

**TURN DATA REQUEST-064**  
**SDG&E-SOCALGAS 2019 GRC – A.17-11-007/8**  
**SDG&E\_SOCALGAS RESPONSE**  
**DATE RECEIVED: APRIL 26, 2018**  
**DATE RESPONDED: MAY 10, 2018**

**Data Requests: SDG&E Customer Service – Field (SDG&E-17)**

1. Regarding SDG&E's Field Operations Order Volume-Based Cost Model:
  - a. Please provide an excel file with working cells for SDG&E's Field Operations Order Volume-Based Cost Model.
  - b. Please provide the 2012-2016 data in Appendix C of SDG&E-17 in an excel file.
  - c. Please provide data for the number of orders of each type included in the model in 2017 recorded.
  - d. Please provide a narrative explanation as to why it is reasonable to assume that "seasonal on" pilot light relights will increase from 2016-2018 when pilot lights in gas furnaces have not been allowed for almost 40 years under Energy Commission standards.
  - e. Please explain the large increase in orders for meter O&M from 2016 to 2019 relative to the three-year average of 2014-2016 in the following areas:
    - i. line 32 (Cust/Company change Gas)
    - ii. line 34 (Misc. Company work)
    - iii. line 35 (O&M – Periodic Test/Change-Out Gas)
  - f. Please provide the time spent on smart meter module trouble-shooting (hours) in each year from 2014 to 2017 recorded.
  - g. Please provide the on-premises order time in minutes for each type of order for 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-064-Q.1a Attachment\_SDG&E-17-WP-R\_Supplemental\_1FC001.000\_1.xlsx" is the excel file with working cells for SDG&E's Field Operations Order Volume-Based Cost Model.
- 1.b. The 2012 – 2016 data shown in Appendix C of SDG&E-17 is provided in the attached excel file labeled, "TURN-SEU-064-Q.1b Attachment\_SDGE 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-064-Q.1c Attachment\_2017 Recorded Order Volume.xlsx."

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**Utility Response 1 Continued:**

- 1.d. Seasonal On orders are impacted by the weather, the mix of wall and floor furnaces (old and new, which have gas pilots), forced air unit (FAUs) and other space heating equipment used by customers, the state of the economy, energy prices and customer comfort levels. As shown in the table below, both the CSO – Seasonal On Singles and CSO – Seasonal Multiples showed fluctuations across the 2012 to 2016 period. Using the three-year average orders-per-active meter captures the volatility of the factors impacting these order types.

Order Types	Historical Order Volume				
	2012	2013	2014	2015	BY 2016
CSO - SEASONAL MULTIPLES	9,951	8,339	11,228	9,879	9,707
CSO - SEASONAL ON SINGLES	19,982	22,370	17,344	17,623	18,103

- 1.e. The large increase in order volume from 2016 through 2019 for the three order types, Cust/Company Change – Gas, Misc Company Work, and Periodic Test/Change – Gas, is primarily due to the meter change forecast associated with SDG&E’s Gas Meter Performance Control Program (GMPCP). The incremental funding for meter changes due to the GMPCP is explained on pages GRM-B-15 to 16 of Exhibit SDG&E-17-R.

The order volume for these three order types includes Routine Meter Changes (RMCs) and Planned Meter Changes (PMCs) due to the GMPCP. The attached file labeled, “TURN-SEU-064-Q.1e\_Meter Change Order Forecast.xlsx” provides the detailed calculations for the above three order types.

- 1.f. The hours spent on smart meter module trouble-shooting in each year from 2014 to 2017 are provided below

Year	2014	2015	2016	2017 Recorded
Module Trouble Shooting (Hours)	2163	6231	2975	1683

- 1.g. 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-064-Q.1g\_On-Premises Time.xlsx.”

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- 1.h. The non-job time (NJT) percentages for 2014 – 2017 recorded are provided in the table below. There were two NJT percentages used in SDG&E’s Field Operations Order Volume-Base Cost Model (calculation step “G”) provided in response to question 1.a. The CS-F Operations NJT % was used for all order types excluding collection order types worked by CS – Field Operations job classifications (excluding Field Collectors). The Collections NJT % was used for order types worked by Field Collector job classifications.

