

SCGC-SEU DATA REQUEST-005
SDG&E-SOCALGAS 2019 GRC – A.17-11-007/8
SEU RESPONSE
DATE RECEIVED: APRIL 23, 2018
DATE RESPONDED: MAY 7, 2018

Regarding SCG-19R: Customer Services - Office Operations

5.1. With respect to the statement on page MHB-73:

ICDA is a strategic priority and enabler of multiple projects within the Customer Services and Customer Solutions organizations. ICDA's goal is to develop data analytics capabilities (people, technology and process) that enable the future vision of SoCalGas' customer analytics. The technology solution accommodates platforms, tools and various sources of customer data, increased data volume generated from Advanced Meter interval data, customer self-service transactional data and external third-party data. Data Analysts, Data Scientists and Data subject matter-experts (people) will use data to analyze customer behavioral patterns, trends, and preferences during the customer evolution process (starting service, requesting service orders, program participation, remittance processing, transferring services, among others).

And the discussion about Phase 3 of the ICDA project, which occurs on page MHB-74 stating that "the objective of this project is continue the enhancement of the ICDA." The following questions relate to the enhancement of the ICDA system so that it would be capable of producing information that would enable the core to balance to actual burn from the previous day.

- 5.1.1. Please state the estimated cost required to produce the programming necessary to expand the master data that is uploaded from the CIS system to the Data Warehouse on a daily basis so that this data includes the identity of the agent that procures gas on behalf of each core customer.

Utility Response 5.1.1:

SoCalGas objects to the request under Rule 10.1 of the Commission's Rules of Practice and Procedure on the grounds that the information sought by this request is not relevant to the scope of the subject matter involved in the pending proceeding and the burden, expense and intrusiveness of this request outweighs the likelihood that the information sought will lead to the discovery of relevant and admissible evidence within the scope of the pending proceeding. SoCalGas further objects to this request on the grounds that the request is vague and ambiguous, and burdensome to the extent that the request asks SoCalGas to design and estimate costs for a new system or product in response to a discovery request, which is an inappropriate use of the discovery process.

SCGC-SEU DATA REQUEST-005
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SEU RESPONSE
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5.1.2. The response to SCGC-SEU-002, Q.2.2.4, states:

All modules will be on one of six data transmittal schedules:

- S1: 12:00 a.m., 6:00 a.m., 12:00 p.m., 6:00 p.m.
- S2: 1:00 a.m., 7:00 a.m., 1:00 p.m., 7:00 p.m.
- S3: 2:00 a.m., 8:00 a.m., 2:00 p.m., 8:00 p.m.
- S4: 3:00 a.m., 9:00 a.m., 3:00 p.m., 9:00 p.m.
- S5: 4:00 a.m., 10:00 a.m., 4:00 p.m., 10:00 p.m.
- S6: 5:00 a.m., 11:00 a.m., 5:00 p.m., 11:00 p.m.

All communication modules will be assigned a schedule shortly after the module is provisioned and communicating to the network.

5.1.2.1. Please identify the location of the data identifying the data transmittal schedule to which each MTU has been assigned.

Utility Response 5.1.2.1:

SoCalGas objects to the request under Rule 10.1 of the Commission's Rules of Practice and Procedure on the grounds that the information sought by this request is not relevant to the scope of the subject matter involved in the pending proceeding and the burden, expense and intrusiveness of this request outweighs the likelihood that the information sought will lead to the discovery of relevant and admissible evidence within the scope of the pending proceeding.

SCGC-SEU DATA REQUEST-005
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SEU RESPONSE
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DATE RESPONDED: MAY 7, 2018

5.1.2.2.If the identity of the data transmittal schedule for each MTU is stored in the CIS system, please state the estimated cost required to produce the programming necessary to expand the master data that is uploaded from the CIS system to the Data Warehouse on a daily basis so that this data includes the identity of the data transmittal schedule to which each MTU has been assigned.

Utility Response 5.1.2.2:

SoCalGas objects to the request under Rule 10.1 of the Commission’s Rules of Practice and Procedure on the grounds that the information sought by this request is not relevant to the scope of the subject matter involved in the pending proceeding and the burden, expense and intrusiveness of this request outweighs the likelihood that the information sought will lead to the discovery of relevant and admissible evidence within the scope of the pending proceeding. SoCalGas further objects to this request on the grounds that the request is vague and ambiguous, and burdensome to the extent that the request asks SoCalGas to design and estimate costs for a new system or product in response to a discovery request, which is an inappropriate use of the discovery process.

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SEU RESPONSE
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DATE RESPONDED: MAY 7, 2018

5.1.2.3.If the identity of the data transmittal schedule for each MTU is stored in the MDMS system, please state the estimated cost required to produce the programming necessary to upload from the MDMS system to the Data Warehouse on a daily basis the identity of the data transmittal schedule to which each MTU has been assigned.

