

CUE DATA REQUEST
CUE-SCG-DR-11
UTILITIES 2019 GRC – A.17-10-008
SOCALGAS / SDG&E RESPONSE
DATE RECEIVED: MAY 31, 2018
DATE RESPONDED: JUNE 8, 2018

345. What is the time frame and wait time for the following categories of work broken down by Base, Week and Category? Please provide your response as the average wait time on the first of the month for the last five years.

- a. A1
- b. A2
- c. B1
- d. B2
- e. B3
- f. B4
- g. C1
- h. C2
- i. C3
- j. C4
- k. D1
- l. D2

SCG's Response 345:

Attached is the information which shows the monthly average wait time schedule SoCalGas understands as the average “days out” in the scheduling of orders. The information is a monthly average of compiled daily snapshots of the schedule. The daily snapshot is taken at different times of the day, and the “days out” schedule can vary throughout the day. The information is provided in the attached file labeled, “CUE-SCG-DR-11-Q345_Attachment” and represents the average days for each month for item C (B1) through item L (D2) categories.

The information provided for each base is from Jan 2015 through December 2017 only. There is no same reporting available prior to this period.

Unlike items C through L, A1 and A2 priority orders do not have an average “days out” schedule because these order categories have the following response times:

- SoCalGas Customer Services - Field classifies its highest priority gas emergency order as an A1 order. SoCalGas' goal is to respond to at least 90% of A1 orders within 30 minutes of a customer's call during regular business hours and within 45 minutes during off hours. Regular business hours are 7:00 am to 5:00 pm Monday through Saturday (excluding holidays).
- The goal of SoCalGas Customer Services - Field is to respond to A2 priority orders within 4 hours.

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SCG's Response 345:-Continued

The information provided below is a system summary table for 2017. The table looks at 612 data points under each category, i.e., 51 bases x 12 months per category. The number of days represents calendar days.

- <=7 days = the number of times out of 612 data points were the schedule was equal to or less than 7 days.
- 8-14 days = the number of times out of 612 data points where the schedule was 8 to 14 days.
- > 14 days = the number of times out of 612 data points where the schedule was greater than 14 days.

		Order Category										
2017		B-1	B-2	B-3	B-4	C-1	C-2	C-3	C-4	D-1	D-2	Total
1	No. of Data Points	612	612	612	612	612	612	612	612	612	612	6120
2	<=7 Days	295	350	228	314	311	273	318	168	185	193	2,635
3	8 - 14 Days	289	257	354	287	287	292	277	318	318	333	3,012
4	>14 Days	28	5	30	11	14	47	17	126	109	86	473
5	<=7 Days (Line 2 / Line 1)	48.2%	57.2%	37.3%	51.3%	50.8%	44.6%	52.0%	27.5%	30.2%	31.5%	43.1%
6	8 - 14 Days (Line 3 / Line 1)	47.2%	42.0%	57.8%	46.9%	46.9%	47.7%	45.3%	52.0%	52.0%	54.4%	49.2%
7	>14 Days (Line 4 / Line 1)	4.6%	0.8%	4.9%	1.8%	2.3%	7.7%	2.8%	20.6%	17.8%	14.1%	7.7%

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SCG's Response 345:-Continued

		Order Category										
2016		B-1	B-2	B-3	B-4	C-1	C-2	C-3	C-4	D-1	D-2	Total
1	No. of Data Points	612	612	612	612	612	612	612	612	612	612	6120
2	<=7 Days	230	327	229	277	280	246	274	123	138	174	2,298
3	8 - 14 Days	284	259	333	269	271	266	253	224	238	257	2,654
4	>14 Days	98	26	50	66	61	100	85	265	236	181	1,168
5	<=7 Days (Line 2 / Line 1)	37.6%	53.4%	37.4%	45.3%	45.8%	40.2%	44.8%	20.1%	22.5%	28.4%	37.5%
6	8 - 14 Days (Line 3 / Line 1)	46.4%	42.3%	54.4%	44.0%	44.3%	43.5%	41.3%	36.6%	38.9%	42.0%	43.4%
7	>14 Days (Line 4 / Line 1)	16.0%	4.2%	8.2%	10.8%	10.0%	16.3%	13.9%	43.3%	38.6%	29.6%	19.1%

		Order Category										
2015		B-1	B-2	B-3	B-4	C-1	C-2	C-3	C-4	D-1	D-2	Total
1	No. of Data Points	612	612	612	612	612	612	612	612	612	612	6120
2	<=7 Days	214	285	223	232	249	228	195	67	70	112	1,875
3	8 - 14 Days	188	221	247	188	172	154	148	81	150	193	1,742
4	>14 Days	210	106	142	192	191	230	269	464	392	307	2,503
5	<=7 Days (Line 2 / Line 1)	35.0%	46.6%	36.4%	37.9%	40.7%	37.3%	31.9%	10.9%	11.4%	18.3%	30.6%
6	8 - 14 Days (Line 3 / Line 1)	30.7%	36.1%	40.4%	30.7%	28.1%	25.2%	24.2%	13.2%	24.5%	31.5%	28.5%
7	>14 Days (Line 4 / Line 1)	34.3%	17.3%	23.2%	31.4%	31.2%	37.6%	44.0%	75.8%	64.1%	50.2%	40.9%

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346. How many CSR's were scheduled to work on Saturday and Sunday at the San Dimas and Redlands Customer Contact Center for the last five years?

SCG's Response 346:

Attached are the number of CSRs that were scheduled to work on Saturday and Sunday at the San Dimas and Redlands Customer Contract Centers for the last five years.

See file CUE-SCG-DR-11 Attachment Q346 for the requested information.

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347. What is the hourly level of service Monday-Sunday for San Dimas and Redlands Customer Contact Centers for the last five years?

SCG's Response 347:

SoCalGas does not have hourly level of service reports. Hourly level of service data is only maintained for the most recent 30 days.

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348. What is the abandonment rate, broken down by year, month and day for the last five years?

SCG's Response 348:

Attached is the last five years of abandonment rate data by year, month and day.

See file CUE-SCG-DR-11 Attachment Q348 for the requested information.