Application: A.23-11-<u>003</u>XXX Witness: Leslie F. Hayles

Chapter: 3<u>a</u>

# PREPARED TESTIMONY OF LESLIE F. HAYLES ON BEHALF OF SOUTHERN CALIFORNIA GAS COMPANY (CEMA ACCOUNTING)

# BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA



November 3, 2023

(Errata redlined dated March 11, 2024)

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# 3 I. PURPOSE

The purpose of this testimony is to present Southern California Gas Company's (SoCalGas) incremental costs related to several catastrophic events recorded in its Catastrophic Event Memorandum Account (CEMA) from the date in which the catastrophic event (CEMA event) was declared a State of Emergency through September 30, 2023. This application and testimony refer to only those CEMA events summarized in the CEMA event groupings outlined below in Table AP-001. Further, this testimony discusses the accounting procedures followed by SoCalGas to track and account for the costs specific to only these CEMA events:

	Table AP-001	
	<b>CEMA Event Summary</b>	
CEMA Event Group	CEMA Event	CEMA Subaccount
2017 Wildfires	Thomas Fire, Creek and Rye Fires, Skirball Fire	Subaccount B - Fire & Storm Event
2018 Wildfires	Hill and Woosley Fires	Subaccount C - Hill and Woolsey Fires
2019 Wildfires	Sandlewood Fire, Saddleridge Fire, Eagle Fire, Reche Fire, Wolf Fire, Tick Fire, Getty Fire, Easy Fire	Subaccount E - October 2019 Fires
2017 Winter Storms	2017 Atmospheric River Storms	Subaccount A - Storm Event
2019 Winter Storms	2019 Atmospheric River Storms	Subaccount D - 2019 Winter Storms
COVID-19 Global Pandemic	2020 COVID-19 Global Pandemic	Subaccount F - COVID-19

SoCalGas acknowledges February 28, 2023, as the official conclusion of the COVID-19 Global Pandemic; costs were recorded through September 30, 2023, to capture trailing charges and other adjustments.

# II. CEMA COST CRITERIA

Before recording any costs to the CEMA, SoCalGas first determines that the costs are 1) incremental, 2) related to events for which State of Emergency Proclamations were made, and 3) reasonable. The costs SoCalGas is seeking recovery for in this application meet those three criteria.

### A. CEMA Costs are Incremental

Incremental costs recorded in the CEMA are defined as costs which are directly related to the restoring of utility services to customers, repairing, replacing, or restoring damaged utility facilities, and complying with governmental agency orders in connection with events declared disasters by competent state or federal authorities, and not already included in rates and recovered elsewhere. Therefore, "incremental costs" referred to herein applies to Operation and Maintenance (O&M) expenses and capital expenditures incurred by SoCalGas as a result of, and due solely to, the CEMA events outlined in this application. Furthermore, only costs that are not part of SoCalGas's base business operations (and therefore not funded through existing rates) are included.

In determining which costs were incremental and recorded in its CEMA, SoCalGas identified costs at the individual account level (refer to Exhibit 3-1) and determined if that cost would have otherwise been incurred (and recovered in rates) had the CEMA events not occurred. If the cost would have been incurred absent these CEMA events, the account is not considered incremental (e.g., straight-time labor costs, internal vehicle utilization costs, and overhead costs).

SoCalGas follows routine accounting procedures as outlined below to track costs associated with all CEMA events separately and apart from normal operating costs. It is standard practice that when an emergency proclamation is made, unique work orders are established and SoCalGas personnel are instructed to record the CEMA event costs to the unique

work orders established for each event. Costs for individual events proclaimed in the same year may be tracked in one or more work orders and reported together as a CEMA event group (refer to Table AP-001). Invoices are reviewed and approved by authorized personnel familiar with the scope of the work performed. While the work orders contain the full costs directly related to repairing, replacing, or restoring damaged facilities and service to customers, not all costs are appropriate for inclusion in the CEMA. Between Operations and Accounting and Finance personnel, costs are reviewed monthly to validate that only incremental and reasonable costs are included in the CEMA. SoCalGas's approval and review efforts help to validate that the costs recorded to the CEMA are directly attributable to the catastrophic events.

SoCalGas tracks the total costs incurred for each CEMA event, but only records incremental costs to the CEMA. Straight-time pay for both management and Collective Bargaining Agreement (CBA) employees, company owned vehicle utilization, and associated overhead costs are considered non-incremental and therefore are not included in the CEMA; internal overtime pay and payroll taxes associated with overtime, as well as costs for material, supplies, and services incurred because of the CEMA event are included. Costs recovered through insurance and/or responsible third parties are also included in the CEMA as an offset, or reduction, to CEMA event costs when the funds are received.

Since the legislature and the Commission established the CEMA as a means for utilities to recover unforeseen costs caused by catastrophic events, SoCalGas does not include them when developing its O&M and capital forecast in General Rate Cases (GRC). Therefore, the incremental costs related to these CEMA events are not included in SoCalGas's normal business operating rates.

# B. CEMA Costs Were Related to Events For Which State of Emergency Proclamations Were Made

SoCalGas follows routine accounting procedures as outlined below to track costs associated with CEMA events separately and apart from normal operating costs. Unique cost tracking orders (i.e., internal orders) are established after the emergency proclamation is declared and SoCalGas personnel are instructed to record CEMA event costs to these unique accounts. Any costs related to the incident response prior to the emergency declaration are charged to applicable non-CEMA accounts. Costs charged to CEMA internal orders are reviewed and approved by appropriate personnel familiar with the event and are subsequently validated to determine the appropriateness of inclusion in the CEMA. Additionally, Centralized Business Planning works with operations personnel to determine the accuracy and validity of the costs and reconciles any discrepancies with Regulatory Accounting on a monthly basis. The costs recorded to SoCalGas's CEMA are related to events for which state of emergency proclamations were made.

### C. Costs Included in the CEMA are Reasonable

California Public Utilities Code Section 454.9 authorizes utilities to create CEMAs in response to declared disasters and the costs recorded therein "shall be recoverable in rates following a request by the affected utility, a commission finding of their reasonableness, and approval by the commission." The utility applying to recover the costs it recorded in a CEMA bears the burden of proof to establish the reasonableness of those costs.<sup>3</sup>

Pub. Util. Code § 454.9(a)-(b); see also Resolution E-3238, Ordering Paragraph 3.

