

**ORA DATA REQUEST  
 ORA-SCG-104-CY3  
 SOCALGAS 2019 GRC – A.17-10-008  
 SOCALGAS RESPONSE  
 DATE RECEIVED: JANUARY 26, 2018  
 DATE RESPONDED: FEBRUARY 9, 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-28, Table GRM-21, “Summary of TY 2019 Incremental Expenses for CS-F Operations”, column “Activity”, Line “TY 2019 4% Increase in Drive Time Due to Increasing Traffic Congestion”-Labor, Non-labor, and Total values. Please provide an Excel spreadsheet that shows how the Labor and Non-labor values of \$4,205,000 and \$245,000, respectively were calculated.

**SoCalGas Response 1:**

The labor and non-labor values of \$4,205,000 and \$245,000 were derived by calculating the costs for the TY 2019 order volume forecast using the BY 2016 drive time per order without the 4% increase and comparing it against the costs for the TY 2019 order volume forecast with the 4% increase in drive time. See the summary costs below.

Please refer to the attached file labeled, “ORA-SCG-104-CY3-Q1 Attachment.xlsx,” for the detailed calculations.

Line #	TY 2019 4% Increase in Drive Due to Increasing Traffic Congestion	TY 2019 Estimate			Refer to attached file labeled "ORA-SCG-104-CY3-Q1 Attachment.xlsx",
		Labor	Non-Labor	Total	
1	Order Forecast Using BY 2016 Drive Time per Order <b>With 4%</b> Drive Time Increase	\$ 102,881,467	\$ 5,989,822	\$ 108,871,289	See Tab labeled, "1) Cost Frcst_With 4% increase"
2	Order Forecast Using BY 2016 Drive Time per Order only and <b>No 4%</b> Drive Time Increase	\$ 98,676,077	\$ 5,744,982	\$ 104,421,059	See Tab labeled, "2) Cost Frcst_No 4% Increase "
3	<b>Incremental Cost associated with 4% Drive Time</b>	<b>\$ 4,205,390</b>	<b>\$ 244,840</b>	<b>\$ 4,450,231</b>	

**ORA DATA REQUEST  
ORA-SCG-104-CY3  
SOCALGAS 2019 GRC – A.17-10-008  
SOCALGAS RESPONSE  
DATE RECEIVED: JANUARY 26, 2018  
DATE RESPONDED: FEBRUARY 9, 2018**

2. Referring to Ex. SCG-18-R, page GRM-37, lines 7-8, “SoCalGas is requesting \$0.186 million for two QA Inspectors to support the MSA Inspection Organization.”
- a. Please provide a chart or spreadsheet showing the number of employees who performed this function (QA Inspectors supporting the MSA Inspection Organization) over the last 5 recorded years (2012-2016, 2017 if available)
  - b. Please provide any cost studies or calculations done to determine the need for two incremental staff in this function.

**SoCalGas Response 2:**

- 2.a. As indicated in Exhibit SCG-18-R, page GRM-39, the CS-F MSA Inspection Organization is a new group that was formed in BY 2016. During 2016, there was 1 FTE from the CS-F Quality Assurance Team assigned to handle the QA inspections for the MSA Inspection Organization.
- 2.b. With the increase in workforce in TY 2019 of 77.0 FTEs for MSA Inspection Representatives (MIRs) to perform onsite MSA inspections and 67.7 FTES for Field Service Assistants (FSAs) to perform the remediation work to resolve atmospheric corrosion and abnormal operating conditions identified by MIRs, the two additional QA inspectors are needed to inspect the work of these field technicians to ensure policy adherence and quality of the work performed. There are two CS-F operating regions for SoCalGas and field technicians work from various operating base locations in each region that are dispersed throughout SoCalGas’ service territory, which has a total population of more than 20 million and spans across 20,000 square miles and 500 communities, from Visalia to the Mexico border. The incremental two QA inspectors will be assigned to handle the QA inspection work for MIRs and FSAs for each operating region.

