 Cost Estimate	2,889	2,450	2,450	2,450	2,395	3,459

Cost Estimate Changes from RAMP:
 GRC forecast is within the RAMP range.

GRC Work Unit/Activity Level Estimates

Unit of Measure	2021 Historical Embedded Activities	2022 Forecast Activities	2023 Forecast Activities	2024 Forecast Activities	2024 RAMP Range Activities	
					Low	High
Tranche 1 NA	0.00	0.00	0.00	0.00	0.00	0.00

Work Unit Changes from RAMP:
 N/A

Risk Spend Efficiency (RSE)

	GRC RSE	RAMP RSE
Tranche 1	0.000	0.000

RSE Changes from RAMP:
 N/A

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
 Witness: Sandra F. Baule
 Category: A. Customer Services Information
 Category-Sub: 1. Customer Services Information
 Workpaper: 11N001.001 - RAMP - Safety Communications

RAMP Item # 2

RAMP Activity

RAMP Chapter: SDG&E-Risk-5 Customer and Public Safety – Contact with Electric Equipment

RAMP Line Item ID: C01

RAMP Line Item Name: RAMP General Safety Communications

Tranche(/s): Tranche1: Overall

GRC Forecast Cost Estimates (\$000)

	2021 Historical Embedded Cost (2021 \$)	2022 Forecast (2021 \$)	2023 Forecast (2021 \$)	2024 Forecast (2021 \$)	2024 RAMP Range (2020 Incurred \$)	
					Low	High
Tranche 1 Cost Estimate	1,809	1,550	1,550	1,550	1,500	2,170

Cost Estimate Changes from RAMP:

GRC forecast is within the RAMP range.

GRC Work Unit/Activity Level Estimates

Unit of Measure	2021 Historical Embedded Activities	2022 Forecast Activities	2023 Forecast Activities	2024 Forecast Activities	2024 RAMP Range Activities	
					Low	High
Tranche 1 NA	0.00	0.00	0.00	0.00	0.00	0.00

Work Unit Changes from RAMP:

N/A

Risk Spend Efficiency (RSE)

	GRC RSE	RAMP RSE
Tranche 1	0.000	0.000

RSE Changes from RAMP:

N/A

Beginning of Workpaper
1IN002.000 - Customer Programs and Business Services

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
 Witness: Sandra F. Baule
 Category: A. Customer Services Information
 Category-Sub: 1. Customer Services Information
 Workpaper: 1IN002.000 - Customer Programs and Business Services

Activity Description:

Customer Programs consists of the Customer Assistance Programs (CAP) and activities that are funded through the General Rate Case rather than the Low-Income proceeding. Business Services consists of various groups that perform functions for, and provide services to, business customers.

Forecast Explanations:

Labor - Base YR Rec

A base year forecast method was used for TY 2024 GRC because the last recorded year accurately reflects the expense level associated with current departmental activity. Therefore, the base year provides a reasonable starting point for future expenditures.

Non-Labor - Base YR Rec

Same as above.

NSE - Base YR Rec

N/A

Summary of Results:

		In 2021\$ (000) Incurred Costs								
		Adjusted-Recorded					Adjusted-Forecast			
Years		2017	2018	2019	2020	2021	2022	2023	2024	
Labor		3,524	2,934	2,759	2,590	3,653	3,968	4,549	4,549	
Non-Labor		1,414	1,306	1,248	1,899	1,282	1,477	1,682	1,732	
NSE		0	0	0	0	0	0	0	0	
Total		4,938	4,240	4,008	4,488	4,935	5,445	6,231	6,281	
FTE		38.8	23.3	23.7	24.5	35.6	38.4	43.6	43.6	

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
 Witness: Sandra F. Baule
 Category: A. Customer Services Information
 Category-Sub: 1. Customer Services Information
 Workpaper: 1IN002.000 - Customer Programs and Business Services

Summary of Adjustments to Forecast:

In 2021 \$(000) Incurred Costs										
Forecast Method		Base Forecast			Forecast Adjustments			Adjusted-Forecast		
Years		2022	2023	2024	2022	2023	2024	2022	2023	2024
Labor	Base YR Rec	3,653	3,653	3,653	316	897	897	3,969	4,550	4,550
Non-Labor	Base YR Rec	1,282	1,282	1,282	195	400	450	1,477	1,682	1,732
NSE	Base YR Rec	0	0	0	0	0	0	0	0	0
Total		4,935	4,935	4,935	511	1,297	1,347	5,446	6,232	6,282
FTE	Base YR Rec	35.6	35.6	35.6	2.8	8.0	8.0	38.4	43.6	43.6

Forecast Adjustment Details:

Year	Labor	NLbr	NSE	Total	FTE	Adj Type
2022	160	0	0	160	1.2	1-Sided Adj
Explanation:	Full year effect of vacancies and leave of absence: 4/12 months x \$165K (BM3 MRR midpoint) = \$55K 4/12 months x \$144K (BM2 MRR midpoint) = \$48K 6/12 months x \$113K (ST4 MRR midpoint) = \$57K 14/12 months = 1.2 FTE					
2022	0	195	0	195	0.0	1-Sided Adj
Explanation:	Medical Baseline (MBL) - Per Advice Letter 3589-E / 2890-G: Primarily to expand targeted and mass marketing & outreach activities to reach new eligible populations, promote increase enrollments, IT configuration, statewide MBL eligibility study, and temporary labor resources for processing additional enrollments.					
2022	32	0	0	32	0.3	1-Sided Adj
Explanation:	Access & Functional Needs support for customer outreach activities. 0.33 FTE x \$97K (AD1 MRR midpoint)					
2022	36	0	0	36	0.5	1-Sided Adj
Explanation:	Business Analyst (MRR SA2) Provides analysis and regulatory reporting operations for natural gas and electric commercial billing, and credit support for commercial and industrial services. 0.5 x \$71K (SA1 MRR midpoint) = \$36K					
2022	32	0	0	32	0.3	1-Sided Adj
Explanation:	Program Supervisor for Self-Generation Incentive Program (SGIP) and Solar on Multifamily Affordable Housing (SOMAH) program programs (MRR ST5) - Primarily providing contract management and administration for the third party renewable/incentive programs (SGIP/SOMAH/DAC-SASH) invoices as well as supporting CPUC data requests obligations. 0.25 FTE x \$126K (ST5 MRR midpoint) = \$32K					
2022	56	0	0	56	0.5	1-Sided Adj
Explanation:	Project Manager - Emergency Preparedness (MRR PM1) to provide support for emergency preparedness efforts related to curtailment events and Public Safety Power Shutoff (PSPS) events. 0.5 FTE x \$111K (PM1 MRR midpoint) = \$56K					
2022 Total	316	195	0	511	2.8	