<sup>&</sup>lt;sup>3</sup> D.05-08-037 at 9.

The reasonableness standard applicable to CEMA cost recovery is the prudent manager standard.<sup>4</sup> When assessing the standard for "prudent managerial action," the Commission has established that "Utilities are held to a standard of reasonableness based upon the facts that are known or should be known at the time." A "reasonable and prudent" action is one in which the utility "follows the exercise of reasonable judgment" based upon what was or should have been known at the time and is not limited to the "optimum practice, method, or act," but rather "encompasses a spectrum of possible practices, methods, or acts consistent with the utility system needs, the interest of the ratepayers and the requirements of governmental agencies of competent jurisdiction."

As such, the reasonableness of a managerial action depends on the soundness of the utility's decision-making process, what the utility knew when the managerial action was taken, and that its managers decided on a course of action that fell within the bounds of reasonableness. It does not depend on "how the decision holds up in light of future developments." In short, the utility must establish that its "CEMA-eligible costs" are reasonable and "justified".

Based upon the above described standard, the costs recorded in SoCalGas's CEMA included in this application are reasonable and subject to rate recovery upon Commission

D.08-01-021, Conclusion of Law 2; D.06-01-036, Conclusion of Law 4.

<sup>&</sup>lt;sup>5</sup> D.05-08-037 at 9 [quoting D.88-03-036].

Id. at 10; D.89-02-074 ["The term 'reasonable and prudent' means that at a particular time any of the practices, methods, and acts engaged in by a utility follows the exercise of reasonable judgment in light of facts known or which should have been known at the time the decision was made. The act or decision is expected by the utility to accomplish the desired result at the lowest reasonable cost consistent with good utility practices. Good utility practices are based upon cost effectiveness, reliability, safety, and expedition."].

<sup>&</sup>lt;sup>7</sup> D.05-08-037 at 10.

<sup>8</sup> D.19-06-007 at 10-11.

approval. The following sections describe the incremental costs recorded to the CEMA for the CEMA events included in this application.

# III. TOTAL COSTS FOR ALL CEMA EVENTS INCLUDED IN THIS APPLICATION

Consistent with Resolution No. (Res.) E-3238, SoCalGas is seeking recovery of the revenue requirement associated with incremental costs incurred for the CEMA events outlined above in Table AP-001. In this section, SoCalGas provides the total aggregated cost of the CEMA events, and an overview of the treatment of the O&M expenses and capital expenditures incurred because of these events. The costs for each CEMA subaccount are discussed further in Sections IV. and V. of this testimony.

SoCalGas incurred a total of \$25.555\$27.186 million of capital expenditures and \$64.141 million of O&M expenses for all CEMA events. Of the total, \$14.213 million and \$40.812 million of capital and O&M, respectively, are incremental. Tables AP-002 and AP-003 summarize by CEMA event group the total expense related to all CEMA events and the incremental expense recorded to the CEMA.

Incremental capital expenditures are included in the revenue requirement in the form of depreciation expense discussed in the prepared testimony of Jenny Chhuor (Chapter 5).

Table AP-002 Capital Expenditures by CEMA Event Group (\$000)						
CEMA Event Group	Total	Non- Incremental	Incremental			
2017 Wildfires	\$19,068	\$9,406	\$9,661			
2018 Wildfires	0	0	0			
2019 Wildfires	<del>2,397</del> 766	<del>1,770</del> <u>139</u>	627			
2017 Winter Storms	411	155	256			
2019 Winter Storms	3,368	1,458	1,910			
COVID-19 Global Pandemic	1,942	183	1,759			
Total	\$27,186 <u>\$25,555</u>	<del>\$12,973</del> <u>\$11,342</u>	\$14,213			

Table AP-003 O&M Expenses by CEMA Event Group					
OWN Expe	(\$000)	Elvent Group			
		Non-			
CEMA Event Group	Total	Incremental	Incremental		
2017 Wildfires	\$9,597	\$3,836	\$5,761		
2018 Wildfires	1,853	748	1,104		
2019 Wildfires	1,709	419	1,290		
2017 Winter Storms	209	22	187		
2019 Winter Storms	79	1	79		
COVID-19 Global Pandemic	50,694	18,304	32,390		
Total	\$64,141	\$23,330	\$40,812		

Treatment of O&M Expenses and Capital Expenditures for All CEMA Events

Incremental costs are designated at the account level and are applied consistently to all CEMA events and expenditure types (O&M and capital). Refer to Exhibit 3-1 in the appendix for the account level designation. Tables AP-004 and AP-005 summarize the total and incremental costs by cost type related to all CEMA events; a general description of the cost types recorded for each event follows.

Table AP-004 All CEMA Events Capital Expenditures by Cost Type (\$000)				
Cost Type	Total	Non- Incremental	Incremental	
Internal Labor	<del>\$1,572</del> \$1,502	\$1,166 \$1,096	\$406	
Services/Other	<del>19,036</del> 17,971	7,372 6,307	11,664	
Materials	<del>2,472</del> <u>2,332</u>	<del>362</del> 223	2,110	
Vehicle	180	177	3	
Overheads	<del>3,895</del> <u>3,539</u>	<del>3,895</del> <u>3,539</u>	0	
Payroll Taxes (7.6%)	31	0	31	
Total	<del>\$27,186</del> \$25,555	<del>\$12,973</del> \$11,342	\$14,213	

O&	Table AP- All CEMA E M Expenses by	vents	
	(\$000)	NT	
Cost Type	Total	Non- Incremental	Incremental
Internal Labor	\$17,216	\$8,969	\$8,247
Services/Other	30,542	2	30,540
Materials	6,906	0	6,906
Vehicle	3,224	383	2,841
Overheads	13,976	13,976	0
Payroll Taxes (7.6%)	627	0	627
Avoided O&M Costs	(8,349)	0	(8,349)
Total	\$64,141	\$23,330	\$40,812

1. <u>Internal Labor Costs</u>

SoCalGas incurred a total of \$1.50272 million of capital internal labor expenditures and \$17.216 million of O&M internal labor expenses for all CEMA events, of which \$0.406 million and \$8.247 million of capital and O&M, respectively, are considered incremental. Incremental internal labor includes 1) over-time pay (time and one-half and double time pay) paid to the CBA workforce along with the associated lunch premium paid under certain conditions and 2) recognition pay for working far beyond the demands of the usual regular and ongoing work.