Year	2014	2015	2016	2017 Recorded
CS-F Operations NJT %	31.69%	28.26%	34.75%	32.25%
Collections NJT %	92.56%	133.61%	123.78%	154.84%

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

Year	2014	2015	2016	2017 Recorded
Taining Percentage Factor	6.18%	9.77%	8.82%	8.77%

- 1.j. Average weighted blended wage rates used in SDG&E’s Field Operations Order Volume-Base Cost Model in calculation step “L” (BY 2016 Blended Rate) and calculation step “S” (BY Training Wage Rate) incorporates the straight time and overtime time factors based on 2016 adjusted recorded data.

- BY 2016 Blended Wage Rate (calculation step “L”): The overtime factor in the blended wage rate of CS - Field Operations job classifications (excludes Field Collectors) is 13.3%. The overtime factor in the blended wage rate for the Field Collector job classifications is 0%. The overtime percentages based on 2014 – 2017 adjusted recorded data are provided in the table below.

Year	2014	2015	2016	2017 Recorded
CS - Field Operations Overtime %	9.0%	16.8%	13.3%	15.0%
Collections Overtime %	0.0%	3.0%	0%	0.3%

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- BY 2016 Training Wage Rate (calculation step “S”): The overtime factor incorporated in the training wage rate is the BY 2016 rate of 1.8% . The overtime percentages based on 2014 – 2017 adjusted recorded data are provided in the table below.

<b>Year</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017 Recorded</b>
Training Overtime %	1.7%	1.1%	1.8%	1.8%

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2. Please provide the number of FTE recorded in 2017 in each of the four cost categories (1FC001, 1FC002,1FC003, 1FC004).

**Utility Response 2:**

The number of FTEs recorded in 2017 in each of the four cost categories for SDG&E Customer Services - Field, 1FC001 through 1FC004, are provided in the table below.

<b>Non-Shared O&amp;M</b>	<b>2017 Adjusted Recorded</b>
<b>Workpaper</b>	<b>FTE</b>
1FC001.000	145.5
1FC002.000	10.4
1FC003.000	41.2
1FC004.000	24.4
<b>Total</b>	<b>221.5</b>



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4. Please provide a narrative explanation as to why the labor cost of supervisors (1FC002) fell by 19% from \$1,186,000 to \$966,000 in 2017 recorded, even though the labor cost of field service workers increased from \$12,566,000 to \$12,968,000. The explanation should indicate whether SDG&E changed its standard of 12 workers per supervisor in 2017. If the standard of 12 workers per supervisor was not changed, the narrative should explain what specific factors caused the ratio of supervisory labor cost to field service worker labor cost to fall so drastically in 2017.

**Utility Response 4:**

SDG&E has not changed its employee to supervisor ratio of 11.5\* CS-F Operations FTEs per CS-F Supervision FTE. The 2017 adjusted recorded cost decreased in 2017 as compared to 2016 due to a delay in backfilling vacant positions because of retirements. SDG&E’s TY 2019 forecast is based on maintaining this ratio of supervisors to FTEs which has been fairly consistent throughout the three-year period from 2014 - 2016. As shown in the five-year historical data below, although 2013 may have shown a decrease in this employee to supervisor ratio, 2012’s data is also consistent with 2014 – 2016.

CS-F Operations Employee to Supervisor Ratio	Adjusted Recorded				
	2012	2013	2014	2015	2016
CS-F Supervision FTEs	18.6	18.9	14.6	13.1	12.4
CS-F Operations FTEs	211.9	195.8	163.3	152.8	146.4
<b>Employee to Supervisor Ratio</b>	<b>11.4</b>	<b>10.4</b>	<b>11.2</b>	<b>11.7</b>	<b>11.8</b>

\* The 12:1 employee to supervisor ratio was reflected in G. Marelli’s testimony, Exhibit SCG-18-R due to rounding. Also, although the three-year average of 11.5 employee to supervisor FTE was used in the FTE forecast calculation, Exhibit SDGE-WP-R, Supplemental Workpaper SDGE-17-WP-1FC002 – CS – Field Supervision displayed the rounded figure of 12 instead of the 11.5 due to the rounding number format in excel.