

Application of SAN DIEGO GAS & ELECTRIC)
COMPANY for authority to update its gas and)
electric revenue requirement and base rates)
effective January 1, 2024 (U 902-M))

Application No. 22-05-016

Exhibit No.: (SDG&E-18-WP-R)

REVISED WORKPAPERS TO
PREPARED DIRECT TESTIMONY
OF SANDRA F. BAULE
ON BEHALF OF SAN DIEGO GAS & ELECTRIC COMPANY

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA

AUGUST 2022



**2024 General Rate Case - REVISED
INDEX OF WORKPAPERS**

Exhibit SDG&E-18-WP-R - CS - OFFICE OPERATIONS

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Overall Summary For Exhibit No. SDG&E-18-WP-R

Area:	CS - OFFICE OPERATIONS
Witness:	Sandra F. Baule

Description	In 2021 \$ (000) Incurred Costs			
	Adjusted-Recorded	Adjusted-Forecast		
	2021	2022	2023	2024
Non-Shared Services	34,804	35,949	37,079	37,512
Shared Services	0	0	0	0
Total	34,804	35,949	37,079	37,512

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
 2024 GRC - REVISED
 Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule

Summary of Non-Shared Services Workpapers:

Description	In 2021 \$ (000) Incurred Costs			
	Adjusted-Recorded	Adjusted-Forecast		
	2021	2022	2023	2024
A. Customer Services Office Operations	34,804	35,949	37,079	37,512
Total	34,804	35,949	37,079	37,512

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Sandra F. Baule
Category: A. Customer Services Office Operations
Workpaper: VARIOUS

Summary for Category: A. Customer Services Office Operations

	In 2021\$ (000) Incurred Costs			
	Adjusted-Recorded	Adjusted-Forecast		
	2021	2022	2023	2024
Labor	23,353	25,615	27,144	27,610
Non-Labor	7,643	6,595	6,268	6,307
NSE	3,810	3,741	3,669	3,597
Total	34,806	35,951	37,081	37,514
FTE	303.3	338.0	354.1	358.8

Workpapers belonging to this Category:

10000.000 Billing

Labor	4,147	4,587	4,824	4,841
Non-Labor	2,357	2,273	1,760	1,760
NSE	0	0	0	0
Total	6,504	6,860	6,584	6,601
FTE	48.0	52.7	54.7	54.9

100001.000 Credit & Collections

Labor	1,309	1,376	1,388	1,401
Non-Labor	708	605	646	695
NSE	0	0	0	0
Total	2,017	1,981	2,034	2,096
FTE	16.6	17.4	17.6	17.8

100001.001 Safety - Meter Revenue Protection

Labor	325	325	325	325
Non-Labor	13	13	13	13
NSE	0	0	0	0
Total	338	338	338	338
FTE	4.0	4.0	4.0	4.0

100002.000 Remittance Processing

Labor	0	0	0	0
Non-Labor	761	734	706	678
NSE	0	0	0	0
Total	761	734	706	678
FTE	0.0	0.0	0.0	0.0

100002.001 Postage

Labor	0	0	0	0
Non-Labor	0	0	0	0
NSE	3,810	3,741	3,669	3,597
Total	3,810	3,741	3,669	3,597
FTE	0.0	0.0	0.0	0.0

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Sandra F. Baule
Category: A. Customer Services Office Operations
Workpaper: VARIOUS

	In 2021\$ (000) Incurred Costs			
	Adjusted-Recorded	Adjusted-Forecast		
	2021	2022	2023	2024
100003.000 Branch Offices				
Labor	1,029	1,029	1,029	1,029
Non-Labor	329	354	488	488
NSE	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total	1,358	1,383	1,517	1,517
FTE	14.2	14.2	14.2	14.2
100004.000 CCC Operations				
Labor	11,253	13,088	13,503	13,577
Non-Labor	598	151	163	163
NSE	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total	11,851	13,239	13,666	13,740
FTE	171.3	201.4	206.3	207.2
100005.000 CCC Support				
Labor	2,414	2,451	2,685	2,685
Non-Labor	1,336	1,336	1,345	1,345
NSE	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total	3,750	3,787	4,030	4,030
FTE	26.0	26.3	29.3	29.3
100006.000 Customer Operations Compliance and Strategy				
Labor	2,876	2,759	3,390	3,752
Non-Labor	1,541	1,129	1,147	1,165
NSE	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total	4,417	3,888	4,537	4,917
FTE	23.2	22.0	28.0	31.4

Note: Totals may include rounding differences.

Beginning of Workpaper
100000.000 - Billing

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100000.000 - Billing

Activity Description:

Customer billing operations expenses cover the cost of calculating customer bills, maintaining accurate customer account information, issuing special bills that require manual calculations, resolving billing exceptions, addressing customer bill inquiries, and ensuring bills are prepared in accordance with applicable tariffs, statutes, customer contracts and other agreements.

Forecast Explanations:

Labor - Base YR Rec

A base year forecast method was used for TY 2024 because the business has changed significantly due to all customers defaulting to Time-of-Use (TOU) and the continued increase in Net Energy Metering customers, including NEM Aggregation and Virtual Net Metering. Also, SDG&E replaced its 20+ year old Customer Information System (CIS) in April 2021 and began billing all customers on interval data versus monthly reads. Therefore, the base year provides a reasonable starting point for future expenditures due to the increase in complex billing activities and transition to a new CIS.

Non-Labor - Base YR Rec

See explanation above.

NSE - Base YR Rec

N/A

Summary of Results:

		In 2021\$ (000) Incurred Costs								
		Adjusted-Recorded					Adjusted-Forecast			
Years		2017	2018	2019	2020	2021	2022	2023	2024	
Labor		4,126	4,068	3,493	3,766	4,147	4,587	4,824	4,841	
Non-Labor		2,954	2,631	3,344	2,936	2,357	2,273	1,760	1,760	
NSE		0	0	0	0	0	0	0	0	
Total		7,080	6,699	6,837	6,702	6,503	6,860	6,584	6,601	
FTE		50.9	50.0	42.3	45.3	48.0	52.7	54.7	54.9	

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100000.000 - Billing

Summary of Adjustments to Forecast:

In 2021 \$(000) Incurred Costs										
Forecast Method		Base Forecast			Forecast Adjustments			Adjusted-Forecast		
Years		2022	2023	2024	2022	2023	2024	2022	2023	2024
Labor	Base YR Rec	4,147	4,147	4,147	440	677	694	4,587	4,824	4,841
Non-Labor	Base YR Rec	2,357	2,357	2,357	-84	-597	-597	2,273	1,760	1,760
NSE	Base YR Rec	0	0	0	0	0	0	0	0	0
Total		6,503	6,503	6,503	356	80	97	6,859	6,583	6,600
FTE	Base YR Rec	48.0	48.0	48.0	4.7	6.7	6.9	52.7	54.7	54.9

Forecast Adjustment Details:

Year	Labor	NLbr	NSE	Total	FTE	Adj Type
2022	566	0	0	566	6.6	1-Sided Adj
Explanation:	Full year labor impact of vacancies: Billing Analysts: 5.0 FTE x \$78K (average SA2/SA4 MRR midpoint) = \$390K Credit/Billing Support Advisors: 1.2 FTE x \$104K (average AD1/AD2 MRR midpoint) = \$125K CCA Billing Operations Manager: 0.4 FTE x \$128K (BM1 MRR midpoint) = \$51K					
2022	11	0	0	11	0.1	1-Sided Adj
Explanation:	Shift from CIS replacement capital in base year to O&M in forecast year: Credit/Billing Support Advisor: 0.1 FTE x \$111K (AD2 MRR midpoint) = \$11K					
2022	0	251	0	251	0.0	1-Sided Adj
Explanation:	Community Choice Aggregation (CCA) annualize base year contract resources to support CCA billing: Full year forecast: \$101K/month x 12 months = \$1,212K 2021 CCA contract resource spend: \$961K Incremental resources: \$1,212K - \$961K = \$251K					
2022	-75	0	0	-75	-1.0	1-Sided Adj
Explanation:	Benefit 70.1: Complex Billing Labor Savings					
2022	0	-335	0	-335	0.0	1-Sided Adj
Explanation:	Benefit 500.1: Billing Operations Support Staff Efficiency					
2022	-62	0	0	-62	-1.0	1-Sided Adj
Explanation:	Benefit New 1: Mid-Day Program Change					
2022 Total	440	-84	0	356	4.7	
2023	566	0	0	566	6.6	1-Sided Adj
Explanation:	Full year labor impact of vacancies: Billing Analysts: 5.0 FTE x \$78K (average SA2/SA4 MRR midpoint) = \$390K Credit/Billing Support Advisors: 1.2 FTE x \$104K (average AD1/AD2 MRR midpoint) = \$125K CCA Billing Operations Manager: 0.4 FTE x \$128K (BM1 MRR midpoint) = \$51K					
2023	11	0	0	11	0.1	1-Sided Adj
Explanation:	Shift from CIS replacement capital in base year to O&M in forecast year: Credit/Billing Support Advisor: 0.1 FTE x \$111K (AD2 MRR midpoint) = \$11K					

Note: Totals may include rounding differences.

SDG&E/CS - OFFICE OPERATIONS/Exh No:SDG&E-18-WP-R/Witness: S. Baule

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100000.000 - Billing

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>
2023	0	251	0	251	0.0	1-Sided Adj
Explanation:	Community Choice Aggregation (CCA) annualize base year contract resources to support CCA billing: Full year forecast: \$101K/month x 12 months = \$1,212K 2021 CCA contract resource spend: \$961K Incremental resources: \$1,212K - \$961K = \$251K					
2023	237	6	0	243	2.0	1-Sided Adj
Explanation:	CCA Growth: 2 Advisors (1 AD2, 1 AD3 MRR midpoint) to support growth in CCA customer base associated with San Diego Community Power (SDCP), Clean Energy Alliance (CEA) and future CCAs in SDG&E service territory					
2023	-75	0	0	-75	-1.0	1-Sided Adj
Explanation:	Benefit 70.1: Complex Billing Labor Savings					
2023	0	-854	0	-854	0.0	1-Sided Adj
Explanation:	Benefit 500.1: Billing Operations Support Staff Efficiency					
2023	-62	0	0	-62	-1.0	1-Sided Adj
Explanation:	Benefit New 1: Mid-Day Program Change					
2023 Total	677	-597	0	80	6.7	
2024	566	0	0	566	6.6	1-Sided Adj
Explanation:	Full year labor impact of vacancies: Billing Analysts: 5.0 FTE x \$78K (average SA2/SA4 MRR midpoint) = \$390K Credit/Billing Support Advisors: 1.2 FTE x \$104K (average AD1/AD2 MRR midpoint) = \$125K CCA Billing Operations Manager: 0.4 FTE x \$128K (BM1 MRR midpoint) = \$51K					
2024	28	0	0	28	0.3	1-Sided Adj
Explanation:	Shift from CIS replacement capital and Power Your Drive refundable in base year to O&M in forecast year: Credit/Billing Support Advisor: 0.1 FTE x \$111K (AD2 MRR midpoint) = \$11K Billing Analyst: 0.2 FTE x \$86K (SA4 MRR midpoint) = \$17K					
2024	0	251	0	251	0.0	1-Sided Adj
Explanation:	Community Choice Aggregation (CCA) annualize base year contract resources to support CCA billing: Full year forecast: \$101K/month x 12 months = \$1,212K 2021 CCA contract resource spend: \$961K Incremental resources: \$1,212K - \$961K = \$251K					
2024	237	6	0	243	2.0	1-Sided Adj
Explanation:	CCA Growth: 2 Advisors (1 AD2, 1 AD3 MRR midpoint) to support growth in CCA customer base associated with San Diego Community Power (SDCP), Clean Energy Alliance (CEA) and future CCAs in SDG&E service territory					
2024	-75	0	0	-75	-1.0	1-Sided Adj
Explanation:	Benefit 70.1: Complex Billing Labor Savings					
2024	0	-854	0	-854	0.0	1-Sided Adj
Explanation:	Benefit 500.1: Billing Operations Support Staff Efficiency					

Note: Totals may include rounding differences.

SDG&E/CS - OFFICE OPERATIONS/Exh No:SDG&E-18-WP-R/Witness: S. Baule

San Diego Gas & Electric Company
 2024 GRC - REVISED
 Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100000.000 - Billing

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>
2024	-62	0	0	-62	-1.0	1-Sided Adj
Explanation: Benefit New 1: Mid-Day Program Change						
2024 Total	694	-597	0	97	6.9	

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Sandra F. Baule
Category: A. Customer Services Office Operations
Category-Sub: 1. Customer Services Office Operations
Workpaper: 100000.000 - Billing

Determination of Adjusted-Recorded (Incurred Costs):

	2017 (\$000)	2018 (\$000)	2019 (\$000)	2020 (\$000)	2021 (\$000)
Recorded (Nominal \$)*					
Labor	3,501	3,613	3,233	3,417	3,701
Non-Labor	2,589	2,382	3,120	2,781	2,613
NSE	0	0	0	0	0
Total	6,090	5,995	6,353	6,198	6,314
FTE	48.0	47.4	40.6	41.8	42.2
Adjustments (Nominal \$) **					
Labor	-282	-360	-346	-221	-96
Non-Labor	0	0	-17	-62	-257
NSE	0	0	0	0	0
Total	-282	-360	-363	-283	-353
FTE	-4.4	-4.6	-4.2	-2.8	-1.2
Recorded-Adjusted (Nominal \$)					
Labor	3,219	3,253	2,888	3,196	3,605
Non-Labor	2,589	2,382	3,103	2,719	2,357
NSE	0	0	0	0	0
Total	5,808	5,635	5,990	5,915	5,962
FTE	43.6	42.8	36.4	39.0	41.0
Vacation & Sick (Nominal \$)					
Labor	478	493	414	453	541
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	478	493	414	453	541
FTE	7.3	7.2	5.9	6.3	7.0
Escalation to 2021\$					
Labor	429	322	192	117	0
Non-Labor	365	248	241	217	0
NSE	0	0	0	0	0
Total	794	570	433	334	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Constant 2021\$)					
Labor	4,126	4,068	3,493	3,766	4,147
Non-Labor	2,954	2,631	3,344	2,936	2,357
NSE	0	0	0	0	0
Total	7,080	6,699	6,837	6,702	6,503
FTE	50.9	50.0	42.3	45.3	48.0

* After company-wide exclusions of Non-GRC costs

** Refer to "Detail of Adjustments to Recorded" page for line item adjustments

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Sandra F. Baule
Category: A. Customer Services Office Operations
Category-Sub: 1. Customer Services Office Operations
Workpaper: 100000.000 - Billing

Summary of Adjustments to Recorded:

In Nominal \$ (000) Incurred Costs					
Years	2017	2018	2019	2020	2021
Labor	-282	-360	-346	-221	-96
Non-Labor	0	0	-17	-62	-257
NSE	0	0	0	0	0
Total	-282	-360	-363	-283	-353
FTE	-4.4	-4.6	-4.2	-2.8	-1.2

Detail of Adjustments to Recorded:

Year	Labor	NLbr	NSE	FTE	Adj Type
2017	-1	0	0	-0.1	1-Sided Adj
Explanation:	Incremental costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2017	3	0	0	0.1	CCTR Transf From 2100-3490.000
Explanation:	Transfer labor associated with Billing Principal Business Analyst roles from cost center 2100-3490 in workpaper group 100001 Credit & Collections to cost center 2100-3811 in workpaper group 100000 Billing to align costs with where roles reside and are forecasted.				
2017	109	0	0	1.2	CCTR Transf From 2100-3477.000
Explanation:	Transfer labor and FTE associated with Sr Business Analysts Billing role from cost center 2100-3477 in workpaper group 100006 Customer Operations Support & Projects to cost center 2100-3811 in workpaper group 100000 Billing to align activity/function where it resides and is forecasted.				
2017	-86	0	0	-1.4	CCTR Transf To 2100-0026.000
Explanation:	Transfer labor and FTE associated with Payment Services role from cost center 2100-3811 in workpaper group 100000 Billing to cost center 2100-0026 in workpaper group 100001.000 Credit to align costs with where roles reside and are forecasted.				
2017	-44	0	0	-0.4	CCTR Transf To 2100-3576.000
Explanation:	Transfer labor and FTE associated with Customer Operations Support and Projects Project Manager role from cost center 2100-3480 in workpaper group 100000 Billing to cost center 2100-3576 in workpaper group 100006 Customer Operations Support & Projects to align costs with where role resides and is forecasted.				
2017	-114	0	0	-1.5	CCTR Transf To 2100-3477.000
Explanation:	Transfer labor and FTE associated with Customer Operations Support and Projects Business and Sr . Business Analysts roles from cost center 2100-0009 in workpaper group 100000 Billing to cost center 2100-3477 in workpaper group 100006 Customer Operations Support and Projects to align costs with where roles reside and are forecasted.				
2017	-148	0	0	-2.3	CCTR Transf To 2100-0137.000

