

TURN DATA REQUEST-027
SDG&E-SOCALGAS 2019 GRC – A.17-11-007/8
SDG&E_SOCALGAS RESPONSE
DATE RECEIVED: MARCH 12, 2018
DATE RESPONDED: MARCH 20, 2018

The following questions relate to the “Motion of SoCalGas and SDG&E to Amend the Assigned Commissioner’s Scoping Memorandum and Ruling,” filed on 3/9/18 (“Reconnections Motion”).

1. In Appendix A of the Reconnections Motion, SoCalGas explains that it has voluntarily implemented a manual approach to processing field orders for reconnection following disconnection for nonpayment in order to expedite reconnections.

- a. Please describe this manual approach.
- b. Provide estimates of the labor and non-labor costs of this manual approach. Include dollars and FTE in your estimate of labor costs.
(TURN understands that SoCalGas is not requesting incremental funding in its GRC application for this manual approach.)
- c. Did SoCalGas begin using this manual approach on February 12, 2018, as anticipated in Appendix A?

Utility Response 01:

SoCalGas and SDG&E object to this request pursuant to Rule 10.1 of the Commission’s Rules of Practice and Procedure, on the grounds that it is premature and seeks information that is currently the subject of a Motion to Amend the Assigned Commissioner’s Scoping Memorandum and Ruling (Motion to Amend) to remove a portion of sub-issue f relating to “whether changes are needed to the reconnection process for gas customers” from the scope of this GRC proceeding. This request seeks information testing solely the status and activities SoCalGas has taken or will be taking related to its gas reconnection processes as described in its letter dated February 6, 2018 to the Commission’s Executive Director, which was attached as Appendix A to the Motion to Amend, and is the subject SoCalGas seeks to remove from the scope of the GRC through that Motion.

Subject to and without waiving the foregoing objections, SoCalGas and SDG&E respond that to the extent the Commission denies the Motion to Amend or otherwise rules that the issue, which is the subject of the Motion to Amend remains in scope, SoCalGas and SDG&E will provide amended responses to TURN’s data request questions, or if applicable, indicate and explain why they cannot respond to the question(s) posed.

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2. In Appendix A of the ReconNECTIONS Motion, SoCalGas explains that its new reconnection timeline guarantee, effective as of February 12, 2018, “is comparable to” the approach of “other utilities providing service to a gas-only service territory inside and outside of California,” and in some cases, “provides an even greater guarantee to customers.”

- a. Please describe the comparable reconnection policies and practices of each utility in SoCalGas’s comparison.
- b. What does SoCalGas mean by “guarantee” as it pertains to reconnection timelines?
- c. Does SoCalGas plan to establish a shareholder-funded “service guarantee” policy to compensate customers for whom the utility does not meet the established timelines, such as those offered by PG&E and SCE for various other types of customer service practices? (See
https://www.pge.com/en_US/residential/customer-service/otherservices/service-guarantees.page;
https://www.sce.com/wps/portal/home/outage-center/our-safetyguarantee/%21ut/p/b0/04_Sj9CPyksy0xPLMnMz0vMAfGjzOK9PF0cDd1NjDzdzX2cDBxDPV0MjPxd3N3NDfSDU_P0C7IdFQHYrjgJ/).
Explain why or why not.

Utility Response 02:

SoCalGas and SDG&E object to this request pursuant to Rule 10.1 of the Commission’s Rules of Practice and Procedure, on the grounds that it is premature and seeks information that is currently the subject of a Motion to Amend the Assigned Commissioner’s Scoping Memorandum and Ruling (Motion to Amend) to remove a portion of sub-issue f relating to “whether changes are needed to the reconnection process for gas customers” from the scope of this GRC proceeding. This request seeks information testing solely the status and activities SoCalGas has taken or will be taking related to its gas reconnection processes as described in its letter dated February 6, 2018 to the Commission’s Executive Director, which was attached as Appendix A to the Motion to Amend, and is the subject SoCalGas seeks to remove from the scope of the GRC through that Motion.

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3. In Appendix A of the Reconnections Motion, SoCalGas explains, “While this manual process may have some challenges to work through initially, ... we will begin exploring opportunities for enhancement through automation and other techniques, as well as potential modifications to this process based on lessons learned.”

- a. Please describe the status of SoCalGas’s exploration of ways to enhance the scheduling process for reconnection field orders, including through automation and other techniques. Include in your response a description of any options under consideration by SoCalGas and the potential labor and non-labor costs of each.
- b. Please describe lessons learned to date through the manual process and describe any process modifications underway or anticipated by SoCalGas.