Note: Totals may include rounding differences.

SDG&E/CS - INFORMATION/Exh No:SDG&E-19-WP/Witness: S. Baule

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
 Witness: Sandra F. Baule
 Category: A. Customer Services Information
 Category-Sub: 1. Customer Services Information
 Workpaper: 1IN002.000 - Customer Programs and Business Services

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>
2023	160	0	0	160	1.2	1-Sided Adj
Explanation:	Full year effect of vacancies and leave of absence: 4/12 months x \$165K (BM3 MRR midpoint) = \$55K 4/12 months x \$144K (BM2 MRR midpoint) = \$48K 6/12 months x \$113K (ST4 MRR midpoint) = \$57K 14/12 months = 1.2 FTE					
2023	0	175	0	175	0.0	1-Sided Adj
Explanation:	Medical Baseline (MBL) - Per Advice Letter 3589-E / 2890-G: Primarily to expand targeted and mass marketing & outreach activities to reach new eligible populations, promote increase enrollments, IT configuration, statewide MBL eligibility study, and temporary labor resources for processing additional enrollments.					
2023	97	0	0	97	1.0	1-Sided Adj
Explanation:	Medical Baseline (MBL) Program Advisor (MRR AD1 - 1 FTE) to support growth of the MBL program, targeted outreach to expand enrollment, and project manage new MBL initiatives.					
2023	32	0	0	32	0.3	1-Sided Adj
Explanation:	Access & Functional Needs support for customer outreach activities. 0.33 FTE x \$97K (AD1 MRR midpoint)					
2023	126	0	0	126	1.0	1-Sided Adj
Explanation:	Access & Functional Needs (AFN): Clean Energy and Affordability Project Manager (MRR PM2 - 1 FTE) - strategically engage in the regulation, legislation and trends in these areas and drive SDG&E position and procedures entail for employee's responsibilities/purpose.					
2023	0	75	0	75	0.0	1-Sided Adj
Explanation:	Access & Functional Needs enhancements to support increased regulatory requirements and improve overall accessibility level across SDG&E program websites, apps and online tools					
2023	0	150	0	150	0.0	1-Sided Adj
Explanation:	Analytics Enhancements: Contract non-labor costs to add and enhance Customer Information System detailed analytics for customer requests on billing, credit, and consumption data and include self-service options. \$150K = \$30K/month x 5 months to support two price changes per year					
2023	71	0	0	71	1.0	1-Sided Adj
Explanation:	Business Analyst (MRR SA2 1 FTE) Provides analysis and regulatory reporting operations for natural gas and electric commercial billing, and credit support for commercial and industrial services.					
2023	63	0	0	63	0.5	1-Sided Adj
Explanation:	Program Supervisor for Self-Generation Incentive Program (SGIP) and Solar on Multifamily Affordable Housing (SOMAH) program programs (MRR ST5) - Primarily providing contract management and administration for the third party renewable/incentive programs (SGIP/SOMAH/DAC-SASH) invoices as well as supporting CPUC data requests obligations. 0.5 FTE x \$126K (ST5 MRR midpoint) = \$63K					
2023	111	0	0	111	1.0	1-Sided Adj

Note: Totals may include rounding differences.

SDG&E/CS - INFORMATION/Exh No:SDG&E-19-WP/Witness: S. Baule

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
 Witness: Sandra F. Baule
 Category: A. Customer Services Information
 Category-Sub: 1. Customer Services Information
 Workpaper: 1IN002.000 - Customer Programs and Business Services

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>
Explanation:	Project Manager - Sustainability (MRR PM1) to support sustainability projects with commercial and industrial services support internally and externally with a focus on new technologies and advancements in commercial operations.					
2023	111	0	0	111	1.0	1-Sided Adj
Explanation:	Project Manager - Emergency Preparedness (MRR PM1) to provide support for emergency preparedness efforts related to curtailment events and Public Safety Power Shutoff (PSPS) events.					
2023	126	0	0	126	1.0	1-Sided Adj
Explanation:	Project Manager - Compliance (MRR PM2) to lead, manage and develop the departments' regulatory compliance systems, procedures and training programs including identifying risks and issues, managing risk registers, driving mitigation to resolution, establishing controls, and ensuring audit findings and recommendations are addressed					
2023 Total	897	400	0	1,297	8.0	
2024	160	0	0	160	1.2	1-Sided Adj
Explanation:	Full year effect of vacancies and leave of absence: 4/12 months x \$165K (BM3 MRR midpoint) = \$55K 4/12 months x \$144K (BM2 MRR midpoint) = \$48K 6/12 months x \$113K (ST4 MRR midpoint) = \$57K 14/12 months = 1.2 FTE					
2024	0	200	0	200	0.0	1-Sided Adj
Explanation:	Medical Baseline (MBL) - Per Advice Letter 3589-E / 2890-G: Primarily to expand targeted and mass marketing & outreach activities to reach new eligible populations, promote increase enrollments, IT configuration, statewide MBL eligibility study, and temporary labor resources for processing additional enrollments.					
2024	97	0	0	97	1.0	1-Sided Adj
Explanation:	Medical Baseline (MBL) Program Advisor (MRR AD1 - 1 FTE) to support growth of the MBL program, targeted outreach to expand enrollment, and project manage new MBL initiatives.					
2024	32	0	0	32	0.3	1-Sided Adj
Explanation:	Access & Functional Needs support for customer outreach activities. 0.33 FTE x \$97K (AD1 MRR midpoint)					
2024	126	0	0	126	1.0	1-Sided Adj
Explanation:	Access & Functional Needs (AFN): Clean Energy and Affordability Project Manager (MRR PM2 - 1 FTE) - strategically engage in the regulation, legislation and trends in these areas and drive SDG&E position and procedures entail for employee's responsibilities/purpose.					
2024	0	100	0	100	0.0	1-Sided Adj
Explanation:	Access & Functional Needs enhancements to support increased regulatory requirements and improve overall accessibility level across SDG&E program websites, apps and online tools					
2024	0	150	0	150	0.0	1-Sided Adj