Straight time labor is considered non-incremental since it is already included in authorized rates and would have been incurred regardless of the CEMA events. The SoCalGas workforce is fully utilized and deployed to regular ongoing work and, since CEMA events by nature require an extensive immediate response to restore or repair damaged facilities and infrastructure or to comply with governmental agency orders, payment for time spent working beyond the normal and regular workday requirements is often necessary.

# 2. Services/Other Costs

SoCalGas incurred a total of \$17.97119.036 million of capital services/other expenditures and \$30.542 million of O&M services/other expenses for all CEMA events, of which \$11.664 million and \$30.540 million of capital and O&M, respectively, are considered incremental. The services/other category includes a wide variety of costs incurred to support the recovery and compliance efforts for the CEMA events, including outside services, consultants and contractors, licensing and permits, employee benefits, and travel, meals and lodging. This category also includes credits or offsets to costs resulting from insurance recovery or third-party settlements.

# 3. <u>Materials Costs</u>

SoCalGas incurred a total of \$2.332472 million of capital material expenditures and \$6.906 million of O&M material expenses for all CEMA events, of which \$2.110 million and \$6.906 million of capital and O&M, respectively, are considered incremental. Material costs include the cost of construction material, equipment, parts, supplies, and tools incurred to repair and restore SoCalGas's damaged facilities and to comply with governmental agency orders. All material used to repair or restore damaged facilities (excluding cost of removal – see Section III.), whether issued from inventory or directly purchased from suppliers and utilized in the CEMA-related work, were incremental.

### 4. Vehicle Costs

SoCalGas incurred a total of \$0.180 million of capital vehicle expenditures and \$3.224 million of O&M vehicle expenses for all CEMA events, of which \$0.003 million and \$2.841 million of capital and O&M, respectively, are considered incremental. Costs associated with utilization of vehicles currently in SoCalGas's fleet are already recovered in rates and therefore not considered incremental. However, the costs of external vehicles and equipment procured outside of the company and utilized specifically for the CEMA events are considered incremental.

# 5. Overhead Costs

SoCalGas allocated a total of \$3.539895 million of capital related overhead costs and \$13.976 million of O&M related overhead costs to all CEMA events work orders, all of which are considered non-incremental and excluded from the CEMA. Common overheads are systematically added to the direct cost component as part of SoCalGas's overhead allocation process for both capital and O&M work. These overheads apply to both direct labor (e.g., Pension and Benefits, Workers' Compensation, Incentive Compensation Plan, Vacation and Sick Time), and non-labor costs (e.g., Purchasing, Warehousing, Material and Small Tools). All overhead costs are considered non-incremental and therefore excluded from the CEMA since these costs would have been incurred in the same amounts absent the CEMA events.

# 6. Payroll Taxes

SoCalGas incurred a total of \$0.031 million of capital payroll tax and \$0.627 million of O&M payroll tax for all CEMA events, all of which is considered incremental. Payroll tax is calculated on the incremental portion of labor (internal overtime and recognition pay) and represents SoCalGas's required contributions to the Federal Insurance Contributions Act (FICA)

fund. Incremental payroll tax would not have been incurred if incremental labor resulting from the CEMA events had not been incurred. SoCalGas uses a payroll tax rate of 7.6%.

# 7. O&M Reductions (Avoided Costs)

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SoCalGas recognized that at the height of COVID-19 and the Stay-at-Home Order, which are discussed in the prepared testimony of Christopher Bissonnette, Bonnie Burns, Ralf Balzer, Orlando Carrasquillo, and Ernie Cervantes (Chapter 2), certain activities were stopped entirely or temporarily curtailed that resulted in cost avoidance. Accordingly, when a direct correlation was made between the avoided costs and the unusual operating conditions experienced during the COVID-19 pandemic, SoCalGas thought it prudent to offset its incremental costs by the cost avoidance. SoCalGas recorded to its CEMA a credit of \$8.349 million representing cost avoidance in the following activities: facilities costs, customer remittance processing, collection notices postage, and employee travel and training. 2019 was generally used as a proxy year for comparison to cost incurred in these categories during 2020 and 2021, and when applicable 2022 and 2023, except for facilities cost avoidance which was analyzed against the 2020 expected cost.- Cost reductions in the activities indicated above were directly correlated to the COVID-19 pandemic, and therefore were treated as avoided costs and used to offset incremental COVID-19 costs recorded to the CEMA. Avoided O&M costs are summarized in Table AP-006 and are discussed in more detail later in this testimony.

# Table AP-006 COVID-19 Global Pandemic Avoided O&M Expenses (\$000)

GRC Activity	2020	2021	2022	2023	Total
Facilities Costs	\$671	\$338	\$0	\$0	\$1,008
Customer Remittance Processing	1,160	949	0	0	2,109
Employee Travel and Training	1,613	1,918	71	298	3,899
Collection Notices Postage	0	0	0	1,333	1,333
Total Avoided O&M Expenses	\$3,443	\$3,204	\$71	1,631	\$8,349

# 8. Cost of Removal

SoCalGas incurred \$8.612790 million associated with the cost of removal (COR) or abandonment of facilities or infrastructure damaged in the wildfire and storm events discussed in this application. The cost of the removal and disposition of damaged facilities and infrastructure are included in the total costs shown in Table AP-004, but they are considered non-incremental, regardless of the account level designation. As such, the COR related to all CEMA events has been charged to accumulated depreciation accounts and excluded from the capitalized base costs used to calculate the depreciation that is included in the revenue requirement request, which is provided in the prepared testimony of Jenny Chhuor (Chapter 5). Table AP-007 summarizes by CEMA event group the total capital expenditures related to the cost of removing or abandoning SoCalGas's facilities and infrastructure damaged by the wildfire and storm events discussed in this application.

