

ORA DATA REQUEST
ORA-SCG-142-CY3
SOCALGAS 2019 GRC – A.17-10-008
SOCALGAS RESPONSE
DATE RECEIVED: FEBRUARY 26, 2018
DATE RESPONDED: MARCH 12, 2018

Exhibit Reference: SCG-20-R
SCG Witness: Andrew Cheung
Subject: Customer Services-Information

Please provide the following:

1. Referring to Ex. SCG-20-R, page ASC-20, lines 1-7, “To help manage the increased communications and DAC-specific messaging-I am requesting the following: 1 FTE: Market Advisor responsible for coordinating all DAC-specific messaging updates. 1 FTE: Communications Advisor responsible for managing the increase in communications regarding the role of natural gas in relation to the state’s climate change policies.”
 - a. Please provide an employee organizational chart for this section (Customer Marketing and Communications) for the last recorded year.
 - b. Are there existing FTEs that have the above mentioned roles?
 - c. Regarding the “increase in communications”, what tasks does that entail? Are any of these tasks automated?

SoCalGas Response 01:

- a. Company-wide organizational charts were provided as part of the MDR Section A - General Requirements response to Q19 in the file ‘SCG MDR Sec A Q19 Org Charts.pdf’. SoCalGas used that file to provide the organizational chart for the Marketing and Communications team; there were no organizational changes in recorded year 2017. See attachment “ORA-SCG-142-CY3 Q1-4a Attachment.pdf.”
- b. There are no existing FTEs that have the above-mentioned roles. Currently activities related to DAC-specific messaging and also communications regarding the role of natural gas in relation to state climate change polices are managed on an ad-hoc basis by the Marketing and Communications team. The additional FTEs are necessary based on the drivers as described in Exhibit SCG-20-R, page ASC-19 beginning on line 6 through page ASC-20, line 10.
- c. Tasks of the requested Communications Advisor include, but are not limited to, the customer education responsibilities as described in Exhibit SCG-20-R, page ASC-14, lines 2-4 and 14-20. These tasks are not automated.

**ORA DATA REQUEST
ORA-SCG-142-CY3
SOCALGAS 2019 GRC – A.17-10-008
SOCALGAS RESPONSE
DATE RECEIVED: FEBRUARY 26, 2018
DATE RESPONDED: MARCH 12, 2018**

2. Referring to Ex. SCG-20-R, page ASC-20, lines 21-27, “To help manage the increased work, I am requesting the following resources: 1 FTE: Project Manager responsible for developing customer communications materials, including brochures, letters, fliers, graphical illustrations and customer notifications door hangers, to address climate change policies. 1 FTE: Production Advisor responsible for coordinating and managing the schedule of customer communications materials.”
 - a. Please provide an employee organizational chart for this section (Customer Marketing and Communications) for the last recorded year.
 - b. Are there existing FTEs that have the above mentioned roles?

SoCalGas Response 02:

- a. Company-wide organizational charts were provided as part of the MDR Section A - General Requirements response to Q19 in the file ‘SCG MDR Sec A Q19 Org Charts.pdf’. SoCalGas used that file to provide the organizational chart for the Creative Services team; there were no organizational changes in recorded year 2017. See attachment “ORA-SCG-142-CY3 Q1-4a Attachment.pdf.”
- b. There are no existing FTEs in the above-mentioned roles. As the Creative Services team supports the activities of the Marketing and Communications team, the additional FTEs are necessary to support the increased work based on the drivers described in response to Question 1b above as well as in Exhibit SCG-20-R, ASC-20, lines 12-27.

**ORA DATA REQUEST
ORA-SCG-142-CY3
SOCALGAS 2019 GRC – A.17-10-008
SOCALGAS RESPONSE
DATE RECEIVED: FEBRUARY 26, 2018
DATE RESPONDED: MARCH 12, 2018**

3. Referring to Ex. SCG-20-R, page ASC-21, lines 6-10, “The following increase in resources will be required: “1FTE: Data Analyst responsible for proactively leveraging SoCalGas’ customer data, including SoCalGas’ Integrated Customer Data Analytics, by performing advanced analytics and predictive data modeling to provide greater granularity on how best to address customer needs”
 - a. Please provide an employee organizational chart for this section (Customer Marketing and Communications) for the last recorded year.
 - b. Are there existing FTEs that have the above mentioned role?