Note: Totals may include rounding differences.

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 Category: A. Customer Services Information
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 Workpaper: 1IN002.000 - Customer Programs and Business Services

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj Type</u>
Explanation:	Analytics Enhancements: Contract non-labor costs to add and enhance Customer Information System detailed analytics for customer requests on billing, credit, and consumption data and include self-service options. \$150K = \$30K/month x 5 months to support two price changes per year					
2024	71	0	0	71	1.0	1-Sided Adj
Explanation:	Business Analyst (MRR SA2 1 FTE) Provides analysis and regulatory reporting operations for natural gas and electric commercial billing, and credit support for commercial and industrial services.					
2024	63	0	0	63	0.5	1-Sided Adj
Explanation:	Program Supervisor for Self-Generation Incentive Program (SGIP) and Solar on Multifamily Affordable Housing (SOMAH) program programs (MRR ST5) - Primarily providing contract management and administration for the third party renewable/incentive programs (SGIP/SOMAH/DAC-SASH) invoices as well as supporting CPUC data requests obligations. 0.5 FTE x \$126K (ST5 MRR midpoint) = \$63K					
2024	111	0	0	111	1.0	1-Sided Adj
Explanation:	Project Manager - Sustainability (MRR PM1) to support sustainability projects with commercial and industrial services support internally and externally with a focus on new technologies and advancements in commercial operations.					
2024	111	0	0	111	1.0	1-Sided Adj
Explanation:	Project Manager - Emergency Preparedness (MRR PM1) to provide support for emergency preparedness efforts related to curtailment events and Public Safety Power Shutoff (PSPS) events.					
2024	126	0	0	126	1.0	1-Sided Adj
Explanation:	Project Manager - Compliance (MRR PM2) to lead, manage and develop the departments' regulatory compliance systems, procedures and training programs including identifying risks and issues, managing risk registers, driving mitigation to resolution, establishing controls, and ensuring audit findings and recommendations are addressed					
2024 Total	897	450	0	1,347	8.0	

Note: Totals may include rounding differences.

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Workpaper: 1IN002.000 - Customer Programs and Business Services

Determination of Adjusted-Recorded (Incurred Costs):

	2017 (\$000)	2018 (\$000)	2019 (\$000)	2020 (\$000)	2021 (\$000)
Recorded (Nominal \$)*					
Labor	3,017	2,598	2,391	2,219	9,435
Non-Labor	1,200	770	1,158	2,004	31,452
NSE	0	0	0	0	0
Total	4,217	3,368	3,549	4,223	40,887
FTE	35.0	22.8	21.6	21.9	88.8
Adjustments (Nominal \$) **					
Labor	-268	-252	-110	-21	-6,259
Non-Labor	39	413	0	-246	-30,170
NSE	0	0	0	0	0
Total	-228	161	-110	-267	-36,428
FTE	-1.7	-2.9	-1.2	-0.9	-58.6
Recorded-Adjusted (Nominal \$)					
Labor	2,749	2,346	2,281	2,198	3,176
Non-Labor	1,239	1,183	1,158	1,758	1,282
NSE	0	0	0	0	0
Total	3,989	3,529	3,439	3,956	4,458
FTE	33.2	19.9	20.4	21.0	30.3
Vacation & Sick (Nominal \$)					
Labor	408	355	327	312	477
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	408	355	327	312	477
FTE	5.6	3.4	3.3	3.5	5.3
Escalation to 2021\$					
Labor	367	232	152	80	0
Non-Labor	175	123	90	140	0
NSE	0	0	0	0	0
Total	541	356	242	221	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Constant 2021\$)					
Labor	3,524	2,934	2,759	2,590	3,653
Non-Labor	1,414	1,306	1,248	1,899	1,282
NSE	0	0	0	0	0
Total	4,938	4,240	4,008	4,488	4,935
FTE	38.8	23.3	23.7	24.5	35.6

* After company-wide exclusions of Non-GRC costs

** Refer to "Detail of Adjustments to Recorded" page for line item adjustments

Note: Totals may include rounding differences.

