

1 Application No: A.13-09-010
2 Exhibit No.: _____
3 Witness: _____
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In the Matter of the Application of Southern)
California Gas Company (U 904 G) for Approval of)
Branch Office Optimization Project)
_____)

A.13-09-010
(Filed September 16, 2013)

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SURREBBUTAL TESTIMONY

OF MICHAEL H. BALDWIN

ON BEHALF OF

SOUTHERN CALIFORNIA GAS COMPANY

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**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

June 24, 2014

**SURREBUTTAL TESTIMONY
OF MICHAEL H. BALDWIN
ON BEHALF OF SOCALGAS**

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1 **SURREBUTTAL TESTIMONY**
2 **OF MICHAEL H. BALDWIN**

3
4 **I. INTRODUCTION**

5 The purpose of this testimony is to respond to the Prepared Reply Testimony of Dmitri
6 Belser submitted on behalf of the Center for Accessible Technology (“CforAT”) and The Utility
7 Reform Network (“TURN”) on April 28, 2014 in the Application (A.13-09-010) of Southern
8 California Gas Company (“SoCalGas”) for approval of the Branch Office Optimization Process.

9 My Surrebuttal Testimony will address recommendations and assertions contained in the
10 Prepared Reply Testimony of CforAT and TURN¹. In addition, per the direction of ALJ
11 Halligan this Surrebuttal Testimony includes responses to information provided during the June
12 10, 2014 Evidentiary Hearing.

13 **II. SOCALGAS CUSTOMERS IN SAN LUIS OBISPO WILL CONTINUE TO HAVE**
14 **ADEQUATE AND REASONABLY COMPARABLE SERVICE**

15 CforAT argues that the removal of John’s 76 leaves only one Authorized Payment Location
16 (APL) to absorb transactions from the San Luis Obispo Local Office, if it is permitted to close,
17 and that the loss of an existing APL in close proximity to a local office should weigh against
18 closing that office². The facts are clear. The San Luis Obispo branch office does not receive
19 enough payments to incent one APL, let alone two, which is one of the reasons SoCalGas has
20 had difficulty maintaining multiple APLs in this area. For example, if 100% of the 40 payments
21 taken per day at the San Luis Obispo branch office were to go to any one APL, at 30 seconds to
22 process a payment, this would only add 20 minutes to an APL’s day. To reiterate, the San Luis
23 Obispo office has only 20 minutes per day of work related to in-person payments and ratepayers

¹ Pursuant to the ruling of Administrative Law Judge (ALJ) Halligan during the June 10, 2014 Evidentiary Hearing of A.13-09-010, SoCalGas respectfully submits this Surrebuttal Testimony.

² Prepared Reply Testimony of Dmitri Belser at p.7.

1 are funding this office eight hours per day, for all business work days. APLs would have no
2 difficulty in absorbing the additional 40 payments made at the San Luis Obispo branch office. In
3 fact, additional payments would provide a greater incentive to add more APLs to the network.

4 It is important to note that SoCalGas does not have branch offices in other large areas
5 including Bakersfield, Thousand Oaks and Simi Valley and those customers seemingly have no
6 issues in finding channels other than a branch office to pay their bills and place service orders.
7 In fact, of the 45,878 residents in the San Luis Obispo area³, over 98% are not paying their bill at
8 the San Luis Obispo branch office, demonstrating that there are alternatives and those
9 alternatives are being used. Although SoCalGas will use its best efforts to maintain a minimum
10 of two APLs located within a three-mile radius of a closed branch office and is looking for a
11 replacement for John's 76, SoCalGas believes that adding a second APL is not essential in San
12 Luis Obispo and should not be given any weight in consideration of closing the SoCalGas San
13 Luis Obispo branch office.

14 Furthermore, if SoCalGas is allowed to close the San Luis Obispo branch office it plans to
15 place a payment kiosk and ring-down telephone⁴ inside Pacific Gas and Electric's ("PG&E") San
16 Luis Obispo branch office, which is located less than 2600 feet (0.5 miles) from the branch office
17 SoCalGas is proposing to close. This will provide yet another additional payment options for
18 customers in San Luis Obispo.

19 **A. SoCalGas Will Audit The Accessibility Of Any Authorized Payment**
20 **Location Intended To Serve Customers Near A Local Branch Office**
21 **Proposed For Closure**

22 SoCalGas understands and is determined to maintain compliance with its obligation to ensure
23 that its services are provided in accessible locations, including APLs. In testimony, CforAT

³ <http://www.city-data.com/city/San-Luis-Obispo-California.html>

⁴ Ring-down phones are direct telephone lines which are free for customers to use to communicate directly to a Customer Service Representative at the Customer Contact Center.

