

**CUE DATA REQUEST**  
**CUE-SCG-DR-06**  
**SOCALGAS 2019 GRC – A.17-10-008**  
**SOCALGAS RESPONSE**  
**DATE RECEIVED: FEBRUARY 15, 2018**  
**DATE RESPONDED: MARCH 2, 2018**

259. Please describe the procedures SCG follows if a customer fails to pay their gas service bill. Provide copies of all policies and guidelines on this subject.

- a. How does SCG determine that a customer has failed to pay their gas service bill?
  - i. Please define the failure to pay designation.
  - ii. Please describe the length of time between billing and failure to receive payment.
- c. What is the average length of time between a customer's failure to pay and gas service shut off?
- d. What sort of notice is provided to customers before gas service is shut off?
- e. Provide copies of all notices and scripts used.

**SoCalGas Response 259:**

SoCalGas is governed by Tariff Rule 9 if a customer fails to pay their gas bill. Please refer to the attachment CUE-SCG-DR-06\_Q259\_Attachment\_Rule 9.pdf.

**Response to Q 259 a:**

A customer's bill for gas service will be considered past due if not paid within nineteen calendar days from the bill mail date per Tariff Rule 9.

**Response to Q. 259.a.i**

See Response to Q. 259 a.

**Response to Q. 259 a. ii:**

See response to Q. 259 a.

**Response to Q. 259 b:**

SoCalGas notes that there is not a question reflected for Q 259 b.

**Response to Q. 259 c:**

Customers are eligible for disconnection after approximately 39 calendar days.

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**SoCalGas Response to Question 259 Continued:**

**Response to Q. 259 d:**

- First, SoCalGas provides an Overdue Payment Notice with the customer’s next month’s bill.
- Secondly, a 48-hour notice is delivered via an outbound dialing reminder call.
  - A 48-hour disconnect notice is mailed to customers not reached by phone.
  - A 48-hour notice is delivered, by field personnel, to Senior Citizens, handicapped, and Medical Baseline customers.

**Response to Q. 259 e:**

Please refer to the attachments CUE-SCG-DR-06\_Q259\_Attachment\_Late Notice\_Redacted and also CUE-SCG-DR-06\_Q259\_Attachment\_48 Hour Notice\_Redacted.

Additionally, the script for the outbound dialing reminder call is provided below.

48Hr outbound dialing notification automated message:

|  |   |
|--|---|
| <p>Your gas service is at risk of being shut off for non-payment. No further notice will be provided before your gas service is disconnected. (pause) If the service is disconnected for non-payment, there will be additional service charges. (pause) You will be required to pay the total amount past due before service is restored. (pause) A deposit may be required to re-establish your credit. (pause) You may need to provide credit information or proof-of-identity documents before service can be restored. (pause) Same day restoration of service will not be available. To avoid disconnection of service, we must receive a payment of... &lt;48 Hr Amount&gt;... by... &lt;Due Date&gt;.</p> | <p>Su servicio de gas está en riesgo de ser apagado por falta de pago. No se proporcionará previo aviso antes de que su servicio de gas sea desconectado. (pause) Si el servicio de gas es desconectado por falta de pago, habrá cargos de servicio adicionales. (pause) Se requerirá que el monto atrasado se pague en su totalidad, antes de que el servicio sea restablecido. (pause) Un depósito podría ser requerido para re establecer su crédito. (pause) Es posible que tenga que proporcionar información de crédito o documentos para confirmar su identidad antes de que el servicio sea restablecido. (pause) Restauración del servicio para el mismo día no estará disponible. Para evitar la desconexión del servicio, tenemos que recibir un pago de... &lt;48 Hr Amount&gt;...para... &lt;Due Date&gt;.</p> |
|--|---|

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**SoCalGas Response to Question 259 e Continued:**

Field Delivered 48-hour Notice Sample

**IMPORTANT  
DISCONNECTION NOTICE**

Your Account Number  
123 | 456 | 7890 | 0

 SoCalGas  
A Sempra Energy utility  
socialgas.com

**DO NOT MAIL**

Bring This Form If Paying In Person

JOHN Q PUBLIC  
555 W 5TH STREET  
LOS ANGELES CA 90013

48 HOUR  
 COLLECT OR CLOSE  
 RETURNED CHECK

Today, a personal visit was made to your address to collect your unpaid bill and/or deposit. To prevent gas service from being turned off, your payment of \$ 157.13, must be received by 2/2/2018.

1 (800) 427-2200

**Payment Options – Online:** My Account at [socialgas.com](http://socialgas.com). **Phone:** Call BillMatrix at 1-800-232-6629 to pay by electronic check, debit/ATM card, or VISA/MasterCard credit card. BillMatrix charges a convenience fee of \$1.50 per transaction.  
**In Person:** Payment offices or an authorized payment agency. Visit [socialgas.com](http://socialgas.com).