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100000.000 - Billing

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
Explanation:	Transfer labor and FTE associated with Lighting Specialists from cost center 2100-0009 in workpaper group 100000 Billing to cost center 2100-0137 in workpaper group 1ED002 Construction Management to align costs with where roles reside and are forecasted.				
2017 Total	-282	0	0	-4.4	
2018	0	0	0	0.1	1-Sided Adj
Explanation:	Incremental costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2018	-135	0	0	-1.7	CCTR Transf To 2100-0026.000
Explanation:	Transfer labor and FTE associated with Payment Services role from cost center 2100-3811 in workpaper group 100000 Billing to cost center 2100-0026 in workpaper group 100001.000 Credit to align costs with where roles reside and are forecasted.				
2018	-70	0	0	-0.6	CCTR Transf To 2100-3576.000
Explanation:	Transfer labor and FTE associated with Customer Operations Support and Projects Project Manager role from cost center 2100-3480 in workpaper group 100000 Billing to cost center 2100-3576 in workpaper group 100006 Customer Operations Support & Projects to align costs with where role resides and is forecasted.				
2018	-155	0	0	-2.4	CCTR Transf To 2100-0137.000
Explanation:	Transfer labor and FTE associated with Lighting Specialists from cost center 2100-0009 in workpaper group 100000 Billing to cost center 2100-0137 in workpaper group 1ED002 Construction Management to align costs with where roles reside and are forecasted.				
2018 Total	-360	0	0	-4.6	
2019	-111	0	0	-1.0	CCTR Transf To 2100-3490.000
Explanation:	Transfer labor and FTE associated with Credit & Collections Manager from cost center 2100-0008 in workpaper group 100000 Billing to cost center 2100-3490 in workpaper group 100001.000 Credit to align costs with where role resides and is forecasted.				
2019	-56	0	0	-0.7	CCTR Transf To 2100-0026.000
Explanation:	Transfer labor and FTE associated with Payment Services role from cost center 2100-3811 in workpaper group 100000 Billing to cost center 2100-0026 in workpaper group 100001.000 Credit to align costs with where roles reside and are forecasted.				
2019	-59	0	0	-0.7	CCTR Transf To 2100-3477.000
Explanation:	Transfer labor and FTE associated with Customer Operations Support and Projects Business and Sr. Business Analysts role from cost center 2100-3480 in workpaper group 100000 Billing to cost center 2100-3477 in workpaper group 100006 Customer Operations Support & Projects to align costs with where role resides and is forecasted.				
2019	-119	-17	0	-1.8	CCTR Transf To 2100-0137.000
Explanation:	Transfer labor, non-labor and FTE associated with Lighting Specialists from cost center 2100-0009 in workpaper group 100000 Billing to cost center 2100-0137 in workpaper group 1ED002 Construction Management to align costs with where roles reside and are forecasted.				

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100000.000 - Billing

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
2019 Total	-346	-17	0	-4.2	
2020	0	-16	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-12	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-3	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	-46	0	0	-0.5	CCTR Transf To 2100-3490.000
Explanation:	Transfer labor and FTE associated with Customer Payments Advisor from cost center 2100-3811 in workpaper group 100000 Billing to cost center 2100-3490 in workpaper group 100001.000 Credit to align costs with where role resides and is forecasted.				
2020	-17	0	0	-0.1	CCTR Transf To 2100-4119.000
Explanation:	Transfer labor and FTE associated with CCA Manager from cost center 2100-3480 in workpaper group 100000 Billing to cost center 2100-4119 in workpaper group Customer Operations Support & Projects 100006 to align costs with where role resides and is forecasted				
2020	-158	-32	0	-2.2	CCTR Transf To 2100-0137.000
Explanation:	Transfer labor, non-labor and FTE associated with Lighting Specialists from cost center 2100-0009 in workpaper group 100000 Billing to cost center 2100-0137 in workpaper group 1ED002 Construction Management to align costs with where roles reside and are forecasted.				
2020 Total	-221	-62	0	-2.8	
2021	0	-14	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-1	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-3	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-1	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-160	0	0.0	1-Sided Adj

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
 2024 GRC - REVISED
 Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100000.000 - Billing

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
Explanation:	One-sided adjustment to remove non-labor cost associated with new customer program (IO 7137865)				
2021	-96	-79	0	-1.2	CCTR Transf To 2100-0137.000
Explanation:	Transfer labor, non-labor and FTE associated with Lighting Specialists from cost center 2100-0009 in workpaper group 100000 Billing to cost center 2100-0137 in workpaper group 1ED002 Construction Management to align costs with where roles reside and are forecasted.				
2021 Total	-96	-257	0	-1.2	

Note: Totals may include rounding differences.

Beginning of Workpaper
100001.000 - Credit & Collections

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100001.000 - Credit & Collections

Activity Description:

The Credit and Collections expenses cover the costs to collect final bill payment from customers, perform skip tracing (research to locate a customer after a service termination and the final bill reaches delinquent status), bankruptcy processing, activities supporting remittance processing, and developing policy and procedures to reduce bad debt exposure.

Forecast Explanations:

Labor - Base YR Rec

A base year forecast method was used for TY 2024 for Credit & Collections because the last recorded year accurately reflects the expense level associated with current and forecasted departmental activity. Business processes have changed due to the Disconnection Order Instituting Ratemaking (OIR) decision that was issued in 2020. These changes impacted various aspects of the credit application and fee processes along with a requirement to monitor and cap residential service disconnections for non-payment. New programs must also be offered to customers at risk of disconnection. A citation program to ensure compliance with all the OIR requirements must be managed and monitored. For these reasons, a base year methodology is reasonable as a starting point to forecast.

Non-Labor - Base YR Rec

Same as above.

NSE - Base YR Rec

N/A

Summary of Results:

		In 2021\$ (000) Incurred Costs								
		Adjusted-Recorded					Adjusted-Forecast			
		2017	2018	2019	2020	2021	2022	2023	2024	
Years										
Labor	994	1,023	1,021	1,327	1,309	1,376	1,388	1,401		
Non-Labor	594	641	574	752	708	605	646	695		
NSE	0	0	0	0	0	0	0	0		
Total	1,589	1,664	1,595	2,080	2,017	1,981	2,034	2,096		
FTE	14.6	13.9	14.1	16.7	16.6	17.4	17.6	17.8		

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100001.000 - Credit & Collections

Summary of Adjustments to Forecast:

In 2021 \$(000) Incurred Costs										
Forecast Method		Base Forecast			Forecast Adjustments			Adjusted-Forecast		
Years		2022	2023	2024	2022	2023	2024	2022	2023	2024
Labor	Base YR Rec	1,309	1,309	1,309	67	79	92	1,376	1,388	1,401
Non-Labor	Base YR Rec	708	708	708	-103	-62	-13	605	646	695
NSE	Base YR Rec	0	0	0	0	0	0	0	0	0
Total		2,017	2,017	2,017	-36	17	79	1,981	2,034	2,096
FTE	Base YR Rec	16.6	16.6	16.6	0.8	1.0	1.2	17.4	17.6	17.8

Forecast Adjustment Details:

Year	Labor	NLbr	NSE	Total	FTE	Adj Type
2022	62	0	0	62	0.8	1-Sided Adj
Explanation:	Full year labor impact: Customer Operations Analyst vacancies 0.8 FTE x \$78K (SA3 MRR midpoint) = \$62K					
2022	11	6	0	17	0.1	1-Sided Adj
Explanation:	Customer Growth: Increased labor and non-labor resources to support increased credit activity resulting from customer growth. Forecasted meter growth from 1,489,949 in 2021 to 1,502,325 in 2022 = 0.83% 2021 labor \$1,309K x 0.83% = \$11K 2021 non-labor \$708K x 0.83% = \$6K 2021 FTE 16.6 x 0.83% = 0.1 FTE					
2022	0	28	0	28	0.0	1-Sided Adj
Explanation:	Collection Agency Commission Increase: Forecasted 9% growth over 2021 2021 Commissions: \$316K 2022 Forecast: \$316K x 109% = \$344K \$344K - \$316K = \$28K					
2022	0	-131	0	-131	0.0	1-Sided Adj
Explanation:	Reduced contractor usage					
2022	-6	-6	0	-12	-0.1	1-Sided Adj
Explanation:	Benefit 87.1: Payment Status Validation					
2022 Total	67	-103	0	-36	0.8	
2023	62	0	0	62	0.8	1-Sided Adj
Explanation:	Full year labor impact: Customer Operations Analyst vacancies 0.8 FTE x \$78K (SA3 MRR midpoint) = \$62K					
2023	23	13	0	36	0.3	1-Sided Adj

Note: Totals may include rounding differences.

SDG&E/CS - OFFICE OPERATIONS/Exh No:SDG&E-18-WP-R/Witness: S. Baule

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100001.000 - Credit & Collections

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>
Explanation:	Customer Growth: Increased labor and non-labor resources to support increased credit activity resulting from customer growth. Forecasted meter growth from 1,489,949 in 2021 to 1,516,272 in 2023 = 1.77% 2021 labor \$1,309K x 1.77% = \$23K 2021 non-labor \$708K x 1.77% = \$13K 2021 FTE 16.6 x 0.83% = 0.3 FTE					
2023	0	62	0	62	0.0	1-Sided Adj
Explanation:	Collection Agency Commission Increase: Forecasted 10% growth over 2022: 2021 Commissions: \$316K 2022 Forecast: \$316K x 109% = \$344K 2023 Forecast: \$344K x 110% = \$378K \$378K - \$316K = \$62K					
2023	0	-131	0	-131	0.0	1-Sided Adj
Explanation:	Reduced contractor usage					
2023	-6	-6	0	-12	-0.1	1-Sided Adj
Explanation:	Benefit 87.1: Payment Status Validation					
2023 Total	79	-62	0	17	1.0	
2024	62	0	0	62	0.8	1-Sided Adj
Explanation:	Full year labor impact: Customer Operations Analyst vacancies 0.8 FTE x \$78K (SA3 MRR midpoint) = \$62K					
2024	36	20	0	56	0.5	1-Sided Adj
Explanation:	Customer Growth: Increased labor and non-labor resources to support increased credit activity resulting from customer growth. Forecasted meter growth from 1,489,949 in 2021 to 1,531,337 in 2024 = 2.78% 2021 labor \$1,309K x 2.78% = \$36K 2021 non-labor \$708K x 2.78% = \$20K 2021 FTE 16.6 x 2.78% = 0.5 FTE					
2024	0	104	0	104	0.0	1-Sided Adj
Explanation:	Collection Agency Commission Increase: Forecasted 11% growth over 2023: 2021 Commissions: \$316K 2022 Forecast: \$316K x 109% = \$344K 2023 Forecast: \$344K x 110% = \$378K 2024 Forecast \$378K x 111% = \$420K \$420K - \$316K = \$104K					
2024	0	-131	0	-131	0.0	1-Sided Adj
Explanation:	Reduced contractor usage					
2024	-6	-6	0	-12	-0.1	1-Sided Adj
Explanation:	Benefit 87.1: Payment Status Validation					
2024 Total	92	-13	0	79	1.2	

Note: Totals may include rounding differences.

SDG&E/CS - OFFICE OPERATIONS/Exh No:SDG&E-18-WP-R/Witness: S. Baule

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Sandra F. Baule
Category: A. Customer Services Office Operations
Category-Sub: 1. Customer Services Office Operations
Workpaper: 100001.000 - Credit & Collections

Determination of Adjusted-Recorded (Incurred Costs):

	2017 (\$000)	2018 (\$000)	2019 (\$000)	2020 (\$000)	2021 (\$000)
Recorded (Nominal \$)*					
Labor	692	683	677	1,106	1,112
Non-Labor	521	581	533	703	714
NSE	0	0	0	0	0
Total	1,213	1,264	1,209	1,809	1,827
FTE	11.2	10.4	10.4	14.1	13.8
Adjustments (Nominal \$) **					
Labor	84	135	167	21	25
Non-Labor	0	0	0	-7	-6
NSE	0	0	0	0	0
Total	84	135	167	14	19
FTE	1.3	1.5	1.7	0.2	0.3
Recorded-Adjusted (Nominal \$)					
Labor	776	818	844	1,127	1,138
Non-Labor	521	581	533	697	708
NSE	0	0	0	0	0
Total	1,297	1,399	1,377	1,823	1,846
FTE	12.5	11.9	12.1	14.3	14.1
Vacation & Sick (Nominal \$)					
Labor	115	124	121	160	171
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	115	124	121	160	171
FTE	2.1	2.0	2.0	2.4	2.5
Escalation to 2021\$					
Labor	103	81	56	41	0
Non-Labor	73	61	41	56	0
NSE	0	0	0	0	0
Total	177	142	98	97	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Constant 2021\$)					
Labor	994	1,023	1,021	1,327	1,309
Non-Labor	594	641	574	752	708
NSE	0	0	0	0	0
Total	1,589	1,664	1,595	2,080	2,017
FTE	14.6	13.9	14.1	16.7	16.6

* After company-wide exclusions of Non-GRC costs

** Refer to "Detail of Adjustments to Recorded" page for line item adjustments

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100001.000 - Credit & Collections

Summary of Adjustments to Recorded:

		In Nominal \$ (000) Incurred Costs				
Years	2017	2018	2019	2020	2021	
Labor	84	135	167	21	25	
Non-Labor	0	0	0	-7	-6	
NSE	0	0	0	0	0	
Total	84	135	167	14	19	
FTE	1.3	1.5	1.7	0.2	0.3	

Detail of Adjustments to Recorded:

Year	Labor	NLbr	NSE	FTE	Adj Type
2017	-3	0	0	-0.1	CCTR Transf To 2100-3811.000
Explanation:	Transfer labor associated with Billing Principal Business Analyst roles from cost center 2100-3490 in workpaper group 100001 Credit & Collections to cost center 2100-3811 in workpaper group 100000 Billing to align costs with where roles reside and are forecasted.				
2017	86	0	0	1.4	CCTR Transf From 2100-3811.000
Explanation:	Transfer labor and FTE associated with Payment Services role from cost center 2100-3811 in workpaper group 100000 Billing to cost center 2100-0026 in workpaper group 100001.000 Credit to align costs with where roles reside and are forecasted.				
2017 Total	84	0	0	1.3	
2018	0	0	0	-0.1	1-Sided Adj
Explanation:	Incremental costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2018	0	0	0	-0.1	1-Sided Adj
Explanation:	Incremental costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2018	135	0	0	1.7	CCTR Transf From 2100-3811.000
Explanation:	Transfer labor and FTE associated with Payment Services role from cost center 2100-3811 in workpaper group 100000 Billing to cost center 2100-0026 in workpaper group 100001.000 Credit to align costs with where roles reside and are forecasted.				
2018 Total	135	0	0	1.5	
2019	111	0	0	1.0	CCTR Transf From 2100-0008.000
Explanation:	Transfer labor and FTE associated with Credit & Collections Manager from cost center 2100-0008 in workpaper group 100000 Billing to cost center 2100-3490 in workpaper group 100001.000 Credit to align costs with where role resides and is forecasted.				
2019	56	0	0	0.7	CCTR Transf From 2100-3811.000

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100001.000 - Credit & Collections

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
Explanation:	Transfer labor and FTE associated with Payment Services role from cost center 2100-3811 in workpaper group 100000 Billing to cost center 2100-0026 in workpaper group 100001.000 Credit to align costs with where roles reside and are forecasted.				
2019 Total	167	0	0	1.7	
2020	0	-1	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-5	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	-25	0	0	-0.3	1-Sided Adj
Explanation:	One-sided adjustment to remove refundable labor inaccurately charged to O&M posted in 2020 and corrected/reversed in 2021				
2020	46	0	0	0.5	CCTR Transf From 2100-3811.000
Explanation:	Transfer labor and FTE associated with Customer Payments Advisor from cost center 2100-3811 in workpaper group 100000 Billing to cost center 2100-3490 in workpaper group 100001.000 Credit to align costs with where role resides and is forecasted.				
2020 Total	21	-7	0	0.2	
2021	0	0	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-2	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-4	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	25	0	0	0.3	1-Sided Adj
Explanation:	One-sided adjustment to remove O&M labor credit due to labor inaccurately charged to O&M posted in 2020 and corrected/reversed in 2021				
2021 Total	25	-6	0	0.3	

Note: Totals may include rounding differences.

