

**TURN DATA REQUEST
 TURN-SCG-DR-34
 SOCALGAS 2012 GRC – A.10-12-006
 SOCALGAS RESPONSE
 DATE RECEIVED: SEPTEMBER 6, 2011
 DATE RESPONDED: SEPTEMBER 19, 2011**

1. Please breakout the costs reported on page 6 (WP for SCG-9) for recorded years 2005-2009 and forecast years 2010-2012 into the four cost activities described on page 5 of the same workpapers (i.e., customer communications, design and print productions, customer research and analysis, and website and other electric channel services).

SoCalGas Response:

All costs stated in 2009 \$ (000)

Cost Activities	Recorded					Forecast		
	2005	2006	2007	2008	2009	2010	2011	2012
Customer Communications	4,407	1,741	2,571	2,463	2,770	3,090	3,254	3,340
Design and Print Productions	709	779	875	891	717	794	794	794
Customer Research and Analysis	1,780	1,225	1,376	1,343	1,622	1,732	1,823	1,823
Website and E-Channel Services	503	582	641	577	708	1,238	1,562	1,962
Total	7,399	4,327	5,463	5,274	5,817	6,854	7,433	7,919

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2. For recorded years 2005-2009 please provide a table that shows annual customer communication activities and costs broken into the following categories,
- a. An annual listing of all mass customer communication programs and general messages,
 - b. Their delivery mechanism for that communication program (listed on lines 12-14 on page 12 of SCG-8),
 - c. The number of communications per delivery channel (i.e., number of print advertisements, number of broadcasts, etc.),
 - d. The average cost for each particular delivery mechanism (i.e., television time, print advertisement, etc.), and
 - e. The total costs paid for by the customer communications business unit as well as the total costs paid by the requesting business unit within SoCalGas (SCG-8, p. 13, lines 6-8).

SoCalGas Response:

For purposes of this response, SoCalGas interprets the references included in this question to be regarding Exhibit SCG-9. See the attached table for response.



TURNResponse
Question 2.xls

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3. With regard to customer research and analysis (SCG-9, p. 13), please provide on an annual basis for recorded years 2005-2010,
- a. A listing and description of all customer research and analysis projects,
 - b. The beginning and end dates of those projects,
 - c. The costs of the projects,
 - d. A listing and description of all of the data analysis projects requested by various other departments and number of ad-hoc regulatory reports and their associated costs, and
 - e. All other company research projects requested by other business units but coordinated by this business unit (SCG-8, p. 14, lines 12-15) and their associated costs.

SoCalGas Response:

For purposes of this response, SoCalGas interprets the references included in this question to be regarding Exhibit SCG-9. See attached table for response:



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Question 3.xls

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4. Please provide documentation supporting the statement that “over 1.3 million customers are registered and actively using SCG’s My Account online services, with over 15,000 new users registering on average each month” (SCG-9, p. 14).

SoCalGas Response:

This table below shows the total My Accounts registrations and the average monthly new My Account Registrations in 2009. The 15,000 new users on average as referenced in the question above is a subset of My Account users and only reflects those new My Account users who opt for the paperless billing option. The 40,442 average registrations per month for new My Account users is consistent with the count of 1.3 million registered customers. Also, see table in response 5a below for numbers of active My Account users from 2005 - 2009.

Total Registrations 2009	485,303
Average Registrations per month in 2009	40,442

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5. For recorded years 2005-2009 please provide a table that shows the end of year number of customers that are signed up for “My Account”. In addition, for this same period please ensure the table includes
- a. A total showing the number of online service options completed in each year broken out by the categories included on SoCalGas’ web site address <http://socalgas.com/self-service/index.shtml>.
 - b. The annual costs for each of these service options broken out by,
 - i. Customers requesting these service options on-line and
 - ii. Customers requesting these service options using other traditional communication channels.

SoCalGas Response:

- a. Please find below the number of online service options completed each year broken out as requested. Please note that many of the services listed were not offered online until recently. Some of the services listed as offered online were not (or are not) tracked or reported, or are tracked and reported, however those records are not kept beyond a set time period as per records retention policies and/or best practices. Many of the service options were not automated in the past and became emails that were handled in the CCC. Those email counts are not available past 2008.

