Data Requests: SoCalGas Customer Service – Field (SCG-18)

1. Regarding SCG's Field Operations Order Volume-Based Cost Model:

   a. Please provide an excel file with working cells for SCG's Field Operations Order Volume-Based Cost Model.
   b. Please provide the 2012-2016 data in Appendix C of SCG-18 in an excel file.
   c. Please provide data for the number of orders of each type included in the model in 2017 as recorded.
   d. Identify each item in Appendix A that is not forecast based on a five year average; explain why, and explain the basis for the forecast.
   e. Please explain the fluctuation in orders for meter O&M and large increases from 2016 recorded to 2019 in the following areas:
      i. line 25 (Meter Change (Entered))
      ii. line 26 (Meter Change (Not Entered))

   f. Please provide the on-premises order time in minutes for each type of order for 2014-2017 recorded.
   g. Please provide the average drive time in minutes for each year from 2014-2017 recorded.
   h. Please provide non-job-time percentages for 2014-2017 recorded.
   i. Please provide the training factor percentages for 2014-2017 recorded.
   j. What assumptions are made regarding overtime in this model, and what was the actual percentage of overtime among these workers from 2014-2017?

Utility Response 1:

1.a. The attached file labeled, "TURN-SEU-061-Q.1a Attachment_SCG-18-WP_Supplemental_2FC001.000_1.xlsx" is the excel file with working cells for SCG's Field Operations Order Volume-Based Cost Model.

1.b. The 2012 – 2016 data shown in Appendix C of SCG-18 is provided in the attached excel file labeled, "TURN-SEU-061-Q.1b Attachment_SCG 2012-2016 Order Volume.xlsx."

1.c. The 2017 recorded order volume for the order types included in the cost model are provided in the attached excel file labeled, "TURN-SEU-061-Q.1c Attachment_SCG 2017 Recorded Order Volume.xlsx."

Utility Response 1 Continued:

1.d. SoCalGas clarifies that this question references Appendix C and not Appendix A, and with this clarification, SoCalGas responds as follows:

   None of the items in Appendix C are forecasted based on a five-year average. As stated on page GRM-16 of Exhibit SCG-18-R, the BY 2016 order volume per active meter by order type and forecasted meter growth for 2017 through 2019 is the methodology applied to 37 of the 50 order types excluding those incremental funding requests discussed in Section III.b.1.e. The remaining 13 order types used different forecasting assumptions from the BY 2016 forecasting methodology. The list of 13 order types and reason for the different forecasting assumption are provided in Table GRM-14 on page GRM-17 of Exhibit SCG-18-R.

1.e. The large increase in order volume from 2016 through 2019 for the two order types, Meter Change (Entered) and Meter Change (Not Entered), is primarily due to the Planned Meter Change (PMC) forecast associated with SoCalGas' Meter Performance Control Program (MPCP). The volume for the PMCs due to the MPCP is explained on pages GRM-21 and GRM-22 of Exhibit SCG-18-R.

   The order volume for these two order types includes the PMCs due to the MPCP and Routine Meter Changes (RMCs). Please refer to the attached file labeled, "TURN-SEU-061-Q.1e_Meter Change Volume.xlsx," for the order volume breakdown. In the process of responding to this request, a discrepancy was discovered in Exhibit SCG-18-R, Table GRM-14 on page GRM-17. The forecast methodology for routine meter changes was not based on BY 2016 orders to active meters as stated in Table GRM-14, items 10–12. The order volume forecast was estimated at 35,000 orders annually as shown in the attached file.

1.f. The average on-premises time in minutes for each year from 2014 – 2017 recorded for each order type is provided in the attached file labeled, "TURN-SEU-061-Q.1f_SCG 2014-2017 Avg On-Premises Time.xlsx."

1.g. The average drive time in minutes for each year from 2014 -2017 recorded are provided in the table below:

Year	2014	2015	BY 2016	2017 Recorded
Average Drive Time	12.3	12.9	13.1	13.8

Utility Response 1 Continued:

1.h.   The non-job time percentages for 2014 – 2017 recorded are provided in the table below.