Beginning of Workpaper
100001.001 - Safety - Meter Revenue Protection

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100001.001 - Safety - Meter Revenue Protection

Activity Description:

Meter Revenue Protection investigates unauthorized attachments (also referred to as a “bypass”) that create unsafe conditions for our crews as well as public safety officers and first responders . Unauthorized attachments are not standard and violate electric code and local building ordinances. These connections present the potential for fire, electrical shock and a risk of electrocution to SDG&E service technicians, law enforcement, firefighters, city or county officials, occupants of the residence and/or community.

Forecast Explanations:

Labor - Base YR Rec

A base year forecast method was used for TY 2024 for Meter Revenue Protection because the last recorded year accurately reflects the expense level associated with current departmental activity.

Non-Labor - Base YR Rec

See explanation above.

NSE - Base YR Rec

N/A

Summary of Results:

		In 2021\$ (000) Incurred Costs								
		Adjusted-Recorded					Adjusted-Forecast			
Years		2017	2018	2019	2020	2021	2022	2023	2024	
Labor		343	296	286	294	325	325	325	325	
Non-Labor		9	9	9	15	13	13	13	13	
NSE		0	0	0	0	0	0	0	0	
Total		352	305	295	309	337	338	338	338	
FTE		4.3	3.5	3.4	3.5	4.0	4.0	4.0	4.0	

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100001.001 - Safety - Meter Revenue Protection

Summary of Adjustments to Forecast:

In 2021 \$(000) Incurred Costs										
Forecast Method		Base Forecast			Forecast Adjustments			Adjusted-Forecast		
Years		2022	2023	2024	2022	2023	2024	2022	2023	2024
Labor	Base YR Rec	325	325	325	0	0	0	325	325	325
Non-Labor	Base YR Rec	13	13	13	0	0	0	13	13	13
NSE	Base YR Rec	0	0	0	0	0	0	0	0	0
Total		337	337	337	0	0	0	337	337	337
FTE	Base YR Rec	4.0	4.0	4.0	0.0	0.0	0.0	4.0	4.0	4.0

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj Type</u>
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Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Sandra F. Baule
Category: A. Customer Services Office Operations
Category-Sub: 1. Customer Services Office Operations
Workpaper: 100001.001 - Safety - Meter Revenue Protection

Determination of Adjusted-Recorded (Incurred Costs):

	2017 (\$000)	2018 (\$000)	2019 (\$000)	2020 (\$000)	2021 (\$000)
Recorded (Nominal \$)*					
Labor	268	237	237	249	282
Non-Labor	8	8	8	15	14
NSE	0	0	0	0	0
Total	276	245	245	264	296
FTE	3.7	3.0	2.9	3.0	3.4
Adjustments (Nominal \$) **					
Labor	0	0	0	0	0
Non-Labor	0	0	0	-1	-1
NSE	0	0	0	0	0
Total	0	0	0	-1	-1
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Nominal \$)					
Labor	268	237	237	249	282
Non-Labor	8	8	8	14	13
NSE	0	0	0	0	0
Total	276	245	245	263	295
FTE	3.7	3.0	2.9	3.0	3.4
Vacation & Sick (Nominal \$)					
Labor	40	36	34	35	42
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	40	36	34	35	42
FTE	0.6	0.5	0.5	0.5	0.6
Escalation to 2021\$					
Labor	36	23	16	9	0
Non-Labor	1	1	1	1	0
NSE	0	0	0	0	0
Total	37	24	16	10	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Constant 2021\$)					
Labor	343	296	286	294	325
Non-Labor	9	9	9	15	13
NSE	0	0	0	0	0
Total	352	305	295	309	337
FTE	4.3	3.5	3.4	3.5	4.0

* After company-wide exclusions of Non-GRC costs

** Refer to "Detail of Adjustments to Recorded" page for line item adjustments

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100001.001 - Safety - Meter Revenue Protection

Summary of Adjustments to Recorded:

In Nominal \$ (000) Incurred Costs					
Years	2017	2018	2019	2020	2021
Labor	0	0	0	0	0
Non-Labor	0	0	0	-1	-1
NSE	0	0	0	0	0
Total	0	0	0	-1	-1
FTE	0.0	0.0	0.0	0.0	0.0

Detail of Adjustments to Recorded:

Year	Labor	NLbr	NSE	FTE	Adj Type
2017 Total	0	0	0	0.0	
2018 Total	0	0	0	0.0	
2019 Total	0	0	0	0.0	
2020	0	-1	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020 Total	0	-1	0	0.0	
2021	0	-1	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021 Total	0	-1	0	0.0	

Note: Totals may include rounding differences.

Beginning of Workpaper
100002.000 - Remittance Processing

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100002.000 - Remittance Processing

Activity Description:

The Remittance Processing workgroup expenses cover the costs of paper, envelopes, and vendor fees to deliver customer bills.

Forecast Explanations:

Labor - Base YR Rec

N/A

Non-Labor - Base YR Rec

A base year forecast method was used because this workpaper group includes non-labor costs of software maintenance for My Account, vendor's fees for electronic bill delivery to customers' home banking websites, and billing forms and envelopes for paper bills and notices. These costs are driven by the volumes of bills, notices and payments which are impacted by customer growth as well as customer choice of billing and payment channels. Therefore, the base year provides a reasonable starting point for future expenditures.

NSE - Base YR Rec

N/A

Summary of Results:

		In 2021\$ (000) Incurred Costs								
		Adjusted-Recorded					Adjusted-Forecast			
Years		2017	2018	2019	2020	2021	2022	2023	2024	
Labor		0	0	0	0	0	0	0	0	
Non-Labor		892	953	1,017	1,021	761	734	706	678	
NSE		0	0	0	0	0	0	0	0	
Total		892	953	1,017	1,021	761	734	706	678	
FTE		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100002.000 - Remittance Processing

Summary of Adjustments to Forecast:

In 2021 \$(000) Incurred Costs										
Forecast Method		Base Forecast			Forecast Adjustments			Adjusted-Forecast		
Years		2022	2023	2024	2022	2023	2024	2022	2023	2024
Labor	Base YR Rec	0	0	0	0	0	0	0	0	0
Non-Labor	Base YR Rec	761	761	761	-27	-55	-83	734	706	678
NSE	Base YR Rec	0	0	0	0	0	0	0	0	0
Total		761	761	761	-27	-55	-83	734	706	678
FTE	Base YR Rec	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Forecast Adjustment Details:

Year	Labor	NLbr	NSE	Total	FTE	Adj Type
2022	0	-8	0	-8	0.0	1-Sided Adj
Explanation:	Decrease in vendor fees for consolidator e-bills delivered. See Remittance Processing 100002 Supplemental Workpaper 2 - Forecast Adjustment Calculations for addition detail. (Reference cell H5).					
2022	0	-19	0	-19	0.0	1-Sided Adj
Explanation:	Cost savings from lower volume of forms and envelopes due to paperless billings. See Remittance Processing 100002 Supplemental Workpaper 2 - Forecast Adjustment Calculations for addition detail. (Reference cell H12).					
2022 Total	0	-27	0	-27	0.0	
2023	0	-16	0	-16	0.0	1-Sided Adj
Explanation:	Decrease in vendor fees for consolidator e-bills delivered. See Remittance Processing 100002 Supplemental Workpaper 2 - Forecast Adjustment Calculations for addition detail. (Reference cell I5).					
2023	0	-39	0	-39	0.0	1-Sided Adj
Explanation:	Cost savings from lower volume of forms and envelopes due to paperless billings. See Remittance Processing 100002 Supplemental Workpaper 2 - Forecast Adjustment Calculations for addition detail. (Reference cell I12).					
2023 Total	0	-55	0	-55	0.0	
2024	0	-24	0	-24	0.0	1-Sided Adj
Explanation:	Decrease in vendor fees for consolidator e-bills delivered. See Remittance Processing 100002 Supplemental Workpaper 2 - Forecast Adjustment Calculations for addition detail. (Reference cell J5).					
2024	0	-59	0	-59	0.0	1-Sided Adj
Explanation:	Cost savings from lower volume of forms and envelopes due to paperless billings. See Remittance Processing 100002 Supplemental Workpaper 2 - Forecast Adjustment Calculations for addition detail. (Reference cell J12).					
2024 Total	0	-83	0	-83	0.0	

Note: Totals may include rounding differences.

SDG&E/CS - OFFICE OPERATIONS/Exh No:SDG&E-18-WP-R/Witness: S. Baule

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Sandra F. Baule
Category: A. Customer Services Office Operations
Category-Sub: 1. Customer Services Office Operations
Workpaper: 100002.000 - Remittance Processing

Determination of Adjusted-Recorded (Incurred Costs):

	2017 (\$000)	2018 (\$000)	2019 (\$000)	2020 (\$000)	2021 (\$000)
Recorded (Nominal \$)*					
Labor	0	0	0	0	0
Non-Labor	828	863	944	945	761
NSE	0	0	0	0	0
Total	828	863	944	945	761
FTE	0.0	0.0	0.0	0.0	0.0
Adjustments (Nominal \$) **					
Labor	0	0	0	0	0
Non-Labor	-47	0	0	0	0
NSE	0	0	0	0	0
Total	-47	0	0	0	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Nominal \$)					
Labor	0	0	0	0	0
Non-Labor	782	863	944	945	761
NSE	0	0	0	0	0
Total	782	863	944	945	761
FTE	0.0	0.0	0.0	0.0	0.0
Vacation & Sick (Nominal \$)					
Labor	0	0	0	0	0
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	0	0	0	0	0
FTE	0.0	0.0	0.0	0.0	0.0
Escalation to 2021\$					
Labor	0	0	0	0	0
Non-Labor	110	90	73	75	0
NSE	0	0	0	0	0
Total	110	90	73	75	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Constant 2021\$)					
Labor	0	0	0	0	0
Non-Labor	892	953	1,017	1,021	761
NSE	0	0	0	0	0
Total	892	953	1,017	1,021	761
FTE	0.0	0.0	0.0	0.0	0.0

* After company-wide exclusions of Non-GRC costs

** Refer to "Detail of Adjustments to Recorded" page for line item adjustments

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100002.000 - Remittance Processing

Summary of Adjustments to Recorded:

In Nominal \$ (000) Incurred Costs					
Years	2017	2018	2019	2020	2021
Labor	0	0	0	0	0
Non-Labor	-47	0	0	0	0
NSE	0	0	0	0	0
Total	-47	0	0	0	0
FTE	0.0	0.0	0.0	0.0	0.0

Detail of Adjustments to Recorded:

Year	Labor	NLbr	NSE	FTE	Adj Type
2017	0	-47	0	0.0	CCTR Transf To 2100-0395.001
Explanation: To move postage expense to postage Wkp 100002.001					
2017 Total	0	-47	0	0.0	
2018 Total	0	0	0	0.0	
2019 Total	0	0	0	0.0	
2020 Total	0	0	0	0.0	
2021 Total	0	0	0	0.0	

Note: Totals may include rounding differences.

Supplemental Workpapers for Workpaper 100002.000

100002.000 Remittance Processing Supplemental Workpaper 1 - Historical and Forecast Data

	A	C	D	E	F	G	H	I	J
1		Actual	Actual	Actual	Actual	Actual	Forecast	Forecast	Forecast
2		2017	2018	2019	2020	2021	2022	2023	2024
3							[A]	[A]	[A]
4	Total Actual / Forecast Electric Meters	1,438,964	1,453,179	1,464,572	1,476,867	1,489,949	1,502,325	1,516,272	1,531,337
5	Meter Growth	8,789	14,215	11,393	12,295	13,082	12,376	13,947	15,065
6	Volume								
7	Bills & Notices						[C] = [A] x [B]	[C] = [A] x [B]	[C] = [A] x [B]
8	RICOH - Grouped Bills	382,033	394,500	287,816	243,140	216,938	210,326	197,115	183,760
9	MPK- Paper Bills	9,191,104	9,098,303	8,752,814	7,710,552	8,068,869	7,917,253	7,763,313	7,610,745
10	My Account Surpressed Bills	6,865,675	7,470,976	8,179,526	8,955,324	9,399,392	9,855,252	10,325,812	10,811,239
11	Consolidator e-Bills Delivered	964,987	1,003,850	1,038,278	1,057,062	1,031,517	991,535	955,251	918,802
12	Other Notices	740,496	561,466	540,590	166,061	632,935	630,977	636,834	643,162
13	Total	18,144,295	18,529,095	18,799,024	18,132,139	19,349,651	19,605,343	19,878,325	20,167,708
17	Bills & Notices Per Meter						[B]	[B]	[B]
18	RICOH - Grouped Bills	0.27	0.27	0.20	0.16	0.15	0.14	0.13	0.12
19	MPK- Paper Bills	6.39	6.26	5.98	5.22	5.42	5.27	5.12	4.97
20	My Account Surpressed Bills	4.77	5.14	5.58	6.06	6.31	6.56	6.81	7.06
21	Consolidator e-Bills Delivered	0.67	0.69	0.71	0.72	0.69	0.66	0.63	0.60
22	Other Notices	0.51	0.39	0.37	0.11	0.42	0.42	0.42	0.42
23	Total	12.61	12.75	12.84	12.27	12.99	13.05	13.11	13.17
24									
25	All Bills Per Meter (sum of rows 18-21)	12.10	12.36	12.47	12.16	12.57	12.63	12.69	12.75
26	Notices Per Meter	0.51	0.39	0.37	0.11	0.42	0.42	0.42	0.42
27									
28	Postal Rate						No postal rate change forecasted		
29	Bills & Notices						[D]	[D]	[D]
30	RICOH - Grouped Bills			Average Rate of flat mails		\$0.828	\$0.828	\$0.828	\$0.828
31	MPK- Paper Bills			Blended rate of regular mails		\$0.414	\$0.414	\$0.414	\$0.414
32	My Account Surpressed Bills			Blended rate of regular mails		\$0.397	\$0.397	\$0.397	\$0.397
33	Consolidator e-Bills Delivered			Blended rate of regular mails		\$0.397	\$0.397	\$0.397	\$0.397
34	Other Notices			Blended rate of regular mails		\$0.452	\$0.452	\$0.452	\$0.452
36	Postage								
37	Bills & Notices						[E] = [C] x [D]	[E] = [C] x [D]	[E] = [C] x [D]
38	RICOH - Grouped Bills	\$304,946	\$261,051	\$293,517	\$291,583	\$179,542	\$174,070	\$163,136	\$152,083
39	MPK- Paper Bills	\$3,389,652	\$3,463,578	\$3,348,588	\$2,975,014	\$3,344,232	\$3,281,393	\$3,217,591	\$3,154,357
40	My Account Surpressed Bills	\$2,564,352	\$2,824,871	\$3,133,136	\$3,500,714	\$3,728,425	\$3,909,249	\$4,095,905	\$4,288,458
41	Consolidator e-Bills Delivered	\$360,426	\$379,568	\$397,708	\$413,215	\$409,168	\$393,308	\$378,916	\$364,458
42	Other Notices	\$300,129	\$231,632	\$225,172	\$69,334	\$286,245	\$285,360	\$288,008	\$290,870
43	Total	\$6,919,505	\$7,160,699	\$7,398,121	\$7,249,860	\$7,947,612	\$8,043,380	\$8,143,556	\$8,250,226

100002.000 Remittance Processing Supplemental Workpaper 2 - Forecast Adjustment Calculations

	A	B	C	D	E	F	G	H	I	J
1		Forecasts						Incremental \$		
2	Vendor's fees for Consolidator e-Bills Delivered (1)	2021	2022	2023	2024			2022	2023	2024
3	Volume of Consolidator e-Bills Delivered (2)	1,031,517	991,535	955,251	918,802		Volume	(39,982)	(36,284)	(36,449)
4	Unit Cost	\$0.21	\$0.21	\$0.21	\$0.21		Costs	(\$8,396)	(\$7,620)	(\$7,654)
5	Costs	\$216,619	\$208,222	\$200,603	\$192,948		To the base year	(\$8,396)	(\$16,016)	(\$23,670)
6								-	-	-
7										
8		Forecasts						Incremental \$		
9	Forms & Envelopes Savings	2021	2022	2023	2024			2022	2023	2024
10	Volume (3)	10,430,909	10,846,787	11,281,063	11,730,041		Volume	415,878	434,276	448,978
11	Unit Cost	\$0.0455	\$0.0455	\$0.0455	\$0.0455		Savings	(\$18,922)	(\$19,760)	(\$20,428)
12	Savings	\$474,606	\$493,529	\$513,288	\$533,717		To the base year	(\$18,922)	(\$38,682)	(\$59,110)
13								-	-	-
14	(1) - The Vendor's fees are the cost to deliver e-bills to customers' home banking web sites, not email addresses.									
15	(2) - Volume actual/forecast: see Supplemental Workpaper 1 Historical and Forecast Data Row 11.									
16	(3) - Volume actual/forecast: see Supplemental Workpaper 1 Historical and Forecast Data sum of Rows 10-11.									
17										

Beginning of Workpaper
10002.001 - Postage

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100002.001 - Postage

Activity Description:

The Postage work group covers the postage costs to deliver customer bills.