**1** You may need to provide credit information or proof of identity documents before service can be re-established

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260. Please describe the steps a customer must follow to resolve outstanding payments. Provide copies of all policies and guidelines on this subject.

a. How is payment made?

i. Provide the web address and telephone numbers customers use to make payment.

ii. Provide the number of branch service centers, number of branch service center employees, and number of FTEs as of December 31 for the last fifteen years.

iii. Provide the number of authorized payment locations as of December 31 for the last fifteen years.

b. Who collects these payments, SCG or a third-party?

i. Describe the procedures followed.

ii. If payment is made to a third-party, how does SCG receive notice that payment has been made?

**SoCalGas Response 260:**

A customer must pay the bill to resolve outstanding payments.

**Response to Q260 a:**

The residential customer may make payments through several channels: Mail; Branch Offices; Authorized Payment Locations (APLs); using Home Banking online through their banks; online through My Account; sign up for Direct Debit; with a credit card/debit card/electronic check through third-party provider Bill Matrix; and through Pay-By-Phone.

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**SoCalGas Response to Question 260 Continued:**

**Response to Q 260 a.i:**

SoCalGas web address:

<https://socalgas.com/My Account>

Telephone numbers:

- 800-427-2200 whereby a Customer Service Representative can transfer the customer to Bill Matrix.
- 800-232-6629 to pay by phone directly through Bill Matrix

Third Party Web Address:

<https://paymentsocalgas.billmatrix.com/> to pay online through Bill Matrix

**Response to Q. 260.a.ii:**

SoCalGas objects to this request under Rule 10.1 of the Commission’s Rules of Practice and Procedure on the grounds that the timeframe encompassed in this request is not relevant to the subject matter involved in the pending proceeding and therefore, 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. In particular, this request seeks information prior to 2012 and is thus, outside the scope of the relevant time period used by SoCalGas in developing its forecasts. Subject to and without waiving the foregoing objection, SoCalGas responds that it will answer Question 260a.ii with data covering 2012-2017 as follows:

|                                    | <b>2012</b> | <b>2013</b> | <b>2014</b> | <b>2015</b> | <b>2016</b> | <b>2017</b> |
|------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Number of branch offices           | 47          | 47          | 47          | 47          | 44          | 44          |
| Number of branch office employees  | 143         | 139         | 149         | 140         | 145         | 133         |
| Number of FTEs as of December 31st | 111.78      | 112.25      | 114.12      | 113.70      | 113.51      | 108.20      |

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**SoCalGas Response to Question 260 Continued:**

**Response to Q. 260.a.iii:**

SoCalGas objects to this request under Rule 10.1 of the Commission’s Rules of Practice and Procedure on the grounds that the timeframe encompassed in this request is not relevant to the subject matter involved in the pending proceeding and therefore, 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. In particular, this request seeks information prior to 2012 and is thus, outside the scope of the relevant time period used by SoCalGas in developing its forecasts. Subject to and without waiving the foregoing objection, SoCalGas responds that it will answer Question 260a.iii with data covering 2012-2017 as follows:

|  | <b>2012</b> | <b>2013</b> | <b>2014</b> | <b>2015</b> | <b>2016</b> | <b>2017</b> |
|--|-------------|-------------|-------------|-------------|-------------|-------------|
| Number of authorized payment locations as of December 31st | 358         | 381         | 385         | 374         | 356         | 339         |

**Response to Q. 260 b:**

SoCalGas branch offices are staffed by SoCalGas Customer Correspondence Representatives (CCRs) or Cashiers who can collect payments on behalf of the customer. APLs are private entities that engage in the business of accepting payments for gas, electric and water utilities, cable companies, wireless telephone providers, land line telephone providers and others. These payments are collected by APLs and processed through a payment system provided by third-party provider, CheckFreePay walk in.

**Response to Q 260 b. i:**

Customers bring either a check or cash and their bill stub to a Branch Office or an APL. The bill stub is scanned, or if the customer does not bring a bill stub, but has the account number, the account number is entered into the systems along with the amount paid.

**Response to Q. 260.b.ii:**

Once an hour, CheckFreePay and Bill Matrix send SoCalGas electronic files known as a “memo post” file listing all payments made in the last hour. The contents of these files are immediately compared to the Collect or Close orders in Collectors’ handheld units. If a Collect or Close order has yet to be worked, the order is automatically removed from the Collector’s schedule.

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261. Once payment is made, is gas service automatically restored?