**ORA DATA REQUEST  
ORA-SCG-104-CY3  
SOCALGAS 2019 GRC – A.17-10-008  
SOCALGAS RESPONSE  
DATE RECEIVED: JANUARY 26, 2018  
DATE RESPONDED: FEBRUARY 9, 2018**

3. Referring to Ex. SCG-18-R, page GRM-37, lines 19-20, “(1) labor funding of \$0.093 million for a Technical Analyst position to perform the following functions: (a) ongoing application support, testing and upgrade for the new MSA planning application; (b) geodata management, i.e., support and maintain processes for current, accurate, and consistent facility location and street map data in routing applications; and (c) ongoing review of existing processes, new application release and refine and improve process.”

- a. Please provide a chart or spreadsheet showing the number of employees who performed this function (Technical Analyst for MSA) over the last 5 recorded years (2012-2016, 2017 if available).
- b. Please provide any cost studies or calculations done to determine the need for the incremental staff in this function.

**SoCalGas Response 3:**

- 3.a. The MSA Inspection Organization is a new group that was formed in BY 2016. There were no employees performing the technical function for MSA planning application over the last 5 recorded years.
- 3.b. This is a newly created position and is not order volume driven, but rather based on the activities identified above in Exhibit SCG-18-R.

**ORA DATA REQUEST  
ORA-SCG-104-CY3  
SOCALGAS 2019 GRC – A.17-10-008  
SOCALGAS RESPONSE  
DATE RECEIVED: JANUARY 26, 2018  
DATE RESPONDED: FEBRUARY 9, 2018**

4. Referring to Ex. SCG-18-R, page GRM-37, lines 24-25, “(2) non-labor funding of \$0.334 million for vendor support and upgrades, application licensing, and new field system navigation subscription.” Please provide any cost studies or calculations performed to arrive at this value.

**SoCalGas Response 4:**

The table below shows the breakdown of the \$0.334 million for vendor support and upgrades, application licensing, and new field system navigation subscription.

	<b>Non-Labor Cost Breakdown</b>	<b>TY 2019</b>
1	Field Navigation System Subscription for all MDTs	\$ 116,376
2	Licensing Costs	\$ 37,713
3	Vendor Support & Upgrades	\$ 180,000
4	Total	\$ 334,089

**ORA DATA REQUEST  
ORA-SCG-104-CY3  
SOCALGAS 2019 GRC – A.17-10-008  
SOCALGAS RESPONSE  
DATE RECEIVED: JANUARY 26, 2018  
DATE RESPONDED: FEBRUARY 9, 2018**

5. Referring to Ex. SCG-18-R, page GRM-37, lines 27-28, “A net FOF ongoing cost of \$0.788 million and one time implementation cost of \$0.075 million are included in the TY 2019 request for the CS-F Support cost category.” Please provide the calculations used to arrive at the values of \$0.788 million and \$0.075 million.

**SoCalGas Response 5:**

Forecasted values for FOF projects are zero-based and are determined by Subject Matter Experts. The attached file labeled, “ORA-SCG-104-CY3-Q5 Attachment.xlsx,” reflects the 33 FOF projects for CS-F and the associated ongoing net benefits and costs and one-time implementation costs (if any) for each FOF project. It also provides the breakdown of the values contained within the four CS-F Workpapers (WP) listed below.

- WP 2FC001 - CS-F Operations
- WP 2FC002 - CS-F Supervision
- WP 2FC003 - CS-F Dispatch
- WP 2FC004 - CS-F Support

Specifically, for the item referenced in Question 5 above, please refer to the row 8 labeled Column “F” for annual ongoing benefits and costs, and row 8 labeled Column “K” for one-time implementation costs associated with the list of FOF projects and values, which are included in WP 2FC004 - CS-F Support representing the \$0.788 million in net FOF ongoing costs and \$0.075 million in one-time implementation cost.

**ORA DATA REQUEST  
 ORA-SCG-104-CY3  
 SOCALGAS 2019 GRC – A.17-10-008  
 SOCALGAS RESPONSE  
 DATE RECEIVED: JANUARY 26, 2018  
 DATE RESPONDED: FEBRUARY 9, 2018**

6. Referring to Ex. SCG-18-R, page GRM-41, line 18, “SoCalGas is requesting \$4.947 million for incremental MIRs.”
- a. How many incremental FTEs are being requested for this function?
  - b. Please provide a chart or spreadsheet showing the number of employees who performed this function (MIRs) over the last 5 recorded years (2012-2016, 2017 if available).
  - c. Please provide any cost studies or calculations done to determine the need for the incremental staff in this function.

