

ORA DATA REQUEST
ORA-SCG-DR-073-DAO
SOCALGAS 2016 GRC – A.14-11-004
SOCALGAS FINAL RESPONSE
DATE RECEIVED: FEBRUARY 19, 2015
DATE RESPONDED: MARCH 9, 2015

Exhibit Reference: SCG-4, Gas Distribution O&M and Capital Expenditures

Subject: Operations Management and Training

Please provide the following:

1. Referring to SoCalGas' discussion of Instructors for Formal Clerical Training on page FBA-61, please provide the number of Leakage Clerks, Cathodic Protection Clerks, Work Order Control Clerks, and/or all other categories of Distribution Office clerks for each year from 2009-2014.

SoCalGas Response:

The table below shows the average number of clerks in the Gas Distribution office departments for each historical year.

	2009	2010	2011	2012	2013	2014
Leakage	14	11	13	15	19	23
System (Cathodic) Protection	8	5	3	3	4	6
Work Order Control	44	42	46	42	47	39
Planning and Engineering	8	6	6	5	5	5
Total	74	63	68	65	74	72

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2. Referring to SoCalGas' discussion of Instructors for Formal Clerical Training on page FBA-61, lines 23-24, please provide the implementation date of each of the field technologies identified (CLICK, GIS, and SAP).

SoCalGas Response:

Click and SAP were implemented in July 2010. GIS was implemented in SoCalGas from November 2010 through November 2011 as a phased deployment.

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3. Please confirm that the Distribution Office clerks, referenced in lines 20-22 on page FBA-61, (a) have not yet received formal training with regard to the new electronic systems and work processes of Click, GIS, and SAP at this time, and (b) that these clerks will receive formal training materials and instruction on the new electronic systems and work processes beginning in 2016, and (c) provide the time-frame in which these clerks will complete the formal training and instructions on the new electronic systems and work processes.

SoCalGas Response:

- a. As stated in testimony, the employees currently completing work have been trained on the job. As of March 2015, the formal centralized training classes for new clerical employees are in the process of being created and have not been delivered. While having received no centralized formal training, the existing Distribution office clerks have received end-user training as the new technologies have been implemented.
- b. It is estimated that the expanded formal training courses for new clerical employees will be available in 2016. As stated above, existing clerical employees have already received training on the new technologies that have been implemented.
- c. New hires into these clerical positions will receive this formalized positional training after accepting their new clerical roles.

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4. Please provide justification for the two incremental vans for instructors, as requested on page FBA-62, and explain in detail how SoCalGas determined the need for specifically 2 vans.

SoCalGas Response:

Clerical training groups are located in five basic locations throughout the service territory. If new clerical employees were to be sent the training facility at Pico Rivera for formal training, there would be expenses associated with travel, overtime, lodging, and meals for each represented employee. To avoid these expenses associated with new employees attending training in Pico Rivera, the two vans will be used to send the instructors and their training materials to the trainees. Two vans will allow instructors to provide training at more than one site at a time.

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5. Referring to pages FBA-60 and FBA-61, please (a) identify the number of Technical Advisors, as FTEs, and (b) the number of High Pressure Technical Advisors assigned/tracked under Training Services each year from 2009-2014.

SoCalGas Response:

- a. The number of historical technical advisors, as FTEs, assigned to training services is not readily available. Please refer to Question 5 of ORA-SCG-DR-015-DAO for the number of training technical advisors (as employees) in Training Services:

- a. *Please see the table below for the annual O&M training expenses incurred by Training Services. Please note that 2009 and a portion of 2010 include OpEx related expenses and FTEs, since they were not tracked in a separate cost center at that time, so there are more FTEs than training services employees shown in the response to 5.b. below. 2014 expenses are not available.*

<i>Year</i>	<i>2009</i>	<i>2010</i>	<i>2011</i>	<i>2012</i>	<i>2013</i>
<i>O&M Training Expenses (Thousands of 2013\$)</i>	<i>\$2,343</i>	<i>\$2,188</i>	<i>\$2,657</i>	<i>\$3,158</i>	<i>\$3,183</i>
<i>FTEs</i>	<i>20.9</i>	<i>21.0</i>	<i>25.3</i>	<i>28.8</i>	<i>26.8</i>

- b. *The FTEs are shown in the table provided in response to Question 5.a. above. The table below shows the employees assigned to Training Services, by job classification, each year from 2009 through 2014 year-to-date.*