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 Workpaper: 1IN002.000 - Customer Programs and Business Services

Summary of Adjustments to Recorded:

		In Nominal \$ (000) Incurred Costs				
Years	2017	2018	2019	2020	2021	
Labor	-268	-252	-110	-21	-6,259	
Non-Labor	39	413	0	-246	-30,170	
NSE	0	0	0	0	0	
Total	-228	161	-110	-267	-36,428	
FTE	-1.7	-2.9	-1.2	-0.9	-58.6	

Detail of Adjustments to Recorded:

Year	Labor	NLbr	NSE	FTE	Adj Type
2017	-40	0	0	-0.3	CCTR Transf To 2100-3571.000
Explanation:	Transfer of Customer Service GRC Project Lead from cost center 2100-0064 in workpaper group 1N002 Customer Programs & Business Services to cost center 2100-3571 in workpaper group 1FC004 Customer Fields Operations Support to align costs with where roles reside and are forecasted.				
2017	-143	0	0	-1.6	CCTR Transf To 2100-4119.000
Explanation:	Transfer Sr Busn Svc Analyst labor and FTE associated with Direct Access & Community Choice Aggregation activities from CC 2100-0634 in workpaper group 1IN002 Customer Programs & Business Services to CC 2100-4119 in workpaper group 1OO006 Customer Operations Support & Projects to align costs with where roles reside and are forecasted.				
2017	22	0	0	0.2	CCTR Transf From 2100-0124.000
Explanation:	Transfer labor and FTE for Cust Genr Team Ld from CC 2100-0124 in workpaper group 1ED001 Reliability and Capacity to CC 2100-4111 in workpaper group 1N002.000 Customer Programs and Business Services to align costs with where roles reside and are forecasted.				
2017	-114	-3	0	-0.9	1-Sided Adj
Explanation:	One-sided adjustment to remove labor and non-labor costs and FTE associated with Marketplace Expansion. Reference IO 415660 and cost center 2100-3841. One-time charge. Labor related to Shareholder Expense (MARKETPLACE EXPANSION)				
2017	0	107	0	0.0	CCTR Transf From 2100-0622.000
Explanation:	Transfer non-labor associated Business Customer Segmentation and C3 hosting fees from cost center 2100-0622 in work paper group 1OO005 CCC Support to cost center 2100-0634 in workpaper group 1IN002 Customer Programs and Business Services, to align costs where activity/function resides and is forecasted.				
2017	0	-60	0	0.0	1-Sided Adj
Explanation:	One-sided adjustment to exclude rent charged to refundable program and affiliate billing internal orders . Reference IO: 7004649, 7058607, 7058608, 7058609, 7058610, 7063400				
2017	0	0	0	0.0	1-Sided Adj

Note: Totals may include rounding differences.

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 Workpaper: 1IN002.000 - Customer Programs and Business Services

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
Explanation:	Adjustment to exclude refundable non labor expenses associated with 7052991				
2017	51	0	0	1.0	CCTR Transf From 2100-3515.000
Explanation:	Transfer labor and FTE associated with Energy Info Representative from cost center 2100-3515 in work paper group 100005 CCC Support to cost center 2100-3766 in workpaper group 1IN002 Customer Programs, Business Services, Other Office to align costs where activity/function resides and is forecasted.				
2017	0	-4	0	0.0	1-Sided Adj
Explanation:	One-sided adjustment to remove non-labor costs associated with Marketplace Expansion. Reference IO 415660 and cost center 2100-3453. One-time charge. Non Labor related to Shareholder Expense (MARKETPLACE EXPANSION)				
2017	-44	0	0	-0.1	1-Sided Adj
Explanation:	Exclude labor costs associated with Refundable Program IO 7086560 and labor credit posted against to IO 200314573 to correct labor that should have been posted to same Refundable Program IO 7086560. Reference IO's: 200314573, 7086560				
2017 Total	-268	39	0	-1.7	
2018	21	0	0	0.2	CCTR Transf From 2100-0124.000
Explanation:	Transfer labor and FTE for Cust Genr Team Ld from CC 2100-0124 in workpaper group 1ED001 Reliability and Capacity to CC 2100-4111 in workpaper group 1N002.000 Customer Programs and Business Services to align costs with where roles reside and are forecasted.				
2018	0	0	0	-0.1	1-Sided Adj
Explanation:	Incremental costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2018	0	0	0	0.0	1-Sided Adj
Explanation:	Incremental costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2018	0	75	0	0.0	CCTR Transf From 2100-0622.000
Explanation:	Transfer non-labor for C3 annual hosting fees from cost center 2100-0622 in work paper group 100005CCC Support to cost center 2100-0634 in workpaper group 1IN002 Customer Programs and Business Services to align costs where activity/function resides and is forecasted.				
2018	51	1	0	0.2	CCTR Transf From 2100-0622.000
Explanation:	Transfer labor, non-labor and FTE associated with Energy Engineer from cost center 2100-0622 and work paper group 100005 CCC Support to cost center 2100-0634 in workpaper group 1IN002 Customer Programs and Business Services to align costs where activity/function resides.				
2018	-98	0	0	-1.2	CCTR Transf To 2100-4119.000
Explanation:	Transfer Sr Busn Svc Analyst labor and FTE associated with Direct Access & Community Choice Aggregation activities from CC 2100-0634 in workpaper group 1IN002 Customer Programs & Business Services to CC 2100-4119 in workpaper group 100006 Customer Operations Support & Projects to align costs with where roles reside and are forecasted.				

Note: Totals may include rounding differences.

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Area: CS - INFORMATION
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 Category: A. Customer Services Information
 Category-Sub: 1. Customer Services Information
 Workpaper: 1IN002.000 - Customer Programs and Business Services