	2005	2006	2007	2008	2009
End of year number of customers that are signed up	203,546	442,311	708,049	1,036,270	1,296,694
Pay My Bill	1,013,073	1,476,724	3,353,746	5,134,572	6,472,673
Extend My Payment Due Date	Note 3	Note 3	Note 3	1,158	7,721
Schedule a Service Appointment	Note 3	Note 3	Note 3	8,951	16,288
Start Gas Service	Note 3	Note 3	Note 3	36,583	38,042
Stop Gas Service	Note 3	Note 3	Note 3	41,460	23,799
Find a Payment Location	Note 1	Note 1	Note 1	Note 1	Note 1
Move to a New Address	Note 4	Note 4	Note 4	Note 4	12,470
View Billing History	Note 2	Note 2	Note 2	Note 2	131,361
View Payment History	Note 2	Note 2	Note 2	Note 2	73,530
View Account Information	Note 2	Note 2	Note 2	Note 2	353,717
Sign up for Level Pay Plan	Note 4	2,722	1,648	1,987	2,453
Change My Phone Number	Note 5	79,114	133,693	158,732	169,492
Change Mailing Address	Note 5	8,018	13,749	16,394	16,795
Obtain Current Amount Due and Payment Information	Note 2	Note 2	Note 2	Note 2	647,011

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Response to Question 5 (Continued)

Obtain Current Meter Reading and Billing Information	Note 2	Note 2	Note 2	Note 2	353,717
Schedule a Recurring Payment	Note 4	Note 4	72,778	95,954	104,079
Note 1: Online display server log files for this are not analyzed in WebTrends					
Note 2: Online display server log files are not kept past 2 years					
Note 3: Online service was actually email sent to CSR - # of emails not kept past 3 years					
Note 4: N/A Online service was not offered					
Note 5: Transactions were not tracked in that year					

- b.i. The following table provides the annual recorded costs in 2009 dollars, for the O&M labor and non-labor costs incurred to support the on-line service options used by SoCalGas customers to process various types of transactions or service options being offered online through My Account or socialgas.com. Please note that the historical costs are not available by service option. Expenses include all direct labor and non-labor costs incurred.

Costs stated in 2009 \$ (000)

	2005	2006	2007	2008	2009
IT and eServices costs	\$ 651	\$ 1,185	\$ 1,749	\$ 2,541	\$ 1,882

- b.ii. The following table provides the annual recorded costs for the Customer Contact Center (CCC), the Branch Offices and Authorized Payment Locations (APLs) and the costs of processing mailed and electronic payment transactions at SoCalGas' Monterey Park payment processing facility. The costs and activities associated with the CCC and Branch Offices and APLs are discussed and reflected in Mr. Ed Fong's testimony Exhibit No. SCG-07-R and the costs and activities for payment processing are in Mr. Mike Baldwin's testimony Exhibit No. SCG-08. These are the channels that have traditionally been used by SoCalGas customers to process various types of transactions or service options, including but not limited to those service options being offered online through My Account. Please note that SoCalGas does not track costs at the service option level. The expenses shown include all direct O&M labor and non-labor costs incurred in the CCC, the Branch Offices and APLs, and all costs associated with payment processing at the Monterey Park facility (e.g., customer service representative, customer contact representative, payment clerks, supervision and management, technology maintenance, telecommunications, miscellaneous non-labor, etc.).

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Response to Question 5 (Continued)

	In 2009\$ (000)				
	2005	2006	2007	2008	2009
Customer Contact Center	\$42,260	\$42,049	\$40,394	\$41,119	\$40,664
Branch Offices & Authorized Payment Locations	\$10,487	\$10,192	\$10,086	\$10,189	\$10,137
Payment Processing *	\$3,899	\$4,148	\$4,092	\$3,844	\$3,639

* Payment processing are the costs of processing mailed and electronic payments received by SoCalGas' Monterey Park payment processing facility

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6. Please provide a table or calculation that supports SoCalGas's statement that "At the end of the first quarter of 2010, 45% of SCG customers pay their bills through various electronic payment channels" (SCG-9, p. 18). With regard to this statement also provide
- a. The total number of bill payments in 2010,
 - b. The total number of bill payments made through electronic channels, and
 - c. The costs for each type of bill paying option.

SoCalGas Response:

- a. The attached file includes the total number of bill payments in 2010. As indicated in response to Question 5.b.ii above, activities and costs associated with bill payments are discussed and reflected in Mr. Mike Baldwin's testimony Exhibit No. SCG-08.



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Attachment.xls

- b. Please refer to the attachment included in response to question 6.a. above. The attachment details the volume of payments received by payment channel by month and the corresponding percentage of payments received by payment channel by month for 2010. Self-service payments denote the electronic channels.
- c. SoCalGas does not track the costs for each payment channel. The overall direct O&M cost for processing mailed payments and self-service payments in 2010 are approximately \$3,315,000.

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7. Of the 45% of customers that pay their bills on-line in the first quarter of 2010, how many of these customers received a bill in the mail and how many received a bill through other communication channels (identifying those communication channels).