**SoCalGas Response 6:**

- 6.a. The number of incremental FTEs associated with the \$4.947 million for incremental MIRs is 77.0 FTEs. This is provided in Exhibit SCG-18-WP - 2FC005 CS - Field MSA Inspection Program Supplemental Workpaper 1, page 115 of 174, line A.1 of item “V” column.
- 6.b. The MSA Inspection Organization is a new group that was formed in BY 2016. As such, the only recorded year of MIR costs and FTEs is 2016. The 2017 data is not yet available.

MIRs	2012	2013	2014	2015	2016
No. of FTEs	0	0	0	0	61.2

Meter readers have historically performed the atmospheric corrosion inspection, but with the implementation of AMI, most of the traditional Meter Reading activity has been eliminated. The inspection was performed by meter readers during the process of obtaining a meter read, and SoCalGas is unable to provide the FTEs for only the portion associated with the inspection activity. The table below shows the total meter reading FTEs from 2012 through 2016.

Meter Reading	2012	2013	2014	2015	2016
No. of FTEs	734.7	660.6	466.6	313.3	156.2

- 6.c. The calculations for the amount requested of \$4.947 million for incremental MIRs is provided in Exhibit SCG-18-WP - 2FC005 CS - Field MSA Inspection Program Supplemental Workpaper 1, line A.1 on pages 114-115 of 174, and Supplemental Workpaper 2 on pages 116-119 of 174. This information is also provided in the native supplemental workpaper labeled, “SCG-18-WP\_Supplemental\_2FC005.000\_1-6.xlsx” which was provided to ORA on October 30, 2017.

**ORA DATA REQUEST  
 ORA-SCG-104-CY3  
 SOCALGAS 2019 GRC – A.17-10-008  
 SOCALGAS RESPONSE  
 DATE RECEIVED: JANUARY 26, 2018  
 DATE RESPONDED: FEBRUARY 9, 2018**

7. Referring to Ex. SCG-18-R, page GRM-42, line 2, “SoCalGas is requesting \$4.263 million for incremental FSAs.”

- a. How many incremental FTEs are being requested for this function?
- b. Please provide a chart or spreadsheet showing the number of employees who performed this function (FSAs) over the last 5 recorded years (2012-2016, 2017 if available).
- c. Please provide any cost studies or calculations done to determine the need for the incremental staff in this function.

**SoCalGas Response 7:**

7.a. The number of incremental FTEs associated with the \$4.263 million for incremental FSAs is 67.7 FTEs. This is provided in Exhibit SCG-18-WP - 2FC005 CS - Field MSA Inspection Program Supplemental Workpaper 1, page 115 of 174, line A.2 of item “V” column.

7.b. As indicated in Exhibit SCG-18-R, page GRM-39, meter readers have historically performed the atmospheric corrosion inspection of each MSA to comply with CFR § 192.481. Any remediation work associated with conditions identified by meter readers were performed by CS-F Operations or Gas Distribution based on the condition found. CS-F Operations does not track FTEs or costs at the order detail level; therefore, SoCalGas is unable to provide historical FTEs associated with this remediation work. For 2016 - 2018 and the GRC cycle, there are dedicated FSAs as part of the MSA Inspection Organization who will exclusively handle all remediation work identified by the MIRs.

FSAs	2012	2013	2014	2015	2016
No. of FTEs	Not Available	Not Available	Not Available	Not Available	2.8

7.c. The calculations for the amount requested of \$4.263 million for incremental FSA is provided in Exhibit SCG-18-WP - 2FC005 CS - Field MSA Inspection Program Supplemental Workpaper 1, line A.2 on pages 114-115 of 174, and Supplemental Workpaper 3 on pages 120-121 of 174. This information is also provided in the native supplemental workpaper labeled, “SCG-18-WP\_Supplemental\_2FC005.000\_1-6.xlsx” which was provided to ORA on October 30, 2017.