1 states “the experience surrounding the San Luis Obispo APL demonstrates that non-compliant
2 facilities may slip through the cracks”⁵. Should SoCalGas obtain approval to close any of its
3 branch offices, SoCalGas will commit to conduct an American Disability Act (“ADA”) audit for
4 those APLs supporting the branch office being closed. In this case, SoCalGas will audit the
5 APLs surrounding the six branch offices proposed for closure. This will be in addition to the
6 10% APL surveys that SoCalGas conducts each year⁶. Costs for these audits will be fully funded
7 by SoCalGas out of its existing General Rate Case (“GRC”) revenue requirements as part of its
8 normal utility function.

9 **B. APLS Are Fully Capable Of Absorbing The Additional Transactions Of**
10 **Local Branch Offices**

11 TURN claims that APLs may be unprepared to absorb the additional transactions they are
12 likely to face if Local Offices are closed⁷. Similar to SoCalGas’ branch offices, APLs continue
13 to experience a decline in payment transactions. Among the APLs supporting the proposed
14 branch office closures, APL payments have declined by approximately 21% since 2011.
15 Furthermore, we anticipate the decline to continue as customers move toward other more
16 convenient payment options. In addition, based on SoCalGas’ 75% migration rate and the
17 number of APLs that support the six branch offices proposed for closure, the existing APLs are
18 well positioned to absorb the daily payment volumes, which range from 9 to 32 payments per
19 day⁸. Even without this overall decline in APL payments, APL’s, in general, desire an increase in
20 utility APL payment transactions. In other words, additional utility payments to an APL
21 represent an increase in the retail establishment’s monthly revenue stream. TURN ignores the

⁵ Prepared Reply Testimony of Dmitri Belser at p.7.

⁶ Memorandum of Understanding between the Sempra Utilities and DisabRA, attached as Appendix 10 to D.08-07-046, at Section 3.

⁷ Prepared Reply Testimony of Dmitri Belser at p.8.

⁸ See Attachment A - TURN-SCG-03.

1 fact that retail establishments have contracted with CheckFreePay, SoCalGas APL vendor, on
2 their own volition. Specifically, retail establishments are APLs because each utility payment
3 processed provides the retail establishment additional revenue. SoCalGas knows of no APL that
4 has voluntarily terminated service because of excess utility payment transactions. In fact, the
5 exact opposite is true; retail establishments have terminated their utility APL agreements because
6 of too few payment transactions.

7 Notwithstanding the decline in APL use, in preparation of the possible branch office
8 closures, SoCalGas has worked with its APL vendor, CheckFreePay, to discuss and plan for any
9 additional agents that may be needed in the affected areas.

10 **III. CUSTOMERS HAVE ALTERNATIVES THAT ARE REASONABLY**
11 **COMPARABLE AND PROVIDE ADEQUATE SERVICE**

12 TURN argues that “toll-free” call centers still draw down wireless minutes used by many
13 customers, reducing customer access to services⁹. SoCalGas’ average call handle time in the
14 Customer Contact Center is between 4 to 5 minutes. At best for most customers, a 4 to 5 minute
15 call on their mobile phone during mobile service peak hours (non-weekend and evening hours)
16 will have a marginal impact on a customer’s “free mobile phone minutes”. In fact, there may be
17 tradeoffs for some customers with regards to the time and expenses associated with various
18 payment and service options. Moreover, if a call to SoCalGas’ toll free telephone number causes
19 a customer to incur incremental mobile telephone costs, these potential costs should specifically
20 be compared against incremental costs of other means by which a customer may transact with
21 SoCalGas. For example, there are: transportation costs to visit the branch office (gasoline and
22 other related automobile costs); incremental bus fare costs to visit a branch office; incremental
23 mail and postage costs to remit payment; and incremental internet access costs.

⁹ Prepared Reply Testimony of Dmitri Belser at p.9.