SoCalGas Response:

SoCalGas does not track the relationship of bills delivered to how customers pay. The table below denotes the volume of bills delivered by channel.

Electronic bill through consolidator refers to the number of bills provided to CheckFree and passed on to customer home banking sites.

SCG Bills	Jan 2010	Feb 2010	Mar 2010	1st Qtr 2010
Mailed paper bills	4,173,514	4,162,236	4,986,784	13,322,534
Electronic bill through My Account	873,860	888,835	904,410	2,667,105
Electronic bill through consolidator	149,707	152,415	185,501	487,623
Total Bills	5,197,081	5,203,486	6,076,695	16,477,262

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8. For recorded years 2005-2010, please provide the annual number of natural gas appliance tests (NGAT) tests completed by SoCalGas and their associated annual costs.

SoCalGas Response:

The table below represents the SoCalGas annual number of NGAT tests for income qualified customers participating in low income energy efficiency program and their associated annual costs for recorded years 2005-2010. Dollars are in thousands.

NGAT	2005	2006	2007	2008	2009	2010
Nominal Dollars	\$1,126	\$1,004	\$1,119	\$1,394	\$1,915	\$2,765
2009 Constant Dollars	\$1,264	\$1,087	\$1,172	\$1,391	\$1,915	\$2,715
Number of NGAT's	39,756	34,717	39,755	48,917	66,897	97,033

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9. Please reconcile the following. SoCalGas requests an incremental \$2.8 million per year to run 120,000 tests per year that cost \$35/test (workpaper supporting SCG-9, pp. 74-75). However, 120,000 tests at \$35/test results in an annual cost of \$4.203 million. Please reconcile these figures, and explain how SoCalGas calculated the incremental \$2.8 million adjustment for customer assistance expenses.

SoCalGas Response:

The table below reconciles SoCalGas' incremental request of \$2.8 million associated with NGAT. Dollars in the table are in thousands.

	NGAT's (a)	Unit Price (b)	Total (c = a x b)
TY 2012 NGAT Forecast	120,000	\$35	\$4,200

(H)

	2005 (A)	2006 (b)	2007 (c)	2008 (d)	2009 (e)	Total 2005-2009 (f) = sum (a : e)	NGAT 5-Yr Avg. ¹ (g) = f / 5
NGAT Expenses in 2009 Constant Dollars as shown in response to TURN- SCG-DR-34, Question 8.	\$1,264	\$1,087	\$1,172	\$1,391	\$1,915	\$6,830	\$1,366

(I)

Estimated Incremental NGAT costs above 5 years historical average	\$2,834
Incremental NGAT forecast included in workpapers SCG-09-WP/Witness: G. Wright pgs.74-75	\$2,800

(J = H - I)

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10. For recorded years 2005-2010, please provide the annual amounts collected from SoCalGas customers to fund public interest research on gas energy usage (as initially required by Dec. 04-08-010). Further, please provide an annual listing of all projects undertaken and completed by SoCalGas using these public interest funds.

SoCalGas Response:

SoCalGas objects to this question because funding associated with the public interest research program (CEC-PIER) is outside of the scope of this GRC application. The CEC-PIER program is administered by California Energy Commission since 2005, the funding for CEC-PIER program is collected in the Public Purpose Surcharge and the amount of funding is determined by per D.04-08-010.

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11. With regard to the projects contained in Appendix B contained in workpapers supporting SCG-9 (pp. 216-259) please provide the following information,
- a. Please provide a table for all of these accomplishments showing
 - i. the amount of money spent on each project in total,
 - ii. the amount contributed by SoCalGas,
 - iii. the years of funding,
 - iv. any revenues received from that project from a) royalties, b) patents, c) profits or gains on sale, or any other revenue source, and
 - v. a description of how those revenues were split between ratepayers and shareholders.
 - b. For any and all RD&D accomplishments in the categories of a) construction technologies, b) O&M technologies, c) pipeline technologies, d) safety, and e) transmission operations please describe and list,
 - i. The RD&D programs that resulted in improved operating efficiencies at SoCalGas. Further, explain how SoCalGas accounted for those cost and operating efficiencies in this application and point to the specific exhibits and calculations that discuss and quantify those efficiencies in this general rate application.

SoCalGas Response:

See attached spreadsheet. All revenues received from royalties, patents, profits or gain on sale, or any other revenue sources are shown in the attached spreadsheet under Royalty Summary.



