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

DOCUMENT	PAGE
Overall Summary For Exhibit No. SDG&E-18-WP-R	1
Summary of Non-Shared Services Workpapers	2
Category: A. Customer Services Office Operations	3
100000.000 - BILLING	5
100001.000 - CREDIT & COLLECTIONS	15
100001.001 - SAFETY - METER REVENUE PROTECTION	22
100002.000 - REMITTANCE PROCESSING	27
100002.001 - POSTAGE	35
100003.000 - BRANCH OFFICES	45
100004.000 - CCC OPERATIONS	51
100005.000 - CCC SUPPORT	60
100006.000 - CUSTOMER OPERATIONS COMPLIANCE AND STRATEGY	68
Appendix A: List of Non-Shared Cost Centers	79

San Diego Gas & Electric Company 2024 GRC - REVISED

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

	Area: CS - OFFI	CS - OFFICE OPERATIONS					
	Witness: Sandra F.	Sandra F. Baule					
	In 2021 \$ (000) Incurred Costs						
	Adjusted-Recorded	Recorded Adjusted-Forecast					
Description	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			

Area: CS - OFFICE OPERATIONS

Witness: Sandra F. Baule

Summary of Non-Shared Services Workpapers:

	In 2021 \$ (000) Incurred Costs					
	Adjusted- Recorded		Adjusted-Forecast			
Description	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		

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

Summary for Category: A. Customer Services Office Operations

٦	In 2021\$ (000) Incurred Costs						
-	Adjusted-Recorded	<u>IN 20215 (000) INC</u>	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:						
100000.000 Billing	0.1						
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 &							
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 - I	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 Remittan	ice 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			

CS - OFFICE OPERATIONS
Sandra F. Baule
A. Customer Services Office Operations
VARIOUS

		In 2021\$ (000) Incu	rred 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	0	0	0	0
Total	1,358	1,383	1,517	1,517
FTE	14.2	14.2	14.2	14.2
100004.000 CCC Op	erations			
Labor	11,253	13,088	13,503	13,577
Non-Labor	598	151	163	163
NSE	0	0	0	0
Total	11,851	13,239	13,666	13,740
FTE	171.3	201.4	206.3	207.2
100005.000 CCC Su	pport			
Labor	2,414	2,451	2,685 1,345	2,685
Non-Labor	1,336	1,336		1,345
NSE	0	0	0	0
Total	3,750	3,787	4,030	4,030
FTE	26.0	26.3	29.3	29.3
100006.000 Custom	er Operations Compliance and	l Strategy		
Labor	2,876	2,759	3,390	3,752
Non-Labor	1,541	1,129	1,147	1,165
NSE	0	0	0	0
Total	4,417	3,888	4,537	4,917
FTE	23.2	22.0	28.0	31.4

Beginning of Workpaper 100000.000 - Billing

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							
		Adju	isted-Recor	ded		Ad	justed-Fore	cast
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

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	t Method	Base Forecast Forecast Adjustments Adjust				sted-Forecast				
Years	S	2022	2023	2024	2022	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
Tota	I	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:

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj Type</u>	
2022	566	0	0	566	6.6	1-Sided Adj	
Explanation:	Full year labor impact of midpoint) = \$390K Credit/Billing Support Ad CCA Billing Operations	dvisors: 1.2 FTE	E x \$104K (a	verage AD1/A	.D2 MRR midp	ooint) = \$125K	
2022	11	0	0	11	0.1	1-Sided Adj	
Explanation:	Shift from CIS replacem Credit/Billing Support Ac	•	•		•		
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 E	Billing Labor Sav	vings				
2022	0	-335	0	-335	0.0	1-Sided Adj	
Explanation:	Benefit 500.1: Billing Op	erations Suppo	ort Staff Effici	iency			
2022	-62	0	0	-62	-1.0	1-Sided Adj	
Explanation:	Benefit New 1: Mid-Day	Program Chan	ge				
2022 Tota	l 440	-84	0	356	4.7		
2023	566	0	0	566	6.6	1-Sided Adj	
Explanation:	Full year labor impact of midpoint) = \$390K Credit/Billing Support Ac CCA Billing Operations	dvisors: 1.2 FTE	E x \$104K (a	verage AD1/A	.D2 MRR midp	ooint) = \$125K	
2023	11	0	0	11	0.1	1-Sided Adj	
Explanation:	Shift from CIS replacem Credit/Billing Support Ac	•	•		•		
Note: Totals may include rounding differences. SDG&E/CS - OFFICE OPERATIONS/Exh No:SDG&E-18-WP-R/Witness: S. Baule							