		Capital Expendit Non-I	le AP-007 tures: Cost of Re incremental (\$000)	moval		
Cost Type/ CEMA Event Group	Internal Labor	Services/Other Materials	Materials Services/Other	Vehicle	Overheads	Total
2017 Wildfires	\$481	\$193	\$1,363 <u>\$5,417</u>	<del>\$5,417</del> <u>\$46</u>	\$46 <u>\$1,363</u>	\$7,500
2017 Winter Storms	\$13	\$1	<del>\$21</del> <u>\$23</u>	<del>\$23</del> <b>\$</b> 5	<del>\$5</del> \$21	\$63
2019 Wildfires	<del>\$13</del> _\$5	<del>\$18</del> <u>\$2</u>	<del>\$42</del> <u>\$6</u>	<del>\$125</del> <u>\$1</u>	<del>\$1</del> _\$6	<del>\$197</del> <u>\$20</u>
2019 Winter Storms	\$75	\$27	<u>\$116_\$796</u>	\$796 <u>\$16</u>	<del>\$16</del> <u>\$116</u>	\$1,029
Total	\$582 <u>\$575</u>	\$238 <u>\$223</u>	\$1,542 \$6,242	<del>\$6,360</del> <u>\$67</u>	<del>\$67</del> <b>\$1,506</b>	\$8,790 <u>\$8,612</u>

### IV. NON-COVID-19 CEMA EVENTS COSTS

Pursuant to Res. E-3238, dated July 24, 1991, SoCalGas notified the Commission's Executive Director by letter (CEMA letter) that it had invoked its CEMA to record the incremental costs associated with the 15 wildfire and storm events, or the non-COVID-19 events, discussed in this application. In accordance with SoCalGas's CEMA tariff, 10 each letter stated that the event had been declared an emergency by the state government and included a description of the event as well as a preliminary total cost estimate. The prepared testimony of Larry Andrews (Chapter 1) provides the background of and SoCalGas's response to the non-COVID-19 CEMA events included in this application.

SoCalGas incurred a total of \$2<u>3.613</u>5.243 million in capital expenditures and \$13.447 million in O&M expenses for all non-COVID-19 CEMA events (wildfires and winter storms). Of the total, \$12.454 million and \$8.421 million of capital and O&M, respectively, are considered incremental and recorded to the CEMA as shown in Tables AP-008 and AP-009 below.

See: https://tariff.socalgas.com/regulatory/tariffs/tm2/pdf/tariffs/GAS\_G-PRELIM\_CEMA.pdf.

Table AP-008 Capital Expenditures by Non-COVID-19 CEMA Event Group (\$000)					
		Non-			
CEMA Event Group	Total	Incremental	Incremental		
2017 Wildfires	\$19,068	\$9,406	\$9,661		
2018 Wildfires	0	0	0		
2019 Wildfires	<del>2,397</del> <u>766</u>	<del>1,770</del> <u>139</u>	627		
2017 Winter Storms	411	155	256		
2019 Winter Storms	3,368	1,458	1,910		
Total	<del>\$25,243</del> \$23,613	<del>\$12,789</del> \$11,159	\$12,454		

Table AP-009 O&M Expenses by Non-COVID-19 CEMA Event Group (\$000)					
		Non-			
CEMA Event Group	Total	Incremental	Incremental		
2017 Wildfires	\$9,597	\$3,836	\$5,761		
2018 Wildfires	1,853	748	1,104		
2019 Wildfires	1,709	419	1,290		
2017 Winter Storms	209	22	187		
2019 Winter Storms	79	1	79		
Total	\$13,447	\$5,026	\$8,421		

As discussed in Section II., before recording any costs to the CEMA related to the non-COVID-19 CEMA events, SoCalGas first determined that the costs were 1) incremental, 2) directly related to restoring utility service to customers, repairing, replacing, or restoring damaged utility facilities, and/or complying with governmental agency orders in connection with events for which State of Emergency Proclamations were made, and 3) reasonable. Further, total costs incurred related to each CEMA event were tracked in unique internal orders established after the emergency proclamation was made and specifically for the purpose of tracking CEMA costs. Only validated incremental costs at the individual account level related to these specific events were recorded in the CEMA.

SoCalGas incurred a total of \$8.421 million of incremental O&M expenses related to the
non-COVID-19 CEMA events. The costs are summarized into major cost categories and shown
below in Table AP-010. A similar format schedule for each of the non-COVID-19 CEMA event
groups is attached to this testimony as Exhibits 3-2 through 3-6.

# Table AP-010 Non-COVID-19 CEMA Events Operating and Maintenance Expense by Cost Type (\$000)

			Non-	
Line				Incremental
No.	Cost Type	Total Expense	Expense	Expense
	<u>Internal Labor</u>			
	SCG Labor	\$4,305	\$1,490	\$2,815
3	Lunch Premium	33	0	33
4	Employee Recognition Cash Award	115	115	0
5	Total Internal Labor	\$4,453	\$1,605	\$2,848
	Materials			
7	Material	\$187	\$0	\$187
	Equipment	83	0	83
9	Parts & Supplies	717	0	717
10	Tools	46	0	46
11	Total Materials	\$1,034	\$0	\$1,034
12	Services/Other			
13	Consultants and Contractors	\$4,007	\$0	\$4,007
14	Employee Travel, Meals, Lodging	852	0	852
15	Licensing and Permits	45	0	45
16	Outside Services	687	0	687
17	Rents and Leases	6	0	6
18	Insurance Reimbursements	-1,333	0	-1,333
19	Total Services/Other	\$4,264	\$0	\$4,264
20	Vehicle Costs			
21	Internal Vehicle Utilization	\$369	\$369	\$0
22	Outside Vehicle Costs	58	0	58
23	Total Vehicle Costs	\$428	\$369	\$58
24	Overheads	\$3,052	\$3,052	\$0
25	Payroll Tax	\$216	\$0	\$216
26	Total O&M Expense	\$13,447	\$5,026	\$8,421

# 1. Labor Costs Included in O&M Work Orders

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SoCalGas incurred a total of \$4.453 million of direct labor expense. Of the total, \$2.848 million is incremental and recorded to the CEMA. The incremental labor component is related

to over-time pay to CBA employees that worked on emergency response teams responsible for keeping onsite personnel safe as well as work to repair, replace, or restore damaged distribution and transmission lines, or to restore service to impacted customers. Responding to any emergency, especially a catastrophic event, requires an around-the-clock response which will result in over-time and the associated over-time meal allowance.

### 2. Material Costs Included in O&M Work Orders

SoCalGas incurred a total of \$1.034 million of material related expenses. All materials are considered incremental since the cost would not have been incurred except for the occurrence of the CEMA event. Materials primarily consist of valves, routine warehoused materials, and tools.