Forecast Explanations:

Labor - Base YR Rec

N/A

Non-Labor - Base YR Rec

N/A

NSE - Base YR Rec

A base year forecast method was used for TY 2024 because expenses depend on postage rates which are determined by the USPS, the volume of paper bills, and notices which are impacted by customer growth as well as electronic bill adoption levels. Therefore, the base year provides a reasonable starting point for future expenditures.

Summary of Results:

		In 2021\$ (000) Incurred Costs								
		Adjusted-Recorded					Adjusted-Forecast			
		2017	2018	2019	2020	2021	2022	2023	2024	
Years										
	Labor	0	0	0	0	0	0	0	0	
	Non-Labor	0	0	0	0	0	0	0	0	
	NSE	4,557	4,368	4,168	3,602	3,810	3,741	3,669	3,597	
	Total	4,557	4,368	4,168	3,602	3,810	3,741	3,669	3,597	
	FTE	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100002.001 - Postage

Summary of Adjustments to Forecast:

In 2021 \$(000) Incurred Costs										
Forecast Method		Base Forecast			Forecast Adjustments			Adjusted-Forecast		
Years		2022	2023	2024	2022	2023	2024	2022	2023	2024
Labor	Base YR Rec	0	0	0	0	0	0	0	0	0
Non-Labor	Base YR Rec	0	0	0	0	0	0	0	0	0
NSE	Base YR Rec	3,810	3,810	3,810	-69	-141	-213	3,741	3,669	3,597
Total		3,810	3,810	3,810	-69	-141	-213	3,741	3,669	3,597
FTE	Base YR Rec	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Forecast Adjustment Details:

Year	Labor	NLbr	NSE	Total	FTE	Adj Type
2022	0	0	101	101	0.0	1-Sided Adj
Explanation:	Postage increase due to meter growth: See 100002.001 Postage Supplemental Workpaper 2 - Forecast Adjustment Calculations for additional detail.					
2022	0	0	-169	-169	0.0	1-Sided Adj
Explanation:	Postage savings due to paperless adoption: See 100002.001 Postage Supplemental Workpaper 2 - Forecast Adjustment Calculations for additional detail.					
2022	0	0	-5	-5	0.0	1-Sided Adj
Explanation:	Postage impact due to postal rate change: See 100002.001 Postage Supplemental Workpaper 2 - Forecast Adjustment Calculations for additional detail.					
2022	0	0	4	4	0.0	1-Sided Adj
Explanation:	Paperless postage impact due to postal rate change: See 100002.001 Postage Supplemental Workpaper 2 - Forecast Adjustment Calculations for additional detail.					
2022 Total	0	0	-69	-69	0.0	
2023	0	0	206	206	0.0	1-Sided Adj
Explanation:	Postage increase due to meter growth: See 100002.001 Postage Supplemental Workpaper 2 - Forecast Adjustment Calculations for additional detail.					
2023	0	0	-345	-345	0.0	1-Sided Adj
Explanation:	Postage savings due to paperless adoption: See 100002.001 Postage Supplemental Workpaper 2 - Forecast Adjustment Calculations for additional detail.					
2023	0	0	-10	-10	0.0	1-Sided Adj
Explanation:	Postage impact due to postal rate change: See 100002.001 Postage Supplemental Workpaper 2 - Forecast Adjustment Calculations for additional detail.					
2023	0	0	8	8	0.0	1-Sided Adj
Explanation:	Paperless postage impact due to postal rate change: See 100002.001 Postage Supplemental Workpaper 2 - Forecast Adjustment Calculations for additional detail.					
2023 Total	0	0	-141	-141	0.0	

Note: Totals may include rounding differences.

SDG&E/CS - OFFICE OPERATIONS/Exh No:SDG&E-18-WP-R/Witness: S. Baule

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100002.001 - Postage

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>
2024	0	0	318	318	0.0	1-Sided Adj
Explanation:	Postage increase due to meter growth: See 100002.001 Postage Supplemental Workpaper 2 - Forecast Adjustment Calculations for additional detail.					
2024	0	0	-527	-527	0.0	1-Sided Adj
Explanation:	Postage savings due to paperless adoption: See 100002.001 Postage Supplemental Workpaper 2 - Forecast Adjustment Calculations for additional detail.					
2024	0	0	-16	-16	0.0	1-Sided Adj
Explanation:	Postage impact due to postal rate change: See 100002.001 Postage Supplemental Workpaper 2 - Forecast Adjustment Calculations for additional detail.					
2024	0	0	12	12	0.0	1-Sided Adj
Explanation:	Paperless postage impact due to postal rate change: See 100002.001 Postage Supplemental Workpaper 2 - Forecast Adjustment Calculations for additional detail.					
2024 Total	0	0	-213	-213	0.0	

Note: Totals may include rounding differences.

SDG&E/CS - OFFICE OPERATIONS/Exh No:SDG&E-18-WP-R/Witness: S. Baule

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Sandra F. Baule
Category: A. Customer Services Office Operations
Category-Sub: 1. Customer Services Office Operations
Workpaper: 100002.001 - Postage

Determination of Adjusted-Recorded (Incurred Costs):

	2017 (\$000)	2018 (\$000)	2019 (\$000)	2020 (\$000)	2021 (\$000)
Recorded (Nominal \$)*					
Labor	0	0	0	0	0
Non-Labor	3,970	3,960	3,887	3,298	3,804
NSE	0	0	0	0	0
Total	3,970	3,960	3,887	3,298	3,804
FTE	0.0	0.0	0.0	0.0	0.0
Adjustments (Nominal \$) **					
Labor	0	0	0	0	0
Non-Labor	-3,970	-3,960	-3,887	-3,298	-3,804
NSE	3,995	3,956	3,867	3,336	3,810
Total	25	-4	-20	38	6
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Nominal \$)					
Labor	0	0	0	0	0
Non-Labor	0	0	0	0	0
NSE	3,995	3,956	3,867	3,336	3,810
Total	3,995	3,956	3,867	3,336	3,810
FTE	0.0	0.0	0.0	0.0	0.0
Vacation & Sick (Nominal \$)					
Labor	0	0	0	0	0
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	0	0	0	0	0
FTE	0.0	0.0	0.0	0.0	0.0
Escalation to 2021\$					
Labor	0	0	0	0	0
Non-Labor	0	0	0	0	0
NSE	563	412	301	266	0
Total	563	412	301	266	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Constant 2021\$)					
Labor	0	0	0	0	0
Non-Labor	0	0	0	0	0
NSE	4,557	4,368	4,168	3,602	3,810
Total	4,557	4,368	4,168	3,602	3,810
FTE	0.0	0.0	0.0	0.0	0.0

* After company-wide exclusions of Non-GRC costs

** Refer to "Detail of Adjustments to Recorded" page for line item adjustments

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100002.001 - Postage

Summary of Adjustments to Recorded:

In Nominal \$ (000) Incurred Costs					
Years	2017	2018	2019	2020	2021
Labor	0	0	0	0	0
Non-Labor	-3,970	-3,960	-3,887	-3,298	-3,804
NSE	3,995	3,956	3,867	3,336	3,810
Total	25	-4	-20	38	6
FTE	0.0	0.0	0.0	0.0	0.0

Detail of Adjustments to Recorded:

Year	Labor	NLbr	NSE	FTE	Adj Type
2017	0	47	0	0.0	CCTR Transf From 2100-0395.000
Explanation:	To move postage expense to postage Wkp 100002.001				
2017	0	-22	0	0.0	1-Sided Adj
Explanation:	True up postage expense				
2017	0	-3,995	3,995	0.0	1-Sided Adj
Explanation:	Move postage expense from Non-Labor to NSE				
2017 Total	0	-3,970	3,995	0.0	
2018	0	-4	0	0.0	1-Sided Adj
Explanation:	True up postage expense				
2018	0	-3,956	3,956	0.0	1-Sided Adj
Explanation:	Move postage expense from Non-Labor to NSE				
2018 Total	0	-3,960	3,956	0.0	
2019	0	-20	0	0.0	1-Sided Adj
Explanation:	True up postage expense				
2019	0	-3,867	3,867	0.0	1-Sided Adj
Explanation:	Move postage expense from Non-Labor to NSE				
2019 Total	0	-3,887	3,867	0.0	
2020	0	38	0	0.0	1-Sided Adj
Explanation:	True up postage expense				
2020	0	-3,336	3,336	0.0	1-Sided Adj
Explanation:	Move postage expense from Non-Labor to NSE				
2020 Total	0	-3,298	3,336	0.0	

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
 2024 GRC - REVISED
 Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100002.001 - Postage

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
2021	0	6	0	0.0	1-Sided Adj
Explanation:	True-up postage expense.				
2021	0	-3,810	3,810	0.0	1-Sided Adj
Explanation:	Move postage expense from Non-Labor to NSE				
2021 Total	0	-3,804	3,810	0.0	

Note: Totals may include rounding differences.

Supplemental Workpapers for Workpaper 100002.001

100002.001 Postage Supplemental Workpaper 1 - Historical and Forecast Data

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S							
1	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Forecast	Forecast	Forecast	Reference: Customer Forecast Electric Witness: Kenneth Schuermeyer															
2	2016	2017	2018	2019	2020	2021		2022	2023	2024	Bills & Notices Volume Forecast Change to BY2021															
3								[A]	[A]	[A]																
4	Total actual / forecast electric meters																									
5	Volume										Bills & Notices Volume Forecast															
6	Bills & Notices										[C] = (A x B)	[C] = (A x B)	[C] = (A x B)	2022						2023			2024			
7	RICOH - Grouped Bills	562,066	382,033	394,500	287,816	243,140	216,938	210,326	197,115	183,760	(6,612)	(19,823)	(33,178)													
8	Monterey Park (MPK) - Paper Bills	9,141,050	9,191,104	9,098,303	8,752,814	7,710,552	8,068,869	7,917,253	7,763,313	7,610,745	(151,616)	(305,556)	(458,124)													
9	My Account Suppressed Bills	6,410,828	6,865,675	7,470,976	8,179,526	8,955,324	9,399,392	9,855,252	10,325,812	10,811,239	455,860	926,420	1,411,847													
10	Consolidator e-Bills Delivered	918,765	964,987	1,003,850	1,038,278	1,057,062	1,031,517	991,535	955,251	918,802	(39,982)	(76,266)	(112,715)													
11	Other Notices	755,202	740,496	561,466	540,590	166,061	632,935	630,577	636,834	643,162	(1,958)	3,899	10,227													
12	Total	17,787,911	18,144,295	18,529,095	18,799,024	18,132,139	19,349,651	19,605,343	19,878,325	20,167,708	255,692	528,674	818,057													
13	MPK Bills & Notices (Sum of Rows 8-11)						19,132,713	19,395,017	19,681,210	19,983,948	262,304	548,497	851,235													
14	Combined Electronic Bills (Sum Rows 9-10)						10,430,909	10,846,787	11,281,063	11,730,041	415,878	850,154	1,299,132													
15																				Net Impact						
16																				Adj						
17	Bills & Notices Per Meter										[B]	[B]	[B]	2021 - 2020				2022			2023			2024		
18	RICOH - Grouped Bills	0.39	0.27	0.27	0.20	0.16	0.15	0.14	0.13	0.12	-0.010	-0.010	-0.020	-0.030												
19	MPK - Paper Bills	6.39	6.39	6.26	5.98	5.22	5.42	5.27	5.12	4.97	0.200	-0.150	-0.300	-0.450												
20	My Account Suppressed Bills	4.48	4.77	5.14	5.58	6.06	6.31	6.56	6.81	7.06	0.250	0.250	0.500	0.750												
21	Consolidator e-Bills Delivered	0.64	0.67	0.69	0.71	0.72	0.69	0.66	0.63	0.60	-0.030	-0.030	-0.060	-0.090												
22	Other Notices	0.53	0.51	0.39	0.37	0.11	0.42	0.42	0.42	0.42	0.310	0.000	0.000	0.000												
23	Total	12.43	12.61	12.75	12.84	12.27	12.99	13.05	13.11	13.17	0.720	0.060	0.120	0.180												
24	All Bills Per Meter (Sum of Rows 18 through 21)	11.90	12.10	12.36	12.47	12.16	12.57	12.63	12.69	12.75																
25	Notices Per Meter	0.53	0.51	0.39	0.37	0.11	0.42	0.42	0.42	0.42																
26																										
27																										
28	Postal Rate										Postal Rate Forecast															
29	Bills & Notices										[D]	[D]	[D]	2022			2023			2024						
30	RICOH - Grouped Bills						Average Rate of flat mails	\$0.8276	\$0.828	\$0.828	\$0.828	\$0.000	\$0.8280	\$0.8280	\$0.8280											
31	MPK - Paper Bills						Blended rate of regular mails	\$0.4145	\$0.414	\$0.414	\$0.414	\$0.000	\$0.4060	\$0.4060	\$0.4060											
32	My Account Suppressed Bills						Blended rate of regular mails	\$0.3967	\$0.397	\$0.397	\$0.397	\$0.000	\$0.4060	\$0.4060	\$0.4060											
33	Consolidator e-Bills Delivered						Blended rate of regular mails	\$0.3967	\$0.397	\$0.397	\$0.397	\$0.000	\$0.4060	\$0.4060	\$0.4060											
34	Other Notices						Blended rate of regular mails	\$0.4523	\$0.452	\$0.452	\$0.452	\$0.000	\$0.4060	\$0.4060	\$0.4060											
35																										
36	Postage										Postage Forecast			Net Postage Forecast Impacts To BY2021			Postage Forecast Impact Due to Growth			Postage Forecast Impact Due to Rate						
37	Bills & Notices										[E] = (C x D)	[E] = (C x D)	[E] = (C x D)	2022			2023			2024						
38	RICOH - Grouped Bills	\$367,213	\$304,946	\$261,051	\$293,517	\$291,583	\$179,542	\$174,070	\$163,136	\$152,083	(\$5,472)	(\$16,406)	(\$27,459)	(\$5,475)	(\$16,413)	(\$27,471)	\$3	\$7	\$12							
39	MPK - Paper Bills	\$3,484,734	\$3,389,652	\$3,463,578	\$3,348,588	\$2,975,014	\$3,344,232	\$3,281,393	\$3,217,591	\$3,154,357	(\$62,839)	(\$126,641)	(\$189,875)	(\$61,556)	(\$124,050)	(\$189,998)	(\$1,283)	(\$2,585)	(\$3,877)							
40	My Account Suppressed Bills	\$2,438,102	\$2,564,352	\$2,824,871	\$3,133,136	\$3,500,714	\$3,728,425	\$3,909,249	\$4,095,905	\$4,288,458	\$180,824	\$367,480	\$560,033	\$185,079	\$376,127	\$573,210	(\$4,255)	(\$8,647)	(\$13,177)							
41	Consolidator e-Bills Delivered	\$349,416	\$360,426	\$379,568	\$397,708	\$413,215	\$409,168	\$393,308	\$378,916	\$364,458	(\$15,860)	(\$30,252)	(\$44,710)	(\$16,233)	(\$30,964)	(\$45,762)	\$373	\$712	\$1,052							
42	Other Notices	\$308,256	\$300,129	\$231,632	\$225,172	\$69,334	\$286,245	\$285,360	\$288,008	\$290,870	(\$885)	\$1,763	\$4,625	(\$795)	\$1,583	\$4,152	(\$90)	\$180	\$473							
43	Total Postage	\$6,947,722	\$6,919,505	\$7,160,699	\$7,398,121	\$7,249,860	\$7,947,612	\$8,043,380	\$8,143,556	\$8,250,226	\$95,768	\$195,944	\$302,614	\$101,020	\$206,277	\$318,131	(\$5,252)	(\$10,333)	(\$15,517)							
44																										
45	MPK Bills & Notices Postage (Sum of rows 39-42)	\$6,580,509	\$6,614,559	\$6,899,649	\$7,104,604	\$6,958,277	\$7,768,070	\$7,869,310	\$7,980,420	\$8,098,143	\$101,240	\$212,350	\$330,073	\$106,495	\$222,690	\$345,602	(\$5,255)	(\$10,340)	(\$15,529)							
46	Postage Savings Impacts (Combined Electronic Bills Savings (Sum of Rows 40-41)*-1)	(\$2,787,518)	(\$2,924,778)	(\$3,204,439)	(\$3,530,844)	(\$3,913,929)	(\$4,137,593)	(\$4,302,557)	(\$4,474,821)	(\$4,652,916)	(\$164,964)	(\$337,228)	(\$515,323)	(\$168,846)	(\$345,163)	(\$527,448)	\$3,882	\$7,935	\$12,125							
47	Total Postage Actual / Forecast																									
48	(Sum of Rows 38, 39, and 42)	\$4,160,204	\$3,994,727	\$3,956,260	\$3,867,277	\$3,335,931	\$3,810,019	\$3,740,823	\$3,668,735	\$3,597,310	(\$69,196)	(\$141,284)	(\$212,709)	(\$67,826)	(\$138,886)	(\$209,317)	(\$1,370)	(\$2,398)	(\$3,392)							
49																										
50	Note: Totals may include rounding differences.																									

