

UWUA Data Request 6

DR6-1. Please provide copies of weekly PACER Reports showing order completion times for each Customer Service Order (CSO) Type that involves turning on or restoring gas service for residential and commercial customers for each base during the period January 2012 through December 2014.

DR6-2. Please provide information, including documents; computer screen shots of the scheduling screen; written instructions provided to CSRs and lead CSRs; and directions to supervisors of CSRs documenting and/or demonstrating all schedules provided to CSRs at the Call Centers for purposes of scheduling CSOs that involve turning on or restoring gas service for residential and commercial customers for each base for each day during the period January 2012 through December 2014.

The term "document" refers to all written, graphic, and/or computerized material, including all "writings" as that term is defined in California Evidence Code Section 250, however produced or reproduced, of every kind and description, including but not limited to originals and copies of correspondence, papers, including working papers, books, pamphlets, contracts, memoranda, periodicals, accounts, letters, photographs, objects, microfilm, videotape, audio tape, notes, policies, diagrams, memorials of any type of conversations, meetings, or conferences, minutes, inter-office communications, e-mail, records, reports, studies, analyses, estimates, licenses, agreements, ledgers, accounts, purchase orders, data sheets, data processing tapes or disks, information maintained in computerized form, printouts, handwritten notes, or things similar to any of the foregoing.

DR6-3. Please provide copies of all communications from customers received by SoCal Gas concerning scheduling of service orders that involve turning on or restoring gas service for residential and commercial customers for each base for each day during the period January 2012 through December 2014. This response may include recordings, memoranda of verbal communications received, e-mails or other electronic or social media communications.