Utility Response 5.1.2.3:

SoCalGas objects to the request under Rule 10.1 of the Commission’s Rules of Practice and Procedure on the grounds that the information sought by this request is not relevant to the scope of the subject matter involved in the pending proceeding and the burden, expense and intrusiveness of this request outweighs the likelihood that the information sought will lead to the discovery of relevant and admissible evidence within the scope of the pending proceeding. SoCalGas further objects to this request on the grounds that the request is vague and ambiguous, and burdensome to the extent that the request asks SoCalGas to design and estimate costs for a new system or product in response to a discovery request, which is an inappropriate use of the discovery process.

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SDG&E-SOCALGAS 2019 GRC – A.17-11-007/8
SEU RESPONSE
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DATE RESPONDED: MAY 7, 2018

5.1.2.4.If the identity of the data transmittal schedule for each MTU is stored in the Data Management system, please state the estimated cost required to produce the programming necessary to upload from the Data Management system to the Data Warehouse on a daily basis the identity of the data transmittal schedule to which each MTU has been assigned.

Utility Response 5.1.2.4:

SoCalGas objects to the request under Rule 10.1 of the Commission’s Rules of Practice and Procedure on the grounds that the information sought by this request is not relevant to the scope of the subject matter involved in the pending proceeding and the burden, expense and intrusiveness of this request outweighs the likelihood that the information sought will lead to the discovery of relevant and admissible evidence within the scope of the pending proceeding. SoCalGas further objects to this request on the grounds that the request is vague and ambiguous, and burdensome to the extent that the request asks SoCalGas to design and estimate costs for a new system or product in response to a discovery request, which is an inappropriate use of the discovery process.

SCGC-SEU DATA REQUEST-005
SDG&E-SOCALGAS 2019 GRC – A.17-11-007/8
SEU RESPONSE
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5.1.2.5.If the identity of the data transmittal schedule for each MTU is stored in some other location besides the CIS, MDMS or Data Management systems, please state the estimated cost required to produce the programming necessary to upload from that location to the Data Warehouse on a daily basis the identity of the data transmittal schedule to which each MTU has been assigned.

Utility Response 5.1.2.5:

SoCalGas objects to the request under Rule 10.1 of the Commission’s Rules of Practice and Procedure on the grounds that the information sought by this request is not relevant to the scope of the subject matter involved in the pending proceeding and the burden, expense and intrusiveness of this request outweighs the likelihood that the information sought will lead to the discovery of relevant and admissible evidence within the scope of the pending proceeding. SoCalGas further objects to this request on the grounds that the request is vague and ambiguous, and burdensome to the extent that the request asks SoCalGas to design and estimate costs for a new system or product in response to a discovery request, which is an inappropriate use of the discovery process.

SCGC-SEU DATA REQUEST-005
SDG&E-SOCALGAS 2019 GRC – A.17-11-007/8
SEU RESPONSE

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- 5.1.3. The response to SCGC-SEU-002, Q.2.4.6 confirms that approximately 40 percent of the meters have had 100 percent of their data for the previous metering day uploaded to the MDMS system at 05:00 a.m. If this data is not currently uploaded from the MDMS to the Data Warehouse by 6:00 a.m., please state the estimated cost required to prepare the programming that is required to upload the approximately 40 percent of the AMI data from the MDMS to the Data Warehouse by 6:00 a.m.

Utility Response 5.1.3:

SoCalGas objects to the request under Rule 10.1 of the Commission's Rules of Practice and Procedure on the grounds that the information sought by this request is not relevant to the scope of the subject matter involved in the pending proceeding and the burden, expense and intrusiveness of this request outweighs the likelihood that the information sought will lead to the discovery of relevant and admissible evidence within the scope of the pending proceeding. SoCalGas further objects to this request on the grounds that the request is vague and ambiguous, and burdensome to the extent that the request asks SoCalGas to design and estimate costs for a new system or product in response to a discovery request, which is an inappropriate use of the discovery process.

SCGC-SEU DATA REQUEST-005
SDG&E-SOCALGAS 2019 GRC – A.17-11-007/8
SEU RESPONSE
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- 5.1.4. Please identify any operational limitations that might interfere with the upload of the MDMS data identified in the previous question to the Data Warehouse by 6:00 a.m.

Utility Response 5.1.4:

SoCalGas objects to the request under Rule 10.1 of the Commission's Rules of Practice and Procedure on the grounds that the information sought by this request is not relevant to the scope of the subject matter involved in the pending proceeding and the burden, expense and intrusiveness of this request outweighs the likelihood that the information sought will lead to the discovery of relevant and admissible evidence within the scope of the pending proceeding.

SCGC-SEU DATA REQUEST-005
SDG&E-SOCALGAS 2019 GRC – A.17-11-007/8
SEU RESPONSE
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- 5.1.5. Assuming that the approximately 40 percent of the meters that have had 100 percent of their data for the previous metering day uploaded to the MDMS system at 05:00 a.m. have had their data uploaded from the MDMS to the Data Warehouse and the CIS master data including the identity of the agent that procures gas on behalf of each core customer has been uploaded to the Data Warehouse. Please state the estimated cost required to produce the programming necessary to jointly query the CIS and AMI data within the Data Warehouse on a daily basis to produce the following information regarding the 40 percent of the meters that have had 100 percent of their data for the previous metering day uploaded to the MDMS system at 05:00 a.m.: (1) the count of the MTUs assigned to each procurement agent; (2) the mean usage (in cubic feet) for the meters assigned to each procurement agent; and (3) the standard deviation of the usage of the meters assigned to each procurement agent relative to the mean calculated for that agent. The query would also have to produce the count of the total number of MTUs (for the entire AMI system) assigned to each procurement agent.