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
2018	-94	0	0	-0.8	CCTR Transf To 2100-3571.000
Explanation:	Transfer of Customer Service GRC Project Lead from cost center 2100-0064 in workpaper group 1N002 Customer Programs & Business Services to cost center 2100-3571 in workpaper group 1FC004 Customer Fields Operations Support to align costs with where roles reside and are forecasted.				
2018	-14	0	0	-0.1	CCTR Transf To 2100-3571.000
Explanation:	Transfer of Customer Service GRC Project Lead from cost center 2100-3841 in workpaper group 1N002 Customer Programs & Business Services to cost center 2100-3571 in workpaper group 1FC004 Customer Fields Operations Support to align costs with where roles reside and are forecasted.				
2018	0	337	0	0.0	1-Sided Adj
Explanation:	One sided adjustment to exclude correction for posting error in 2018 reference IO 200397097.				
2018	-1	0	0	-0.1	1-Sided Adj
Explanation:	One-sided adjustment to remove non-labor costs associated with Marketplace Expansion. Reference IO 415660 and cost center 2100-3453. One-time charge. Non Labor related to Shareholder Expense (MARKETPLACE EXPANSION)				
2018	-84	0	0	-0.7	1-Sided Adj
Explanation:	One-sided adjustment to remove labor costs associated with Marketplace Expansion. Reference IO 415660 and cost center 2100-3765. One-time charge. Labor related to Shareholder Expense (MARKETPLACE EXPANSION)				
2018	-33	0	0	-0.3	1-Sided Adj
Explanation:	One-sided adjustment to remove labor costs associated with Marketplace Expansion. Reference IO 415660 and cost center 2100-3841. One-time charge. Labor related to Shareholder Expense (MARKETPLACE EXPANSION)				
2018 Total	-252	413	0	-2.9	
2019	114	0	0	0.9	CCTR Transf From 2100-0124.000
Explanation:	Transfer labor and FTE for Cust Genr Team Ld from CC 2100-0124 in workpaper group 1ED001 Reliability and Capacity to CC 2100-4111 in workpaper group 1N002.000 Customer Programs and Business Services to align costs with where roles reside and are forecasted.				
2019	-134	0	0	-1.4	CCTR Transf To 2100-4119.000
Explanation:	Transfer Sr Busn Svc Analyst labor and FTE associated with Direct Access & Community Choice Aggregation activities from CC 2100-0634 in workpaper group 1IN002 Customer Programs & Business Services to CC 2100-4119 in workpaper group 1O0006 Customer Operations Support & Projects to align costs with where roles reside and are forecasted.				
2019	-31	0	0	-0.2	CCTR Transf To 2100-3571.000

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 Workpaper: 1IN002.000 - Customer Programs and Business Services

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
Explanation:	Transfer of Customer Service GRC Project Lead from cost center 2100-3841 in workpaper group 1N002 Customer Programs & Business Services to cost center 2100-3571 in workpaper group 1FC004 Customer Fields Operations Support to align costs with where roles reside and are forecasted.				
2019	-54	0	0	-0.4	1-Sided Adj
Explanation:	One-sided adjustment to remove labor costs associated with Marketplace Expansion. Reference IO 415660 and cost center 2100-3765. One-time charge. Labor related to Shareholder Expense (MARKETPLACE EXPANSION)				
2019	-6	0	0	-0.1	1-Sided Adj
Explanation:	One-sided adjustment to remove labor costs associated with Marketplace Expansion. Reference IO 415660 and cost center 2100-3841. One-time charge. Labor related to Shareholder Expense (MARKETPLACE EXPANSION)				
2019 Total	-110	0	0	-1.2	
2020	0	-1	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-2	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-4	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	60	39	0	0.5	CCTR Transf From 2100-3993.000
Explanation:	The transfer of 2020 ADA/AFN related labor and non-labor expenses				
2020	0	-3	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-2	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	113	0	0	0.9	CCTR Transf From 2100-0124.000
Explanation:	Transfer labor and FTE for Cust Genr Team Ld from CC 2100-0124 in workpaper group 1ED001 Reliability and Capacity to CC 2100-4111 in workpaper group 1N002.000 Customer Programs and Business Services to align costs with where roles reside and are forecasted.				
2020	0	-1	0	0.0	1-Sided Adj

Note: Totals may include rounding differences.

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<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-4	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-73	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	-39	-80	0	-0.3	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	0	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-3	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-7	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-4	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-15	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-7	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-2	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-2	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-3	0	0.0	1-Sided Adj

Note: Totals may include rounding differences.

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<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-4	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-16	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-3	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	-152	0	0	-1.8	CCTR Transf To 2100-4119.000
Explanation:	Transfer Sr Busn Svc Analyst labor and FTE associated with Direct Access & Community Choice Aggregation activities from CC 2100-0634 in workpaper group 1IN002 Customer Programs & Business Services to CC 2100-4119 in workpaper group 1O0006 Customer Operations Support & Projects to align costs with where roles reside and are forecasted.				
2020	0	-3	0	0.0	1-Sided Adj
Explanation:	One sided adjustment to exclude non labor charges associated with P&B IO FC9260002100				
2020	-1	0	0	-0.1	1-Sided Adj
Explanation:	One sided adjustment to exclude refundable Labor Charges associated with IO reference 7128561				
2020	0	-46	0	0.0	1-Sided Adj
Explanation:	One sided adjustment to exclude refundable Non Labor Charges associated with IO reference 7128561				
2020	-3	0	0	-0.1	1-Sided Adj
Explanation:	One-sided adjustment to remove labor costs associated with Marketplace Expansion. Reference IO 415660 and cost center 2100-3841.				
	One-time charge. Labor related to Shareholder Expense (MARKETPLACE EXPANSION)				
2020 Total	-21	-246	0	-0.9	
2021	0	-1	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-1	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-3	0	0.0	1-Sided Adj

Note: Totals may include rounding differences.