Area:	CS - OFFICE OPER	ATIONS				
Witness:	Sandra F. Baule					
Category:	A. Customer Service	s Office Ope	rations			
Category-Sub:	1. Customer Service	s Office Oper	rations			
Workpaper:	100000.000 - Billing)				
Year	<u>Labor</u>	<u>NLbr</u>	NSE	Total	<u>FTE</u>	Adj_Type
2023	0	251	0	251	0.0	1-Sided Adj
Explanation:	Community Choice Aggre Full year forecast: \$101K 2021 CCA contract resou Incremental resources: \$	/month x 12 i irce spend: \$, months = \$1,2 961K	•	act resources t	to support CCA billing:
2023	237	6	0	243	2.0	1-Sided Adj
Explanation:	CCA Growth: 2 Advisors associated with San Dieg in SDG&E service territor	o Community				
2023	-75	0	0	-75	-1.0	1-Sided Adj
Explanation:	Benefit 70.1: Complex Bi	lling Labor Sa	avings			
2023	0	-854	0	-854	0.0	1-Sided Adj
Explanation:	Benefit 500.1: Billing Ope	erations Supp	oort Staff Effici	ency		
2023	-62	0	0	-62	-1.0	1-Sided Adj
Explanation:	Benefit New 1: Mid-Day F	Program Cha	nge			
2023 Total	677	-597	0	80	6.7	
	•••		Ū	00	•	
2024	566	0	0	566	6.6	1-Sided Adj
2024 Explanation:		0 vacancies: E visors: 1.2 FT	0 Billing Analysts FE x \$104K (av	566 : 5.0 FTE x \$7 verage AD1/A	6.6 78K (average S D2 MRR midp	SA2/SA4 MRR oint) = \$125K
	566 Full year labor impact of midpoint) = \$390K Credit/Billing Support Adv	0 vacancies: E visors: 1.2 FT	0 Billing Analysts FE x \$104K (av	566 : 5.0 FTE x \$7 verage AD1/A	6.6 78K (average S D2 MRR midp	SA2/SA4 MRR oint) = \$125K
Explanation:	566 Full year labor impact of midpoint) = \$390K Credit/Billing Support Adv CCA Billing Operations M	0 vacancies: E visors: 1.2 FT lanager: 0.4 0 ent capital and visor: 0.1 FTE	0 Billing Analysts FE x \$104K (av FTE x \$128K (0 d Power Your I E x \$111K (AD	566 : 5.0 FTE x \$7 verage AD1/A (BM1 MRR mi 28 Drive refundal 2 MRR midpo	6.6 78K (average \$ D2 MRR midp dpoint) = \$51k 0.3 ble in base yea	SA2/SA4 MRR oint) = \$125K (1-Sided Adj
Explanation: 2024	566 Full year labor impact of midpoint) = \$390K Credit/Billing Support Adv CCA Billing Operations M 28 Shift from CIS replaceme year: Credit/Billing Support Adv	0 vacancies: E visors: 1.2 FT lanager: 0.4 0 ent capital and visor: 0.1 FTE	0 Billing Analysts FE x \$104K (av FTE x \$128K (0 d Power Your I E x \$111K (AD	566 : 5.0 FTE x \$7 verage AD1/A (BM1 MRR mi 28 Drive refundal 2 MRR midpo	6.6 78K (average \$ D2 MRR midp dpoint) = \$51k 0.3 ble in base yea	SA2/SA4 MRR oint) = \$125K (1-Sided Adj
Explanation: 2024 Explanation:	566 Full year labor impact of midpoint) = \$390K Credit/Billing Support Adv CCA Billing Operations M 28 Shift from CIS replaceme year: Credit/Billing Support Adv Billing Analyst: 0.2 FTE x	0 vacancies: E visors: 1.2 FT lanager: 0.4 0 ent capital and visor: 0.1 FTE \$86K (SA4 N 251 egation (CCA /month x 12 n urce spend: \$	0 Billing Analysts TE x \$104K (av FTE x \$128K (0 d Power Your I E x \$111K (AD MRR midpoint) 0 annualize bat months = \$1,2 961K	566 : 5.0 FTE x \$7 verage AD1/A (BM1 MRR mi 28 Drive refundat 2 MRR midpo) = \$17K 251 use year contra	6.6 78K (average \$ D2 MRR midpo dpoint) = \$51k 0.3 ble in base yea int) = \$11K 0.0	SA2/SA4 MRR oint) = \$125K (1-Sided Adj ar to O &M in forecast 1-Sided Adj
Explanation: 2024 Explanation: 2024	566 Full year labor impact of midpoint) = \$390K Credit/Billing Support Adv CCA Billing Operations M 28 Shift from CIS replaceme year: Credit/Billing Support Adv Billing Analyst: 0.2 FTE x 0 Community Choice Aggre Full year forecast: \$101K 2021 CCA contract resource	0 vacancies: E visors: 1.2 FT lanager: 0.4 0 ent capital and visor: 0.1 FTE \$86K (SA4 N 251 egation (CCA /month x 12 n urce spend: \$	0 Billing Analysts TE x \$104K (av FTE x \$128K (0 d Power Your I E x \$111K (AD MRR midpoint) 0 annualize bat months = \$1,2 961K	566 : 5.0 FTE x \$7 verage AD1/A (BM1 MRR mi 28 Drive refundat 2 MRR midpo) = \$17K 251 use year contra	6.6 78K (average \$ D2 MRR midpo dpoint) = \$51k 0.3 ble in base yea int) = \$11K 0.0	SA2/SA4 MRR oint) = \$125K (1-Sided Adj ar to O &M in forecast 1-Sided Adj
Explanation: 2024 Explanation: 2024 Explanation:	566 Full year labor impact of midpoint) = \$390K Credit/Billing Support Adv CCA Billing Operations M 28 Shift from CIS replaceme year: Credit/Billing Support Adv Billing Analyst: 0.2 FTE x 0 Community Choice Aggre Full year forecast: \$101K 2021 CCA contract resou Incremental resources: \$	0 vacancies: E visors: 1.2 FT lanager: 0.4 0 ent capital and visor: 0.1 FTE \$86K (SA4 N 251 egation (CCA /month x 12 i urce spend: \$ 1,212K - \$96 6 (1 AD2, 1 AD jo Community	0 Billing Analysts TE x \$104K (av FTE x \$128K (0 0 d Power Your I E x \$111K (AD MRR midpoint) 0 annualize bat months = \$1,2 961K 1K = \$251K 0 0 3 MRR midpo	566 : 5.0 FTE x \$7 verage AD1/A (BM1 MRR mi 28 Drive refundat 2 MRR midpo) = \$17K 251 ise year contra 12K 243 int) to suppor	6.6 78K (average \$ 78K (average \$ 02 MRR midp dpoint) = \$51k 0.3 ole in base yea int) = \$11K 0.0 act resources f 2.0 t growth in CC	SA2/SA4 MRR oint) = \$125K (1-Sided Adj ar to O &M in forecast 1-Sided Adj to support CCA billing : 1-Sided Adj A customer base