Response to TURN
DR-Q11-2003 version

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12. For recorded years 2005-2010 please provide the annual amounts provided by SoCalGas for RD&D to the a) Gas Research Institute, b) the Gas Technology Institute, c) the American Gas Association, d) Pipeline Research Council International, e) any and all other research groups (apart from PIER). In instances where SoCalGas funded, or co-funded RD&D projects please provide a table that shows,
- a. The annual amount of funding and the source of that funding (general rates, public purpose, other) and the business unit that funded that research (distribution, customer service and information, transmission, etc.),
 - b. A description of the RD&D project and its current status,
 - c. SoCalGas' plans for the project, and
 - d. Any revenues received from this RD&D projects in the form of royalties, gain on sales, stock distributions, partnerships, etc.

SoCalGas Response:

- a. The attached spreadsheet shows the annual amounts for 2005-2010 provided to all research groups.
- b. See attached spreadsheet.
- c. See attached spreadsheet.



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- d. Any revenues received from these RD&D projects in the form of royalties, gain on sales, stock distributions, and partnerships are shown in the above spreadsheet under Tab "Royalties Summary".

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13. Provide a detailed explanation on how SoCalGas invests in RD&D equity investments. Specifically, if SoCalGas invests a \$3 million in an RD&D equity investment and receives \$6 million in proceeds from exiting the project, is its SoCalGas' policy to a) credit the RD&D balancing account with \$3 million and b) then split the \$6 million 60%/40% between ratepayers and shareholders. If this is not correct please provide a more accurate description. Further, are there any time constraints or limitations to SoCalGas crediting the initial investment back to the RD&D balancing account? If so, please explain.

SoCalGas Response:

The above description of the equity investment process is not correct. At the exit of the investment, the initial investment amount is returned to the RD&D balancing account. Any remaining proceeds are split 60%/40% between ratepayers and shareholders. In the example above, the remaining proceeds is \$3 million, not \$6 million as described in Question 13b above. The funds are credited to the balancing account in the calendar year that they are received.

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14. The following pertains to Table 1 contained in Appendix C of workpapers supporting SCG-9 (p. 254). Of the total \$31.607 million invested by ratepayers over 1996 through 2007 please confirm that SoCalGas has credited back a total of \$9.295 million to the RD&D balancing account, before the sharing of revenues between ratepayers and shareholders. If this is incorrect, please provide the correct amount that has been credited back to the RD&D account, the year it was credited, and explain how that figure was calculated.

SoCalGas Response: The \$9.295 million figure is correct.

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15. For recorded years 2008-2010 and forecast years 2011-2012 please provide a table similar to Table 1 (workpapers supporting SCG-9, Appendix C, p. 254) showing SoCalGas' recorded and forecast equity investments in RD&D projects.

SoCalGas Response:

RD & D Equity Investments 2008 - 2010 (\$ in thousands, nominal dollars)

Date	Technology	Company	Ratepayer Investment Amount	Status	Ratepayer Proceeds from Exit	Shareholder Proceeds from Exit
2010	Concentrated Solar Thermal	Chromasun	\$275	Initial Development	TBD	TBD
2010	Fuel Cell	ClearEdge	\$1,000	Initial Commercialization	TBD	TBD
2010	Waste Heat Recovery	WoWEnergies	\$208	Field demonstration	TBD	TBD
Total			\$1,483			
Forecast	Technology	Company	Ratepayer Investment Amount	Status	Ratepayer Proceeds from Exit	Shareholder Proceeds from Exit
2011	Concentrated Solar Thermal	Chromasun	\$100	Initial Commercialization	TBD	TBD
2011	Gas Chillers, CHP	Tecogen	\$500	Initial Commercialization	TBD	TBD
2011	Gas-to-Liquid, DME	Oberon Fuels	\$200	Initial development	TBD	TBD
2011	Waste Heat Recovery	WoWEnergies	\$300	Field demonstration	TBD	TBD
Total			\$1,100			

TBD = To be determined.

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16. For recorded years 2005-2010 please provide a list of all SoCalGas RD&D activities that were funded and authorized in energy efficiency proceedings and include,
- a. The year funding was authorized,
 - b. The amount of funding that was authorized,
 - c. The recorded cost of the research project,
 - d. a description of the project, the technology and the ultimate goals of that research,
and
 - e. the status of those RD&D projects

SoCalGas Response:

SoCalGas objects to this question because funding associated with the Energy Efficiency proceeding is outside of the scope of this GRC application.

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17. Please provide a copy of the research studies a) “The Voice of the Residential Customer” and b) “ The Voice of the Business Customer”, both referenced on page 19 (SCG-9).

SoCalGas Response:

Please see attached files:



SCG_Voice_of_Residential.pdf



SCG_Voice_of_Business.pdf