1 **A. SoCalGas Will Utilize Local Organizations To Facilitate Customer Needs**

2 SoCalGas believes that local organizations can play an important role in assisting customers
3 with access to service. If the Commission approves closure of the six branch offices, SoCalGas
4 plans to utilize local organizations to conduct education and outreach to customers who use these
5 branch offices. Having specific knowledge concerning a customer’s preferences and limitations
6 will play an important role in identifying the best transition solution for each customer. As part
7 of its Outreach and Education Plan, SoCalGas proposes to augment the Greenlining Institute’s
8 (“Greenlining”) recommended notification plan to include information on local Community and
9 Faith Based Organizations (“CBOs” and “FBOs”). These CBOs and FBOs will provide customer
10 assistance on how to pay their bill and place service orders, how to request payment
11 arrangements or extensions, and how to validate identity with SoCalGas. CBOs and FBOs will
12 also provide information on SoCalGas’ program and service offerings such as California
13 Alternative Rate for Energy (“CARE”), Energy Savings Assistance Programs (“ESAP”), Low
14 Income Home Energy Assistance Program (“LIHEAP”), Gas Assistance Fund (“GAF”), Energy
15 Efficiency rebates and third party notification services as well as information on braille appliance
16 markings, braille bills, TTY/TDD, ADA compliant APLs and other branch offices for our
17 customers with disabilities. SoCalGas has reached out to the local CBOs and FBOs in the areas
18 of proposed closure and has commitments from 13 CBOs and FBOs across the six potentially
19 impacted communities to assist customers should SoCalGas receive approval to close the six
20 proposed branch offices.

21 In addition, SoCalGas will utilize its current outreach programs to address customer needs in
22 the impacted communities. For example, SoCalGas hosts joint events with California Emerging
23 Technology Fund and Telscape, a statewide program, which provides Lifeline cell phone service,

1 a free phone, 1,000 free minutes and 200 free texts per month¹⁰. Similarly, Los Angeles County
2 has expressed a willingness to use its 2-1-1 statewide network to answer basic questions
3 regarding the branch office closures and help to refer customers to local CBOs and FBOs in their
4 area for further assistance.

5 The above are examples of ways SoCalGas will assist impacted customers in making the
6 transition from branch office use to other payment and service alternatives. In all cases, to the
7 extent existing SoCalGas low-income customer assistance program outreach efforts (e.g., CARE,
8 ESAP, LIHEAP, etc.) are supplemented to also include branch office closure transition
9 assistance (in the six impacted communities), the branch office-related costs would not be borne
10 by the low-income assistance programs. Rather, the branch office-related outreach costs would
11 be funded through SoCalGas' existing GRC revenues.

12 **B. SoCalGas' Branch Office Optimization Process Is A Fair, Reasonable And**
13 **Transparent Solution**

14 TURN recommends that any justification of office closures must be based on absolute
15 standards, not relative rankings between offices where the closure of "low-ranking" locations
16 will result in a new group of locations falling to the bottom of the list¹¹. SoCalGas disagrees.
17 While the transaction criteria proposed by SoCalGas does include a criterion for identifying
18 branch offices where the total number of annual in-person payments is in the bottom 25% of all
19 branches offices, it is not the only criterion. As part of SoCalGas' Branch Office Optimization
20 Process, SoCalGas also proposed three other transaction trend criteria, three low-income screens
21 and a proximity screen¹². While SoCalGas agrees that the bottom 25% criterion is relevant and

¹⁰ <http://www.telscape.com/>

¹¹ Prepared Testimony of Dmitri Belser at p. 12.

¹² Prepared Direct Testimony of Michael Baldwin at pp. 9-15.

1 key for assessing office utilization we also recognize the importance of multiple criteria when
2 identifying branch offices with continuing declining usage.

3 In fact, if identifying the bottom 25% of offices based on volume was the only criterion in
4 this Application, SoCalGas would have recommended closing 12 branch offices¹³. However,
5 under SoCalGas' proposed Branch Office Optimization Process, three offices did not meet the
6 transaction trend criteria and another three did not qualify due to the predominant usage by low
7 income customers. While the removal of branch offices may cause a shift in the list of "lowest"
8 performing branch offices to place a new group of offices in the bottom percentile, branch
9 offices must meet all criteria in SoCalGas' proposed process before any office is considered for
10 closure.

11 IV. RESPONSE TO HEARING ISSUES

12 During the June 10, 2014 Evidentiary Hearing, parties, during cross-examination requested
13 information of me that was not readily available at the time. Below are my responses to the
14 questions.

15 First, CforAT asked me to explain how much of the estimated \$500,000 in ADA remediation
16 costs per site would be attributed to improving accessibility and how much would be attributed
17 to customer and employee safety¹⁴. Based on system averages, we have determined that 95% of
18 the costs are related to ADA work and 5% are related to non-ADA work. Non-ADA work
19 consists of upgrades that would be implemented for customer or employee safety. For example:
20 security monitoring and card key access systems, sit and stand workstations, and non-ADA
21 related signage.