Explanation: 2024 Explanation: 2024 Explanation: 2024	566 Full year labor impact of midpoint) = \$390K Credit/Billing Support Adv CCA Billing Operations M 28 Shift from CIS replacement year: Credit/Billing Support Adv Billing Analyst: 0.2 FTE x 0 Community Choice Aggre Full year forecast: \$101K 2021 CCA contract resourd Incremental resources: \$ 237 CCA Growth: 2 Advisors associated with San Diego in SDG&E service territor -75	0 vacancies: E visors: 1.2 FT lanager: 0.4 0 ent capital and visor: 0.1 FTE \$86K (SA4 N 251 egation (CCA /month x 12 n urce spend: \$ 1,212K - \$96 6 (1 AD2, 1 AD jo Community y 0	0 Billing Analysts TE x \$104K (av FTE x \$128K (0 d Power Your I E x \$111K (AD MRR midpoint) 0 annualize bat months = \$1,2 961K 1K = \$251K 0 3 MRR midpo y Power (SDC 0	566 : 5.0 FTE x \$7 verage AD1/A (BM1 MRR mi 28 Drive refundat 2 MRR midpo) = \$17K 251 ise year contra 12K 243 int) to suppor	6.6 78K (average \$ 78K (average \$ 02 MRR midp dpoint) = \$51k 0.3 ole in base yea int) = \$11K 0.0 act resources f 2.0 t growth in CC	SA2/SA4 MRR oint) = \$125K (1-Sided Adj ar to O &M in forecast 1-Sided Adj to support CCA billing : 1-Sided Adj A customer base
Explanation: 2024 Explanation: 2024 Explanation: 2024 Explanation:	566 Full year labor impact of midpoint) = \$390K Credit/Billing Support Adv CCA Billing Operations M 28 Shift from CIS replacement year: Credit/Billing Support Adv Billing Analyst: 0.2 FTE x 0 Community Choice Aggres Full year forecast: \$101K 2021 CCA contract resour Incremental resources: \$ 237 CCA Growth: 2 Advisors associated with San Diego in SDG&E service territor	0 vacancies: E visors: 1.2 FT lanager: 0.4 0 ent capital and visor: 0.1 FTE \$86K (SA4 N 251 egation (CCA /month x 12 n urce spend: \$ 1,212K - \$96 6 (1 AD2, 1 AD jo Community y 0	0 Billing Analysts TE x \$104K (av FTE x \$128K (0 d Power Your I E x \$111K (AD MRR midpoint) 0 annualize bat months = \$1,2 961K 1K = \$251K 0 3 MRR midpo y Power (SDC 0	566 : 5.0 FTE x \$7 verage AD1/A (BM1 MRR mi 28 Drive refundal 2 MRR midpo) = $17K$ 251 ase year contra 12K 243 vint) to suppor P), Clean Ene	6.6 78K (average \$ 78K (average \$ 02 MRR midp dpoint) = \$51k 0.3 ole in base yea int) = \$11K 0.0 act resources f 2.0 t growth in CC ergy Alliance (0	SA2/SA4 MRR oint) = \$125K (1-Sided Adj ar to O &M in forecast 1-Sided Adj to support CCA billing : 1-Sided Adj A customer base CEA) and future CCAs
Explanation: 2024 Explanation: 2024 Explanation: 2024 Explanation: 2024	566 Full year labor impact of midpoint) = \$390K Credit/Billing Support Adv CCA Billing Operations M 28 Shift from CIS replacement year: Credit/Billing Support Adv Billing Analyst: 0.2 FTE x 0 Community Choice Aggre Full year forecast: \$101K 2021 CCA contract resourd Incremental resources: \$ 237 CCA Growth: 2 Advisors associated with San Diego in SDG&E service territor -75	0 vacancies: E visors: 1.2 FT lanager: 0.4 0 ent capital and visor: 0.1 FTE \$86K (SA4 N 251 egation (CCA /month x 12 n urce spend: \$ 1,212K - \$96 6 (1 AD2, 1 AD jo Community y 0	0 Billing Analysts TE x \$104K (av FTE x \$128K (0 d Power Your I E x \$111K (AD MRR midpoint) 0 annualize bat months = \$1,2 961K 1K = \$251K 0 3 MRR midpo y Power (SDC 0	566 : 5.0 FTE x \$7 verage AD1/A (BM1 MRR mi 28 Drive refundal 2 MRR midpo) = $17K$ 251 ase year contra 12K 243 vint) to suppor P), Clean Ene	6.6 78K (average \$ 78K (average \$ 02 MRR midp dpoint) = \$51k 0.3 ole in base yea int) = \$11K 0.0 act resources f 2.0 t growth in CC ergy Alliance (0	SA2/SA4 MRR oint) = \$125K (1-Sided Adj ar to O &M in forecast 1-Sided Adj to support CCA billing : 1-Sided Adj A customer base CEA) and future CCAs
Explanation: 2024 Explanation: 2024 Explanation: 2024 Explanation: 2024 Explanation:	566 Full year labor impact of midpoint) = \$390K Credit/Billing Support Adv CCA Billing Operations M 28 Shift from CIS replacement year: Credit/Billing Support Adv Billing Analyst: 0.2 FTE x 0 Community Choice Aggre Full year forecast: \$101K 2021 CCA contract resourd Incremental resources: \$ 237 CCA Growth: 2 Advisors associated with San Diego in SDG&E service territor -75 Benefit 70.1: Complex Bi	0 vacancies: E visors: 1.2 FT lanager: 0.4 0 ent capital and visor: 0.1 FTE \$86K (SA4 N 251 egation (CCA /month x 12 n urce spend: \$ 1,212K - \$96 6 (1 AD2, 1 AD jo Community y 0 lling Labor Sa -854	0 Billing Analysts TE x \$104K (av FTE x \$128K (0 d Power Your I E x \$111K (AD MRR midpoint) 0 annualize bat months = \$1,2 961K 1K = \$251K 0 3 MRR midpo y Power (SDC 0 avings 0	566 : 5.0 FTE x \$7 verage AD1/A (BM1 MRR mid 28 Drive refundate 2 MRR midpo) = \$17K 251 ase year contra 12K 243 oint) to suppor P), Clean Ener -75 -854	6.6 78K (average \$ 78K (average \$ 02 MRR midp dpoint) = \$51k 0.3 ole in base yea int) = \$11K 0.0 act resources f 2.0 t growth in CC ergy Alliance (0 -1.0	SA2/SA4 MRR oint) = \$125K (1-Sided Adj ar to O &M in forecast 1-Sided Adj to support CCA billing : 1-Sided Adj A customer base CEA) and future CCAs 1-Sided Adj