# 3. Service/Other Costs Included in O&M Work Orders

SoCalGas incurred a total of \$4.264 million of Services/Other expenses. All costs in the service/other category are considered incremental since the cost would not have been incurred except for the occurrence of the CEMA events. This category of costs primarily consists of outside contractors and construction crews that assisted in the immediate and timely response to the event, and the restoration efforts. Additionally, the response efforts were beyond normal operating conditions, requiring some crews to work far from home for extended hours and to stay near or on-site. For safety and efficiency, SoCalGas provided security for the impacted work sites, lodging and incidental travel costs for the internal workforce, and prepared meals/catering for both internal and contractor work crews.

The 2019 wildfire expenditures include costs specifically related to fire damage that occurred at SoCalGas's Aliso Canyon aboveground storage facilities during the Saddleridge Fire. Accordingly, public liability and property damage (PLPD) claims were pursued with SoCalGas's relevant insurance underwriters. \$1.687 million of cost reimbursements received through

insurance claims were recorded to the CEMA through September 30, 2023, of which \$0.354 million was recorded to the capital work order and \$1.333 million was recorded to the O&M work order in the Services/Other cost category. SoCalGas is seeking additional reimbursements that are not reflected in its CEMA as of September 30, 2023, based upon a claim against a third-party for damages. Any further net cost recovery received from that claim will be recorded to the capital and O&M work orders accordingly and considered in the final computation of the revenue requirement.

# 4. Vehicle Costs Included in O&M Work Orders

SoCalGas incurred a total of \$0.428 million of vehicle related costs. Of the total, \$0.058 million is incremental and recorded to the CEMA. Utilization of the SoCalGas internal fleet vehicles is non-incremental. Outside fleet costs primarily consists of vehicle and equipment rentals from external sources.

# 5. Overhead Costs Included in O&M Work Orders

SoCalGas incurred a total of \$3.052 million of overhead costs, all of which are considered non-incremental. Common labor and non-labor overhead costs are systematically applied to the direct costs recorded to all work orders through SoCalGas's overhead allocation process. However, overhead costs related to CEMA work are not recorded to the CEMA since the cost would have been incurred anyway, irrespective of the CEMA event.

# 6. Payroll Tax Included in O&M Work Orders

Payroll tax is not recorded directly to the O&M work order but is calculated separately based on the incremental labor costs and recorded directly to the CEMA. SoCalGas incurred a total of \$0.216 million of payroll tax associated to the incremental labor costs incurred to support the CEMA events. Since payroll tax is applied only to the incremental labor, payroll tax in its entirety is also considered incremental. SoCalGas used a payroll tax rate of 7.6% which

represents the required contributions to the Federal Insurance Contributions Act (FICA). The rate includes both the Social Security and Medicare portions of FICA. SoCalGas applied this payroll tax rate to the incremental labor incurred as a direct result of the non-COVID-19 CEMA events represented in this application.

# **B.** Incremental Capital Expenditures (Non-COVID-19)

SoCalGas incurred a total of \$12.454 million of incremental capital expenditures related to the non-COVID-19 CEMA events. The costs are summarized into the same major cost categories described above in Section IV.A and shown below in Table AP-011. A similar format schedule for each of the non-COVID-19 CEMA event groups is attached to this testimony as Exhibits 3-7 through 3-10.

# Table AP-011 Non-COVID-19 CEMA Events Capital Expenditures by Cost Type

(\$000)

		(3000)		
Line	O&M Expense		Non-	_
No.	Capital Expenditure	Total	Incremental	Incremental
1	Internal Labor			
2	SCG Labor	\$1,554 <u>\$1,483</u>	\$1,149 <u>\$1,079</u>	\$404
3	Lunch Premium	6	4	2
4	Total Internal Labor	\$1,560 <u>\$1,490</u>	\$1,154 <u>\$1,084</u>	\$406
5	Materials			
6	Material	\$713	\$176	\$537
7	Equipment	<del>66</del> <u>61</u>	<del>10</del> <u>6</u>	56
8	Parts & Supplies	<del>321</del> 187	<del>174</del> <u>39</u>	147
9	Tools	15	2	13
10	Total Materials	\$1,116_\$976	\$362 <u>\$223</u>	\$753
11	Services/Other			
12	Consultants and Contractors Employee Travel, Meals,	\$16,520 <u>\$16,242</u>	<del>\$6,033</del> <u>\$5,755</u>	\$10,487
13	Lodging	77	30	47
14	Licensing and Permits	16	5	11
15	Outside Services	<del>1,909</del> 1,123	1,119 333	790
16	Rents and Leases	399	119	280
17	Training	0	0	0
18	Insurance Reimbursements	-354	0	-354
19	Total Services/Other	\$18,567 <u>\$17,502</u>	<del>\$7,306</del> \$6,241	\$11,261
20	Vehicle Costs			
21	Internal Vehicle Utilization	\$176	\$176	\$0
22	Outside Vehicle Costs	4	1	3
23	Total Vehicle Costs	\$180	\$177	\$3
24	Overheads	\$3,790 <u>\$3,434</u>	\$3,790 <u>\$3,434</u>	\$0
25	Payroli Tax	\$31	\$0	\$31
26	Total Capital Expenditures	<del>\$25,243</del> \$23,613	<del>\$12,789</del> \$11,159	\$12,454

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Non-incremental capital expenditures consist of straight-time labor costs, internal vehicle utilization costs, overhead costs, and all other costs directly attributed to the removal and disposition of SoCalGas facilities and infrastructure that were damaged during the CEMA events. As discussed earlier in this testimony, the cost related to the removal and disposition of damaged facilities and infrastructure (COR) are included in the total capital costs, however they are considered in their entirety to be non-incremental, regardless of the account level designation. As such, the cost of removal related to all CEMA events has been charged to accumulated depreciation accounts and excluded from the capitalized base costs used to calculate the depreciation that is included in the revenue requirement request discussed in Chapter 5. Please refer to Table AP-007 for the COR summarized by CEMA Event Group.

Incremental costs consist of internal over-time pay and the associated lunch premium and payroll tax expense for CBA employees, as well as the materials, engineering and contractor crews, and a variety of outside services necessary to repair or replace the damaged infrastructure. Specifically, SoCalGas performed capital work on distribution line abandonments and main and valve replacements, restoration of transmission pipeline and other remediations as part of recovery, as well as recovery efforts towards the Montecito mudslide resulting from the Thomas Fire event.

As previously stated in the above testimony, SoCalGas received an insurance recovery of \$0.354 million that was recorded to the CEMA as an offset to its capital expenditures incurred as a result of the damage at the Aliso Canyon aboveground storage facilities resulting from the 2019 Saddleridge Fire. SoCalGas is pursuing further cost recovery from a third party. Any further net cost recovery received from that claim after September 30, 2023, will be recorded to

the capital and O&M work orders accordingly and considered in the final computation of the revenue requirement.