¹³ Prepared Direct Testimony of Michael Baldwin, Table SCG-MB-5 at p.12.

¹⁴ Tr. at 237-238 (SoCalGas/Baldwin)

1 Additionally, CforAT asked me to provide details on the other utilities served by and volume
2 of payment transactions taken at the Mailing and More APL, which serves the San Luis Obispo
3 area.¹⁵ Mailing and More provides bill payment service for four different utilities: PG&E, T-
4 Mobile, Dish Network, and SoCalGas¹⁶. Since January 2014, Mailing and More has received a
5 total of 59 payment transactions for all the four utilities.

6 Lastly, the Utility Workers Union of America (“UWUA”) asked about the length of time the
7 San Luis Obispo branch office has been at its current location¹⁷. SoCalGas’ records indicate that
8 the San Luis Obispo branch office has been in its current location since October 1, 2000 – over
9 13 years.

10 **V. CONCLUSION**

11 As demonstrated in SoCalGas’ application and supporting testimony, and consistent with the
12 Scoping Memo¹⁸ the Commission should approve the SoCalGas Branch Office Optimization
13 Process and application requests because:

- 14 a. The Branch Office Optimization process is reasonable and consistent with the
15 directives in D.08-07-046 and would afford SoCalGas similar treatment as other
16 similarly situated California utilities with respect to branch office closures;
- 17 b. Closure of the branch offices located in the cities of Bellflower, Monrovia, Palm
18 Springs, San Luis Obispo, Santa Barbara, and Santa Monica is in the best interest
19 of the majority of SoCalGas’ customers;
- 20 c. SoCalGas offers its customers alternative payment and non-payment transaction
21 options that are reasonably comparable and provide adequate service;

¹⁵ Tr. at 245 (SoCalGas/Baldwin)

¹⁶ See Attachment B – Mailing and More 2014 Year-to-date Transaction History.

¹⁷ Tr. at 291 (SoCalGas/Baldwin)

¹⁸ Issued on March 7, 2014 by ALJ Halligan.

- 1 d. The Branch Office Optimization Process will not result in an unreasonable impact
2 to service for low-income, special needs, elderly or limited-English speaking
3 customers because SoCalGas' process is sensitive to these customers and
4 SoCalGas will utilize area-based CBOs and FBOs to target and reach out, to
5 these impacted customers to educate and assist them with the transition to
6 reasonable alternative service offerings;
- 7 e. The "proximity screen" sufficiently protects customers because SoCalGas will
8 use its best efforts to maintain at least two APLs located within a three-mile
9 radius of the existing branch office; and
- 10 f. Commission review of potential future branch closures via the Application
11 process provides sufficient opportunity for stakeholders and the Commission to
12 review and comment on the facts and policy issues associated with any future
13 proposed branch office closure.
- 14 This concludes my testimony.

ATTACHMENT A

SOUTHERN CALIFORNIA GAS COMPANY
BRANCH OFFICE OPTIMIZATION (A.13-09-010)
(DATA REQUEST TURN-SCG-03)

QUESTION 1:

For each of the six branch offices proposed for closure, please indicate SoCalGas' projection of the percentage of payment transactions that currently occur at the branch office that would take place at an APL in the same community, as opposed to occurring via another payment channel, if the branch office were to close. Please explain the basis for preparing this projection.

RESPONSE 1:

Below are the number of in-person payment transactions for the six proposed branch offices in 2012 and the estimated number of payment transactions that SoCalGas assumed would migrate to APLs.

	2012 BO In-person Payment Trans	SCG estimates 75% will move to APLs
Bellflower	33155	24866
San Luis Obispo	10235	7676
Santa Monica	39753	29815
Monrovia	19789	14842
Palm Springs	25346	19010
Santa Barbara	24134	18101

A 75% migration rate was used to ensure a sufficient number of APLs were available to customers if needed.

SOUTHERN CALIFORNIA GAS COMPANY
BRANCH OFFICE OPTIMIZATION (A.13-09-010)
(DATA REQUEST TURN-SCG-03)

QUESTION 2:

For each month over the past three years, please provide the number of payment transactions conducted at each APL located in the six communities in which SoCalGas proposes to close the branch office.

RESPONSE 2:

Attached below are the 2011, 2012, and 2013 APL payment volumes for each of the six communities in which SoCalGas proposes to close the branch office.