100002.001 Postage Supplemental Workpaper 2 - Forecast Adjustment Calculations

	A	B	C	D	E	F	G	H	I	J	K	L
1		Postage Forecast Impacts				Postage Impact Due to Electric Meter Growth				Postage Impact Due to Rate Changes		
2		2022	2023	2024		2022	2023	2024		2022	2023	2024
3												
4	RICOH - Grouped Bills ¹	(\$5,472)	(\$16,406)	(\$27,459)		(\$5,475)	(\$16,413)	(\$27,471)		\$3	\$7	\$12
5	MPK - Bills & Notices ²	\$101,240	\$212,350	\$330,073		\$106,495	\$222,690	\$345,602		(\$5,255)	(\$10,340)	(\$15,529)
6												
7	Postage Forecast Impacts Bills & Notices³	\$95,768	\$195,944	\$302,614		\$101,020	\$206,277	\$318,131		(\$5,252)	(\$10,333)	(\$15,517)
8						-	-	-				
9		Postage Forecast Savings				Postage Savings Due to Electric Meter Growth				Postage Impact Due to Rate Changes		
10		2022	2023	2024		2022	2023	2024		2022	2023	2024
11												
12	My Account Suppressed Bills ⁴	(\$180,824)	(\$367,480)	(\$560,033)		(\$185,079)	(\$376,127)	(\$573,210)		\$4,255	\$8,647	\$13,177
13	Consolidator e-Bills Delivered ⁵	\$15,860	\$30,252	\$44,710		\$16,233	\$30,964	\$45,762		(\$373)	(\$712)	(\$1,052)
14												
15	Postage Forecast Savings e-Bills⁶	(\$164,964)	(\$337,228)	(\$515,323)		(\$168,846)	(\$345,163)	(\$527,448)		\$3,882	\$7,935	\$12,125
16												
17		Net Postage Forecast Impacts				Net Postage Impact Due to Electric Meter Growth				Net Postage Impact Due to Rate Changes		
18		2022	2023	2024		2022	2023	2024		2022	2023	2024
19												
20	Net Postage Forecast Impacts⁷	(\$69,196)	(\$141,284)	(\$212,709)		(\$67,826)	(\$138,886)	(\$209,317)		(\$1,370)	(\$2,398)	(\$3,392)
21												
22	<i>Note: Totals may include rounding differences.</i>											
23												
24	1 See Supplemental Workpaper 1 - Historical and Forecast Data Row 38.											
25	2 See Supplemental Workpaper 1 - Historical and Forecast Data Row 45.											
26	3 See Supplemental Workpaper 1 - Historical and Forecast Data Row 43.											
27	4 See Supplemental Workpaper 1 - Historical and Forecast Data Row 40.											
28	5 See Supplemental Workpaper 1 - Historical and Forecast Data Row 41.											
29	6 See Supplemental Workpaper 1 - Historical and Forecast Data Row 46.											
30	7 See Supplemental Workpaper 1 - Historical and Forecast Data Row 48.											

Beginning of Workpaper
100003.000 - Branch Offices

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100003.000 - Branch Offices

Activity Description:

The SDG&E Branch Offices and Authorized Payment Locations (APLs) operations expenses cover the cost of providing payment collection and other services to those customers who prefer to be face-to-face for payments, service requests, and information. SDG&E operates five dedicated branch office facilities and one shared branch office facility (Downtown branch office is inside the California Coast Credit Union). SDG&E contracts with a third-party vendor that provides a network of about 50 APLs. These APLs provide similar payment services as the SDG&E branch offices in addition to debit card payment options at select retailers, convenient locations, and extended hours of operation.

Forecast Explanations:

Labor - Base YR Rec

A base year forecast method was used for TY 2024 for Branch Offices because the last recorded year accurately reflects the expense level associated with current departmental activity. Also, SDG&E replaced its 20+ year old Customer Information System (CIS) in April 2021. Therefore, the base year provides a reasonable starting point for future expenditures due to the change in systems used to process payments.

Non-Labor - Base YR Rec

Same as above.

NSE - Base YR Rec

N/A

Summary of Results:

		In 2021\$ (000) Incurred Costs								
		Adjusted-Recorded					Adjusted-Forecast			
Years		2017	2018	2019	2020	2021	2022	2023	2024	
Labor		1,486	1,212	1,139	1,017	1,029	1,028	1,028	1,028	
Non-Labor		480	486	459	330	329	354	488	488	
NSE		0	0	0	0	0	0	0	0	
Total		1,966	1,698	1,599	1,348	1,358	1,382	1,516	1,516	
FTE		21.9	18.5	17.3	15.0	14.2	14.2	14.2	14.2	

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100003.000 - Branch Offices

Summary of Adjustments to Forecast:

In 2021 \$(000) Incurred Costs										
Forecast Method		Base Forecast			Forecast Adjustments			Adjusted-Forecast		
Years		2022	2023	2024	2022	2023	2024	2022	2023	2024
Labor	Base YR Rec	1,029	1,029	1,029	0	0	0	1,029	1,029	1,029
Non-Labor	Base YR Rec	329	329	329	25	159	159	354	488	488
NSE	Base YR Rec	0	0	0	0	0	0	0	0	0
Total		1,358	1,358	1,358	25	159	159	1,383	1,517	1,517
FTE	Base YR Rec	14.2	14.2	14.2	0.0	0.0	0.0	14.2	14.2	14.2

Forecast Adjustment Details:

Year	Labor	NLbr	NSE	Total	FTE	Adj Type
2022	0	25	0	25	0.0	1-Sided Adj
Explanation: Contract resources for reopened branch offices						
2022 Total 0 25 0 25 0.0						
2023	0	159	0	159	0.0	1-Sided Adj
Explanation: Full time contract resources for reopened branch offices: 3 x \$53K annually = \$159K						
2023 Total 0 159 0 159 0.0						
2024	0	159	0	159	0.0	1-Sided Adj
Explanation: Full time contract resources for reopened branch offices: 3 x \$53K annually = \$159K						
2024 Total 0 159 0 159 0.0						

Note: Totals may include rounding differences.

SDG&E/CS - OFFICE OPERATIONS/Exh No:SDG&E-18-WP-R/Witness: S. Baule

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Sandra F. Baule
Category: A. Customer Services Office Operations
Category-Sub: 1. Customer Services Office Operations
Workpaper: 100003.000 - Branch Offices

Determination of Adjusted-Recorded (Incurred Costs):

	2017 (\$000)	2018 (\$000)	2019 (\$000)	2020 (\$000)	2021 (\$000)
Recorded (Nominal \$)*					
Labor	1,158	1,054	942	869	894
Non-Labor	418	443	426	308	332
NSE	0	0	0	0	0
Total	1,577	1,497	1,368	1,177	1,227
FTE	18.9	16.6	14.9	13.0	12.1
Adjustments (Nominal \$) **					
Labor	1	-85	0	-6	0
Non-Labor	3	-3	0	-2	-3
NSE	0	0	0	0	0
Total	3	-88	0	-7	-3
FTE	-0.1	-0.8	0.0	-0.1	0.0
Recorded-Adjusted (Nominal \$)					
Labor	1,159	969	942	863	894
Non-Labor	421	440	426	306	329
NSE	0	0	0	0	0
Total	1,580	1,410	1,368	1,169	1,224
FTE	18.8	15.8	14.9	12.9	12.1
Vacation & Sick (Nominal \$)					
Labor	172	147	135	122	134
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	172	147	135	122	134
FTE	3.1	2.7	2.4	2.1	2.1
Escalation to 2021\$					
Labor	155	96	63	32	0
Non-Labor	59	46	33	24	0
NSE	0	0	0	0	0
Total	214	142	96	56	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Constant 2021\$)					
Labor	1,486	1,212	1,139	1,017	1,029
Non-Labor	480	486	459	330	329
NSE	0	0	0	0	0
Total	1,966	1,698	1,599	1,348	1,358
FTE	21.9	18.5	17.3	15.0	14.2

* After company-wide exclusions of Non-GRC costs

** Refer to "Detail of Adjustments to Recorded" page for line item adjustments

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100003.000 - Branch Offices

Summary of Adjustments to Recorded:

In Nominal \$ (000) Incurred Costs					
Years	2017	2018	2019	2020	2021
Labor	0.582	-85	0	-6	0
Non-Labor	3	-3	0	-2	-3
NSE	0	0	0	0	0
Total	3	-88	0	-7	-3
FTE	-0.1	-0.8	0.0	-0.1	0.0

Detail of Adjustments to Recorded:

Year	Labor	NLbr	NSE	FTE	Adj Type
2017	-85	-3	0	-0.8	CCTR Transf To 2100-3512.000
Explanation:	Transfer labor, non-labor and FTE associated with Project Mgr I from cost center 2100-3484 in work paper group 100003 Branch Office to cost center 2100-3512 in workpaper group 100005 CCC Support to align costs where activity/function resides and is forecasted.				
2017	86	5	0	0.7	CCTR Transf From 2100-0016.000
Explanation:	Transfer labor, non-labor and FTE associated with Branch Office Manager from cost center 2100-0016 in workpaper group 100004 CCC Operations to cost center 2100-3484 in workpaper group 100003 Branch Office to align costs where activity/function resides in history.				
2017 Total	1	3	0	-0.1	
2018	-85	-3	0	-0.8	CCTR Transf To 2100-3512.000
Explanation:	Transfer labor, non-labor and FTE associated with Project Mgr I from cost center 2100-3484 in work paper group 100003 Branch Office to cost center 2100-3512 in workpaper group 100005 CCC Support to align costs where activity/function resides and is forecasted.				
2018 Total	-85	-3	0	-0.8	
2019 Total	0	0	0	0.0	
2020	-6	0	0	-0.1	1-Sided Adj
Explanation:	Incremental costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-2	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020 Total	-6	-2	0	-0.1	
2021	0	-3	0	0.0	1-Sided Adj

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
 2024 GRC - REVISED
 Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100003.000 - Branch Offices

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021 Total	0	-3	0	0.0	

Note: Totals may include rounding differences.

Beginning of Workpaper
100004.000 - CCC Operations

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100004.000 - CCC Operations

Activity Description:

The Customer Contact Center (CCC) expenses include costs for a variety of customer interactions, including: answering telephone calls; responding to incoming email; responding to customer inquiries through on-line chat features; answering written customer correspondence regarding customer account activity; following up on all CPUC telephone referrals and informal and formal customer complaints; and, responding to other customer account-related inquiries.

Forecast Explanations:

Labor - Base YR Rec

A base year forecast method was used for TY 2024 for CCC Operations labor and non-labor because the last recorded year accurately reflects the expense level associated with current departmental activity. The dynamics of various communication channels (phone, Interactive Voice Response (IVR), and web), progressive improvements in self-service, additional training of ESS's, additional focus on effective call handling, increased call volumes, level of service (LOS), average handle times (AHT), agent occupancy, shrinkage, and standardized call scripting collectively impact CCC Operations. Also, SDG&E replaced its 20+ year old Customer Information System (CIS) in April 2021. Therefore, the base year provides a reasonable starting point for future expenditures.

Non-Labor - Base YR Rec

Same as above.

NSE - Base YR Rec

N/A

Summary of Results:

		In 2021\$ (000) Incurred Costs								
		Adjusted-Recorded					Adjusted-Forecast			
Years		2017	2018	2019	2020	2021	2022	2023	2024	
Labor		9,508	9,405	9,191	11,015	11,253	13,088	13,503	13,577	
Non-Labor		73	102	141	143	598	151	163	163	
NSE		0	0	0	0	0	0	0	0	
Total		9,581	9,506	9,332	11,158	11,851	13,239	13,666	13,740	
FTE		153.4	153.1	151.2	174.9	171.3	201.4	206.3	207.2	

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Sandra F. Baule
Category: A. Customer Services Office Operations
Category-Sub: 1. Customer Services Office Operations
Workpaper: 100004.000 - CCC Operations

Summary of Adjustments to Forecast:

In 2021 \$(000) Incurred Costs										
Forecast Method		Base Forecast			Forecast Adjustments			Adjusted-Forecast		
Years		2022	2023	2024	2022	2023	2024	2022	2023	2024
Labor	Base YR Rec	11,253	11,253	11,253	1,835	2,250	2,324	13,088	13,503	13,577
Non-Labor	Base YR Rec	598	598	598	-447	-435	-435	151	163	163
NSE	Base YR Rec	0	0	0	0	0	0	0	0	0
Total		11,851	11,851	11,851	1,388	1,815	1,889	13,239	13,666	13,740
FTE	Base YR Rec	171.3	171.3	171.3	30.1	35.0	35.9	201.4	206.3	207.2

Forecast Adjustment Details:

Year	Labor	NLbr	NSE	Total	FTE	Adj Type
2022	44	0	0	44	0.7	1-Sided Adj
Explanation:	Customer Growth: Call volume increases with customer growth. Forecasted approximately 12,376 additional calls (forecasted meter growth from 1,489,949 in 2021 to 1,502,325 in 2022). Estimated .7 FTE to support additional calls. Avg hourly rate \$30.27 Labor Increase: ESS .7 Calculation: .7 FTE x 2080 hrs x 30.27 = \$44k					
2022	2,008	-447	0	1,561	31.9	1-Sided Adj
Explanation:	Full Year Labor Impact: ESS Vacancies and New Hires: Labor Increase: 148.1 in 2021 to 180 in subsequent year = 31.9 incremental FTE Avg hourly rate \$30.27 Calculation: 31.9 FTEs x 2080 hrs x \$30.27 = \$2,008K Offset by non-labor reduction of (\$447K) related to third party contact center					
2022	-29	0	0	-29	-0.5	1-Sided Adj
Explanation:	Benefit 119.1: Business Services ESS Efficiency					
2022	-12	0	0	-12	-0.1	1-Sided Adj
Explanation:	Benefit 16.1: Business Services Self-Service Enablement					
2022	-40	0	0	-40	-0.4	1-Sided Adj
Explanation:	Benefit 50.1: Business Services Inflow Call Reduction					
2022	-40	0	0	-40	-0.4	1-Sided Adj
Explanation:	Benefit 68.1: Rate Analysis Productivity					
2022	-180	0	0	-180	-1.8	1-Sided Adj
Explanation:	Benefit 139.1: Business Services Customer Support Transactions					
2022	84	0	0	84	0.7	1-Sided Adj
Explanation:	Capital Project Impacts - Contact Center of the Future: 1 Manager (PM2 MRR midpoint \$126K x 8/12 months = \$84K) started September 2021					
2022 Total	1,835	-447	0	1,388	30.1	

Note: Totals may include rounding differences.