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<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-3	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-2	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-2	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-4	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-5	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	31	0	0.0	CCTR Transf From 2100-0622.000
Explanation:	Transfer non-labor Oracle Utility Analytics license fee from cost center 2100-0622 in work paper group 100005 CCC Support to cost center 2100-3442 in work paper group 1IN002.000 Customer Programs and Business Services to align costs where activity/function resides.				
2021	-42	-7	0	-0.4	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-4	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-4	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-2	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-9	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
 Witness: Sandra F. Baule
 Category: A. Customer Services Information
 Category-Sub: 1. Customer Services Information
 Workpaper: 1IN002.000 - Customer Programs and Business Services

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
2021	0	-6	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-1	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-2	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-2	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-4	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-11	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-2	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-1	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-1	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	-52	0	0	-0.7	CCTR Transf To 2100-4119.000
Explanation:	Transfer Sr Busn Svc Analyst labor and FTE associated with Direct Access & Community Choice Aggregation activities from CC 2100-0634 in workpaper group 1IN002 Customer Programs & Business Services to CC 2100-4119 in workpaper group 100006 Customer Operations Compliance & Strategy to align costs with where roles reside and are forecasted.				
2021	0	-40	0	0.0	1-Sided Adj
Explanation:	One sided adjustment to exclude non labor charges associated with IO reference 7131033 and 7131073				
2021	-56	0	0	-0.4	1-Sided Adj
Explanation:	One sided adjustment to exclude labor and non labor charges associated with IO reference 7129971				

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
 Witness: Sandra F. Baule
 Category: A. Customer Services Information
 Category-Sub: 1. Customer Services Information
 Workpaper: 1IN002.000 - Customer Programs and Business Services

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
2021	-18	0	0	-0.1	1-Sided Adj
Explanation:	One sided adjustment to exclude labor charges associated with IO reference 7129971 and 7130109				
2021	-293	-39	0	-2.4	1-Sided Adj
Explanation:	One sided adjustment to exclude labor and non labor charges associated with IO reference 7130218				
2021	-617	-693	0	-5.1	1-Sided Adj
Explanation:	One sided adjustment to exclude labor charges associated with IO reference 7129846,7129902,7122971,7130164,7130218,7130283				
2021	0	-5	0	0.0	1-Sided Adj
Explanation:	One sided adjustment to exclude non labor charges associated with IO Reference 7130218				
2021	-29	0	0	-0.2	1-Sided Adj
Explanation:	One sided adjustment to exclude labor charges associated with IO Reference 7129846 and 7129902				
2021	-185	-52	0	-1.7	1-Sided Adj
Explanation:	One sided adjustment to exclude labor and non labor charges associated with IO Reference, 7129825,7129846,7129868,7129902, 7129905, 7130062				
2021	-2	-4	0	-0.1	1-Sided Adj
Explanation:	One sided adjustment to exclude labor and non labor charges associated with IO Reference, 7130013, 7130103, 7130106, 7130062				
2021	-1	-19	0	-0.1	1-Sided Adj
Explanation:	One sided adjustment to exclude labor and non labor charges associated with IO reference 7129891, 7130062 and 7129905				
2021	-279	-122	0	-2.3	1-Sided Adj
Explanation:	One sided adjustment to exclude labor and non labor charges associated with IO reference 7129971,7130109 ,7130164, 7130591				
2021	-319	-2,548	0	-3.0	1-Sided Adj
Explanation:	One sided adjustment to exclude labor and non labor charges associated with Reference IO 7129971, 7130109, 7131620				
2021	0	0	0	-0.1	1-Sided Adj
Explanation:	One sided adjustment to exclude labor and non labor charges associated with IO reference 7130244, 7129971, 7130218				
2021	-520	-1,083	0	-4.8	1-Sided Adj
Explanation:	One sided adjustment to exclude labor and non labor charges associated with Multiple Refundable IOs.				
2021	-722	-479	0	-5.8	1-Sided Adj
Explanation:	One sided adjustment to exclude labor and non labor charges associated with Multiple Refundable IOs.				
2021	-2,126	-22,882	0	-19.6	1-Sided Adj
Explanation:	One sided adjustment to exclude labor and non labor charges associated with Multiple Refundable IOs.				

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
 Witness: Sandra F. Baule
 Category: A. Customer Services Information
 Category-Sub: 1. Customer Services Information
 Workpaper: 1IN002.000 - Customer Programs and Business Services

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
2021	-97	-30	0	-1.8	1-Sided Adj
Explanation:	One sided adjustment to exclude labor and non labor charges associated with Multiple Refundable IOs.				
2021	-141	0	0	-0.9	1-Sided Adj
Explanation:	One sided adjustment to exclude labor and non labor charges associated with Multiple Refundable IOs.				
2021	-613	-2,049	0	-7.1	1-Sided Adj
Explanation:	One sided adjustment to exclude labor and non labor charges associated with Multiple Refundable IOs.				
2021	-143	-1	0	-1.9	1-Sided Adj
Explanation:	One sided adjustment to exclude labor and non labor charges associated with Multiple Refundable IOs.				
2021	-3	-77	0	-0.1	1-Sided Adj
Explanation:	One sided adjustment to exclude labor and non labor charges associated with Multiple Refundable IOs.				
2021 Total	-6,259	-30,170	0	-58.6	

Note: Totals may include rounding differences.

Beginning of Workpaper
1IN002.001 - RAMP - Natural Gas Appliance Testing (NGAT)

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
 Witness: Sandra F. Baule
 Category: A. Customer Services Information
 Category-Sub: 1. Customer Services Information
 Workpaper: 1IN002.001 - RAMP - Natural Gas Appliance Testing (NGAT)

Activity Description:

Natural Gas Appliance Testing (NGAT) or CO testing is a safety-related program for Customer Assistance's Energy Savings Assistance (ESA) Program participants. SDG&E conducts Carbon Monoxide (CO) testing on homes weatherized through the ESA Program in accordance with Statewide ESA Program Installation Standards and the Statewide ESA Program Policy and Procedures Manual. CPUC directives require SDG&E to charge the costs for the NGAT program to base rates rather than to the public purpose funds .

Forecast Explanations:

Labor - Base YR Rec

N/A

Non-Labor - Base YR Rec

A base year forecast method was used for TY 2024 because the last recorded year reflects the expense level associated with current departmental activity.