**SoCalGas Response 261:**

SoCalGas objects to this request 261 under Rule 10.1 of the Commission’s Rules of Practice and Procedure on the grounds that the request is premature to the extent it seeks data related to the Company’s reconnection of gas service after disconnection for non-payment. As reflected in the Supplemental Testimony of Michael H. Baldwin, the Company will be shortly filing a motion to remove the reconnection sub-issue from the 2019 GRC. SCG-19-S at 1, FN2. Specifically, the Company objects that the sub-issue outlined in Scoping Memo Paragraph 3.2 (f), “whether changes are needed to the gas reconnection process for gas customers,” is more appropriately addressed by the Commission in a statewide proceeding, and that it is already being addressed through the Energy Division. With that clarification, SoCalGas responds as follows: No. Due to safety concerns, SoCalGas must have access inside the customer’s home to light pilot lights and to perform safety checks.

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262. If not, what steps does the customer have to take to request that service be restored?

- a. Please describe the steps SCG follows from the moment the request for restored service is received until a worker is dispatched to the customer's home.
- b. Please describe the work that must be performed to restore gas service in a customer's home.
- c. What is the average length of time between the customer's request for restored service and the dispatch of a worker to their home?
  - i. Please provide copies of one typical work schedules per month for gas service reconnection for the last year.
  - ii. List the number of customers whose service is restored in 1-2 days.
  - iii. List the number of customers whose service is restored in 5 days.
  - iv. List the number of customers whose service is restored in 7 days.
  - v. List the number of customers whose service is restored in 10 days.
  - vi. List the number of customers whose service is restored in 14 days.

**SoCalGas Response 262:**

SoCalGas objects to Question 262 under Rule 10.1 of the Commission's Rules of Practice and Procedure on the grounds that the request is premature to the extent it seeks data related to the Company's reconnection of gas service after disconnection for non-payment. As reflected in the Supplemental Testimony of Michael H. Baldwin, the Company will be shortly filing a motion to remove the reconnection sub-issue from the 2019 GRC. SCG-19-S at 1, FN2. Specifically, the Company objects that the sub-issue outlined in Scoping Memo Paragraph 3.2 (f), "whether changes are needed to the gas reconnection process for gas customers," is more appropriately addressed by the Commission in a statewide proceeding, and that it is already being addressed through the Energy Division. With that clarification, SoCalGas responds as follows: If payment is made via any option besides a Branch Office location, the customer must call the Customer Contact Center (CCC) to schedule an appointment for the gas service to be restored.



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**SoCalGas Response to Question 262 Continued:**

**Response to Q. 262 a:**

Gas restoration service orders are issued to restore service the next business day if the call is received before 5 p.m. Monday through Friday. Orders are scheduled for Monday if the call is received on Saturday unless Monday is a holiday. If the call is received on Sunday, the order will be scheduled for Tuesday. The customer is required to pay the past due balance before gas service is reconnected. Customers are also required to pay a reconnection fee. Access into the premise is required. An adult over the age of 18 can be present or the customer can provide a key. Once the technician arrives at the premise, the order may be completed in approximately 45 minutes to 60 minutes.

262b-c is answered by witness Gwen Marelli and needs to be added here.

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262. If not, what steps does the customer have to take to request that service be restored?

- a. Please describe the steps SCG follows from the moment the request for restored service is received until a worker is dispatched to the customer's home.
- b. Please describe the work that must be performed to restore gas service in a customer's home.
- c. What is the average length of time between the customer's request for restored service and the dispatch of a worker to their home?
  - i. Please provide copies of one typical work schedules per month for gas service reconnection for the last year.
  - ii. List the number of customers whose service is restored in 1-2 days.
  - iii. List the number of customers whose service is restored in 5 days.
  - iv. List the number of customers whose service is restored in 7 days.
  - v. List the number of customers whose service is restored in 10 days.
  - vi. List the number of customers whose service is restored in 14 days.

**SoCalGas Response 262:**

SoCalGas objects to this request under Rule 10.1 of the Commission's Rules of Practice and Procedure on the grounds that the request is premature to the extent it seeks data related to the Company's reconnection of gas service after disconnection for non-payment. As reflected in the Supplemental Testimony of Michael H. Baldwin, the Company will be shortly filing a motion to remove the reconnection sub-issue from the 2019 GRC. SCG-19-S at 1, FN2. Specifically, the Company objects that the sub-issue outlined in Scoping Memo Paragraph 3.2 (f), "whether changes are needed to the gas reconnection process for gas customers," is more appropriately addressed by the Commission in a statewide proceeding, and that it is already being addressed through the Energy Division. Subject to and without waiving these objections, SoCalGas responds as follows:

**All responses below refer to gas service reconnections following disconnection for non-payment.**

262.a. Response to 262.a. is addressed in CUE SCG DR-06 Q259-262a.

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262.b. The process below generally describes the work that must be performed by the Customer Service – Field (CS-F) Technician to restore gas service in a customer’s home after a customer has been disconnected for non-payment.