Year	2014	2015	BY 2016	2017 Recorded
Non-Job Time Percentage	20.70%	19.51%	19.76%	19.78%

1.i.   The training factor percentages for 2014 – 2017 recorded are provided in the table below.

Year	2014	2015	BY 2016	2017 Recorded
Taining Factor Percentage	7.0%	7.7%	7.6%	7.5%

1.j.   Average weighted blended wage rates which incorporates the straight time and overtime time factors based on BY 2016 adjusted recorded data were used in the cost model. There are two rates used in SoCaGas' CS – Field Operations Order Volume Based Cost Model (provided in response to questions 1.a):

- BY 2016 Blended Wage Rate shown in Calculation Step "L" of the CS - Field Operations Order Volume Cost Model: The overtime factor incorporated in this blended wage rate is the BY 2016 rate of 10.3%. The overtime percentages based on 2014 – 2017 adjusted recorded data are provided below:

Year	2014	2015	BY 2016	2017 Recorded
Overtime Factor Percentage	12.8%	11.8%	10.3%	9.3%

Utility Response 1 Continued:

- <u>BY 2016 Training Wage Rate shown in Calculation Step "S" of the CS – Field Operations Order Volume Cost Model</u>: The overtime factor incorporated in this wage rate is the BY 2016 rate of 3.6%. The overtime percentages based on 2014 – 2017 adjusted recorded data are provided below:

Year	2014	2015	BY 2016	2017 Recorded
Overtime Factor Percentage	4.0%	3.8%	3.6%	2.6%

2. Please provide the number of FTE recorded in 2017 in each of the nine cost categories (2FC001, through 2FC009).

Utility Response 2:

The number of FTEs recorded in 2017 in each of the nine cost categories for SoCalGas Customer Services – Field and Meter Reading, 2FC001 through 2FC009, are provided in the table below.

Non-Shared O&M	2017 Adjusted Recorded
Workpaper	FTE
2FC001.000	1,232.3
2FC002.000	104.3
2FC003.000	113.3
2FC004.000	153.5
2FC005.000	192.0
2FC006.000	48.3
2FC007.000	4.0
2FC008.000	5.6
2FC009.000	6.7
Total	**1,860.0**

3. Please identify the number of smart meters installed and smart meter opt-out customers in each month from 2015 to the present.

Utility Response 3:

The number of Advanced Meters installed per month from January 2015 through March 2018 is provided below:

Number of Advanced Meters Installed per Month											
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	124,570	120,699	165,829	145,082	128,883	152,747	127,684	140,828	154,942	133,764	122,690	176,649
2016	146,455	137,253	176,909	135,805	160,836	106,582	101,518	87,537	69,536	50,370	36,253	15,773
2017	24,342	11,958	22,902	23,685	8,447	5,731	4,990	6,898	8,657	5,617	4,693	2,128
2018	4,177	4,084	4,176									

In April 2015, pursuant to the Commision's Phase 1 and Phase 2 Opt-Out decisions, SoCalGas implemented modifications to its billing system to begin charging the appropriate fees to Opt-Out Program customers. The number of Advanced Meter Opt-Out customers per month from April 2015 through March 2018 is provided below:

Number of Advanced Meter Opt-Out Customers per Month											
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015				4,412	5,495	6,758	9,699	12,052	16,350	19,255	18,020	17,405
2016	16,816	18,472	17,741	19,648	21,123	24,220	28,445	27,037	28,453	30,245	29,429	29,001
2017	28,186	27,603	27,016	26,415	25,908	27,028	26,255	26,265	26,642	26,272	25,576	25,144
2018	24,721	24,418	24,012									

4. Please provide the number of manual meter reads by month in 2015 through the latest available month divided into (a) meter reads where AMI meter not yet activated; (b) opt-out reads; (c) AMI's escalated jurisdictions, and (d) manual reads due to AMI MTU failures.

Utility Response 4:

For the period of January 2015 through December 2017, SoCalGas is unable to provide the manual meter reads in the breakdown requested since the information was not tracked to this level of detail. For 2018, SoCalGas began tracking the number of manual meter reads in more detail, as provided in the breakdown in the attached file.

The number of manual reads is provided in the attached file labeled, "TURN-SEU-061-Q.4 Attachment_Manual Meter Reads.xlsx."