

**ORA DATA REQUEST**  
**ORA-SCG-117-CY3**  
**SOCALGAS 2019 GRC – A.17-10-008**  
**SOCALGAS RESPONSE**  
**DATE RECEIVED: FEBRUARY 2, 2018**  
**DATE RESPONDED: FEBRUARY 15, 2018**

**Exhibit Reference:** SCG-19-R

**SCG Witness:** Michael Baldwin

**Subject:** Customer Services-Office Operations-CCC Operations

**Please provide the following:**

1. Referring to Ex. SCG-19-R, page MHB-14, lines 14-16, which states: “SoCalGas is requesting an incremental \$575,000 for 8.0 FTEs and an associated \$4,000 in nonlabor for meter growth to support an increase of 110,871 CSR answered calls from 2016-2019. A projection of 0.93 CSR handled calls per meter was used to project call volume growth.” 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).

**SoCalGas Response 1:**

We cannot track the number of CSRs who answered calls solely attributable to meter growth, however, below is the summary of total CSR FTEs for the last 5 recorded years (2012-2016). 2017 data is will not be available until mid-March 2018.

	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>
<b>CSR FTEs</b>	<b>425.4</b>	<b>408.2</b>	<b>385.5</b>	<b>376.3</b>	<b>359.2</b>

**ORA DATA REQUEST  
ORA-SCG-117-CY3  
SOCALGAS 2019 GRC – A.17-10-008  
SOCALGAS RESPONSE  
DATE RECEIVED: FEBRUARY 2, 2018  
DATE RESPONDED: FEBRUARY 15, 2018**

2. Referring to Ex. SCG-19-R, page MHB-16, lines 16-18, “SoCalGas is requesting an incremental \$1,206,000 for 16.5 FTEs and \$9,000 in associated non-labor to support a projected increase in AHT of 12 seconds resulting from implementation of projects from other departments.” 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).

**SoCalGas Response 2:**

The increase in Average Handle Time (AHT) requested is to support new programs that did not utilize CSR FTEs in the last 5 recorded years.

Please see the table provided in response to Question 1 for the total number of CSR FTEs over the last 5 recorded years (2012–2016). 2017 data is will not be available until mid-March 2018.

**ORA DATA REQUEST  
ORA-SCG-117-CY3  
SOCALGAS 2019 GRC – A.17-10-008  
SOCALGAS RESPONSE  
DATE RECEIVED: FEBRUARY 2, 2018  
DATE RESPONDED: FEBRUARY 15, 2018**

3. Referring to Ex. SCG-19-R, page MHB-17, lines 16-19, “SoCalGas is requesting an incremental \$1,438,000 for 19.7 FTEs as well as \$11,000 in associated non-labor to provide additional time for the CSR to collect/verify email addresses and mobile phone numbers from customers when handling all types of live calls, which has an anticipated increase in overall AHT of 15 seconds.” 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).

**SoCalGas Response 3:**

The increase in Average Handle Time (AHT) requested is to support a new initiative that did not utilize CSR FTEs in the last 5 recorded years.

Please see the table provided in response to Question 1 for the total number of CSR FTEs over the last 5 recorded years (2012–2016). 2017 data is will not be available until mid-March 2018.

**ORA DATA REQUEST  
ORA-SCG-117-CY3  
SOCALGAS 2019 GRC – A.17-10-008  
SOCALGAS RESPONSE  
DATE RECEIVED: FEBRUARY 2, 2018  
DATE RESPONDED: FEBRUARY 15, 2018**

4. Referring to Ex. SCG-19-R, page MHB-18, lines 5-7, SoCalGas is requesting an incremental \$1,118,000 for 15.3 FTEs as well as \$8,000 in associated non-labor expenses to increase the CSR LOS, (the percentage of calls answered within 60 seconds) to 60%. 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).

**SoCalGas Response 4:**

We cannot track the number of CSR FTEs solely related to Level of Service (LOS).

Please see the table provided in response to Question 1 for the total number of CSR FTEs over the last 5 recorded years (2012–2016). 2017 data is will not be available until mid-March 2018.