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

Area:	CS - OFFICE OPE	CS - OFFICE OPERATIONS					
Witness:	Sandra F. Baule	Sandra F. Baule					
Category:	A. Customer Servi	A. Customer Services Office Operations					
Category-Sub:	1. Customer Servio	ces Office Ope	erations				
Workpaper:	100000.000 - Billi	ng					
Veen							
Year	Labor	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj_Type</u>	
2024	<u>Labor</u> -62	<u>NLbr</u> 0	<u>NSE</u> 0	<u>Total</u> -62	<u>FTE</u> -1.0	Adj_Type 1-Sided Adj	
		0	0				

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)
ecorded (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
djustments (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
ecorded-Adjusted (Nomin	al \$)				
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
acation & 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
scalation 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
ecorded-Adjusted (Consta	ant 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.*

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	Adi Type
2017	-1	0	0	-0.1	1-Sided Adj
Explanation:	Incremental costs that are anticipa Memorandum Account (CEMA).	ated to be reques	sted for reco	very through	a non-GRC Catastrophic Event
2017	3	0	0	0.1	CCTR Transf From 2100-3490.000
Explanation:	Transfer labor associated with Bill workpaper group 1OO001 Credit to align costs with where roles res	& Collections to a	cost center 2		
2017	109	0	0	1.2	CCTR Transf From 2100-3477.000
Explanation:	Transfer labor and FTE associate workpaper group 1OO006 Custon group 1OO000 Billing to align acti	ner Operations S	Support & Pro	ojects to cos	t center 2100-3811 in workpaper
2017	-86	0	0	-1.4	CCTR Transf To 2100-0026.000
Explanation:	Transfer labor and FTE associated group 1OO000 Billing to cost cent where roles reside and are foreca	er 2100-0026 in			
2017	-44	0	0	-0.4	CCTR Transf To 2100-3576.000
Explanation:	Transfer labor and FTE associated from cost center 2100-3480 in wo 1OO006 Customer Operations Su	rkpaper group 10	DO000 Billin	g to cost cer	nter 2100-3576 in workpaper group
2017	-114	0	0	-1.5	CCTR Transf To 2100-3477.000
Explanation:	Transfer labor and FTE associated Business Analysts roles from cost 2100-3477 in workpaper group 10 roles reside and are forecasted.	center 2100-000)9 in workpa	aper group 1	•
2017	-148	0	0	-2.3	CCTR Transf To 2100-0137.000

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>	Labor	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	Adj Type
Explanation:	Transfer labor and FTE associated 100000 Billing to cost center 2100 costs with where roles reside and a	0-0137 in workpa			
2017 Total	-282	0	0	-4.4	
2018	0	0	0	0.1	1-Sided Adj
Explanation:	Incremental costs that are anticipa Memorandum Account (CEMA).	ted to be reques	sted for reco	very through	a non-GRC Catastrophic Event
2018	-135	0	0	-1.7	CCTR Transf To 2100-0026.000
Explanation:	Transfer labor and FTE associated group 100000 Billing to cost center where roles reside and are forecast	er 2100-0026 in			
2018	-70	0	0	-0.6	CCTR Transf To 2100-3576.000
Explanation:	Transfer labor and FTE associated from cost center 2100-3480 in wor 100006 Customer Operations Su	kpaper group 10	DO000 Billin	g to cost cen	ter 2100-3576 in workpaper group
2018	-155	0	0	-2.4	CCTR Transf To 2100-0137.000
Explanation:	Transfer labor and FTE associated 100000 Billing to cost center 2100 costs with where roles reside and a	0-0137 in workpa	•		
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 workpaper group 1OO000 Billing to costs with where role resides and i	o cost center 21		-	
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 Business Analysts role from cost c 2100-3477 in workpaper group 10 role resides and is forecasted.	enter 2100-3480) in workpap	per group 10	O000 Billing to cost center
2019	-119	-17	0	-1.8	CCTR Transf To 2100-0137.000
Explanation:	Transfer labor, non-labor and FTE workpaper group 1OO000 Billing to Management to align costs with wi	o cost center 21	00-0137 in v	vorkpaper gr	