**ORA DATA REQUEST  
ORA-SCG-104-CY3  
SOCALGAS 2019 GRC – A.17-10-008  
SOCALGAS RESPONSE  
DATE RECEIVED: JANUARY 26, 2018  
DATE RESPONDED: FEBRUARY 9, 2018**

8. Referring to Ex. SCG-18-R, page GRM-42, line 10, “SoCalGas is requesting \$0.652 million for incremental MORs.”
- a. How many incremental FTEs are being requested for this function?
  - b. Please provide a chart or spreadsheet showing the number of employees who performed this function (MORs) over the last 5 recorded years (2012-2016, 2017 if available).
  - c. Please provide any cost studies or calculations done to determine the need for the incremental staff in this function.

**SoCalGas Response 8:**

- 8.a. The number of incremental FTEs associated with the \$0.652 million for incremental MORs is 10.8. FTEs. This is provided in Exhibit SCG-18-WP - 2FC005 CS - Field MSA Inspection Program Supplemental Workpaper 1, page 115 of 174, line A.4 of item “V” column.
- 8.b. The MSA Inspection Organization is a new group that was formed in BY 2016. As such, the only recorded year of MOR costs and FTEs is 2016. The 2017 data is not yet available.

MORs	2012	2013	2014	2015	2016
No. of FTEs	0	0	0	0	7.9

- 8.c. The calculations for the amount requested of \$0.652 million for incremental MORs is provided in Exhibit SCG-18-WP - 2FC005 CS - Field MSA Inspection Program Supplemental Workpaper 1, line A.4 on pages 114-115 of 174, and Supplemental Workpaper 5 on pages 125-126 of 174. This information is also provided in the native supplemental workpaper labeled, “SCG-18-WP\_Supplemental\_2FC005.000\_1-6.xlsx” which was provided to ORA on October 30, 2017.



**ORA DATA REQUEST**  
**ORA-SCG-104-CY3**  
**SOCALGAS 2019 GRC – A.17-10-008**  
**SOCALGAS RESPONSE**  
**DATE RECEIVED: JANUARY 26, 2018**  
**DATE RESPONDED: FEBRUARY 9, 2018**

9. Referring to Ex. SCG-18-R, page GRM-42, line 20-21, “SoCalGas is requesting incremental funding of \$0.232 million for two-employee access teams to resolve chronically inaccessible meters.”

- a. How was this function (accessing chronically inaccessible meters) performed in 2016?
- b. Please provide a chart or spreadsheet showing the number of employees who performed this function over the last 5 recorded years (2012-2016, 2017 if available).
- c. Please provide any cost studies or calculations done to determine the need for the incremental staff in this function.

**SoCalGas Response 9:**

- 9.a. As part of the MSA Inspection Program, the MSA Inspection Representative (MIR) is required to physically access to the meter to perform a comprehensive inspection of the MSA. In most cases, the MIR is able to gain access to the meter and complete the inspection. However, in certain situations, the MIR is unable to complete the inspection due to access issues, so the employee leaves a “Can’t Get In” tag at the premises informing the customer to contact the MSA Inspection Organization’s toll-free number to schedule the inspection. SoCalGas makes multiple attempts by phone and letters to schedule an appointment with the customer, as well as several field visits which includes the two-employee access team, in an effort to gain access to the MSA to complete the inspection.
- 9.b. The MSA Inspection Organization is a new group that was formed in BY 2016. The two-employees access team consists of a MIR and FSA. CS-F does not track FTEs or costs at this activity detail level so CS-F is unable to provide the FTEs specific to resolving chronically inaccessible meters. This is a new activity and was initiated in 2016.
- 9.c. The calculations for the amount requested of \$0.232 million for two-employee access teams to resolve chronically inaccessible meters is provided in Exhibit SCG-18-WP - 2FC005 CS - Field MSA Inspection Program Supplemental Workpaper 1, line A.3 on pages 114-115 of 174, and Supplemental Workpaper 4 on pages 122-124 of 174. This information is also provided in the native supplemental workpaper labeled, “SCG-18-WP\_Supplemental\_2FC005.000\_1-6.xlsx” which was provided to ORA on October 30, 2017.

