

TURN DATA REQUEST-067
SDG&E-SOCALGAS 2019 GRC – A.17-11-007/8
SDG&E_SOCALGAS RESPONSE
DATE RECEIVED: MAY 9, 2018
DATE RESPONDED: MAY 24, 2018

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

1. Regarding MSA inspections (2FC005.000):

- a. Please provide the number of MSA inspections actually conducted in 2016 and 2017. Divide into Standard inspections and additional work due to CGI (can't get in).
- b. Please provide the number of productive hours, training hours, and V&S hours recorded for MSA inspections in 2016 and 2017.
- c. Please provide the number of FTE for MSA inspections recorded in 2017.
- d. Please justify assumptions made regarding the number of inspections that a worker can make per day both for standard and CGI inspections.
- e. Please provide the number of inspections requiring follow-up in 2017 recorded data, both standard and CGI.
- f. Please provide the number of productive hours, training hours, and V&S hours recorded for MSA inspection follow-ups in 2017.
- g. Please provide the number of FTE for MSA inspection follow-ups recorded in 2017.
- h. Please provide the number of CGI phone calls in 2017, divide into inbound and outbound.
- i. Please provide the number of productive hours, training hours, and V&S hours recorded for CGI phone calls in 2017.
- j. Please provide the number of FTE for CGI phone calls recorded in 2017.
- k. Please provide the actual number of dollars funded by the AMIBA account for the total MSA project per year for 2016 and 2017.
- l. Please provide the actual number of inspection supervisors, management support staff, and clerical staff (FTE) in 2017.
- m. Please provide the amount paid for each of clerical, supervisory, and management support staff in 2017.

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Utility Response 1:

1.a. SoCalGas completed 819,305 inspections in 2016 and 1,935,352 inspections in 2017.

SoCalGas tracks completed versus not completed inspection orders only, as shown below. SoCalGas does not track what portion of the completed inspections were achieved with the 1st visit versus those that were completed at a 2nd or other future visit.

	2016 Recorded MSA Inspection Orders	Volume	% of Total
1	Completed MSA Inspections	819,305	91.3%
2	Not Completed due to Access Issues	78,104	8.7%
3	Total MSA Inspection Orders Worked in Field	897,409	100.0%

	2017 Recorded MSA Inspection Orders	Volume	% of Total
1	Completed MSA Inspections	1,935,352	90.4%
2	Not Completed due to Access Issues	206,692	9.6%
3	Total MSA Inspection Orders Worked in Field	2,142,044	100.0%

1.b. The table below provides the number of productive hours, training hours and V&S hours in 2016 and 2017 for MSA Inspection work.

	MSA Inspection Work	2016 Adjusted Recorded	2017 Adjusted Recorded
1	Productive Hours	103,256	222,157
2	Training Hours	6,099	12,103
3	V&S Hours	18,503	41,020
4	Total Hours (Sum of 1-3)	127,858	275,280

1.c. The total FTEs for MSA inspection work recorded in 2017 is 132.4 FTEs.

1.d. The number of inspections that a MSA Inspection Representative (MIR) can work per day is based on 2016 inspection order data:

- For the standard inspections, SoCalGas looked at data for all CS-F technicians who were worked on 1st visit inspections and calculated the average orders per day worked.
- For the number of CGI orders per day, SoCalGas looked at the data for all CS-F technician who worked on CGI facilities and calculated the average orders per day worked.

1.e. The number of MSA inspections requiring follow-up/remediation based on 2017 completed inspections is 135,919 MSA follow-up orders.

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Utility Response 1-continued

- 1.f. The table below provides the number of productive hours, training hours and V&S hours in 2017 for MSA Inspection follow-up/remediation work:

	MSA Inspection Follow-Up/Remediation Work	2017 Adjusted Recorded
1	Productive Hours	47,656
2	Training Hours	2,596
3	V&S Hours	9,396
4	Total Hours (Sum of 1-3)	59,648

- 1.g. The total FTEs for MSA inspection follow-up work recorded in 2017 is 28.7 FTEs.

- 1.h. The number of inbound and outbound calls associated with MSA inspection access issues handled in 2017 are provided below:

2017 Actual Call Volume	
Inbound Call Volume	102,337
Outbound Call Volume	185,279
Total Call Volume	287,616

- 1.i. The table below provides the number of productive hours, training hours and V&S hours in 2017 for MSA Office Representatives (MORs) who handle inbound and outbound calls.

	MORs Handling of Inbound/Outbound Calls (MSA Access Issues)	2017 Adjusted Recorded
1	Productive Hours	27,873
2	Training Hours	872
3	V&S Hours	5,094
4	Total Hours (Sum of 1-3)	33.838

- 1.j. The The number of FTEs in 2017 for the handling of inbound and outbound calls associated in the MSA access issue is 16,3 FTEs.

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- 1.k. The actual dollars funded by the AMIBA account for the total MSA project for 2016 and 2017 is provided in the table below:

MSA Inspections Costs Funded by AMIBA (in 2016 \$)	
2016 Recorded	\$ 845,113
2017 Recorded	\$ 300,481

- 1.l. The actual FTEs of MSA Inspection Supervisors, Management Support Staff, and Clerical Staff for 2017 are provided in the table below:

2017 Adjusted Recorded FTEs	
MSA Inspection Supervisors	6.0
Management Support Staff	6.5
Clerical Staff	2.1

- 1.m. The 2017 adjusted recorded labor costs for MSA Inspection Supervisors, Management Support Staff, and Clerical Staff are provided in the table below:

2017 Adjusted Recorded Labor Costs (2016 \$)	
MSA Inspection Supervisors	\$ 482,581
Management Support Staff	\$ 591,940
Clerical Staff	\$ 133,307