<i>Job Classification</i>	<i>2009</i>	<i>2010</i>	<i>2011</i>	<i>2012</i>	<i>2013</i>	<i>2014 YTD</i>
<i>Operation Training Instructor</i>	<i>8</i>	<i>10</i>	<i>15</i>	<i>18</i>	<i>18</i>	<i>14</i>
<i>Sr. Operation Training Instructor</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>1</i>
<i>Training Specialist</i>	<i>1</i>	<i>2</i>	<i>2</i>	<i>2</i>	<i>2</i>	<i>2</i>
<i>Admin Associate</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>1</i>
<i>Technical Advisor</i>	<i>1</i>	<i>1</i>	<i>4</i>	<i>6</i>	<i>4</i>	<i>2</i>

The number of Technical Advisors provided in the 2014 YTD column shown above remained unchanged at the end of 2014.

2014 FTE data for Training Services is not available at this time.

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SoCalGas Response to Question 5, Continued:

- b. There were no high pressure technical advisors assigned to / tracked under Training Services from 2009 – 2014. As discussed on page FBA-61, these positions will not become part of Gas Distribution operations until 2016:

One of these positions is funded by the Distribution Integrity Management Program through 2015 as part of a pilot, which has proven to be successful and will become part of routine operations by 2016. This activity is included in the 2014 and 2015 DIMP forecast in the prepared direct workpapers of Maria Martinez, Exhibit SCG-08-WP.

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6. Referring to SoCalGas' statement on page FBA-60, in which SoCalGas states, " SoCalGas will implement a high pressure training program composed of subject matter experts in the high pressure pipeline field," please provide the following:
 - a. Please provide the definition of "high pressure" in this statement, and state whether or not this refers to distribution or transmission;
 - b. Does SoCalGas currently have a high pressure training program to develop training modules for high pressure pipeline construction? If no, please explain why? If yes, please explain how the proposed high pressure training program will be different in 2016.
 - c. Provide the time-frame from start to finish for the development, refining, and delivering of Operator Qualification technical training requiring the 2 high pressure Technical Advisors.

SoCalGas Response:

- a. SoCalGas defines high pressure pipelines as those operating at greater than 60 psig. These lines are in both distribution and transmission systems. The high pressure lines referenced in the testimony of Frank Ayala refer to the high pressure supply lines operated by Gas Distribution.
- b. SoCalGas has a high pressure training program that has been growing in number of students as we lose existing expertise to retirements, and in scope with the enhanced emphasis from state and federal regulators. Proposed additions to the program will include double block in bleed training, non-destructive testing, and the comprehensive expanded operator qualification industry standards associated with the implementation of B31Q¹.
- c. Each module is estimated to take one year for development and one year to roll-out; however, it is anticipated that there will be an ongoing need for new modules as regulations change, policies are updated, and new technologies are introduced.

¹ ASME B31Q Edition 10 (September 30, 2010).

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7. Referring to SoCalGas' request of \$350,000 for 3 Technical Specialists on page FBA-62, please explain in detail (a) how SoCalGas determined it specifically needs 3 FTEs for the modernization of training materials, (b) how SoCalGas currently addresses obsolete regulations, Gas Standards, and changes in business practices and field technologies, and (c) confirm that SoCalGas' current formal training, including refresher training, includes up-to-date regulations, Gas Standards, and changes in business practices and field technologies.

SoCalGas Response:

- a. Training Services has over 35 videos that are outdated, and need complete updating. The cost of having the material developed by outside vendors can exceed \$100,000, excluding the time of SoCalGas subject matter experts. This estimate is based on a recent video developed externally. By using SoCalGas employees to develop the videos instead of external vendors, there will be a small trade-off in professional quality; however, it will cost less. The forecasted number of technical specialists was estimated based on completing the videos in a timely way and the estimated time to keep these videos current considering changing external requirements, laws, and regulations.
- b. The company has a policy standard for writing and reviewing changes to standards and procedures. A Notice of Publication (NOP) process is used for keeping materials current. This process can be found in the separately provided document titled ORA-SCG-DR-073-DAO_Q7b_CONFIDENTIAL.pdf. This document should be treated as **CONFIDENTIAL PURSUANT TO P.U. CODE SECTION 583 & G.O.66-C.**
- c. All training material is dated and kept current. Training Services uses the same process as stated in response to 7.b. above. Refresher training is provided on an as-needed basis with the option available to audit core classes. Training tools are updated as needed. All training materials are constantly reviewed by our subject matter experts to determine if they are current and/or if they can be delivered more effectively.