

**ORA DATA REQUEST
ORA-SCG-101-CY3
SOCALGAS 2019 GRC – A.17-10-008
SOCALGAS RESPONSE
DATE RECEIVED: JANUARY 25, 2018
DATE RESPONDED: FEBRUARY 7, 2018**

Exhibit Reference: SCG-18-R
SCG Witness: Gwen Marelli
Subject: Customer Services-Field & Meter Reading

Please provide the following:

1. Referring to Ex. SCG-18-R, page GRM-18, Table GRM-15, “Average Drive Time per CS-F Order (In Minutes)”: Please provide the Historical Average Drive Time Per Order for the years 2011-2016 (and 2017 if available), to the hundredth decimal point (two decimal points).

SoCalGas Response 1:

Shown below is the historical average drive time per order for the years 2011 - 2016, to the hundredth decimal point. The 2017 data is not yet available.

Year	2011	2012	2013	2014	2015	2016
Average Drive Time Per Order (Minutes)	10.80	11.30	11.48	12.32	12.94	13.09