### V. COVID-19 CEMA EVENT COSTS

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Pursuant to Res. E-3238, SoCalGas sent the Commission's Executive Director a CEMA letter stating that it had invoked its CEMA due to the COVID-19 outbreak. Costs associated with the COVID-19 pandemic were tracked separately from other operating costs and categorized by activity. SoCalGas incurred a total of \$1.942 million of capital expenditures and \$59,044 million of O&M expenses for the COVID-19 CEMA event.<sup>11</sup> Of the total, \$1.759 million and \$40,740 million of capital and O&M, respectively, are considered incremental and recorded to the CEMA. SoCalGas further reduced the O&M expenses recorded to its CEMA by \$8.349 million, representing O&M expenses that would have normally been incurred, but were avoided because of the COVID-19 pandemic. Ultimately, SoCalGas recorded \$32.390 million of O&M expenses to the COVID-19 CEMA subaccount. SoCalGas recorded costs through September 30, 2023, to allow for trailing charges and other adjustments recorded after February 28, 2023, when the governmental orders officially concluded. Tables AP-012 and AP-013 summarize the O&M expenses and capital expenditures by activity and by their incremental and non-incremental components. The prepared testimony of Christopher Bissonnette, Bonnie Burns, Ralf Balzer, Orlando Carrasquillo, and Ernie Cervantes (Chapter 2) provides the background of and SoCalGas's response to the COVID-19 CEMA event and includes further detail for the costs reported in each activity.

This includes costs incurred between March 2020 through February 28, 2023.

# Table AP-012 COVID-19 Global Pandemic O&M Expenses by Activity (\$000)

Line			Non-	
No.	COVID Activity	Total	Incremental	Incremental
1	Employee and Customer Communications	\$687	\$0	\$687
2	Fleet/Trailer Rentals	1,409	0	1,409
3	Facilities and Vehicle Enhanced Cleaning	9,925	0	9,925
4	CAL/OSHA Testing	398	0	398
5	Telecommuting Work Equipment	905	0	905
6	Employee Stipend - Remote Work	2,222	0	2,222
7	Temperature Health Screening/Medical Services	8,745	0	8,745
8	Recognition Pay to Frontline Workers	5,058	0	5,058
9	PPE and Supplies (Face Mask, Sanitizers, etc.)	3,671	0	3,671
10	Returning to Workplace Costs	1,917	0	1,917
11	ECS COVID Case Managemnt Team	2,473	0	2,473
12	IT	1,359	2	1,358
13	Gas Control Sequestration	969	0	969
14	Overtime Labor	340	0	340
15	Mask Allowance	254	0	254
16	Payroll Taxes	410	0	410
17	Straight-time Labor	7,364	7,364	0
18	Internal Fleet Utilization	14	14	0
19	Overheads	10,924	10,924	0
20	O&M Expenses Before Avoided Expenses Reduction	\$59,044	\$18,304	\$40,740
21	Avoided O&M Expenses	-8,349	0	-8,349
22	Total O&M Expenses	\$50,694	\$18,304	\$32,390

# Table AP-013 COVID-19 Global Pandemic Capital Expenditures by Activity (\$000)

Line			Non-	
No.	COVID Activity	Total	Incremental	Incremental
1	MSA Airline Respirators	\$1,358	\$2	\$1,356
2	Pico Training A/V Upgrade	472	69	403
3	Straight-time Labor	13	13	0
4	IT Support	-2	-2	0
5	Internal Fleet Utilization	0	0	0
6	Overheads	101	101	0
7	Total Capital Expenditures	\$1,942	\$183	\$1,759

As with the other CEMA events, SoCalGas verified that the incurred costs associated with COVID-19 and recorded in the CEMA were 1) incremental, 2) related specifically to complying with governmental agency orders in connection to the event for which the State of Emergency Proclamation was made, and 3) reasonable.

# A. Incremental O&M Expenses (COVID-19)

SoCalGas incurred a net total of \$50.694 million of O&M expenses after consideration of related avoided O&M expenses because of the COVID-19 pandemic, of which \$32.390 million is incremental. As shown in Table AP-012 the total incurred COVID-19 O&M expense is offset by \$18.304 million of non-incremental costs and \$8.349 million of avoided cost savings related to reductions in certain facilities costs, customer remittance processing costs, employee travel and training costs, and collection notices postage costs. Table AP-014 shows the avoided cost reduction specific to each cost savings.

Table AP-014 COVID-19 Global Pandemic Incremental O&M Expenses Summary (\$000)				
Description	Total			
Total COVID-19 O&M Expenses	\$59,044			
Less Avoided O&M Costs:				
1. Facilities Costs	-1,008			
2. Customer Remittance Processing	-2,109			
3. Employee Travel and Training	-3,899			
4. Collection Notices Postage	-1,333			
Total Avoided Costs	-\$8,349			
COVID-19 O&M Expense After Avoided Costs Reduction	\$50,694			
Less Non-incremental Costs	-18,304			
Total Incremental O&M Expenses	\$32,390			

The remaining incremental O&M expense includes SoCalGas internal overtime labor and recognition pay, and the associated company portion of payroll taxes, as well as materials, services, and other costs specifically related to the COVID-19 pandemic.

Section III. of this testimony discusses SoCalGas's major cost categories for all CEMA

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events, including the types of costs included in each category. Similarly, Table AP-015 summarizes the O&M expenses by major cost category for the COVID-19 pandemic, followed by a general discussion for each category.