Utility Response 5.1.5:

SoCalGas objects to the request under Rule 10.1 of the Commission's Rules of Practice and Procedure on the grounds that the information sought by this request is not relevant to the scope of the subject matter involved in the pending proceeding and the burden, expense and intrusiveness of this request outweighs the likelihood that the information sought will lead to the discovery of relevant and admissible evidence within the scope of the pending proceeding. SoCalGas further objects to this request on the grounds that the request is vague and ambiguous, and burdensome to the extent that the request asks SoCalGas to design and estimate costs for a new system or product in response to a discovery request, which is an inappropriate use of the discovery process.

SCGC-SEU DATA REQUEST-005
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- 5.1.6. Assuming that (1) the approximately 40 percent of the meters that have had 100 percent of their data for the previous metering day uploaded to the MDMS system at 05:00 a.m. have had their data uploaded from the MDMS to the Data Warehouse, (2) the CIS master data including the identity of the agent that procures gas on behalf of each core customer has been uploaded to the Data Warehouse, and (3) the identity of the data transmittal schedule to which each MTU has been assigned has been uploaded to the Data Warehouse. Please state the estimated cost required to produce the programming necessary to jointly query the CIS and AMI data within the Data Warehouse on a daily basis to produce the following information regarding the 40 percent of the meters that have had 100 percent of their data for the previous metering day uploaded to the MDMS system at 05:00 a.m.: (1) the count of the MTUs assigned to each procurement agent for each of the six data transmittal schedules; (2) the mean usage (in cubic feet) for the meters assigned to each procurement agent for each of the six data transmittal schedules; and (3) the standard deviation of the usage of the meters assigned to each procurement agent relative to the mean calculated for that agent for each of the six data transmittal schedules. The query would also have to produce the count of the total number of MTUs (for the entire AMI system) assigned to each procurement agent for each of the six data transmittal schedules.

Utility Response 5.1.6:

SoCalGas objects to the request under Rule 10.1 of the Commission's Rules of Practice and Procedure on the grounds that the information sought by this request is not relevant to the scope of the subject matter involved in the pending proceeding and the burden, expense and intrusiveness of this request outweighs the likelihood that the information sought will lead to the discovery of relevant and admissible evidence within the scope of the pending proceeding. SoCalGas further objects to this request on the grounds that the request is vague and ambiguous, and burdensome to the extent that the request asks SoCalGas to design and estimate costs for a new system or product in response to a discovery request, which is an inappropriate use of the discovery process.

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SEU RESPONSE
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Regarding SCG-13: Gas Control and System Operations

5.2. With respect to the statements on page DKZ-25:

SoCalGas proposes to replace the existing ENVOY® system from the ground up, making the system more flexible and customer friendly, allowing it to adapt quickly to regulatory changes and enhancing the customer experience. Modularizing the architecture of ENVOY® will make it more configurable. The individual functions and business rules that are processed in the system will be coupled loosely allowing for individual updates and deployments, permitting Gas Scheduling to quickly and efficiently comply with regulatory mandates.

and

The SoCalGas ENVOY® Next Generation Project entails a fully revamped interface and navigational menus, expanded to provide customers with up-to-date information, additional data querying functions and reporting, additional accessibility (neutral web browser use and mobile platforms), customizable account functions, and stronger web security. These additional capabilities were developed based on input from ENVOY® service users.

- 5.2.1. Please state the estimated cost required to prepare the programming that is required to further enhance the ENVOY system so that it is capable of providing daily imbalance trading for customers where imbalances are not allowed to be traded considering gas in storage or the existence of customer storage rights.
- 5.2.2. Please state the estimated cost required to prepare the programming that is required to further enhance the ENVOY system so that it is capable of providing daily imbalance trading for customers where imbalances are allowed to be traded considering gas in storage or the existence of customer storage rights.

SCGC-SEU DATA REQUEST-005
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Utility Response 5.2:

5.2.1. SoCalGas objects to this request under Rule 10.1 of the Commission's Rules of Practice and Procedure to the extent it seeks the production of information that is neither relevant to the subject matter involved in the pending proceeding nor is reasonably calculated to lead to the discovery of admissible evidence. SoCalGas objects to this request on the grounds that it calls for speculation. SoCalGas also objects to this request on the grounds that it is unduly burdensome to the extent that the request asks SoCalGas to design and estimate costs in response to a discovery request. Subject to and without waiving this objection, SoCalGas responds as follows:

SoCalGas has not prepared an estimate to further enhance the ENVOY system with the specifically described functionality.

5.2.2. See response to 5.2.1.