SDG&E/CS - OFFICE OPERATIONS/Exh No:SDG&E-18-WP-R/Witness: S. Baule

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100004.000 - CCC Operations

Year	Labor	NLbr	NSE	Total	FTE	Adj Type
2023	101	0	0	101	1.6	1-Sided Adj
Explanation:	Customer Growth: Call volume increases with customer growth. Forecasted approximately 26,323 additional calls (forecasted meter growth from 1,489,949 in 2021 to 1,516,272 in 2023). Estimated 1.6 FTE to support additional calls. Avg hourly rate \$30.27 Labor Increase: ESS 1.6 Calculation: 1.6 FTE x 2080 hrs x \$30.27 = \$101k					
2023	2,008	-447	0	1,561	31.9	1-Sided Adj
Explanation:	Full Year Labor Impact: ESS Vacancies and New Hires: Labor Increase: 148.1 in 2021 to 180 in subsequent year = 31.9 incremental FTE Avg hourly rate \$30.27 Calculation: 31.9 FTEs x 2080 hrs x \$30.27 = \$2,008K Offset by non-labor reduction of (\$447K) related to third party contact center					
2023	-29	0	0	-29	-0.5	1-Sided Adj
Explanation:	Benefit 119.1: Business Services ESS Efficiency					
2023	-12	0	0	-12	-0.1	1-Sided Adj
Explanation:	Benefit 16.1: Business Services Self-Service Enablement					
2023	-40	0	0	-40	-0.4	1-Sided Adj
Explanation:	Benefit 50.1: Business Services Inflow Call Reduction					
2023	-40	0	0	-40	-0.4	1-Sided Adj
Explanation:	Benefit 68.1: Rate Analysis Productivity					
2023	-180	0	0	-180	-1.8	1-Sided Adj
Explanation:	Benefit 139.1: Business Services Customer Support Transactions					
2023	442	12	0	454	4.7	1-Sided Adj
Explanation:	Capital Project Impacts - Contact Center of the Future: 1 Manager (PM2 MRR midpoint \$126K x 8/12 months = \$84K) started September 2021 2 Supervisors (ST3 MRR midpoint \$102K x 2 FTE = \$204K) 2 Associate Supervisors (ST1 MRR midpoint \$77K x 2 FTE = \$154K)					
2023 Total	2,250	-435	0	1,815	35.0	
2024	159	0	0	159	2.5	1-Sided Adj
Explanation:	Customer Growth - call volume increases with customer growth. Forecasted approximately 41,388 additional calls (forecasted meter growth from 1,489,949 in 2021 to 1,531,337 in 2024). Estimated 2.5 FTE to support additional calls. Avg hourly rate \$30.27 Labor Increase: ESS 2.5 FTE Calculation: 2.5 FTE x 2096 hrs x \$30.27 = \$159k					
2024	2,024	-447	0	1,577	31.9	1-Sided Adj

Note: Totals may include rounding differences.

SDG&E/CS - OFFICE OPERATIONS/Exh No:SDG&E-18-WP-R/Witness: S. Baule

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100004.000 - CCC Operations

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>
Explanation:	Full Year Labor Impact: ESS Vacancies and New Hires: Labor Increase: 148.1 in 2021 to 180 in subsequent year = 31.9 incremental FTE Avg hourly rate \$30.27 Calculation: 31.9 FTEs x 2096 hrs x \$30.27 = \$2,024K Offset by non-labor reduction of (\$447K) related to third party contact center					
2024	-29	0	0	-29	-0.5	1-Sided Adj
Explanation:	Benefit 119.1: Business Services ESS Efficiency					
2024	-12	0	0	-12	-0.1	1-Sided Adj
Explanation:	Benefit 16.1: Business Services Self-Service Enablement					
2024	-40	0	0	-40	-0.4	1-Sided Adj
Explanation:	Benefit 50.1: Business Services Inflow Call Reduction					
2024	-40	0	0	-40	-0.4	1-Sided Adj
Explanation:	Benefit 68.1: Rate Analysis Productivity					
2024	-180	0	0	-180	-1.8	1-Sided Adj
Explanation:	Benefit 139.1: Business Services Customer Support Transactions					
2024	442	12	0	454	4.7	1-Sided Adj
Explanation:	Capital Project Impacts - Contact Center of the Future: 1 Manager (PM2 MRR midpoint \$126K x 8/12 months = \$84K) started September 2021 2 Supervisors (ST3 MRR midpoint \$102K x 2 FTE = \$204K) 2 Associate Supervisors (ST1 MRR midpoint \$77K x 2 FTE = \$154K)					
2024 Total	2,324	-435	0	1,889	35.9	

Note: Totals may include rounding differences.

SDG&E/CS - OFFICE OPERATIONS/Exh No:SDG&E-18-WP-R/Witness: S. Baule

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Sandra F. Baule
Category: A. Customer Services Office Operations
Category-Sub: 1. Customer Services Office Operations
Workpaper: 100004.000 - CCC Operations

Determination of Adjusted-Recorded (Incurred Costs):

	2017 (\$000)	2018 (\$000)	2019 (\$000)	2020 (\$000)	2021 (\$000)
Recorded (Nominal \$)*					
Labor	7,421	5,977	8,135	8,845	8,521
Non-Labor	74	91	131	188	624
NSE	0	0	0	0	0
Total	7,494	6,069	8,266	9,032	9,145
FTE	129.1	100.1	140.5	140.9	127.9
Adjustments (Nominal \$) **					
Labor	-4	1,543	-537	504	1,263
Non-Labor	-9	1	0	-55	-26
NSE	0	0	0	0	0
Total	-13	1,544	-537	448	1,237
FTE	2.4	31.0	-10.2	9.8	18.4
Recorded-Adjusted (Nominal \$)					
Labor	7,417	7,520	7,598	9,348	9,784
Non-Labor	64	92	131	132	598
NSE	0	0	0	0	0
Total	7,481	7,613	7,729	9,481	10,382
FTE	131.6	131.1	130.2	150.7	146.4
Vacation & Sick (Nominal \$)					
Labor	1,101	1,139	1,088	1,326	1,470
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	1,101	1,139	1,088	1,326	1,470
FTE	21.8	22.0	21.0	24.2	24.9
Escalation to 2021\$					
Labor	990	745	506	341	0
Non-Labor	9	10	10	11	0
NSE	0	0	0	0	0
Total	999	754	516	352	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Constant 2021\$)					
Labor	9,508	9,405	9,191	11,015	11,253
Non-Labor	73	102	141	143	598
NSE	0	0	0	0	0
Total	9,581	9,506	9,332	11,158	11,851
FTE	153.4	153.1	151.2	174.9	171.3

* After company-wide exclusions of Non-GRC costs

** Refer to "Detail of Adjustments to Recorded" page for line item adjustments

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Sandra F. Baule
Category: A. Customer Services Office Operations
Category-Sub: 1. Customer Services Office Operations
Workpaper: 100004.000 - CCC Operations

Summary of Adjustments to Recorded:

In Nominal \$ (000) Incurred Costs					
Years	2017	2018	2019	2020	2021
Labor	-4	1,543	-537	504	1,263
Non-Labor	-9	0.840	0	-55	-26
NSE	0	0	0	0	0
Total	-13	1,544	-537	448	1,237
FTE	2.4	31.0	-10.2	9.8	18.4

Detail of Adjustments to Recorded:

Year	Labor	NLbr	NSE	FTE	Adj Type
2017	-21	-1	0	-0.2	1-Sided Adj
Explanation:	Incremental costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2017	-1	0	0	-0.1	1-Sided Adj
Explanation:	Incremental costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2017	-109	0	0	-1.1	CCTR Transf To 2100-3512.000
Explanation:	Transfer labor and FTE associated with Business Advisor, Complaint Resolution Analyst, and Project Manager II from cost center 2100-0013 in work paper group 100004 CCC Operations to cost center 2100-3512 in workpaper group 100005 CCC Support to align costs where activity/function resides and is forecasted.				
2017	0	-3	0	0.0	1-Sided Adj
Explanation:	Exclude one time costs for legal settlement. Reference cost element 6230230 SRV LEGAL-SETTLMNTS				
2017	212	0	0	4.5	CCTR Transf From 2100-3515.000
Explanation:	Transfer labor and FTE associated with Energy Service Specialist from cost center 2100-3515 in work paper group 100005 CCC Support to cost center 2100-0013 in workpaper group 100004 CCC Operations to align costs where activity/function resides and is forecasted.				
2017	-86	-5	0	-0.7	CCTR Transf To 2100-3484.000
Explanation:	Transfer labor, non-labor and FTE associated with Branch Office Manager from cost center 2100-0016 in workpaper group 100004 CCC Operations to cost center 2100-3484 in workpaper group 100003 Branch Office to align costs where activity/function resides in history.				
2017 Total	-4	-9	0	2.4	
2018	13	1	0	0.1	1-Sided Adj
Explanation:	Incremental costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
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Category: A. Customer Services Office Operations
Category-Sub: 1. Customer Services Office Operations
Workpaper: 100004.000 - CCC Operations

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
2018	0	0	0	0.1	1-Sided Adj
Explanation:	Incremental costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2018	-7	0	0	-0.1	CCTR Transf To 2100-3512.000
Explanation:	Transfer labor and FTE associated with Project Manager II from cost center 2100-0013 in work paper group 100004 CCC Operations to cost center 2100-3512 in workpaper group 100005 CCC Support to align costs where activity/function resides and is forecasted.				
2018	1,537	0	0	30.9	CCTR Transf From 2100-3515.000
Explanation:	Transfer labor and FTE associated with Energy Service Specialist from cost center 2100-3515 in work paper group 100005 CCC Support to cost center 2100-0013 in workpaper group 100004 CCC Operations to align costs where activity/function resides and is forecasted.				
2018 Total	1,543	1	0	31.0	
2019	-537	0	0	-10.2	1-Sided Adj
Explanation:	One sided adjustment to remove Residential TOU costs incurred in 2019 that were subsequently removed in 2020 consistent with AL 3352-E and Resolution E-5069.				
2019 Total	-537	0	0	-10.2	
2020	-44	0	0	-0.4	1-Sided Adj
Explanation:	Incremental costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-44	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-12	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	547	0	0	10.2	1-Sided Adj
Explanation:	One sided adjustment to offset the 2019 Residential TOU costs incurred that were subsequently removed in 2020 consistent with AL 3352-E and Resolution E-5069.				
2020 Total	504	-55	0	9.8	
2021	0	-25	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	0	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
 2024 GRC - REVISED
 Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
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 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100004.000 - CCC Operations

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
2021	1,263	0	0	18.4	1-Sided Adj
Explanation: One sided adjustment to reflect the ongoing Residential TOU costs that were incurred in 2021 are expected to continue throughout the 2024 GRC cycle. Although D.15.07-001 authorized a separate recovery mechanism through the Rate Reform Memorandum Account (RRMA). Reference AL 2992-E, AL 2992 E-A, Resolution E-4910, D.18-12-004, D.19-09-051, AL 3352-E, and Resolution E-5069.					
2021 Total	1,263	-26	0	18.4	

Note: Totals may include rounding differences.

**Beginning of Workpaper
100005.000 - CCC Support**

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100005.000 - CCC Support

Activity Description:

Customer Contact Center (CCC) Support work group activities include resource planning and scheduling; technology support (including software licensing, maintenance and support service); training; quality assurance; policy and procedures support; planning and analysis functions; complaint resolution and clerical support.

Forecast Explanations:

Labor - Base YR Rec

A base year forecast method was used for TY 2024 for labor and non-labor because the last recorded year accurately reflects the expense level associated with current departmental activity.

Non-Labor - Base YR Rec

See explanation above.

NSE - Base YR Rec

N/A

Summary of Results:

		In 2021\$ (000) Incurred Costs								
		Adjusted-Recorded					Adjusted-Forecast			
Years		2017	2018	2019	2020	2021	2022	2023	2024	
Labor		2,045	2,187	2,174	2,375	2,414	2,450	2,684	2,684	
Non-Labor		1,413	1,467	1,371	1,321	1,336	1,336	1,345	1,345	
NSE		0	0	0	0	0	0	0	0	
Total		3,458	3,654	3,545	3,697	3,750	3,786	4,029	4,029	
FTE		22.5	24.0	23.6	25.6	26.0	26.3	29.3	29.3	

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
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 Workpaper: 100005.000 - CCC Support

Summary of Adjustments to Forecast:

In 2021 \$(000) Incurred Costs										
Forecast Method		Base Forecast			Forecast Adjustments			Adjusted-Forecast		
Years		2022	2023	2024	2022	2023	2024	2022	2023	2024
Labor	Base YR Rec	2,414	2,414	2,414	37	271	271	2,451	2,685	2,685
Non-Labor	Base YR Rec	1,336	1,336	1,336	0	9	9	1,336	1,345	1,345
NSE	Base YR Rec	0	0	0	0	0	0	0	0	0
Total		3,750	3,750	3,750	37	280	280	3,787	4,030	4,030
FTE	Base YR Rec	26.0	26.0	26.0	0.3	3.3	3.3	26.3	29.3	29.3

Forecast Adjustment Details:

Year	Labor	NLbr	NSE	Total	FTE	Adj Type
2022	-50	0	0	-50	-0.6	1-Sided Adj
Explanation:	Benefit 200.1: Reduce Training Costs in Customer Contact Center					
2022	87	0	0	87	0.9	1-Sided Adj
Explanation:	Full Year Labor Impact of Vacancies: Analyst \$87K = 0.9 FTE x \$97K (AD1 MRR midpoint)					
2022 Total	37	0	0	37	0.3	
2023	-50	0	0	-50	-0.6	1-Sided Adj
Explanation:	Benefit 200.1: Reduce Training Costs in Customer Contact Center					
2023	87	0	0	87	0.9	1-Sided Adj
Explanation:	Full Year Labor Impact of Vacancies: Analyst \$87K = 0.9 FTE x \$97K (AD1 MRR midpoint)					
2023	234	9	0	243	3.0	1-Sided Adj
Explanation:	Capital Project Impacts - Contact Center of the Future: Analytics and Reporting Analysts \$234K = 3 FTE x \$78K (SA3 MRR midpoint)					
2023 Total	271	9	0	280	3.3	
2024	-50	0	0	-50	-0.6	1-Sided Adj
Explanation:	Benefit 200.1: Reduce Training Costs in Customer Contact Center					
2024	87	0	0	87	0.9	1-Sided Adj
Explanation:	Full Year Labor Impact of Vacancies: Analyst \$87K = 0.9 FTE x \$97K (AD1 MRR midpoint)					
2024	234	9	0	243	3.0	1-Sided Adj
Explanation:	Capital Project Impacts - Contact Center of the Future: Analytics and Reporting Analysts \$234K = 3 FTE x \$78K (SA3 MRR midpoint)					
2024 Total	271	9	0	280	3.3	

Note: Totals may include rounding differences.