APL Monthly
2011-2012-2013 CC .

SOUTHERN CALIFORNIA GAS COMPANY
BRANCH OFFICE OPTIMIZATION (A.13-09-010)
(DATA REQUEST TURN-SCG-03)

QUESTION 3:

What investigation has SoCalGas done into the capability of each APL identified in response to Question 2 to absorb more transactions in the event that the nearby branch office is closed? Please include in your response any correspondence between SoCalGas, its APL contractor, and the specific APLs, and any available information about the increase in transactions that each APL expects to be able to absorb. Please also include any training materials that have been prepared for such APLs, if any, to assist them in preparations to absorb an increase in transactions if a nearby local office is closed.

RESPONSE 3:

In preparation of the possible branch office closures, SoCalGas worked with its APL vender, CheckFreePay, to add additional agents in the affected areas. Similar to SoCalGas' branch offices, APLs continue to experience a decline in payment transactions. Among the APLs supporting the proposed branch office closures, APL payments have declined by approximately 21% since 2011. Furthermore, we anticipate the decline to continue as customers move toward other more convenient payment options. As a result, the APLs identified in the Response 2 above are well positioned to absorb the daily payment volumes for each of the six branch offices proposed for closure. APLs are already trained to accept SoCalGas payments. No additional training is required.

	2012 BO In-person Payment Trans	SCG estimates 75% will move to APLs	Broken down by Month	# of APLs supporting the 6 BOs	Monthly payments to be absorbed by APL due to closure	Daily payments to be absorbed by APL
Bellflower	33155	24866	2072	11	188	9
San Luis Obispo	10235	7676	640	1	640	32
Santa Monica	39753	29815	2485	4	621	31
Monrovia	19789	14842	1237	3	412	21
Palm Springs	25346	19010	1584	5	317	16
Santa Barbara	24134	18101	1508	3	503	25

**Branch Office Support - 2011
(BOs/APLs within 5 mile radius)**

Branch Office/APL	Address		Jan	Feb	Mar	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Bellflower Branch Office															
	16901 Bellflower Blvd	Bellflower													
Bestway Supermarket	16100 Lakewood Blvd.	Bellflower	386	237	409	296	402	469	442	509	476	530	1,247	1,875	7,278
Alondra Quik Check	15920 Downey Ave., Ste. A-5	Paramount	4,539	4,388	4,708	4,350	4,552	4,209	4,450	4,069	4,104	4,334	4,073	4,094	51,870
Walmart Eff. 1/20/11	14501 Lakewood Blvd.	Paramount	35	86	95	115	100	103	93	107	93	108	113	113	1,161
R&G's Food Basket	10951 Rosecrans Ave.	Norwalk	194	202	256	273	290	268	303	311	324	337	326	354	3,438
Northgate Market	16259 Paramount Blvd.	Paramount	1,129	1,231	1,335	1,197	1,366	1,360	1,401	1,418	1,375	1,397	1,487	1,515	16,211