# Table AP-015 COVID-19 Global Pandemic Operating and Maintenance Expense (\$000)

		T . 1	Non-	
Line No.	OPM Eumanga	Total		Incremental
	O&M Expense Internal Labor	Expense	Expense	Expense
	SCG Labor	\$7,701	\$7,364	\$337
	Lunch Premium	4	0	4
	Employee Recognition Cash Award	5,058	0	5,058
5	1 0	\$12,763	\$7,364	
6	Materials			
	Material	\$3,463	\$0	\$3,463
	Equipment	2,197	0	2,197
	Parts & Supplies	190	0	190
10	Tools	23	0	23
11	Total Materials	\$5,872	\$0	\$5,872
12	Services/Other			
	Consultants and Contractors	\$7,895	\$0	\$7,895
14	Employee Benefits	2,222	0	2,222
15	Employee Recognition Gift Award	2	0	2
16	Employee Travel, Meals, Lodging	444	0	444
17	Licensing and Permits	0	0	0
18	Outside Services	15,240	0	15,240
19	Rents and Leases	234	0	234
20	Training	1	0	1
21	Miscellaneous	239	2	237
22	Total Services/Other	\$26,278	\$2	\$26,276
	Vehicle Costs			
24	Internal Vehicle Utilization	\$14	\$14	\$0
25	Outside Vehicle Costs	2,783	0	2,783
26	Total Vehicle Costs	\$2,796	\$14	\$2,783
27	Overheads	\$10,924	\$10,924	\$0
28	Payroll Tax	\$410	\$0	\$410
29	Total O&M Expense Before Avoided Expenses	\$59,044	\$18,304	\$40,740
30	Avoided O&M Expenses	-\$8,349	\$0	-\$8,349
31	Total O&M Expense	\$50,694	\$18,304	\$32,390

# 1. Internal Labor

SoCalGas incurred a total of \$12.763 million of O&M labor expense, of which \$5.399 million is incremental and recorded to the CEMA. Straight time labor costs are included in authorized rates and considered non-incremental and therefore not included in the CEMA. Internal incremental labor costs primarily represent premium recognition pay for frontline workers who were not eligible to work remotely (\$5.058 million), or overtime labor costs (\$0.337 million) incurred specifically in support of the following COVID-19 related activities:

1) staffing shortages related to state-mandated COVID-19 absences (e.g., quarantine periods) which required other non-quarantined employees to work overtime, 2) overtime related to participating in the incident response (e.g., attending incident command meetings or other situational awareness activities), 3) logistics related to receipt and distribution of personal protective equipment, 4) suit-up activities when entering homes where a customer had COVID-19, and 5) activities related to COVID-19 onsite testing (as mandated by California law).

# 2. Materials

SoCalGas incurred a total of \$5.872 million of material related expenses, all of which are considered incremental. Several categories of COVID-19 activities incurred cost for materials, most of which were in support of keeping employees safe and functioning as optimally as possible whether in the field, the office, or working from home. Table AP-016 summarizes the incremental materials costs by activity.

# Table AP-016 COVID-19 Global Pandemic Incremental O&M Materials Expense by Activity (\$000)

Line		CEMA
No.	COVID Activity	Recorded
1	PPE and Supplies (Face Mask, Sanitizers, etc.)	3,668
2	Telecommuting Work Equipment	903
3	IT	439
4	Facilities and Vehicle Enhanced Cleaning	289
5	Gas Control Sequestration	240
6	Returning to Workplace Costs	186
7	Temperature Health Screening/Medical Services	125
8	ECS COVID Case Management Team	20
9	Other	3
10	Total	\$5,872

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3. Services/Other

SoCalGas incurred a total of \$26.276 million of incremental Services/Other expenses.

4 The Services/Other category encompasses most precautionary measures and other activities

taken to protect the health, safety and well-being of employees, contractors, and customers.

Table AP-017 summarizes the incremental services/other costs by activity.

# Table AP-017 COVID-19 Global Pandemic Incremental O&M Services/Other Expense by Activity (\$000)

Line		CEMA
No.	COVID Activity	Recorded
1	Facilities and Vehicle Enhanced Cleaning	\$9,124
2	Temperature Health Screening/Medical Services	8,237
3	ECS COVID Case Management Team	2,453
4	Employee Stipend - Remote Work	2,222
5	Returning to Workplace Costs	1,731
6	IT	918
7	Employee and Customer Communications	679
8	Cal/OSHA Testing	398
9	Mask Allowance	254
10	Gas Control Sequestration	249
11	Other	10
12	Total	\$26,276

### 4. Vehicle Costs

SoCalGas incurred a total of \$2.796 million of vehicle expenses. Of the total, \$2.783 million is incremental and recorded to the CEMA. The costs in this category include rented vehicles and equipment including vehicles rented for single-occupancy requirements, as well as stationary trailers for daily temperature checks and the gas control sequestration, including the sanitary servicing and upkeep to maintain healthy and safe conditions in and around the rented vehicles and equipment (e.g., trailers, portable restrooms, sanitation service trucks, trailer cleaning and services, waste removal, etc.). Table AP-018 summarizes the incremental vehicle costs by activity.

# Table AP-018 COVID-19 Global Pandemic Incremental O&M Vehicle Expense by Activity (\$000) CEN

Line		CEMA
No.	COVID Activity	Recorded
1	Fleet/Trailer Rentals	\$1,401
2	Facilities and Vehicle Enhanced Cleaning	511
3	Gas Control Sequestration	480
4	Temperature Health Screening/Medical Services	383
5	Other	8
6	Total	\$2,783

# 5. Overhead Costs

SoCalGas incurred a total of \$10.924 million of overhead costs applied through its overhead allocation process. As discussed in Section III., all overheads are considered non-incremental and therefore excluded from the CEMA since these costs would have been incurred in the same amounts absent the COVID-19 CEMA event.

# 6. Payroll Taxes

SoCalGas incurred \$0.410 million of incremental payroll tax related to incremental internal labor associated to COVID-19 activities. As discussed in Section III, SoCalGas applies a payroll tax rate of 7.6% to incremental labor. The rate includes both the Social Security and Medicare portions of FICA.

# 7. Avoided O&M Costs

As discussed earlier in Section III., SoCalGas recognized that as a result of the temporary and unusual operating conditions during the COVID-19 pandemic, certain costs related to the Gas Company Tower (GCT) facility, customer remittance processing, employee travel and training, and collection notices postage were below their expected spending levels. The costs

avoided identified in these activities as noted in Table AP-006 located in Section III., were recorded as an offset to the incremental O&M expenses related to COVID-19.

SoCalGas assessed that, when compared to the expected costs the company avoided \$3.443 million of costs in 2020, \$3.204 million in 2021, \$0.071 million in 2022. SoCalGas recorded an additional cost avoidance adjustment of \$1.631 million in 2023, representing a correction to the previously recorded amount for employee travel and training of \$0.298 million, as well as an additional cost avoidance of \$1.333 million between 2020 and 2023 in collection notices postage costs because of the disconnection moratorium established by the State of California. SoCalGas recorded a total cost avoidance credit of \$8.349 million to its CEMA. The rationale and process for determining the cost savings for each activity is discussed below.