- (1) Upon arrival at the order the CS-F technician determines if there is safe access to the meter.
- (2) If safe access is not available, the CS-F technician contacts the customer to gain safe access.
- (3) The CS-F technician goes to the meter and verifies that the service valve is off and locked.
- (4) Tests for electricity.
- (5) Obtains a visual read.
- (6) Surveys the Meter Set assembly for abnormal operating conditions (AOC) and/or any conditions that would prevent turning the gas on
- (7) The CS-F technician corrects any AOCs within the scope of his/her qualifications.
- (8) The CS-F technician contacts the customer to inspect all gas appliances.
- (9) All gas appliances are inspected to confirm the equipment is in safe and proper operating condition. All pilot lights in enclosed fireboxes are shut off.
- (10) The CS-F technician returns to the gas meter and confirms no electricity is present.
  - 10.1. Removes the security device
  - 10.2. Turns on the service valve and performs leak tests to the customer’s houseline
    - i. Leak testing is typically done via a registration check which involves connecting a low flow meter to the outlet side of the meter and verifying that gas flow is zero or does not exceed the demand due to known pilot flow.
    - ii. All disturbed fittings are soap tested.
- (11) The CS-F technician returns to each appliance:
  - 11.1. Confirms that the automatic shut off and any other safety devices perform correctly.
  - 11.2. Lights the appliance.
  - 11.3. Performs leak checks on fittings downstream of control valve.
  - 11.4. Puts the appliance through an operating cycle.
  - 11.5. Confirms proper ignition and flame characteristics.
  - 11.6. Adjusts and cleans as necessary.
  - 11.7. Performs a safety check for proper vent operation.
  - 11.8. Corrects any safety issues.
  - 11.9. For problems that are out of scope of service, writes any safety notices and removes from service any unsafe appliance
- (12) The CS-F technician documents all conditions found, left, referral made, service performed, and time of order completion.

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262.c. Beginning February 12, 2018, reconnection appointments are being offered to customers following disconnection for non-payment as follows:

- Customers who call SoCalGas before 5 p.m. on Monday through Friday to confirm payment and request reconnection will be offered a reconnection appointment no later than the next day, (excluding company observed holidays).
- Customers who call SoCalGas after 5 p.m. on Monday through Friday will be offered a reconnection appointment no later than the second day (excluding Sundays and company observed holidays).
- Customers who call SoCalGas on a Saturday will be offered an appointment no later than Monday (excluding company observed holidays).
- Customers who call SoCalGas on a Sunday will be offered a reconnection appointment no later than Tuesday (excluding company observed holidays).

However, in response to Question 262.c. in 2017, the average gas service reconnection time following disconnection for non-payment for residential customers was 4.1 days. The average reconnection time measures the time span in number of days between the date the order was created and the date the order was worked. Both the Company and customer’s schedule are considered. For example, the Company may have availability to schedule an order on the 10<sup>th</sup>, but the customer may prefer an appointment on the 12<sup>th</sup>. This would add two days to the reconnection time for that order.

262.c.i. There was no typical work schedule specific to gas service reconnections following disconnection for non-payment in 2017, or historically. Effective 2/12/18, SoCalGas has committed to meeting the reconnection appointments as outlined in response to Question 262.c.

262.c.ii to 262.c.vi The responses for Questions 262.c.ii – vi are provided in the table below.

| <b>2017 Residential Reconnection Data Following Disconnection for Non-Payment</b>                         |            |            |            |             |              |
|---|------------|------------|------------|-------------|--------------|
| Data provided refers to the time between the date the order was created and the date the order was worked |            |            |            |             |              |
| Question  | 262.c.ii   | 262.c.iii  | 262.c.iv   | 262.c.v     | 262.c.vi     |
| No. of Days   | 1 – 2 days | 3 – 5 days | 6 – 7 days | 8 – 10 days | 11 – 14 days |
| No. of Orders   | 34,257     | 39,947     | 27,503     | 5150        | 1878         |

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263. Please provide the number of Customer Service Representatives employed by SCG who work on gas service reconnection as of December 31 for the last fifteen years.

**SoCalGas Response 263:**

SoCalGas objects to this request under Rule 10.1 of the Commission’s Rules of Practice and Procedure on the grounds that the timeframe encompassed in this request is not relevant to the subject matter involved in the pending proceeding, and therefore, 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. In particular, this request seeks information prior to 2012 and is thus, outside the scope of the relevant time period used by SoCalGas in developing its forecasts. Subject to and without waiving the foregoing objection, SoCalGas responds as follows answering Question 263 with data covering 2012-2017.