NSE - Base YR Rec

N/A

Summary of Results:

		In 2021\$ (000) Incurred Costs								
		Adjusted-Recorded					Adjusted-Forecast			
Years		2017	2018	2019	2020	2021	2022	2023	2024	
Labor		0	0	0	0	0	0	0	0	
Non-Labor		185	192	203	111	161	202	502	625	
NSE		0	0	0	0	0	0	0	0	
Total		185	192	203	111	161	202	502	625	
FTE		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
 Witness: Sandra F. Baule
 Category: A. Customer Services Information
 Category-Sub: 1. Customer Services Information
 Workpaper: 1IN002.001 - RAMP - Natural Gas Appliance Testing (NGAT)

Summary of Adjustments to Forecast:

In 2021 \$(000) Incurred Costs										
Forecast Method		Base Forecast			Forecast Adjustments			Adjusted-Forecast		
Years		2022	2023	2024	2022	2023	2024	2022	2023	2024
Labor	Base YR Rec	0	0	0	0	0	0	0	0	0
Non-Labor	Base YR Rec	161	161	161	41	341	464	202	502	625
NSE	Base YR Rec	0	0	0	0	0	0	0	0	0
Total		161	161	161	41	341	464	202	502	625
FTE	Base YR Rec	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Forecast Adjustment Details:

Year	Labor	NLbr	NSE	Total	FTE	Adj Type
2022	0	41	0	41	0.0	1-Sided Adj
Explanation:	ESA homes treated goal in 2022 of 13,760 per D.21-06-015. Forecasted 35% of homes treated receiving NGAT. Calculation: 13,760 x 35% = 4,816 4,816 X \$42 per test = \$202,272					
2022 Total	0	41	0	41	0.0	
2023	0	341	0	341	0.0	1-Sided Adj
Explanation:	ESA homes treated goal in 2023 of 11,711 per D.21-06-015. Forecasted 65% of homes treated receiving NGAT. Calculation: 11,711 x 65% = 7,612 7,612 X \$66 per test = \$502,402					
2023 Total	0	341	0	341	0.0	
2024	0	464	0	464	0.0	1-Sided Adj
Explanation:	ESA homes treated goal in 2024 of 14,138 per D.21-06-015. Forecasted 65% of homes treated receiving NGAT. Calculation: 14,138 x 65% = 9,190 9,190 X \$67.98 per test = \$624,716					
2024 Total	0	464	0	464	0.0	

Note: Totals may include rounding differences.

SDG&E/CS - INFORMATION/Exh No:SDG&E-19-WP/Witness: S. Baule

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
 Witness: Sandra F. Baule
 Category: A. Customer Services Information
 Category-Sub: 1. Customer Services Information
 Workpaper: 1IN002.001 - RAMP - Natural Gas Appliance Testing (NGAT)

Determination of Adjusted-Recorded (Incurred Costs):

	2017 (\$000)	2018 (\$000)	2019 (\$000)	2020 (\$000)	2021 (\$000)
Recorded (Nominal \$)*					
Labor	0	0	0	0	0
Non-Labor	162	174	188	103	161
NSE	0	0	0	0	0
Total	162	174	188	103	161
FTE	0.0	0.0	0.0	0.0	0.0
Adjustments (Nominal \$) **					
Labor	0	0	0	0	0
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	0	0	0	0	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Nominal \$)					
Labor	0	0	0	0	0
Non-Labor	162	174	188	103	161
NSE	0	0	0	0	0
Total	162	174	188	103	161
FTE	0.0	0.0	0.0	0.0	0.0
Vacation & Sick (Nominal \$)					
Labor	0	0	0	0	0
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	0	0	0	0	0
FTE	0.0	0.0	0.0	0.0	0.0
Escalation to 2021\$					
Labor	0	0	0	0	0
Non-Labor	23	18	15	8	0
NSE	0	0	0	0	0
Total	23	18	15	8	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Constant 2021\$)					
Labor	0	0	0	0	0
Non-Labor	185	192	203	111	161
NSE	0	0	0	0	0
Total	185	192	203	111	161
FTE	0.0	0.0	0.0	0.0	0.0

* After company-wide exclusions of Non-GRC costs

** Refer to "Detail of Adjustments to Recorded" page for line item adjustments

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
 Witness: Sandra F. Baule
 Category: A. Customer Services Information
 Category-Sub: 1. Customer Services Information
 Workpaper: 1IN002.001 - RAMP - Natural Gas Appliance Testing (NGAT)

Summary of Adjustments to Recorded:

In Nominal \$ (000) Incurred Costs					
Years	2017	2018	2019	2020	2021
Labor	0	0	0	0	0
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	0	0	0	0	0
FTE	0.0	0.0	0.0	0.0	0.0

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
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Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
 Witness: Sandra F. Baule
 Category: A. Customer Services Information
 Category-Sub: 1. Customer Services Information
 Workpaper: 11N002.001 - RAMP - Natural Gas Appliance Testing (NGAT)

RAMP Item # 1

RAMP Activity

RAMP Chapter: SDG&E-Risk-9 Incident Related to the Medium Pressure System (Excluding Dig-in)

RAMP Line Item ID: C20

RAMP Line Item Name: RAMP Natural Gas Appliance Testing (NGAT)

Tranche(/s): Tranche1: Meter and Beyond the Meter

GRC Forecast Cost Estimates (\$000)

	2021 Historical Embedded Cost (2021 \$)	2022 Forecast (2021 \$)	2023 Forecast (2021 \$)	2024 Forecast (2021 \$)	2024 RAMP Range (2020 Incurred \$)	
					Low	High
Tranche 1 Cost Estimate	161	202	502	625	105	322

Cost Estimate Changes from RAMP:

GRC forecast is outside the RAMP range due to forecast updates.

GRC Work Unit/Activity Level Estimates

Unit of Measure	2021 Historical Embedded Activities	2022 Forecast Activities	2023 Forecast Activities	2024 Forecast Activities	2024 RAMP Range Activities	
					Low	High
Tranche 1 NGAT	3,235.00	4,816.00	7,612.00	9,190.00	2,693.00	6,953.00

Work Unit Changes from RAMP:

GRC forecast is outside the RAMP range due to forecast updates.