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>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
xplanation:	Incremental COVID-related costs Catastrophic Event Memorandun			uested for r	ecovery through a non-GRC
2020	0	-12	0	0.0	1-Sided Adj
xplanation:	Incremental COVID-related costs Catastrophic Event Memorandun			uested for r	ecovery through a non-GRC
2020	0	-3	0	0.0	1-Sided Adj
xplanation:	Incremental COVID-related costs Catastrophic Event Memorandun			uested for r	ecovery through a non-GRC
2020	-46	0	0	-0.5	CCTR Transf To 2100-3490.000
xplanation:	Transfer labor and FTE associate workpaper group 100000 Billing costs with where role resides and	to cost center 2			
2020	-17	0	0	-0.1	CCTR Transf To 2100-4119.000
xplanation:	Transfer labor and FTE associate 100000 Billing to cost center 210		-		
	100006 to align costs with where	e role resides ar		-	
2020	100006 to align costs with where -158	e role resides ar -32		-	CCTR Transf To 2100-0137.000
2020 Explanation:		-32 E associated wi to cost center 2	nd is forecaste 0 th Lighting Sp 2100-0137 in v	ed -2.2 ecialists fror vorkpaper gi	CCTR Transf To 2100-0137.000 n cost center 2100-0009 in
	-158 Transfer labor, non-labor and FT workpaper group 1OO000 Billing	-32 E associated wi to cost center 2	nd is forecaste 0 th Lighting Sp 2100-0137 in v	ed -2.2 ecialists fror vorkpaper gi	CCTR Transf To 2100-0137.000 n cost center 2100-0009 in
xplanation:	-158 Transfer labor, non-labor and FT workpaper group 1OO000 Billing Management to align costs with v	-32 E associated wit to cost center 2 where roles resid	nd is forecaste 0 th Lighting Sp 2100-0137 in v de and are for	ed -2.2 ecialists fror vorkpaper gi ecasted.	CCTR Transf To 2100-0137.000 n cost center 2100-0009 in
xplanation: 2020 Total	-158 Transfer labor, non-labor and FT workpaper group 100000 Billing Management to align costs with v -221	-32 E associated wit to cost center 2 where roles resid -62 -14 that are anticip	nd is forecaste 0 th Lighting Sp 100-0137 in v de and are for 0 0 ated to be req	ed -2.2 ecialists fror vorkpaper gr ecasted. -2.8 0.0	CCTR Transf To 2100-0137.000 n cost center 2100-0009 in roup 1ED002 Construction 1-Sided Adj
xplanation: 2020 Total 2021	-158 Transfer labor, non-labor and FT workpaper group 100000 Billing Management to align costs with v -221 0 Incremental COVID-related costs	-32 E associated wit to cost center 2 where roles resid -62 -14 that are anticip	nd is forecaste 0 th Lighting Sp 100-0137 in v de and are for 0 0 ated to be req	ed -2.2 ecialists fror vorkpaper gr ecasted. -2.8 0.0	CCTR Transf To 2100-0137.000 n cost center 2100-0009 in roup 1ED002 Construction 1-Sided Adj
2020 Total 2021 2021 Explanation:	-158 Transfer labor, non-labor and FT workpaper group 100000 Billing Management to align costs with v -221 0 Incremental COVID-related costs Catastrophic Event Memorandum	-32 E associated wit to cost center 2 where roles resid -62 -14 that are anticip n Account (CEM -1 -1 that are anticip	th Lighting Sp th Lighting Sp 100-0137 in v de and are for 0 ated to be req IA). 0 ated to be req	ed -2.2 ecialists fror vorkpaper gr ecasted. -2.8 0.0 juested for ro	CCTR Transf To 2100-0137.000 In cost center 2100-0009 in Youp 1ED002 Construction 1-Sided Adj ecovery through a non-GRC 1-Sided Adj
2020 Total 2021 2021 Explanation: 2021	-158 Transfer labor, non-labor and FT workpaper group 100000 Billing Management to align costs with v -221 0 Incremental COVID-related costs Catastrophic Event Memorandum 0 Incremental COVID-related costs	-32 E associated wit to cost center 2 where roles resid -62 -14 that are anticip n Account (CEM -1 -1 that are anticip	th Lighting Sp th Lighting Sp 100-0137 in v de and are for 0 ated to be req IA). 0 ated to be req	ed -2.2 ecialists fror vorkpaper gr ecasted. -2.8 0.0 juested for ro	CCTR Transf To 2100-0137.000 In cost center 2100-0009 in Youp 1ED002 Construction 1-Sided Adj ecovery through a non-GRC 1-Sided Adj
2020 Total 2021 2021 2021 2021 2021 2021 2021	-158 Transfer labor, non-labor and FT workpaper group 100000 Billing Management to align costs with v -221 0 Incremental COVID-related costs Catastrophic Event Memorandum 0 Incremental COVID-related costs Catastrophic Event Memorandum	-32 E associated wit to cost center 2 where roles resid -62 -14 that are anticip Account (CEM -1 that are anticip Account (CEM -3 that are anticip	nd is forecaste 0 th Lighting Sp 2100-0137 in v de and are for 0 ated to be req IA). 0 ated to be req IA). 0 ated to be req IA). 0	ed -2.2 ecialists from vorkpaper gr ecasted. -2.8 0.0 guested for ro 0.0 guested for ro 0.0	CCTR Transf To 2100-0137.000 In cost center 2100-0009 in Youp 1ED002 Construction 1-Sided Adj ecovery through a non-GRC 1-Sided Adj ecovery through a non-GRC 1-Sided Adj
2020 Total 2021 2021 2021 2021 2021 2021 2021	-158 Transfer labor, non-labor and FT workpaper group 100000 Billing Management to align costs with v -221 0 Incremental COVID-related costs Catastrophic Event Memorandum 0 Incremental COVID-related costs Catastrophic Event Memorandum 0 Incremental COVID-related costs Catastrophic Event Memorandum 0 Incremental COVID-related costs Catastrophic Event Memorandum 0	-32 E associated wit to cost center 2 where roles resid -14 that are anticip Account (CEM -3 that are anticip Account (CEM -3 that are anticip Account (CEM	nd is forecaste 0 th Lighting Sp 100-0137 in v de and are for 0 ated to be req IA). 0 ated to be req IA). 0 ated to be req IA). 0 ated to be req IA). 0	ed -2.2 ecialists fror vorkpaper gr ecasted. -2.8 0.0 guested for ro 0.0 guested for ro 0.0 guested for ro 0.0 guested for ro 0.0	CCTR Transf To 2100-0137.000 In cost center 2100-0009 in oup 1ED002 Construction 1-Sided Adj ecovery through a non-GRC 1-Sided Adj ecovery through a non-GRC 1-Sided Adj ecovery through a non-GRC
2020 Total 2021 2021 2021 2021 2021 2021 2021 202	-158 Transfer labor, non-labor and FT workpaper group 100000 Billing Management to align costs with v -221 0 Incremental COVID-related costs Catastrophic Event Memorandum 0 Incremental COVID-related costs Catastrophic Event Memorandum 0	-32 E associated wit to cost center 2 where roles resid -14 that are anticip n Account (CEM -3 that are anticip n Account (CEM -3 that are anticip n Account (CEM -1 that are anticip	nd is forecaste 0 th Lighting Sp 100-0137 in v de and are for 0 ated to be req IA). 0 ated to be req IA). 0	ed -2.2 ecialists fror vorkpaper gr ecasted. -2.8 0.0 guested for ro 0.0 guested for ro 0.0 guested for ro 0.0 guested for ro 0.0	CCTR Transf To 2100-0137.000 In cost center 2100-0009 in oup 1ED002 Construction 1-Sided Adj ecovery through a non-GRC 1-Sided Adj ecovery through a non-GRC 1-Sided Adj ecovery through a non-GRC