R&G's Food Basket	14407 Pioneer Blvd.	Norwalk	1,691	1,633	1,837	1,642	1,724	1,587	1,587	1,673	1,544	1,603	1,513	1,619	19,653
Northgate Market	11660 Firestone Blvd.	Norwalk	1,460	1,317	1,430	1,332	1,397	1,321	1,352	1,387	1,328	1,418	1,408	1,392	16,542
Walmart Eff. 1/20/11	11729 Imperial Hwy	Norwalk	13	49	49	49	54	66	43	62	51	52	48	54	590
Walmart Eff. 1/20/11	12701 Towne Center Dr.	Cerritos	10	29	38	47	49	56	41	47	50	52	57	58	534
Monrovia Payment Office															
	141 S Myrtle Ave														
Monrovia Financial Center	412 W. Foothill Blvd.	Monrovia	2,042	1,974	2,092	1,966	2,056	1,980	1,998	1,917	1,855	2,034	1,847	1,854	23,615
Walmart Eff. 1/20/11	1600 Mountain Ave.	Duarte	2	20	28	41	36	35	27	33	42	35	29	37	365
Mike's Food	1322 E. Huntington Dr.	Duarte	564	557	593	549	592	536	529	579	551	552	538	575	6,715
Palm Springs Branch Office															
	211 N Sunrise Way	Palm Springs													
Baja Springs Meat & Produce Mkt	1800 N. Sunrise Way	Palm Springs	175	217	203	220	220	260	207	236	251	245	247	296	2,777
Walmart Eff. 1/28/11	5601 E. Ramon Rd.	Palm Springs	12	93	126	136	114	122	127	144	122	146	128	111	1,381
Cortes Tax Services	68100 Ramon Rd., Suite C-9	Cathedral City	1,500	1,461	1,703	1,417	1,566	1,509	1,479	1,387	1,289	1,365	1,343	1,386	17,405
San Luis Obispo Branch Office															
	1314 Broad St	San Luis Obispo													
Mailing & More Eff. 9/16/11	553 Higuera St., Suite B	San Luis Obispo	0	0	0	0	0	0	0	0	0	0	7	4	11
Mission Community Bank Terminated 11/1/11	581 Higuera St.	San Luis Obispo	25	24	35	32	37	30	30	40	35	24	0	0	312
SLO Fresh Market Eff. 12/13/11	1285 Laurel Ln	San Luis Obispo	0	0	0	0	0	0	0	0	0	0	0	2	2
Central Coast R&R Lock Terminated 3/24/11	12340 Los Osos Valley Rd.	San Luis Obispo	21	13	7	0	0	0	0	0	0	0	0	0	41
Santa Barbara Branch Office															
	134 E Victoria St	Santa Barbara													
Pennywise Market	1121 E. Montecito St.	Santa Barbara	52	40	49	40	47	51	43	50	51	54	37	51	565
UPS Store	3905 State St., Suite 7	Santa Barbara	631	593	643	640	683	586	656	648	656	679	585	634	7,634
UPS Store Center Eff. 12/8/11	315 Meigs Rd., Ste. A	Santa Barbara	0	0	0	0	0	0	0	0	0	0	0	1	1
Santa Monica Branch Office															
	1300 6th St	Santa Monica													
Moore's Mini Mart Terminated 12/15/11	2602 Pico Blvd.	Santa Monica	112	95	134	119	97	116	121	110	113	115	94	73	1,299
Sunset Plaza Liquor & Jr. Mkt	2602 Pico Blvd.	Santa Monica	401	401	458	416	431	427	422	451	416	393	462	427	5,105
Photo Express Studio Eff. 10/20/11-Terminated 11/20/11	1908 Santa Monica Blvd., Ste. 4	Santa Monica	0	0	0	0	0	0	0	0	0	3	8	-	11
Totals:			14,994	14,660	16,228	14,877	15,813	15,091	15,351	15,178	14,726	15,476	15,597	16,525	184,516