Below are the number of active Customer Service Representatives (CSRs) who are trained to issue gas service reconnection orders as of December 31 for the last 6 years. Please note that for 2012, our report is as of January 1, 2013.

|            | 12/31/2017 | 12/31/2016 | 12/31/2015 | 12/31/2014 | 12/31/2013 | 1/1/2013 |
|------------|------------|------------|------------|------------|------------|----------|
| Total CSRs | 418        | 461        | 468        | 463        | 477        | 468      |

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264. Please provide the number of Customer Service Representatives who work on gas service reconnection employed as of February 1, 2018.

- a. How many of these Customer Service Representatives are capable of assisting Spanish speaking customers?
- b. How many of these Customer Service Representatives are capable of assisting Chinese speaking customers?
- c. How many of these Customer Service Representatives are capable of assisting other non-English speaking customers?
- d. Please list all languages that Customer Service Representatives are capable of assisting.

**SoCalGas Response 264:**

There were 408 active Customer Service Representatives (CSR) who are trained to issue gas service reconnection orders as of January 31, 2018.

**Response to Q 264.a:**

There were 160 active Bilingual Spanish CSRs trained to issue gas service reconnection orders as of January 31, 2018.

**Response to Q 264.b:**

There were 4 active Bilingual CSRs that were trained and assisted Chinese customers (Cantonese and Mandarin) with issuing gas service reconnection orders as of January 31, 2018.

**Response to Q 264.c:**

There were 6 active Bilingual CSRs that were trained and assisted Korean and Vietnamese customers with issuing gas service reconnection orders as of January 31, 2018. In addition, all active CSRs that are trained on issuing gas service reconnection orders can use the Language Line to assist non-English speaking customers.

**Response to Q 264.d:**

As of February 21, 2018, through Language Line Services, customers can be assisted in 254 languages. Some languages may not be available at the time of the call. Listed below are the languages offered.

|           |          |                 |         |          |
|-----------|----------|-----------------|---------|----------|
| Acholi    | Duala    | Jamaican Patois | Mbay    | Sicilian |
| Afar      | Dutch    | Japanese        | Mien    | Sinhala  |
| Afrikaans | Dzongkha | Jarai           | Mirpuri | Slovak   |

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|               |                 |                 |                 |                 |
|---------------|-----------------|-----------------|-----------------|-----------------|
| Akan          | Edo             | Javanese        | Mixteco         | Slovene         |
| Akateko       | Ekegusii        | Jingpho         | Mizo            | Soga            |
| Albanian      | Estonian        | Jinyu           | Mnong           | Somali          |
| Amharic       | Ewe             | Juba Arabic     | Mongolian       | Soninke         |
| Anuak         | Farsi           | Jula            | Moroccan        | Sorani          |
| Apache        | Fijian          | Kaba            | Arabic          | Spanish         |
| Arabic        | Fijian Hindi    | Kamba           | Mortlockese     | Sudanese Arabic |
| Armenian      | Finnish         | Kanjobal        | Napoletano      | Sunda           |
| Assyrian      | Flemish         | Kannada         | Navajo          | Susu            |
| Azerbaijani   | French          | Karen           | Nepali          | Swahili         |
| Bahasa        | French Canadian | Kashmiri        | Ngambay         | Swedish         |
| Bahdini       | Fukienese       | Kayah           | Nigerian Pidgin | Sylhetti        |
| Bahnar        | Fulani          | Kazakh          | Norwegian       | Tagalog         |
| Bajuni        | Fuzhou          | Kham            | Nuer            | Taiwanese       |
| Bambara       | Ga              | Khana           | Nupe            | Tajik           |
| Bantu         | Gadang          | Khmer           | Nyanja          | Tamil           |
| Barese        | Gaelic-Irish    | K'iché          | Nyoro           | Telugu          |
| Basque        | Gaelic-Scottish | Kikuyu          | Ojibway         | Thai            |
| Bassa         | Garre           | Kimiiru         | Oromo           | Tibetan         |
| Belorussian   | Gen             | Koho            | Pampangan       | Tigré           |
| Bemba         | Georgian        | Korean          | Papiamento      | Tigigna         |
| Benaadir      | German          | Krahn           | Pashto          | Toishanese      |
| Bengali       | German Penn.    | Krio            | Plautdietsch    | Tongan          |
| Berber        | Dutch           | Kunama          | Pohnpeian       | Tooro           |
| Bosnian       | Gheg            | Kurmanji        | Polish          | Trique          |
| Bravanese     | Gokana          | Kyrgyz          | Portuguese      | Turkish         |
| Bulgarian     | Greek           | Laotian         | Portuguese      | Turkmen         |
| Burmese       | Gujarati        | Latvian         | Brazilian       | Tzotzil         |
| Cantonese     | Gulay           | Liberian Pidgin | Portuguese Cape | Ukrainian       |
| Catalan       | Gurani          | English         | Verdean         | Urdu            |
| Cebuano       | Haitian Creole  | Lingala         | Pugliese        | Uyghur          |
| Chaldean      | Hakka China     | Lithuanian      | Pulaar          | Uzbek           |
| Chamorro      | Hakka Taiwan    | Luba-Kasai      | Punjabi         | Vietnamese      |
| Chaochow      | Hassaniyya      | Luganda         | Putian          | Visayan         |
| Chin Falam    | Hausa           | Luo             | Quechua         | Welsh           |
| Chin Hakha    | Hawaiian        | Maay            | Quichua         | Wodaabe         |
| Chin Mara     | Hebrew          | Macedonian      | Rade            | Wolof           |
| Chin Matu     | Hiligaynon      | Malay           | Rakhine         | Wuzhou          |
| Chin Senthang | Hindi           | Malayalam       | Rohingya        | Yemeni Arabic   |
| Chin Tedim    | Hindko          | Maltese         | Romanian        | Yiddish         |
| Chipewyan     | Hmong           | Mam             | Rundi           | Yoruba          |
| Chuukese      | Hunanese        | Mandarin        | Russian         | Yunnanese       |
| Cree          | Hungarian       | Mandinka        | Rwanda          | Zapoteco        |