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>	Labor	<u>NLbr</u>	NSE	<u>FTE</u>	Adj Type			
Explanation:	One-sided adjustment to remove	non-labor cost a	ssociated wi	ith new custo	omer 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				

Beginning of Workpaper 100001.000 - Credit & Collections

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:

[Costs				
		Adju	isted-Recor	ded		Ad	justed-Fore	cast
Years	2017	2018	2019	2020	2021	2022	2023	2024
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

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 202	1 \$(000) Ir	ncurred Co	sts				
Forecast	t Method	Base Forecast			Forecast Adjustments			Adjusted-Forecast		
Years	s	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
Tota	d .	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:

<u>Year</u>	Labor	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	Adj Type	
2022	62	0	0	62	0.8	1-Sided Adj	
Explanation:	Full year labor impact: 0.8 FTE x \$78K (SA3 M	•	•	st vacancies			
2022	11	6	0	17	0.1	1-Sided Adj	
Explanation:	Customer Growth: Incre resulting from customer Forecasted meter grow 2021 labor \$1,309K x 0 2021 non-labor \$708K 2021 FTE 16.6 x 0.83%	⁻ growth. th from 1,489,9 .83% = \$11K x 0.83% = \$6K					
2022	0	28	0	28	0.0	1-Sided Adj	
Explanation:	Collection Agency Com 2021 Commissions: \$3 2022 Forecast: \$316K \$344K - \$316K = \$28K	16K k 109% = \$344I		ed 9% growth	over 2021		
2022	0	-131	0	-131	0.0	1-Sided Adj	
Explanation:	Reduced contractor usa	age					
2022	-6	-6	0	-12	-0.1	1-Sided Adj	
Explanation:	Benefit 87.1: Payment	Status Validatio	n				
2022 Total	67	-103	0	-36	0.8		
2023	62	0	0	62	0.8	1-Sided Adj	
Explanation:	Full year labor impact: 0.8 FTE x \$78K (SA3 M	•	•	st vacancies			
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 Page 17 of 79