#### a. Facilities Costs

SoCalGas reviewed facility costs across the enterprise and determined that most facility related costs were in-line with past trends and expectations, except for the GCT, the downtown Los Angeles corporate office. Due to the Stay Home order, a large proportion of employees assigned to the GCT worked remotely. As a result, the GCT experienced a reduction in costs related to the HVAC system, janitorial, pest control, utility usage, and parking validations compared to the cost expectation for these activities. After removing cost variances not related to the pandemic, SoCalGas recorded a cost avoidance of \$0.671 million in 2020 and \$0.338 million in 2021 to its CEMA. The total cost avoidance for these facilities related costs is \$1.008 million.

# b. Customer Remittance Processing

The 2019 GRC authorized funding for full-service processing of customer payments at the SoCalGas branch offices, including personnel for front-office interface with walk-in customers and weekly and bi-weekly armored car transport of customer payments. To prevent

the spread of COVID-19 at its facilities and to protect the safety of its customers and employees, SoCalGas temporarily modified full-service processing of customer payments at the branch offices, accepting payments only through its door boxes and not in-person. The modification was from March 23, 2020, through July 6, 2021. SoCalGas reduced working hours for part-time personnel and delayed filling 9 vacant positions at the branch offices because of the modification. Additionally, armored car transportation services were reduced from once per week for thirty-four offices and twice per week for 9 offices, to twice per month for all offices. The temporary change in branch office operations resulted in avoided costs of \$1.160 million in 2020 and \$0.949 million in 2021 for a total recorded cost avoidance of \$2.109 million.

Table AP-019 O&M Cost Avoidance Customer Remittance Processing (\$000)						
Cost Type	2020	2021	Total			
Part-time Labor	-\$868	-\$616	-\$1,484			
Full-time Labor	-248	-302	-550			
Armored Car Transport -44 -31 -75						
Total	-\$1,160	-\$949	-\$2,109			

### c. Employee Travel and Training

Compared to 2019 levels, SoCalGas recorded lower employee travel, transportation, and lodging costs in 2020, 2021, and 2022 due to compliance with California's Stay Home Order. The requirement to stay at home caused employees to cancel planned business trips, cancel participation in conferences, and participate in meetings via virtual means. As a result, SoCalGas avoided a net \$1.613 million of employee related costs in 2020, \$1.918 million in 2021, and \$0.071 million in 2022. During further review in 2023, SoCalGas substantiated additional cost avoidance in the previous years and therefore recorded an adjustment of \$0.298

million to its CEMA in 2023, for a total recorded net cost avoidance of \$3.899 million related to employee travel and training cost.

Table AP-020 COVID-19 O&M Cost Avoidance Employee Travel & Training (\$000)						
Cost Type	2020	2021	2022	2023	Total	
Transportation	-\$1,082	-\$1,368	-\$227	-\$292	-\$2,969	
Lodging	-946	-468	142	-2	-1,275	
Training 415 -81 15 -3 345						
Total	-\$1,613	-\$1,918	-\$71	-\$298	-\$3,899	

# d. Collection Notice Postage

Mailing certain collection notices was suspended because of the COVID-related disconnection moratorium. As a result, SoCalGas realized a reduction of 3.4 million collection notices that were mailed to customers compared to 2019. The reduction in the volume of notices mailed resulted in avoided postage costs of \$1.333 million beginning in March of 2020 through the end of February 2023 when the governmental orders were lifted.

Table AP-021

O&M Cost Avoidance Collections Notices Postage (\$000)						
		Costs				
Year		Savings	Volume			
2020		-\$363	-891			
2021		-508	-1,232			
2022		-407	-1,112			
2023		-56	-186			
	Total	-\$1,333	-3,421			

# **B.** Incremental Capital Expenditures (COVID-19)

SoCalGas incurred a total of \$1.942 million of capital expenditures related to the COVID-19 global pandemic of which \$1.759 million is incremental. Table AP-022 summarizes the incremental capital expenditures by major cost category. MSA Airline Respirators and the Pico Training Facility A/V Upgrade are discussed in testimony Chapter 2.

# Table AP-022 COVID-19 Global Pandemic Capital Expenditures (\$000)

					COVID-19 ACTIVITY	
Line No.	O&M Expense Capital Expenditure	Total	Non- Incremental	Incremental	MSA Airline Respirators	PICO Training A/V Upgrade
1	Internal Labor					
2	SCG Labor	\$13	\$13	\$0	\$0	\$0
3	Total Internal Labor	\$13	\$13	\$0	\$0	\$0
4 5	Materials Material	\$6	\$0	\$6	\$6	\$0
6	Tools	1,350	0	1,350	1,350	0
7	Total Materials	\$1,356	\$0	\$1,356	\$1,356	\$0
8	Services/Other Consultants and Contractors	\$471	\$68	\$403	\$0	\$403
10	Miscellaneous	-2	-2	0	0	0
11	Total Services/Other	\$469	\$66	\$403	\$0	\$403
12	Vehicle Costs					
13	Internal Vehicle Utilization	\$0	\$0	\$0	\$0	\$0
14	Outside Vehicle Costs	0	0	0	0	0
15	Total Vehicle Costs	\$0	\$0	\$0	\$0	\$0
16	Overheads	\$104	\$104	\$0	\$0	\$0
17	Payroll Tax	\$0	\$0	\$0	\$0	\$0
18	Total Capital Expenditures	\$1,942	\$183	\$1,759	\$1,356	\$403

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# VI. WITNESS QUALIFICATIONS

My name is Leslie F. Hayles and I am currently employed by the Southern California Gas Company. My business address is 555 W. Fifth Street, Los Angeles, California, 90013. I am currently the Business Innovations and Reporting Manager for the Operational Planning Department of the Accounting and Finance Division. I currently manage enterprise reporting and analysis of operating costs and the development and administration of several cost reporting dashboards.

I am a certified public accountant in active status with the state of California and hold a Bachelor of Science degree in Business Administration with an Accounting option. I started my career with the Sempra family of Companies in 19963 and since then have held several leadership positions in Internal Audit, Centralized Business Planning, Asset Management, and Operational Planning. I have a thorough understanding of Generally Accepted Accounting Principles, Regulatory Balancing Accounts, Operational Planning and Analysis, and Sarbanes-Oxley Business Controls.