**Branch Office Support - 2012
(BOs/APLs within 5 mile radius)**

Branch Office/APL	Address		Jan	Feb	Mar	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
<u>Bellflower Branch Office</u>	16901 Bellflower Blvd	Bellflower													
Bestway Supermarket	16100 Lakewood Blvd.	Bellflower	1,654	1,991	1,829	1,235	1,147	1,047	1,019	992	829	893	859	733	14,228
Alondra Quik Check	15920 Downey Ave., Ste. A-5	Paramount	1,485	932	916	869	859	770	827	799	805	810	731	666	10,469
Walmart	14501 Lakewood Blvd.	Paramount	184	169	152	150	143	109	111	118	121	114	110	103	1,584
R&G's Food Basket	10951 Rosecrans Ave.	Norwalk	432	460	469	459	460	434	439	429	423	441	399	408	5,253
Northgate Market	16259 Paramount Blvd.	Paramount	1,735	1,740	1,716	1,756	1,750	1,597	1,784	1,690	1,594	1,756	1,715	1,637	20,470
R&G's Food Basket	14407 Pioneer Blvd.	Norwalk	1,789	1,863	1,776	1,740	1,638	1,615	1,606	1,611	1,418	1,514	1,374	1,437	19,381
Northgate Market	11660 Firestone Blvd.	Norwalk	1,601	1,690	1,591	1,627	1,627	1,505	1,656	1,572	1,552	1,601	1,467	1,535	19,024
Walmart	11729 Imperial Hwy	Norwalk	60	59	71	60	68	51	72	60	58	66	58	53	736
Walmart	12701 Towne Center Dr.	Cerritos	73	87	112	76	74	82	78	73	66	69	71	68	929
Walmart Eff. 11/27/12	12270 Paramount Blvd.	Downey	0	0	0	0	0	0	0	0	0	0	14	27	41
Stop N Go Market Terminated 4/3/12	11117 Old River School Rd.	Downey	1,075	1,011	885	0	0	0	0	0	0	0	0	0	2,971
<u>Monrovia Payment Office</u>	141 S Myrtle Ave														
Monrovia Financial Center	412 W. Foothill Blvd.	Monrovia	1,988	2,017	2,031	1,925	1,960	1,846	1,800	1,877	1,664	1,775	1,689	1,724	22,296
Walmart	1600 Mountain Ave.	Duarte	56	70	69	73	67	69	61	71	65	63	72	63	799
Mike's Food	1322 E. Huntington Dr.	Duarte	568	565	631	595	595	587	586	629	597	577	573	597	7,100
<u>Palm Springs Branch Office</u>	211 N Sunrise Way	Palm Springs													
Baja Springs Meat & Produce Mkt	1800 N. Sunrise Way	Palm Springs	291	337	374	329	312	321	291	283	272	296	288	277	3,671
Walmart	5601 E. Ramon Rd.	Palm Springs	142	151	164	161	143	140	134	141	120	161	133	124	1,714
Cortes Tax Services	68100 Ramon Rd., Suite C-9	Cathedral City	1,557	1,586	1,590	1,576	1,620	1,394	1,408	1,466	1,282	1,076	963	1,182	16,700
Jesus Luna Insurance Eff. 5/1/12	32270 Rancho Vista Dr., Ste. A	Cathedral City	0	0	0	0	1	79	79	93	99	152	181	182	866
<u>San Luis Obispo Branch Office</u>	1314 Broad St	San Luis Obispo													
Mailing & More	553 Higuera St., Suite B	San Luis Obispo	13	10	11	8	18	7	8	9	9	8	8	7	116
SLO Fresh Market Terminated 8/1/12	1285 Laurel Ln	San Luis Obispo	2	1	5	2	3	4	1	0	0	0	0	0	18
<u>Santa Barbara Branch Office</u>	134 E Victoria St	Santa Barbara													
Pennywise Market	1121 E. Montecito St.	Santa Barbara	40	47	60	41	42	39	44	53	39	39	46	45	535
UPS Store Terminated 11/30/12	3905 State St., Suite 7	Santa Barbara	671	701	801	676	634	728	715	726	661	697	593	19	7,622
UPS Store Center	315 Meigs Rd., Ste. A	Santa Barbara	8	16	16	23	28	25	21	35	35	38	58	389	692
<u>Santa Monica Branch Office</u>	1300 6th St	Santa Monica													
Sunset Plaza Liquor & Jr. Mkt Terminated 7/16/12	2602 Pico Blvd.	Santa Monica	552	565	576	583	514	522	306	0	0	0	0	0	3,618
SMC Eff. 2/22-Terminated 7/27/12	1908 Santa Monica Blvd., Ste. 4	Santa Monica	0	2	22	24	39	46	61	0	0	0	0	0	194
		Totals:	15,976	16,070	15,867	13,988	13,742	13,017	13,107	12,727	11,709	12,146	11,402	11,276	161,027