Utility Response 03:

SoCalGas and SDG&E object to this request pursuant to Rule 10.1 of the Commission’s Rules of Practice and Procedure, on the grounds that it is premature and seeks information that is currently the subject of a Motion to Amend the Assigned Commissioner’s Scoping Memorandum and Ruling (Motion to Amend) to remove a portion of sub-issue f relating to “whether changes are needed to the reconnection process for gas customers” from the scope of this GRC proceeding. This request seeks information testing solely the status and activities SoCalGas has taken or will be taking related to its gas reconnection processes as described in its letter dated February 6, 2018 to the Commission’s Executive Director, which was attached as Appendix A to the Motion to Amend, and is the subject SoCalGas seeks to remove from the scope of the GRC through that Motion.

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4. In Appendix A of the ReconNECTIONS Motion, SoCalGas explains that it “will be investigating and implementing enhancements to its communications to increase customer understanding of the gas restoration process,” including the need for customers to call SoCalGas to schedule a reconnection after paying their bill. Please describe the status of SoCalGas’s investigation and implementation of enhancements to customer communications related to reconNECTIONS.

Utility Response 04:

SoCalGas and SDG&E object to this request pursuant to Rule 10.1 of the Commission’s Rules of Practice and Procedure, on the grounds that it is premature and seeks information that is currently the subject of a Motion to Amend the Assigned Commissioner’s Scoping Memorandum and Ruling (Motion to Amend) to remove a portion of sub-issue f relating to “whether changes are needed to the reconnection process for gas customers” from the scope of this GRC proceeding. This request seeks information testing solely the status and activities SoCalGas has taken or will be taking related to its gas reconnection processes as described in its letter dated February 6, 2018 to the Commission’s Executive Director, which was attached as Appendix A to the Motion to Amend, and is the subject SoCalGas seeks to remove from the scope of the GRC through that Motion.

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5. SoCalGas explains in Appendix A of the ReconNECTIONS Motion that it “will continue to take into account customer hardship in both our disconnection practices as well as our scheduling of reconnection service.”

- a. Please explain how SoCalGas took customer hardship into account in scheduling of reconnection service *before* February 12, 2018.
- b. Please explain how SoCalGas has taken customer hardship into account in scheduling of reconnection service *since* February 12, 2018, with the implementation of the new manual process.

Utility Response 05:

SoCalGas and SDG&E object to this request pursuant to Rule 10.1 of the Commission’s Rules of Practice and Procedure, on the grounds that it is premature and seeks information that is currently the subject of a Motion to Amend the Assigned Commissioner’s Scoping Memorandum and Ruling (Motion to Amend) to remove a portion of sub-issue f relating to “whether changes are needed to the reconnection process for gas customers” from the scope of this GRC proceeding. This request seeks information testing solely the status and activities SoCalGas has taken or will be taking related to its gas reconnection processes as described in its letter dated February 6, 2018 to the Commission’s Executive Director, which was attached as Appendix A to the Motion to Amend, and is the subject SoCalGas seeks to remove from the scope of the GRC through that Motion.

Subject to and without waiving the foregoing objections, SoCalGas and SDG&E respond that to the extent the Commission denies the Motion to Amend or otherwise rules that the issue, which is the subject of the Motion to Amend remains in scope, SoCalGas and SDG&E will provide amended responses to TURN’s data request questions, or if applicable, indicate and explain why they cannot respond to the question(s) posed.

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6. Regarding reconnections that occurred on or after February 12, 2018:

- a. Please provide the following information about *residential* reconnections completed between February 12, 2018 and the latest date of available data at the time SoCalGas prepares its response to this question. Indicate the date range reflected in the dataset.

Reconnection Timeframe	Total Residential	Non-CARE	CARE	Medical Baseline
Customers reconnected same day as payment				
Customers reconnected on day 1 after payment				
Customers reconnected on day 2 after payment				
Customers reconnected on day 3 after payment				
Customers reconnected on day 4 after payment				
Customers reconnected on day 5 after payment				
Customers reconnected on day 6 after payment				
Customers reconnected on day 7 after payment				
Customers reconnected > 7 days after payment				

- b. Please explain the reasons for reconnections that occurred more than 2 days after payment, and provide any available quantitative data. For instance, if 75 customers requested a reconnection appointment later than the second day after payment, so indicate. Likewise, if 200 customers did not contact SoCalGas to request a reconnection appointment until after the second day after payment, please provide that information as part of your response.

Utility Response 06:

SoCalGas and SDG&E object to this request pursuant to Rule 10.1 of the Commission's Rules of Practice and Procedure, on the grounds that it is premature and seeks information that is currently the subject of a Motion to Amend the Assigned Commissioner's Scoping Memorandum and Ruling (Motion to Amend) to remove a portion of sub-issue f relating to "whether changes are needed to the reconnection process for gas customers" from the scope of this GRC proceeding. This request seeks information testing solely the status and activities SoCalGas has taken or will be taking related to its gas reconnection processes as described in its letter dated February 6, 2018 to the Commission's Executive Director, which was attached as

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Utility Response 06 Continued:

Appendix A to the Motion to Amend, and is the subject SoCalGas seeks to remove from the scope of the GRC through that Motion.

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