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|          |             |             |              |       |
|----------|-------------|-------------|--------------|-------|
| Croatian | Icelandic   | Maninka     | Samoan       | Zarma |
| Czech    | Igbo        | Manobo      | Sango        | Zo    |
| Danish   | Ilocano     | Marathi     | Seraiki      | Zyphe |
| Dari     | Indonesian  | Marka       | Serbian      |       |
| Dewoin   | Inuktitut   | Marshallese | Shanghainese |       |
| Dinka    | Italian     | Masalit     | Shona        |       |
|          | Jakartanese |             | Sichuan Yi   |       |



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265. What is the average length of time that a customer waits on the phone before speaking with a Customer Service Representative?

For Weekdays:

- a. Please provide the average wait time from 8:00 am until 5:00 pm.
- b. Please provide the average wait time from 5:00 pm until 7:00 pm.
- c. Please provide the average wait time from 7:00 pm until 9:00 pm.
- d. Please provide the average wait time from 9:00 pm until 12:00 am.

For Weekends and Holidays:

- e. Please provide the average wait time from 8:00 am until 5:00 pm.
- f. Please provide the average wait time from 5:00 pm until 7:00 pm.
- g. Please provide the average wait time from 7:00 pm until 9:00 pm.
- h. Please provide the average wait time from 9:00 pm until 12:00 am.

**SoCalGas Response 265:**

Below are the Average Speed of Answer rates for customers that speak to a Customer Service Representative.

| Average Speed of Answer (seconds) |      |      |             |
|-----------------------------------|------|------|-------------|
|                                   | 2016 | 2017 | 2-22-18 YTD |
| All Calls                         | 118  | 97   | 117         |

**Response to Q.265 a-h:**

SoCalGas does not track Average Speed of Answer for specific time periods.

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266. What is the average length of time that a customer waits on the phone before speaking with a Customer Service Representative regarding gas service reconnection?

For Weekdays:

- a. Please provide the average wait time from 8:00 am until 5:00 pm.
- b. Please provide the average wait time from 5:00 pm until 7:00 pm.
- c. Please provide the average wait time from 7:00 pm until 9:00 pm.
- d. Please provide the average wait time from 9:00 pm until 12:00 am.

For Weekends and Holidays:

- e. Please provide the average wait time from 8:00 am until 5:00 pm.
- f. Please provide the average wait time from 5:00 pm until 7:00 pm.
- g. Please provide the average wait time from 7:00 pm until 9:00 pm.
- h. Please provide the average wait time from 9:00 pm until 12:00 am.

**SoCalGas Response 266:**

Below are the Average Speed of Answer statistics for customers that select the Off For Non-Pay path in the IVR and speak to a Customer Service Representative regarding gas service reconnection.

| Average Speed of Answer (seconds) |      |      |             |
|-----------------------------------|------|------|-------------|
|                                   | 2016 | 2017 | 2-22-18 YTD |
| Off Non Pay                       | 140  | 111  | 165         |

**Response to Q.266 a-h:**

SCG does not track Average Speed of Answer for specific time periods.

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SOCALGAS RESPONSE  
DATE RECEIVED: FEBRUARY 15, 2018  
DATE RESPONDED: MARCH 2, 2018**

267. Please report the Level of Service standard for Customer Service Representatives as of December 31 for the last fifteen years.