Risk Spend Efficiency (RSE)

	GRC RSE	RAMP RSE
Tranche 1	0.050	0.500

RSE Changes from RAMP:

General changes to risks scores or RSE values are primarily due to changes in the MAVF and RSE methodology, as discussed in the RAMP to GRC Integration testimony of R. Scott Pearson and Gregory S. Flores (Ex. SCG-03/SDG&E-03, Chapter 2).

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
Witness: Sandra F. Baule

Appendix A: List of Non-Shared Cost Centers

Cost Center	Sub	Description
2100-0044	000	CUSTOMER CHOICE
2100-0058	000	CLEAN SAFE RELIABLE
2100-0064	000	DIR CUST PROGRAMS & ASSISTANCE
2100-0321	000	LIGB PAYMENTS
2100-0626	000	FEDERAL ACCOUNTS MANAGER
2100-0627	000	FEDERAL PROJECTS
2100-0629	000	POLICY & SUPPORT
2100-0630	000	CUSTOMER ASST MGR - DAP
2100-0634	000	ANALYTICS, RATES, SUPP SVCS MANAGER
2100-0643	000	NON-RESIDENTIAL 3RD PARTY PROGRAMS
2100-0650	000	RESIDENTIAL & DR PROGRAM MANAGEMENT
2100-0653	000	C&I TECHNOLOGY SUPPORT SUPERVISOR
2100-0655	000	FEDERAL ACCOUNTS FINANCE & ACCOUNTING
2100-3167	000	CUSTOMER COMMUNICATIONS - E-SERVICES
2100-3168	000	CUSTOMER INSIGHTS & ANALYTICS
2100-3307	000	CREATIVE SERVICES & BRANDING SDGE
2100-3434	000	BUS STRATEGY & DEVEL
2100-3435	000	FEDERAL BUSINESS DEVELOPMENT
2100-3437	000	ELECTRIC SAFETY TRAINING
2100-3440	000	DEMAND RESPONSE PROGRAM MANAGER
2100-3442	000	BUSINESS SVCS MAJOR ACCOUNTS
2100-3444	000	BUSINESS SVCS PROJECT COORDINATION
2100-3446	000	PRICING PLAN EDUCATION
2100-3448	000	SMALL C&I SEGMENT EE/DR MANAGER
2100-3450	000	CODES & STANDARDS MANAGER
2100-3451	000	ENERGY EFFICIENCY PARTNERSHIPS & OBF
2100-3452	000	CUSTOMER ASST MGR - CARE
2100-3453	000	PROGRAM SYSTEM COMPLIANCE & ANALYSIS
2100-3454	000	CUSTOMER ASSISTANT OUTREACH MANAGER
2100-3455	000	CUSTOMER ASST MGR - PROGRAM SUPPORT
2100-3465	000	COMMUNICATIONS DIRECTOR
2100-3466	000	CUSTOMER COMMUNICATIONS
2100-3570	000	MARKET PLANNING & ANALYSIS
2100-3579	000	CUSTOMER & EMPLOYEE ENGAGEMENT
2100-3580	000	BUSINESS SVCS CUST ENGY SVCS
2100-3593	000	PROGRAMS, SERVICES & TOOLS
2100-3619	000	TECHNICAL SUPPORT
2100-3701	000	VP CUSTOMER SOLUTIONS
2100-3703	000	ENERGY MANAGEMENT TOOL
2100-3718	000	ELECTRIC LOAD ANALYSIS
2100-3725	000	ELECTRIC DEMAND FORECASTING
2100-3727	000	GAS & ELECTRIC ANALYSIS - SOUTH
2100-3765	000	PROGRAM OPERATIONS
2100-3766	000	CUSTOMER PROGRAMS SUPPORT
2100-3770	000	PRICING PLANS

San Diego Gas & Electric Company
2024 GRC - APP
Non-Shared Service Workpapers

Area: CS - INFORMATION
Witness: Sandra F. Baule

Appendix A: List of Non-Shared Cost Centers

Cost Center	Sub	Description
2100-3776	000	ENERGY EFFICIENCY ADMINISTRATIVE COST
2100-3777	000	ENERGY EFFICIENCY MARKETING COST
2100-3778	000	ENERGY EFFICIENCY DIRECT IMPLEMENT COST
2100-3784	000	CUSTOMER COMMUNICATIONS - TECHNOLOGIES
2100-3786	000	BS CUST OUTRCH & EDU
2100-3841	000	PRODUCT AND TRANSITION MGMT
2100-3847	000	HAN (HOME AREA NETWORK)
2100-3896	000	EMPLOYEE COMMUNICATIONS
2100-3899	000	BUS SVCS SMALL & MED ACCOUNTS MGR
2100-4008	000	DIR - MARKETING & COMMS
2100-4012	000	ADVERTISING & RESEARCH
2100-4018	000	EMERGING TECHNOLOGIES
2100-4026	000	RATE REFORM PROGRAM
2100-4027	000	RES SVCS OUTREACH & EDUCATION
2100-4052	000	Digital & Cust Exp
2100-4107	000	CUSTOMER PROGRAMS MEASUREMENT&EVALUTION
2100-4108	000	FINANCIAL BUSINESS ANALYSIS
2100-4110	000	CUSTOMER ASSISTANCE PROGRAMS MANAGEMENT
2100-4111	000	CUSTOMER PROGRAMS & ENGAGEMENT MANAGER
2100-4115	000	ENERGY SOLUTIONS TURNKEY
2100-4117	000	CUSTOMER PROGRAMS INSPECTIONS
2100-4144	000	ACCESS FUNCTIONAL NEEDS
2100-4145	000	COMMUNITY ENGAGEMENT & OUTREACH
2100-4179	000	CUSTOMER STRATEGY & TRANSFORMATION