Witness: Category: Category-Sub: Workpaper:	CS - OFFICE OPER Sandra F. Baule A. Customer Service 1. Customer Service 100001.000 - Credi	es Office Opera					
Year	Labor	NLbr	NSE	Total	FTE	Adj_Type	
Explanation:	Customer Growth: Increating from customer growth Forecasted meter growth 2021 labor \$1,309K x 1.7 2021 non-labor \$708K x 2021 FTE 16.6 x 0.83%	growth. i from 1,489,94 77% = \$23K 1.77% = \$13K					
2023	0	62	0	62	0.0	1-Sided Adj	
Explanation:	Collection Agency Comm 2021 Commissions: \$310 2022 Forecast: \$316K x 2023 Forecast: \$344K x \$378K - \$316K = \$62K	6K 109% = \$344K		d 10% growth	over 2022:		
2023	0	-131	0	-131	0.0	1-Sided Adj	
Explanation:	Reduced contractor usaç	je					
2023	-6	-6	0	-12	-0.1	1-Sided Adj	
Explanation:	Benefit 87.1: Payment S	atus Validation	l				
2023 Total	79	-62	0	17	1.0		
2024	62	0	0	62	0.8	1-Sided Adj	
Explanation:	Full year labor impact: C 0.8 FTE x \$78K (SA3 MF			t vacancies			
2024	36	00					
	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						
Explanation:	Customer Growth: Increa resulting from customer of Forecasted meter growth 2021 labor \$1,309K x 2.7 2021 non-labor \$708K x 2021 FTE 16.6 x 2.78%	growth. 1 from 1,489,94 78% = \$36K 2.78% = \$20K = 0.5 FTE	9 in 2021 to	1,531,337 in 2	2024 = 2.78%		
2024	Customer Growth: Increa resulting from customer Forecasted meter growth 2021 labor \$1,309K x 2.7 2021 non-labor \$708K x 2021 FTE 16.6 x 2.78%	ased labor and growth. 1 from 1,489,94 78% = \$36K 2.78% = \$20K = 0.5 FTE 104	non-labor re 9 in 2021 to 0	sources to sup 1,531,337 in 2 104	0.0 0000 - 0.0 0.0	•	
	Customer Growth: Increa resulting from customer of Forecasted meter growth 2021 labor \$1,309K x 2.7 2021 non-labor \$708K x 2021 FTE 16.6 x 2.78%	ased labor and growth. 1 from 1,489,94 78% = \$36K 2.78% = \$20K = 0.5 FTE 104 hission Increase 5K 109% = \$344K 110% = \$378K	non-labor re 9 in 2021 to 0 e: Forecaste	sources to sup 1,531,337 in 2 104	0.0 0000 - 0.0 0.0	d credit activity	
2024	Customer Growth: Increa resulting from customer of Forecasted meter growth 2021 labor \$1,309K x 2.7 2021 non-labor \$708K x 2021 FTE 16.6 x 2.78% 0 Collection Agency Comm 2021 Commissions: \$310 2022 Forecast: \$316K x 2023 Forecast: \$344K x 2024 Forecast \$378K x	ased labor and growth. 1 from 1,489,94 78% = \$36K 2.78% = \$20K = 0.5 FTE 104 hission Increase 5K 109% = \$344K 110% = \$378K	non-labor re 9 in 2021 to 0 e: Forecaste	sources to sup 1,531,337 in 2 104	0.0 0000 - 0.0 0.0	d credit activity	
2024 Explanation:	Customer Growth: Increa resulting from customer of Forecasted meter growth 2021 labor \$1,309K x 2.7 2021 non-labor \$708K x 2021 FTE 16.6 x 2.78% 0 Collection Agency Comm 2021 Commissions: \$310 2022 Forecast: \$316K x 2023 Forecast: \$344K x 2024 Forecast \$378K x \$420K - \$316K = \$104K	ased labor and growth. a from 1,489,94 78% = \$36K 2.78% = \$20K = 0.5 FTE 104 aission Increase 5K 109% = \$344K 110% = \$378K 111% = \$420K	non-labor re 9 in 2021 to 0 e: Forecaste	sources to su 1,531,337 in 2 104 d 11% growth	0.0 0.0 0ver 2023:	d credit activity 1-Sided Adj	
2024 Explanation: 2024	Customer Growth: Increa resulting from customer of Forecasted meter growth 2021 labor \$1,309K x 2.7 2021 non-labor \$708K x 2021 FTE 16.6 x 2.78% 0 Collection Agency Comm 2021 Commissions: \$310 2022 Forecast: \$316K x 2023 Forecast: \$344K x 2024 Forecast \$378K x \$420K - \$316K = \$104K	ased labor and growth. a from 1,489,94 78% = \$36K 2.78% = \$20K = 0.5 FTE 104 aission Increase 5K 109% = \$344K 110% = \$378K 111% = \$420K	non-labor re 9 in 2021 to 0 e: Forecaste	sources to su 1,531,337 in 2 104 d 11% growth	0.0 0.0 0ver 2023:	d credit activity 1-Sided Adj	
2024 Explanation: 2024 Explanation:	Customer Growth: Increa resulting from customer of Forecasted meter growth 2021 labor \$1,309K x 2.7 2021 non-labor \$708K x 2021 FTE 16.6 x 2.78% 0 Collection Agency Comm 2021 Commissions: \$310 2022 Forecast: \$316K x 2023 Forecast: \$316K x 2023 Forecast: \$344K x 2024 Forecast \$378K x \$420K - \$316K = \$104K 0 Reduced contractor usage	ased labor and growth. a from 1,489,94 78% = \$36K 2.78% = \$20K = 0.5 FTE 104 assion Increase 5K 109% = \$344K 110% = \$378K 111% = \$420K -131 ge -6	non-labor re 9 in 2021 to 0 e: Forecaste 0 0	sources to su 1,531,337 in 2 104 d 11% growth -131	0.0 0.0 0.0 0.0 0.0 0.0	d credit activity 1-Sided Adj 1-Sided Adj	

Note: Totals may include rounding differences.

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

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):

jjjjjj	2017 (\$000)	2018 (\$000)	2019 (\$000)	2020 (\$000)	2021 (\$000)
ecorded (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
djustments (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
ecorded-Adjusted (Nomi	nal \$)				
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
acation & 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
scalation 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
ecorded-Adjusted (Const	tant 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.*

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	L	.abor	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	Adj Type
2017		-3	0	0	-0.1	CCTR Transf To 2100-3811.000
Explanation:		001 Credit & Coll	ections to cost	t center 210		st center 2100-3490 in orkpaper group 1OO000 Billing
2017		86	0	0	1.4	CCTR Transf From 2100-3811.000
Explanation:		to cost center 210	-			er 2100-3811 in workpaper 000 Credit to align costs with
2017 Total		84	0	0	1.3	
2018		0	0	0	-0.1	1-Sided Adj
Explanation:	Incremental costs that Memorandum Accoun	•	be requested	for recove	ry through a	non-GRC Catastrophic Event
2018		0	0	0	-0.1	1-Sided Adj
Explanation:	Incremental costs that Memorandum Accoun		be requested	for recove	ry through a	non-GRC Catastrophic Event
2018		135	0	0	1.7	CCTR Transf From 2100-3811.000
Explanation:			•			er 2100-3811 in workpaper 000 Credit to align costs with
	where roles reside and			1 1 0	1	
2018 Total	where roles reside and		0	0	1.5	
2018 Total 2019	where roles reside and	d are forecasted.			•	CCTR Transf From 2100-0008.000
	Transfer labor and FTI	d are forecasted. 135 111 E associated with 000 Billing to cos	0 0 Credit & Colle t center 2100-	0 0 ections Mar	1.5 1.0 nager from co	