SDG&E/CS - OFFICE OPERATIONS/Exh No:SDG&E-18-WP-R/Witness: S. Baule

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Sandra F. Baule
Category: A. Customer Services Office Operations
Category-Sub: 1. Customer Services Office Operations
Workpaper: 100005.000 - CCC Support

Determination of Adjusted-Recorded (Incurred Costs):

	2017 (\$000)	2018 (\$000)	2019 (\$000)	2020 (\$000)	2021 (\$000)
Recorded (Nominal \$)*					
Labor	1,851	3,300	1,797	2,024	2,112
Non-Labor	1,356	1,402	1,299	1,250	1,375
NSE	0	0	0	0	0
Total	3,207	4,702	3,097	3,274	3,487
FTE	24.7	51.0	20.3	22.1	22.3
Adjustments (Nominal \$) **					
Labor	-256	-1,551	0	-8	-14
Non-Labor	-117	-74	-28	-27	-39
NSE	0	0	0	0	0
Total	-374	-1,625	-28	-34	-53
FTE	-5.4	-30.3	0.0	-0.2	-0.1
Recorded-Adjusted (Nominal \$)					
Labor	1,595	1,749	1,797	2,016	2,099
Non-Labor	1,239	1,328	1,272	1,223	1,336
NSE	0	0	0	0	0
Total	2,834	3,077	3,069	3,239	3,435
FTE	19.3	20.7	20.3	22.0	22.2
Vacation & Sick (Nominal \$)					
Labor	237	265	257	286	315
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	237	265	257	286	315
FTE	3.2	3.3	3.3	3.6	3.8
Escalation to 2021\$					
Labor	213	173	120	74	0
Non-Labor	174	138	99	98	0
NSE	0	0	0	0	0
Total	387	312	218	171	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Constant 2021\$)					
Labor	2,045	2,187	2,174	2,375	2,414
Non-Labor	1,413	1,467	1,371	1,321	1,336
NSE	0	0	0	0	0
Total	3,458	3,654	3,545	3,697	3,750
FTE	22.5	24.0	23.6	25.6	26.0

* After company-wide exclusions of Non-GRC costs

** Refer to "Detail of Adjustments to Recorded" page for line item adjustments

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100005.000 - CCC Support

Summary of Adjustments to Recorded:

In Nominal \$ (000) Incurred Costs					
Years	2017	2018	2019	2020	2021
Labor	-256	-1,551	0	-8	-14
Non-Labor	-117	-74	-28	-27	-39
NSE	0	0	0	0	0
Total	-374	-1,625	-28	-34	-53
FTE	-5.4	-30.3	0.0	-0.2	-0.1

Detail of Adjustments to Recorded:

Year	Labor	NLbr	NSE	FTE	Adj Type
2017	0	0	0	-0.1	1-Sided Adj
Explanation:	Incremental costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2017	85	3	0	0.8	CCTR Transf From 2100-3484.000
Explanation:	Transfer labor, non-labor and FTE associated with Project Mgr I from cost center 2100-3484 in work paper group 100003 Branch Office to cost center 2100-3512 in workpaper group 100005 CCC Support to align costs where activity/function resides and is forecasted.				
2017	-2	0	0	-0.1	1-Sided Adj
Explanation:	Incremental costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2017	109	0	0	1.1	CCTR Transf From 2100-0013.000
Explanation:	Transfer labor and FTE associated with Business Advisor, Complaint Resolution Analyst, and Project Manager II from cost center 2100-0013 in work paper group 100004 CCC Operations to cost center 2100-3512 in workpaper group 100005 CCC Support to align costs where activity/function resides and is forecasted.				
2017	0	-107	0	0.0	CCTR Transf To 2100-0634.000
Explanation:	Transfer non-labor associated Business Customer Segmentation and C3 hosting fees from cost center 2100-0622 in work paper group 100005 CCC Support to cost center 2100-0634 in workpaper group 11N002 Customer Programs and Business Services, to align costs where activity/function resides and is forecasted.				
2017	-62	-4	0	-0.5	CCTR Transf To 2200-0165.000
Explanation:	Transfer labor, non-labor, and FTE associated with SCG CCC Strategy & Analysis Manager from cost center 2100-3511 in workpaper group 100005.000 CCC Support to SCG cost center 2200-0165 in workpaper group 2IT0013 Performance Mgmt and Org Strategy to align activity where it resides and is being forecasted.				
2017	-212	0	0	-4.5	CCTR Transf To 2100-0013.000

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100005.000 - CCC Support

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
Explanation:	Transfer labor and FTE associated with Energy Service Specialist from cost center 2100-3515 in work paper group 100005 CCC Support to cost center 2100-0013 in workpaper group 100004 CCC Operations to align costs where activity/function resides and is forecasted.				
2017	-116	-7	0	-1.0	CCTR Transf To 2100-4052.000
Explanation:	Transfer labor, non-labor and FTE associated with Digital Customer Exp. Mgr, and Sr. Business Analyst from cost center 2100-3839 in workpaper group 100005 CCC Support to 2100-4052 in workpaper group 11NOO1 Marketing, Research, and Analytics to align costs where activity/function resides and is forecasted.				
2017	-51	0	0	-1.0	CCTR Transf To 2100-3766.000
Explanation:	Transfer labor and FTE associated with Energy Info Representative from cost center 2100-3515 in work paper group 100005 CCC Support to cost center 2100-3766 in workpaper group 11N002 Customer Programs, Business Services, Other Office to align costs where activity/function resides and is forecasted.				
2017	-6	-3	0	-0.1	CCTR Transf To 2100-4089.006
Explanation:	Transfer labor, non-labor and FTE associated with Community Fire Preparedness Program Mgr. from cost center 2100-0622 in work paper group 100005 CCC Support to cost center 2100-4089.006 in workpaper group 1WM008 Stakeholder Cooperation & Community Engagement to align costs where activity/function resides and is forecasted.				
2017 Total	-256	-117	0	-5.4	
2018	85	3	0	0.8	CCTR Transf From 2100-3484.000
Explanation:	Transfer labor, non-labor and FTE associated with Project Mgr I from cost center 2100-3484 in work paper group 100003 Branch Office to cost center 2100-3512 in workpaper group 100005 CCC Support to align costs where activity/function resides and is forecasted.				
2018	0	0	0	0.1	1-Sided Adj
Explanation:	Incremental costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2018	1	0	0	0.1	1-Sided Adj
Explanation:	Incremental costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2018	7	0	0	0.1	CCTR Transf From 2100-0013.000
Explanation:	Transfer labor and FTE associated with Project Manager II from cost center 2100-0013 in work paper group 100004 CCC Operations to cost center 2100-3512 in workpaper group 100005 CCC Support to align costs where activity/function resides and is forecasted.				
2018	0	-75	0	0.0	CCTR Transf To 2100-0634.000
Explanation:	Transfer non-labor for C3 annual hosting fees from cost center 2100-0622 in work paper group 100005CCC Support to cost center 2100-0634 in workpaper group 11N002 Customer Programs and Business Services to align costs where activity/function resides and is forecasted.				
2018	-51	-1	0	-0.2	CCTR Transf To 2100-0634.000

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100005.000 - CCC Support

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
Explanation:	Transfer labor, non-labor and FTE associated with Energy Engineer from cost center 2100-0622 and work paper group 100005 CCC Support to cost center 2100-0634 in workpaper group 11N002 Customer Programs and Business Services to align costs where activity/function resides.				
2018	-1,537	0	0	30.9	CCTR Transf To 2100-0013.000
Explanation:	Transfer labor and FTE associated with Energy Service Specialist from cost center 2100-3515 in work paper group 100005 CCC Support to cost center 2100-0013 in workpaper group 100004 CCC Operations to align costs where activity/function resides and is forecasted.				
2018	-56	1	0	-0.3	CCTR Transf To 2100-4052.000
Explanation:	Transfer labor, non-labor and FTE associated with Digital Customer Exp. Mgr, and Sr. Business Analyst from cost center 2100-3839 in workpaper group 100005 CCC Support to 2100-4052 in workpaper group 11NOO1 Marketing, Research, and Analytics to align costs where activity/function resides and is forecasted.				
2018	0	-2	0	0.0	1-Sided Adj
Explanation:	One-sided adjustment to remove discontinued satellite phone (Telecom), no longer required.				
2018 Total	-1,551	-74	0	-30.3	
2019	0	-27	0	0.0	CCTR Transf To 2100-3725.000
Explanation:	Transfer non-labor associated with Load Research from cost center 2100-0622 in work paper group 100005 CCC Support to cost center 2100-2100-3725 in workpaper group 11N000 Customer Pricing, Load Research, Analysis, and Forecasting, to align costs where activity/function resides and is forecasted.				
2019	0	-1	0	0.0	1-Sided Adj
Explanation:	One-sided adjustment to remove discontinued satellite phone (Telecom), no longer required.				
2019 Total	0	-28	0	0.0	
2020	-6	0	0	-0.1	1-Sided Adj
Explanation:	Incremental costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	-1	0	0	-0.1	1-Sided Adj
Explanation:	Incremental costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-6	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-9	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-5	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100005.000 - CCC Support

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
2020	0	-2	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-3	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-1	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020 Total	-8	-27	0	-0.2	
2021	-14	0	0	-0.1	1-Sided Adj
Explanation:	Incremental costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	0	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	0	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-3	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-1	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-2	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-1	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-31	0	0.0	CCTR Transf To 2100-3442.000
Explanation:	Transfer non-labor Oracle Utility Analytics license fee from cost center 2100-0622 in work paper group 100005 CCC Support to cost center 2100-3442 in work paper group 11N002.000 Customer Programs and Business Services to align costs where activity/function resides.				
2021 Total	-14	-39	0	-0.1	

Note: Totals may include rounding differences.

Beginning of Workpaper
100006.000 - Customer Operations Compliance and Strategy

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100006.000 - Customer Operations Compliance and Strategy

Activity Description:

The Customer Operations Compliance and Strategy team is responsible for implementing and managing SDG&E's Customer Choice Programs, and for Customer Services Risk & Compliance Management functions.

Forecast Explanations:

Labor - Base YR Rec

A base year forecast method was used for TY 2024 for Customer Operations Compliance and Strategy because the last recorded year accurately reflects the expense level associated with current departmental activity. As complexities increase due to the transition of customers to Community Choice Aggregation (CCA) and business focus on compliance and privacy increases, it is expected that labor requirements will increase as well. Therefore, the base year provides a reasonable starting point for future expenditures

Non-Labor - Base YR Rec

See above.

NSE - Base YR Rec

N/A

Summary of Results:

		In 2021\$ (000) Incurred Costs								
		Adjusted-Recorded					Adjusted-Forecast			
Years		2017	2018	2019	2020	2021	2022	2023	2024	
Labor		3,376	3,650	3,042	3,072	2,876	2,759	3,390	3,752	
Non-Labor		563	878	1,479	1,929	1,541	1,129	1,147	1,165	
NSE		0	0	0	0	0	0	0	0	
Total		3,939	4,529	4,521	5,001	4,417	3,888	4,537	4,917	
FTE		31.1	31.7	27.2	26.4	23.2	22.0	28.0	31.4	

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100006.000 - Customer Operations Compliance and Strategy

Summary of Adjustments to Forecast:

In 2021 \$(000) Incurred Costs										
Forecast Method		Base Forecast			Forecast Adjustments			Adjusted-Forecast		
Years		2022	2023	2024	2022	2023	2024	2022	2023	2024
Labor	Base YR Rec	2,876	2,876	2,876	-117	514	876	2,759	3,390	3,752
Non-Labor	Base YR Rec	1,541	1,541	1,541	-412	-394	-376	1,129	1,147	1,165
NSE	Base YR Rec	0	0	0	0	0	0	0	0	0
Total		4,417	4,417	4,417	-529	120	500	3,888	4,537	4,917
FTE	Base YR Rec	23.2	23.2	23.2	-1.2	4.8	8.2	22.0	28.0	31.4

Forecast Adjustment Details:

Year	Labor	NLbr	NSE	Total	FTE	Adj Type
2022	330	0	0	330	2.8	1-Sided Adj
Explanation:	Full year labor impact of vacant positions, leaves, and new hires: Community Choice Aggregation (CCA) Strategy & Policy Manager: 0.3 FTE x \$141K (PM3 MRR midpoint) = \$36K CCA Data Analysts: 2 FTE x \$119K (average AD2/AD3 MRR midpoint) = \$238K Customer Information Management Advisor: 0.5 FTE x \$111K (AD2 MRR midpoint) = \$56K					
2022	0	220	0	220	0.0	1-Sided Adj
Explanation:	Customer Privacy annual maintenance fees to manage Consent to Share application Average hourly rate \$115/hour x 160 hours/month x 12 months = \$220K					
2022	-372	-632	0	-1,004	-3.0	1-Sided Adj
Explanation:	Benefit 156.1: Eliminate CISCO, CRM and MyAccount Support Work (partially in base year)					
2022	-75	0	0	-75	-1.0	1-Sided Adj
Explanation:	Benefit 71.1: Test Bill Enhancement					
2022 Total	-117	-412	0	-529	-1.2	
2023	330	0	0	330	2.8	1-Sided Adj
Explanation:	Full year labor impact of vacant positions, leaves, and new hires: Community Choice Aggregation (CCA) Strategy & Policy Manager: 0.3 FTE x \$141K (PM3 MRR midpoint) = \$36K CCA Data Analysts: 2 FTE x \$119K (average AD2/AD3 MRR midpoint) = \$238K Customer Information Management Advisor: 0.5 FTE x \$111K (AD2 MRR midpoint) = \$56K					
2023	0	220	0	220	0.0	1-Sided Adj
Explanation:	Customer Privacy annual maintenance fees to manage Consent to Share application Average hourly rate \$115/hour x 160 hours/month x 12 months = \$220K					
2023	111	3	0	114	1.0	1-Sided Adj
Explanation:	Awareness and Training Advisor (AD2 MRR midpoint) to develop, implement and manage customer privacy and tariff compliance training and engagement activities					
2023	172	6	0	178	2.0	1-Sided Adj

Note: Totals may include rounding differences.

SDG&E/CS - OFFICE OPERATIONS/Exh No:SDG&E-18-WP-R/Witness: S. Baule

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100006.000 - Customer Operations Compliance and Strategy

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>
Explanation:	Privacy and Tariff Compliance Analysts (SA4 MRR midpoint \$86K x 2 FTE = \$172K) to manage SDG&E's third-party customer data disclosure processes					
2023	111	3	0	114	1.0	1-Sided Adj
Explanation:	Privacy Policy and Standards Advisor (AD2 MRR midpoint) to support an increase in quantity and complexity of Privacy Impact Assessments					
2023	-372	-632	0	-1,004	-3.0	1-Sided Adj
Explanation:	Benefit 156.1: Eliminate CISCO, CRM and MyAccount Support Work (partially in base year)					
2023	-75	0	0	-75	-1.0	1-Sided Adj
Explanation:	Benefit 71.1: Test Bill Enhancement					
2023	237	6	0	243	2.0	1-Sided Adj
Explanation:	Community Choice Aggregation: 1 Project Manager (PM2 MRR midpoint \$126K) and 1 Advisor (AD2 MRR midpoint \$111K) to support changing policy and customer engagement requirements.					
2023 Total	514	-394	0	120	4.8	
2024	330	0	0	330	2.8	1-Sided Adj
Explanation:	Full year labor impact of vacant positions, leaves, and new hires: Community Choice Aggregation (CCA) Strategy & Policy Manager: 0.3 FTE x \$141K (PM3 MRR midpoint) = \$36K CCA Data Analysts: 2 FTE x \$119K (average AD2/AD3 MRR midpoint) = \$238K Customer Information Management Advisor: 0.5 FTE x \$111K (AD2 MRR midpoint) = \$56K					
2024	0	220	0	220	0.0	1-Sided Adj
Explanation:	Customer Privacy annual maintenance fees to manage Consent to Share application Average hourly rate \$115/hour x 160 hours/month x 12 months = \$220K					
2024	111	3	0	114	1.0	1-Sided Adj
Explanation:	Awareness and Training Advisor (AD2 MRR midpoint) to develop, implement and manage customer privacy and tariff compliance training and engagement activities					
2024	172	6	0	178	2.0	1-Sided Adj
Explanation:	Privacy and Tariff Compliance Analysts (SA4 MRR midpoint \$86K x 2 FTE = \$172K) to manage SDG&E's third-party customer data disclosure processes					
2024	111	3	0	114	1.0	1-Sided Adj
Explanation:	Privacy Policy and Standards Advisor (AD2 MRR midpoint) to support an increase in quantity and complexity of Privacy Impact Assessments					
2024	126	3	0	129	1.0	1-Sided Adj
Explanation:	Privacy and Tariff Compliance Business Architect (AD3 MRR midpoint) to align strategic business goals with privacy and compliance objectives					
2024	236	15	0	251	2.4	1-Sided Adj
Explanation:	Labor shift from California Consumer Privacy Act Memorandum Account (CCPAMA) to O&M in TY2024: costs to process consumer requests required by California Consumer Privacy Act. Customer Information Management (CIM) Analysts: 1.2 FTE x \$86K (SA4 MRR midpoint) = \$103K CIM Advisors: 1.2 FTE x \$111K (AD2 MRR midpoint) = \$133K					

Note: Totals may include rounding differences.