**SoCalGas Response 267:**

SoCalGas objects to this request under Rule 10.1 of the Commission’s Rules of Practice and Procedure on the grounds that the timeframe encompassed in this request is not relevant to the subject matter involved in the pending proceeding, and therefore, 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. In particular, this request seeks information prior to 2012 and is thus, outside the scope of the relevant time period used by SoCalGas in developing its forecasts. Subject to and without waiving the foregoing objection, SoCalGas responds as follows:

| Year | CSR<br>LOS |
|------|------------|
| 2012 | 68.80%     |
| 2013 | 59.40%     |
| 2014 | 61.80%     |
| 2015 | 51.70%     |
| 2016 | 53.50%     |
| 2017 | 55.20%     |

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SOCALGAS RESPONSE  
DATE RECEIVED: FEBRUARY 15, 2018  
DATE RESPONDED: MARCH 2, 2018**

268. Please report the number of Energy Resident Technicians and Energy Resident Technician Apprentices employed by SCG as of December 31 for the last fifteen years.

**SoCalGas Response 268:**

SoCalGas objects to this request under Rule 10.1 of the Commission’s Rules of Practice and Procedure on the grounds that the timeframe encompassed in this request is not relevant to the subject matter involved in the pending proceeding, and therefore, 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. In particular, this request seeks information prior to 2012 and is thus, outside the scope of the relevant time period used by SoCalGas in developing its forecasts. Subject to and without waiving the foregoing objection, SoCalGas respond as follows answering Question 268 with data covering 2012-2017.

The table below provides the number of Energy Residential Technicians and Energy Residential Technicians – Apprentice employed by SCG as of December 31 of each year from 2012 to 2017.

| <b>No. of Employees as of December 31 for each year<br/>(Headcount)</b> |  |   |
|---|--|---|
| <b>Year</b>   | <b>Energy Technician Residential (ETR)</b> | <b>Energy Technician Residential Apprentice (ETR-A)</b> |
| 2012  | 731  | 206   |
| 2013  | 797  | 122   |
| 2014  | 767  | 132   |
| 2015  | 755  | 189   |
| 2016  | 796  | 146   |
| 2017  | 849  | 136   |

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269. Please report the number of residential customers as of December 31 for the last fifteen years.

**SoCalGas Response 269:**

SoCalGas objects to this request under Rule 10.1 of the Commission’s Rules of Practice and Procedure on the grounds that the timeframe encompassed in this request is not relevant to the subject matter involved in the pending proceeding, and therefore, 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. In particular, this request seeks information prior to 2012 and is thus, outside the scope of the relevant time period used by SoCalGas in developing its forecasts. Subject to and without waiving the foregoing objection, SoCalGas respond as follows answering Question 269 with data covering 2012-2017.

The number of active residential customers provided below is represented by the number of active meters as discussed in the testimony of Rose-Marie Payan, Ex. SCG-39. The information provided below are average annual counts.

| <b>Year</b> | <b>Average Annual Total Active Residential Customers</b> |
|-------------|--|
| 2012        | 5,370,370  |
| 2013        | 5,399,678  |
| 2014        | 5,433,136  |
| 2015        | 5,461,756  |
| 2016        | 5,495,403  |
| 2017        | 5,537,970  |

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270. Please report the number of Field Collectors employed by SCG as of December 31 for the last fifteen years.

**SoCalGas Response 270:**

SoCalGas objects to this request under Rule 10.1 of the Commission’s Rules of Practice and Procedure on the grounds that the timeframe encompassed in this request is not relevant to the subject matter involved in the pending proceeding, and therefore, 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. In particular, this request seeks information prior to 2012 and is thus, outside the scope of the relevant time period used by SoCalGas in developing its forecasts. Subject to and without waiving the foregoing objection, SoCalGas respond as follows answering Question 270 with data covering 2012-2017.

The table below provides the number of Field Collectors employed by SoCalGas as of December 31 of each year from 2012 to 2017.

| <b>No. of Field Collectors<br/>as of December 31 for each year</b> |                  |
|--|------------------|
| <b>Year</b>  | <b>Headcount</b> |
| 2012   | 71               |
| 2013   | 70               |
| 2014   | 70               |
| 2015   | 66               |
| 2016   | 75               |
| 2017   | 83               |

**CUE DATA REQUEST**  
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**DATE RESPONDED: MARCH 2, 2018**

271. Please provide all internal email communications on the subjects addressed in the proceeding data requests from February 1, 2017 until February 1, 2018.