SoCalGas Response 03:

- a. Company-wide organizational charts were provided as part of the MDR Section A - General Requirements response to Q19 in the file ‘SCG MDR Sec A Q19 Org Charts.pdf’. SoCalGas used that file to provide the organizational chart for the Customer Insights & Analytics team; there were no organizational changes in recorded year 2017. See attachment “ORA-SCG-142-CY3 Q1-4a Attachment.pdf.”
- b. Yes, there are existing FTEs within the Customer Insights & Analytics team who are performing the tasks described in the above-mentioned role. An additional FTE resource is necessary based on the drivers as described in Exhibit SCG-20-R, on page ASC-20 beginning on line 29 through page ASC-21, line 19.

**ORA DATA REQUEST
ORA-SCG-142-CY3
SOCALGAS 2019 GRC – A.17-10-008
SOCALGAS RESPONSE
DATE RECEIVED: FEBRUARY 26, 2018
DATE RESPONDED: MARCH 12, 2018**

4. Referring to Ex. SCG-20-R, page ASC-22, lines 24-27, “To manage and expand SoCalGas’ social media offerings, the Digital Engagement team will require the following additional resources: 1 FTE: Program Specialist responsible for administering the increased social media communications.”
 - a. Please provide an employee organizational chart for this section (Customer Marketing and Communications) for the last recorded year.
 - b. Are there existing FTEs that have the above mentioned role?

SoCalGas Response 04:

- a. Company-wide organizational charts were provided as part of the MDR Section A - General Requirements response to Q19 in the file ‘SCG MDR Sec A Q19 Org Charts.pdf’. SoCalGas used that file to provide the organizational chart for the Digital Engagement section updated for recorded year 2017. See attachment “ORA-SCG-142-CY3 Q1-4a Attachment.pdf.”
- b. There are no existing FTEs that have the above-mentioned role. The required FTE resource will be supporting additional activities based on the drivers described in Exhibit SCG-20-R, page ASC-21, beginning on line 21 through page ASC-22, line 28.

**ORA DATA REQUEST
 ORA-SCG-142-CY3
 SOCALGAS 2019 GRC – A.17-10-008
 SOCALGAS RESPONSE
 DATE RECEIVED: FEBRUARY 26, 2018
 DATE RESPONDED: MARCH 12, 2018**

5. Referring to Ex. SCG-20-R, page ASC-24, TABLE AC-11 “TY 2019 Summary of Non-Shared Customer Assistance Costs” shows that the change from TY 2016 to TY 2019 is \$1,470,000. In the description of Cost Drivers on ASC-26, it explains that \$0.807 million of that is to support an increase in NGAT (Natural Gas Appliance Testing) costs. Please provide a breakdown of the components of the incremental funding increase of \$1,470,000, including what amount consists of increases to NGAT, MBL (Medical Baseline Allowance), and GAF (Gas Assistance Fund). For each one, include a spreadsheet of cost studies performed.

SoCalGas Response 05:

Please refer to Exhibit SCG-20-WP (Cheung) pages 18 and 25 for incremental adjustments made to the 5-year average methodology. As described in Exhibit SCG-20-R, page ASC-25, on lines 24-25, the 5-year average was adjusted to account for incremental NGAT costs and FOF reductions. Please see the table below for the breakdown.

In Constant 2016 \$ (000)			
	BY 2016	TY 2019	Change
Total Customer Assistance	1,968	3,438	1,470
5YR Forecast Methodology		2,631	663
Net Incremental NGAT		807	807

**ORA DATA REQUEST
ORA-SCG-142-CY3
SOCALGAS 2019 GRC – A.17-10-008
SOCALGAS RESPONSE
DATE RECEIVED: FEBRUARY 26, 2018
DATE RESPONDED: MARCH 12, 2018**

6. Referring to Ex. SCG-20-R, page ASC-27, TABLE AC-12, “TY 2019 NGAT Forecast Cost Breakdown” and page ASC-26, line 25, “while the current NGAT unit cost is \$28.50.”
- a. Please provide a chart or spreadsheet showing the NGAT unit costs over the last recorded five years (2012-2016, 2017 data if available).
 - b. Demonstrate how SoCalGas calculated an increase of number of treated homes of 81% to 85%.

SoCalGas Response 06:

- a. Please refer to Exhibit SCG-20-R, page ASC-26, lines 25-27; the per unit cost for NGAT is \$28.50. The table below provides the NGAT annual costs from 2012-2016. 2017 NGAT values will not be available until after the May 1st, 2018 submission of the Energy Savings Assistance Program and California Alternate Rates for Energy Program Annual Report.

In Nominal \$ (000) Incurred Costs	
Year	NGAT Annual Cost (000)
2012	\$ 2,555
2013	\$ 2,534
2014	\$ 2,078
2015	\$ 1,735
2016	\$ 1,373

- b. SoCalGas based its 4% increase on subject matter expert input and as described in Exhibit SCG-20-R, page ASC-26 lines 13-24.