**Branch Office Support -2013
(BOs/APLs within 5 mile radius)**

Branch Office/APL	Address		Jan	Feb	Mar	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Bellflower Branch Office	16901 Bellflower Blvd	Bellflower													
Big Saver Foods Eff. 10/30/13	16000 Woodruff Avenue	Bellflower	0	0	0	0	0	0	0	0	0	7	314	354	675
Bestway Supermarket Terminated 3/27/13	16100 Lakewood Blvd.	Bellflower	891	850	698	0	0	0	0	0	0	0	0	0	2,439
Superior Eff. 4/26/13	16100 Lakewood Blvd.	Bellflower	0	0	0	29	340	435	483	545	568	617	576	568	4,161
Alondra Quik Check	15920 Downey Ave., Ste. A-5	Paramount	700	648	731	723	786	755	785	654	667	642	643	605	8,339
Walmart	14501 Lakewood Blvd.	Paramount	121	127	131	149	129	111	130	120	110	136	124	108	1,496
R&G's Food Basket (Rosecrans Ave.)	10951 Rosecrans Ave.	Norwalk	457	431	525	507	494	471	445	513	485	522	425	510	5,785
Northgate Market	16259 Paramount Blvd.	Paramount	1,842	1,727	1,937	1,880	1,746	1,726	1,788	1,648	1,625	1,719	1,531	1,595	20,764
R&G's Food Basket (Pioneer Blvd.)	14407 Pioneer Blvd.	Norwalk	1,443	1,418	1,639	1,484	1,523	1,392	1,604	1,443	1,412	1,498	1,318	1,466	17,640
Northgate Market	11660 Firestone Blvd.	Norwalk	1,603	1,566	1,887	1,812	1,780	1,787	1,754	1,824	1,701	1,858	1,643	1,767	20,982
Walmart	11729 Imperial Hwy	Norwalk	64	60	83	77	97	65	97	98	69	81	77	68	936
Walmart	12701 Towne Center Dr.	Cerritos	67	66	72	70	79	66	80	73	74	68	76	73	864
Walmart	12270 Paramount Blvd.	Downey	46	59	83	85	88	96	87	124	120	114	123	126	1,151
Monrovia Payment Office	141 S Myrtle Ave														
Monrovia Financial Center	412 W. Foothill Blvd.	Monrovia	1,771	1,762	1,948	1,819	1,845	1,742	1,701	1,703	1,697	1,742	1,561	1,701	20,992
Walmart	1600 Mountain Ave.	Duarte	93	73	95	105	86	92	90	95	91	91	101	93	1,105
Mike's Food	1322 E. Huntington Dr.	Duarte	598	602	676	629	647	616	621	651	641	657	597	642	7,577
Palm Springs Branch Office	211 N Sunrise Way	Palm Springs													
Baja Springs Meat & Produce Market	1800 N. Sunrise Way	Palm Springs	361	306	398	351	367	306	294	297	295	304	312	294	3,885
Walmart	5601 E. Ramon Rd.	Palm Springs	141	148	175	167	163	156	159	164	161	155	131	164	1,884
Cortes Tax Services	68100 Ramon Rd., Suite C-9	Cathedral City	1,408	1,406	1,615	1,542	1,548	1,383	1,478	1,400	1,234	1,441	1,229	1,295	16,979
Cardenas Market Eff. 8/1/13	31655 Date Palm Dr.	Cathedral City	0	0	0	0	0	0	0	110	154	214	230	274	982
R.P. Wireless Eff. 12/30/13	555 S. Sunrise Way, Suite 117	Palm Springs	0	0	0	0	0	0	0	0	0	0	0	0	0
Jesus Luna Insurance Terminated 2/1/13	32270 Rancho Vista Dr., Ste. A	Cathedral City	191	7	0	0	0	0	0	0	0	0	0	0	198
San Luis Obispo Branch Office	1314 Broad St	San Luis Obispo													
Mailing & More	553 Higuera St., Suite B	San Luis Obispo	11	6	7	11	7	5	10	7	6	2	8	6	86
John's 76 Eff. 7/12/13	157 Higuera St.	San Luis Obispo	0	0	0	0	0	0	0	1	1	2	1	0	5
Santa Barbara Branch Office	134 E Victoria St	Santa Barbara													
Pennywise Market	1121 E. Montecito St.	Santa Barbara	52	28	54	53	42	39	42	35	34	49	24	35	487
UPS Store Center Terminated 1/21/13	315 Meigs Rd., Ste. A	Santa Barbara	249	0	0	0	0	0	0	0	0	0	0	0	249
Milpas Communications Eff. 1/13/13	204 N. Milpas St.	Santa Barbara	0	525	561	549	546	533	558	567	497	612	494	552	5,994
Santa Monica Branch Office	1300 6th St	Santa Monica													
Patton's Pharmacy Eff. 11/15/13	734 Montana Avenue	Santa Monica	0	0	0	0	0	0	0	0	0	0	2	9	11
Michael's Liquor Eff. 10/15/13	2402 Wilshire blvd	Santa Monica	0	0	0	0	0	0	0	0	0	2	4	4	10
Ocean Park Pharmacy Eff. 3/18/13	2731 Ocean Park Blvd	Santa Monica	0	0	7	30	43	58	65	76	75	87	103	102	646
Santa Monica Blue Convenience Store Eff 12/6/13	1713 Pico Avenue	Santa Monica	0	0	0	0	0	0	0	0	0	0	0	2	2
Totals:			12,109	11,815	13,322	12,072	12,356	11,834	12,271	12,148	11,717	12,620	11,647	12,413	146,324

ATTACHMENT B

2014 Year-to-date APL Transaction History

Agent Name	Address	City	State	Zip	Month	BILLERS					
										Dish	Total
						PG&E	So Cal Gas	T-Mobile	Network		
MAILING AND MORE	553B HIGUERA	SAN LUIS OBISPO	CA	93401	Jan	15	12	1	2	30	
					Feb	12	8	0	3	23	
					Mar	0	0	0	0	0	
					Apr	0	1	0	0	1	
					May	1	4	0	0	5	
					Total	28	25	1	5	59	