SDG&E/CS - OFFICE OPERATIONS/Exh No:SDG&E-18-WP-R/Witness: S. Baule

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100006.000 - Customer Operations Compliance and Strategy

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>
2024	-372	-632	0	-1,004	-3.0	1-Sided Adj
Explanation:	Benefit 156.1: Eliminate CISCO, CRM and MyAccount Support Work (partially in base year)					
2024	-75	0	0	-75	-1.0	1-Sided Adj
Explanation:	Benefit 71.1: Test Bill Enhancement					
2024	237	6	0	243	2.0	1-Sided Adj
Explanation:	Community Choice Aggregation: 1 Project Manager (PM2 MRR midpoint \$126K) and 1 Advisor (AD2 MRR midpoint \$111K) to support changing policy and customer engagement requirements.					
2024 Total	876	-376	0	500	8.2	

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
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Workpaper: 100006.000 - Customer Operations Compliance and Strategy

Determination of Adjusted-Recorded (Incurred Costs):

	2017 (\$000)	2018 (\$000)	2019 (\$000)	2020 (\$000)	2021 (\$000)
Recorded (Nominal \$)*					
Labor	2,746	2,733	2,332	2,440	3,244
Non-Labor	2,198	819	1,391	2,890	1,961
NSE	0	0	0	0	0
Total	4,944	3,553	3,723	5,330	5,205
FTE	26.5	25.3	21.4	20.9	24.2
Adjustments (Nominal \$) **					
Labor	-112	186	183	167	-744
Non-Labor	-1,704	-24	-19	-1,103	-419
NSE	0	0	0	0	0
Total	-1,817	162	164	-936	-1,163
FTE	0.2	1.9	2.0	1.8	-4.4
Recorded-Adjusted (Nominal \$)					
Labor	2,634	2,919	2,514	2,607	2,500
Non-Labor	494	796	1,372	1,787	1,541
NSE	0	0	0	0	0
Total	3,127	3,714	3,887	4,394	4,042
FTE	26.7	27.2	23.4	22.7	19.8
Vacation & Sick (Nominal \$)					
Labor	391	442	360	370	376
Non-Labor	0	0	0	0	0
NSE	0	0	0	0	0
Total	391	442	360	370	376
FTE	4.4	4.5	3.8	3.7	3.4
Escalation to 2021\$					
Labor	351	289	167	95	0
Non-Labor	70	83	107	143	0
NSE	0	0	0	0	0
Total	421	372	274	238	0
FTE	0.0	0.0	0.0	0.0	0.0
Recorded-Adjusted (Constant 2021\$)					
Labor	3,376	3,650	3,042	3,072	2,876
Non-Labor	563	878	1,479	1,929	1,541
NSE	0	0	0	0	0
Total	3,939	4,529	4,521	5,001	4,417
FTE	31.1	31.7	27.2	26.4	23.2

* After company-wide exclusions of Non-GRC costs

** Refer to "Detail of Adjustments to Recorded" page for line item adjustments

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100006.000 - Customer Operations Compliance and Strategy

Summary of Adjustments to Recorded:

In Nominal \$ (000) Incurred Costs						
	Years	2017	2018	2019	2020	2021
Labor		-112	186	183	167	-744
Non-Labor		-1,704	-24	-19	-1,103	-419
NSE		0	0	0	0	0
	Total	-1,817	162	164	-936	-1,163
FTE		0.2	1.9	2.0	1.8	-4.4

Detail of Adjustments to Recorded:

Year	Labor	NLbr	NSE	FTE	Adj Type
2017	-248	-1,289	0	-1.7	1-Sided Adj
Explanation:	One-sided adjustment to remove business case development labor, non-labor and FTE costs in 2017 not reflective of costs incurred 2017-2021.				
2017	143	0	0	1.6	CCTR Transf From 2100-0634.000
Explanation:	Transfer Sr Busn Svc Analyst labor and FTE associated with Direct Access & Community Choice Aggregation activities from CC 2100-0634 in workpaper group 11N002 Customer Programs & Business Services to CC 2100-4119 in workpaper group 100006 Customer Operations Support & Projects to align costs with where roles reside and are forecasted.				
2017	-109	0	0	-1.2	CCTR Transf To 2100-3811.000
Explanation:	Transfer labor and FTE associated with Sr Business Analysts Billing role from cost center 2100-3477 in workpaper group 100006 Customer Operations Support & Projects to cost center 2100-3811 in workpaper group 100000 Billing to align activity/function where it resides and is forecasted.				
2017	0	-285	0	0.0	1-Sided Adj
Explanation:	One-sided adjustment to remove independent privacy audit costs in 2017 not reflective of costs incurred 2017-2020.				
2017	44	0	0	0.4	CCTR Transf From 2100-3480.000
Explanation:	Transfer labor and FTE associated with Customer Operations Support and Projects Project Manager role from cost center 2100-3480 in workpaper group 100000 Billing to cost center 2100-3576 in workpaper group 100006 Customer Operations Support & Projects to align costs with where role resides and is forecasted.				
2017	-56	-6	0	-0.4	CCTR Transf To 2100-3084.000
Explanation:	Transfer labor, non-labor and FTE associated with CIS Team from cost center 2100-3992 in work paper group 100006 Cust Ops Support & Projects to cost center 2100-3084 in workpaper group 11T002 to align costs where activity/function resides.				
2017	114	0	0	1.5	CCTR Transf From 2100-0009.000

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100006.000 - Customer Operations Compliance and Strategy

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
Explanation:	Transfer labor and FTE associated with Customer Operations Support and Projects Business and Sr . Business Analysts roles from cost center 2100-0009 in workpaper group 100000 Billing to cost center 2100-3477 in workpaper group 100006 Customer Operations Support and Projects to align costs with where roles reside and are forecasted.				
2017	0	-125	0	0.0	CCTR Transf To 2100-0058.000
Explanation:	Transfer non-labor costs associated with marketing from cost center 2100-0004 in workpaper group 100006 Cust Ops Supp & Projects to cost center 2100-0058 in workpaper group 11N001 Marketing, Research & Analytics to align costs where activity/function resides in history and is forecasted.				
2017 Total	-112	-1,704	0	0.2	
2018	-4	0	0	-0.1	1-Sided Adj
Explanation:	One-sided adjustment to remove business case development labor costs in 2018 not reflective of costs incurred 2017-2021.				
2018	21	-24	0	0.2	CCTR Transf To 2100-3084.000
Explanation:	Transfer labor, non-labor and FTE associated with CIS Team from cost center 2100-3992 in work paper group 100006 Cust Ops Support & Projects to cost center 2100-3084 in workpaper group 11T002 to align costs where activity/function resides.				
2018	70	0	0	0.6	CCTR Transf From 2100-3480.000
Explanation:	Transfer labor and FTE associated with Customer Operations Support and Projects Project Manager role from cost center 2100-3480 in workpaper group 100000 Billing to cost center 2100-3576 in workpaper group 100006 Customer Operations Support & Projects to align costs with where role resides and is forecasted.				
2018	98	0	0	1.2	CCTR Transf From 2100-0634.000
Explanation:	Transfer Sr Busn Svc Analyst labor and FTE associated with Direct Access & Community Choice Aggregation activities from CC 2100-0634 in workpaper group 11N002 Customer Programs & Business Services to CC 2100-4119 in workpaper group 100006 Customer Operations Support & Projects to align costs with where roles reside and are forecasted.				
2018 Total	186	-24	0	1.9	
2019	134	0	0	1.4	CCTR Transf From 2100-0634.000
Explanation:	Transfer Sr Busn Svc Analyst labor and FTE associated with Direct Access & Community Choice Aggregation activities from CC 2100-0634 in workpaper group 11N002 Customer Programs & Business Services to CC 2100-4119 in workpaper group 100006 Customer Operations Support & Projects to align costs with where roles reside and are forecasted.				
2019	-11	-19	0	-0.1	CCTR Transf To 2100-3084.000
Explanation:	Transfer labor, non-labor and FTE associated with CIS Team from cost center 2100-3992 in work paper group 100006 Cust Ops Support & Projects to cost center 2100-3084 in workpaper group 11T002 to align costs where activity/function resides.				
2019	59	0	0	0.7	CCTR Transf From 2100-3480.000

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

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 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100006.000 - Customer Operations Compliance and Strategy

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
Explanation:	Transfer labor and FTE associated with Customer Operations Support and Projects Business and Sr . Business Analysts role from cost center 2100-3480 in workpaper group 100000 Billing to cost center 2100-3477 in workpaper group 100006 Customer Operations Support & Projects to align costs with where role resides and is forecasted.				
2019 Total	183	-19	0	2.0	
2020	0	0	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-33	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-5	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-3	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	0	-1,050	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	17	0	0	0.1	CCTR Transf From 2100-3480.000
Explanation:	Transfer labor and FTE associated with CCA Manager from cost center 2100-3480 in workpaper group 100000 Billing to cost center 2100-4119 in workpaper group Customer Operations Support & Projects 100006 to align costs with where role resides and is forecasted				
2020	0	0	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2020	-2	-12	0	-0.1	CCTR Transf To 2100-3084.000
Explanation:	Transfer labor, non-labor and FTE associated with CIS Team from cost center 2100-3992 in work paper group 100006 Cust Ops Support & Projects to cost center 2100-3084 in workpaper group 11T002 to align costs where activity/function resides.				
2020	152	0	0	1.8	CCTR Transf From 2100-0634.000
Explanation:	Transfer Sr Busn Svc Analyst labor and FTE associated with Direct Access & Community Choice Aggregation activities from CC 2100-0634 in workpaper group 11N002 Customer Programs & Business Services to CC 2100-4119 in workpaper group 100006 Customer Operations Support & Projects to align costs with where roles reside and are forecasted.				
2020 Total	167	-1,103	0	1.8	

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100006.000 - Customer Operations Compliance and Strategy

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
2021	0	0	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-4	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-3	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-2	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	1,024	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-1	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).				
2021	0	-65	0	0.0	1-Sided Adj
Explanation:	One-sided adjustment to remove refundable non-labor cost associated with new customer program (IO 7138802)				
2021	-714	-1,161	0	-4.8	CCTR Transf To 2100-3084.000
Explanation:	Transfer labor, non-labor and FTE associated with CIS Team from cost center 2100-3992 in work paper group 100006 Customer Operations Compliance & Strategy to cost center 2100-3084 in workpaper group 11T002 to align costs where activity/function resides.				
2021	-82	-24	0	-0.3	1-Sided Adj
Explanation:	One-sided adjustment to remove refundable labor, non-labor and FTE associated with new customer programs (IO 7137865, 7138215)				
2021	0	-5	0	0.0	1-Sided Adj
Explanation:	One-sided adjustment to remove labor non-labor cost associated with new customer program (IO 7137865)				
2021	0	27	0	0.0	1-Sided Adj
Explanation:	Normalize independent privacy audit costs (mandated by CPUC D. 11-07-056 and D.12-08-045 privacy audit performed once every GRC cycle.) Actual expense in 2021 of \$245,700 and 2022 of \$27,300 (total \$273,000) for TY2024 GRC.				
2021	0	-205	0	0.0	1-Sided Adj

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
 Witness: Sandra F. Baule
 Category: A. Customer Services Office Operations
 Category-Sub: 1. Customer Services Office Operations
 Workpaper: 100006.000 - Customer Operations Compliance and Strategy

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>
Explanation:	Normalize independent privacy audit costs (mandated by CPUC D. 11-07-056 and D.12-08-045 privacy audit performed once every GRC cycle.) Occurs 1x every 4 years: \$273,000/4 years = \$68,250 per year 2021-2024. Adjustment for 2021: \$68,250 - \$273,000 = -\$204,750				
2021	52	0	0	0.7	CCTR Transf From 2100-0634.000
Explanation:	Transfer Sr Busn Svc Analyst labor and FTE associated with Direct Access & Community Choice Aggregation activities from CC 2100-0634 in workpaper group 1IN002 Customer Programs & Business Services to CC 2100-4119 in workpaper group 100006 Customer Operations Compliance & Strategy to align costs with where roles reside and are forecasted.				
2021 Total	-744	-419	0	-4.4	

Note: Totals may include rounding differences.

San Diego Gas & Electric Company
2024 GRC - REVISED
Non-Shared Service Workpapers

Area: CS - OFFICE OPERATIONS
Witness: Sandra F. Baule

Appendix A: List of Non-Shared Cost Centers

Cost Center	Sub	Description
2100-0004	000	VP CUSTOMER SERVICES SVCS & STAFF
2100-0008	000	CUSTOMER BILLING RESOURCES MGR
2100-0009	000	CUSTOMER BILLING MGR
2100-0013	000	CUSTOMER CARE CENTER OPERATIONS
2100-0016	000	CUSTOMER CARE CENTER MANAGER
2100-0019	000	CUSTOMER CARE CENTER TECHNOLOGY
2100-0021	000	ACCOUNT MANAGEMENT
2100-0022	000	ACCOUNT RESEARCH
2100-0023	000	METER REVENUE PROTECTION SDGE
2100-0026	000	CUSTOMER REMITTANCE PROCESSING MANAGER
2100-0040	000	CUSTOMER CARE STRATEGY & PLANNING
2100-0330	000	ALLOWANCE FOR UNCOLLECTIBLES
2100-0395	000	POSTAGE - CUSTOMER BILLS
2100-0622	000	DIR CUSTOMER CARE
2100-0642	000	CUSTOMER OPERATIONS TECHNOLOGY MANAGER
2100-3477	000	CUSTOMER OPERATIONS SUPPORT MANAGER
2100-3479	000	SUPV 3
2100-3480	000	CUST OPS SOUTH DIR
2100-3482	000	BRANCH OFFICE PAYSTATIONS
2100-3484	000	BRANCH OFFICE OPERATIONS
2100-3485	000	BRANCH OFFICE SATELLITES
2100-3486	000	AUTHORIZED PAYMENT LOCATIONS
2100-3488	000	CUST OPS SOUTH LVC
2100-3489	000	MAJOR MARKETS CREDIT & COLLECTIONS
2100-3490	000	CREDIT & COLL MGR
2100-3511	000	CS Continuous Improvement
2100-3512	000	CUSTOMER CARE CENTER LOS
2100-3514	000	CUSTOMER CARE CENTER OPERATIONS - SPECIAL SERVICES
2100-3515	000	CUSTOMER CARE CENTER TRAINING & DEVELOP
2100-3516	000	CUSTOMER CARE CENTER - POLICY SUPPORT
2100-3517	000	CUSTOMER CARE CENTER - QA SUPPORT
2100-3518	000	CCC PLANNING & ANALYSIS SDGE
2100-3576	000	CUSTOMER SERVICE PROJ MGMT OFFICE
2100-3637	000	MANAGER OF REMITTANCE PROCESSING
2100-3782	000	BILLING OPERATIONS SUPPORT - SMART METER
2100-3811	000	CUSTOMER OPS SUPPORT
2100-3839	000	Customer Complaint Resolution
2100-3844	000	VP CUSTOMER OPERATIONS
2100-3880	000	OFFICE OF CUSTOMER PRIVACY
2100-3938	000	BUSINESS REQUIREMENTS & GOVERNANCE
2100-3992	000	CUSTOMER INFORMATION SYSTEM TEAM
2100-4033	000	Regulatory & Rate Projects
2100-4119	000	CCA MGMT, STRATEGY & POLICY
2100-4146	000	CCA BILLING OPERATIONS