**SoCalGas Response 271:**

SoCalGas objects to Data Request 271 under Rule 10.1 of the Commission's Rules of Practice and Procedure on the grounds that the request is premature to the extent it seeks data related to the Company's reconnection of gas service after disconnection for non-payment. As reflected in the Supplemental Testimony of Michael D. Baldwin, the Company will be shortly filing a motion to remove the reconnection sub-issue from the 2019 GRC. SCG-19-S at 1, FN2. Specifically, the Company objects that the sub-issue outlined in Scoping Memo Paragraph 3.2 (f), "whether changes are needed to the gas reconnection process for gas customers," is more appropriately addressed by the Commission in a statewide proceeding, and that it is already being addressed through the Energy Division. In addition, effective February 12, 2018, SoCalGas has committed to meeting the reconnection appointments as outlined in response to Question 262 c. above. Consequently, SoCalGas objects to this request pursuant to Rule 10.1 of the Commission's Rules of Practice and Procedure on the grounds that it seeks the production of information that is no longer relevant to the subject matter involved in the pending proceeding. Further, SDG&E objects to this request as the burden, expense, and intrusiveness of the request outweighs the likelihood that the information sought will lead to the discovery of admissible evidence under Rule 10.1 of the Commission's Rules of Practice and Procedure. Finally, SoCalGas objects to the extent the request seeks information protected by the attorney-client privilege, the attorney work product doctrine, or any other applicable privilege or evidentiary doctrine.

**CUE DATA REQUEST**  
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**SOCALGAS RESPONSE**  
**DATE RECEIVED: FEBRUARY 15, 2018**  
**DATE RESPONDED: MARCH 2, 2018**

272. To the extent not provided in the previous data request, please provide all internal email communications on gas service reconnection requests from February 1, 2017 until February 1, 2018.

**SoCalGas Response 272:**

SoCalGas objects to Data Request 272 under Rule 10.1 of the Commission's Rules of Practice and Procedure on the grounds that the request is premature to the extent it seeks data related to the Company's reconnection of gas service after disconnection for non-payment. As reflected in the Supplemental Testimony of Michael D. Baldwin, the Company will be shortly filing a motion to remove the reconnection sub-issue from the 2019 GRC. SCG-19-S at 1, FN2. Specifically, the Company objects that the sub-issue outlined in Scoping Memo Paragraph 3.2 (f), "whether changes are needed to the gas reconnection process for gas customers," is more appropriately addressed by the Commission in a statewide proceeding, and that it is already being addressed through the Energy Division. In addition, effective February 12, 2018, SoCalGas has committed to meeting the reconnection appointments as outlined in response to Question 262 c. above. Consequently, SoCalGas objects to this request pursuant to Rule 10.1 of the Commission's Rules of Practice and Procedure on the grounds that it seeks the production of information that is no longer relevant to the subject matter involved in the pending proceeding. Further, SDG&E objects to this request as the burden, expense, and intrusiveness of the request outweighs the likelihood that the information sought will lead to the discovery of admissible evidence under Rule 10.1 of the Commission's Rules of Practice and Procedure. Finally, SoCalGas objects to the extent the request seeks information protected by the attorney-client privilege, the attorney work product doctrine, or any other applicable privilege or evidentiary doctrine.



**CUE DATA REQUEST  
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DATE RESPONDED: MARCH 2, 2018**

273. Provide any internal analysis and studies or outside analysis and studies in SCG's possession that provide other utilities benchmarking data on gas service reconnection in the year prior to the filing of this GRC Application.

**SoCalGas Response 273:**

For the year 2016 (i.e., the year prior to the filing of the 2019 GRC Application), SoCalGas does not have any internal analysis and studies or outside analysis and other utilities benchmarking studies associated with gas service reconnections following disconnection for non-payment.

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DATE RESPONDED: MARCH 2, 2018**

274. Provide any plans to change company processes that are expected to increase or decrease the average time to reconnect gas service for customers.

**SoCalGas Response 274:**

Please refer to response to Question 262.c on reconnection appointments offered to customers beginning on February 12, 2018.

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275. Please provide all company policies on gas service reconnection for the last fifteen years along with any metrics showing whether these policies have been met in practice.

**SoCalGas Response 275:**

SoCalGas objects to this request under Rule 10.1 of the Commission’s Rules of Practice and Procedure on the grounds that the request is premature to the extent it seeks data related to the Company’s reconnection of gas service after disconnection for non-payment. As reflected in the Supplemental Testimony of Michael H. Baldwin, the Company will be shortly filing a motion to remove the reconnection sub-issue from the 2019 GRC. SoCalGas-19-S at 1, FN2. Specifically, the Company objects that the sub-issue outlined in Scoping Memo Paragraph 3.2 (f), “whether changes are needed to the gas reconnection process for gas customers,” is more appropriately addressed by the Commission in a statewide proceeding, and that it is already being addressed through the Energy Division. SoCalGas further objects to this request under Rule 10.1 of the Commission’s Rules of Practice and Procedure on the grounds that the timeframe encompassed in this request is not relevant to the subject matter involved in the pending proceeding, and therefore, 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. In particular, this request seeks information prior to 2012 and is thus, outside the scope of the relevant time period used by SoCalGas in developing its forecasts. Subject to and without waiving the foregoing objection, SoCalGas respond as follows answering Question 275 with data covering 2012-2017.

There are no current company policies or metrics specific to gas service reconnections following disconnection for non-payment.