**ORA DATA REQUEST  
 ORA-SCG-104-CY3  
 SOCALGAS 2019 GRC – A.17-10-008  
 SOCALGAS RESPONSE  
 DATE RECEIVED: JANUARY 26, 2018  
 DATE RESPONDED: FEBRUARY 9, 2018**

10. Referring to Ex. SCG-18-R, page GRM-43, line 7-8, “SoCalGas is requesting \$1.056 million for incremental supervisors to manage the work of the MIRs and FSAs.”

- a. How many FTEs are being requested for this function?
- b. Please provide a chart or spreadsheet showing the number of employees who performed this function over the last 5 recorded years (2012-2016, 2017 if available).
- c. Please provide any cost studies or calculations done to determine the need for the incremental staff in this function.

**SoCalGas Response 10:**

10.a. The number of incremental FTEs associated with the \$1,056 million for incremental supervisors is 11.9 FTEs. This is provided in Exhibit SCG-18-WP - 2FC005 CS - Field MSA Inspection Program Supplemental Workpaper 1, page 115 of 174, line A.5 of item “V” column.

10.b. The MSA Inspection Organization is a new group that was formed in BY 2016. As such, the only recorded year of supervisor costs and FTEs is 2016. The 2017 data is not yet available

Field Supervisors	2012	2013	2014	2015	2016
No. of FTEs	0	0	0	0	5.1

10.c. The TY 2019 request for field supervisors is based on BY 2016 employee to supervisor ratio of about 12:1. The estimated total field FTEs for the MSA Inspection Organization which includes the MIRs, FSAs and two-employee access team is 212.6 FTEs, and this equates to about 17 field supervisors which is used in the cost calculation. The calculation for the amount requested of \$1.056 million for incremental supervisors is provided in Exhibit SCG-18-WP - 2FC005 CS - Field MSA Inspection Program Supplemental Workpaper 1, line A.5 on pages 114-115 of 174, and Supplemental Workpaper 6, line A.3, B.4, and C.3 on pages 127-128 of 174. This information is also provided in the native supplemental workpaper labeled, “SCG-18-WP\_Supplemental\_2FC005.000\_1-6.xlsx” which was provided to ORA on October 30, 2017.

**ORA DATA REQUEST  
 ORA-SCG-104-CY3  
 SOCALGAS 2019 GRC – A.17-10-008  
 SOCALGAS RESPONSE  
 DATE RECEIVED: JANUARY 26, 2018  
 DATE RESPONDED: FEBRUARY 9, 2018**

11. Referring to Ex. SCG-18-R, page GRM-43, line 14-15, “SoCalGas is requesting \$0.446 million for incremental support staff to manage and support the incremental field and office workforce.”

- a. How many FTEs are being requested for this function?
- b. Please provide a chart or spreadsheet showing the number of employees who performed this function over the last 5 recorded years (2012-2016, 2017 if available).
- c. Please provide any cost studies or calculations done to determine the need for the incremental staff in this function.

**SoCalGas Response 11:**

- 11.a. The number of incremental FTEs associated with the \$0.446 million for incremental support staff is 5.4 FTEs. This is provided in Exhibit SCG-18-WP - 2FC005 CS - Field MSA Inspection Program Supplemental Workpaper 1, page 115 of 174. The sum of lines A.6 - A.7 of item “V” column which consists of MSA Office Clerks, CSR-2 Cust Svc Rep, and Other Management Support Staff is included in the estimate of \$0.446 million.
- 11.b. The MSA Inspection Organization is a new group that was formed in BY 2016. As such, the only recorded year of costs and FTEs is 2016. The 2017 data is not yet available

Support Staff	2012	2013	2014	2015	2016
No. of FTEs	0	0	0	0	6.6

- 11.c. The calculations for the amount requested of \$0.446 million for incremental support staff is provided in Exhibit SCG-18-WP - 2FC005 CS - Field MSA Inspection Program Supplemental Workpaper 1, lines A.6 – A.7 on pages 114-115 of 174, and Supplemental Workpaper 6 on pages 127-128 of 174. This information is also provided in the native supplemental workpaper labeled, “SCG-18-WP\_Supplemental\_2FC005.000\_1-6.xlsx” which was provided to ORA on October 30, 2017.