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>	Labor	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	Adj Type				
Explanation:	Transfer labor and FTE associated with Payment Services role from cost center 2100-3811 in workpaper group 1OO000 Billing to cost center 2100-0026 in workpaper group 1OO001.000 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 cos Catastrophic Event Memorand			uested for re	ecovery through a non-GRC				
2020	0	-5	0	0.0	1-Sided Adj				
Explanation:	Incremental COVID-related cost Catastrophic Event Memorand		•	uested for re	ecovery through a non-GRC				
2020	-25	0	0	-0.3	1-Sided Adj				
Explanation:	One-sided adjustment to remo corrected/reversed in 2021	ve refundable labo	r inaccurately	charged to	O&M posted in 2020 and				
2020	46	0	0	0.5	CCTR Transf From 2100-3811.000				
Explanation:	Transfer labor and FTE associ workpaper group 100000 Billi costs with where role resides a	ng to cost center 2			cost center 2100-3811 in oup 1OO001.000 Credit to align				
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				
2021 Explanation:	0 Incremental COVID-related cos Catastrophic Event Memorand	sts that are anticipa	0 ated to be requ		,				
	Incremental COVID-related cost	sts that are anticipa	0 ated to be requ		,				
Explanation:	Incremental COVID-related co Catastrophic Event Memorand	sts that are anticipa um Account (CEM/ -4 sts that are anticipa	0 ated to be requ A). 0 ated to be requ	uested for re 0.0	ecovery through a non-GRC 1-Sided Adj				
Explanation: 2021	Incremental COVID-related cos Catastrophic Event Memorand 0 Incremental COVID-related cos	sts that are anticipa um Account (CEM/ -4 sts that are anticipa	0 ated to be requ A). 0 ated to be requ	uested for re 0.0	ecovery through a non-GRC 1-Sided Adj				
Explanation: 2021 Explanation:	Incremental COVID-related cos Catastrophic Event Memorand 0 Incremental COVID-related cos Catastrophic Event Memorand 25	sts that are anticipa um Account (CEM/ -4 sts that are anticipa um Account (CEM/ 0 ve O&M labor cred	0 ated to be requ A). 0 ated to be requ A). 0	uested for re 0.0 uested for re 0.3	ecovery through a non-GRC 1-Sided Adj ecovery through a non-GRC				

Beginning of Workpaper 100001.001 - Safety - Meter Revenue Protection

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								
		Adju	isted-Recor	ded		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	

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									
Forecas	t Method	Bas	se Foreca	st	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
Tota	Total		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

Year	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj Type</u>	
			<u></u>				

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
djustments (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 (Nomir	nal \$)				
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
acation & Sick (Nominal \$	5)				
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
scalation 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
ecorded-Adjusted (Const	ant 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.*

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	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	<u>Adj Type</u>	
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 Catastrophic Event Memora		-	requested for	or recovery through a non-GRC	
2020 Total	0	-1	0	0.0		
2021	0	-1	0	0.0	1-Sided Adj	
Explanation:	Incremental COVID-related Catastrophic Event Memora		•	requested for	or recovery through a non-GRC	
2021 Total	0	-1	0	0.0		

Beginning of Workpaper 100002.000 - Remittance Processing

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										
		Adju	isted-Recor	ded		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				

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 Forecas			ast 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:

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	Adj Type
2022	0	-8	0	-8	0.0	1-Sided Adj
Explanation:	Decrease in vendor fees Supplemental Workpape					U
2022	0	-19	0	-19	0.0	1-Sided Adj
Explanation:	Cost savings from lower Processing 100002 Sup detail. (Reference cell H?	plemental Wo		•	•	-
2022 Total	0	-27	0	-27	0.0	
2023	0	-16	0	-16	0.0	1-Sided Adj
Explanation:	Decrease in vendor fees Supplemental Workpape					0
2023	0	-39	0	-39	0.0	1-Sided Adj
Explanation:	Cost savings from lower Processing 100002 Sup detail. (Reference cell 112	plemental Wo		• •	•	
2023 Total	0	-55	0	-55	0.0	
2024	0	-24	0	-24	0.0	1-Sided Adj
Explanation:	Decrease in vendor fees Supplemental Workpape					0
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 Page 29 of 79

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)
ecorded (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
djustments (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
ecorded-Adjusted (Nomin	al \$)				
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
acation & 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
scalation 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
ecorded-Adjusted (Consta	ant 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

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	<u>NLbr</u>	NSE	<u>FTE</u>	Adj Type
2017	0	-47	0	0.0	CCTR Transf To 2100-0395.001
Explanation:	To move postage expense t	o postage Wkp 1	00002.001		
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	

Supplemental Workpapers for Workpaper 100002.000

	А	С	D	E	F	G	Н	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		10.10	10.00	10.17	10.10	10.57	10.00	10.00	10.75
	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
28	Postal Rate					N	lo postal rate cha	ange 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	В	С	D	E	F	G	Н	I	J
1			Foreca	asts					ncremental \$	5
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 <i>,</i> 948		To the base year	(\$8,396)	(\$16,016)	(\$23,670)
6								-	-	-
7										
8			Foreca	asts				l	ncremental \$	
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 <i>,</i> 529	\$513,288	\$533,717		To the base year	(\$18,922)	(\$38 <i>,</i> 682)	(\$59,110)
13								-	-	-
14	(1) - The Vendor's fees are the cost to deliver e-bills to cu	stomers' home	banking web site	es, not email a	ddresses.					
15	(2) - Volume actual/forecast: see Supplemental Workpape	er 1 Historical a	nd Forecast Data	a Row 11.						
16	(3) - Volume actual/forecast: see Supplemental Workpape	er 1 Historical a	nd Forecast Data	a sum of Rows	10-11.					
17										

Beginning of Workpaper 100002.001 - Postage

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								
		Adju	isted-Recor	ded		Ad	justed-Fored	cast	
Years	2017	2018	2019	2020	2021	2022	2023	2024	
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	

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	t Method	Ba	se Foreca	st	Forec	ast Adjust	tments	Adjusted-Forecast		
Years	6	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
Tota	I	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:

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	NSE	<u>Total</u>	<u>FTE</u>	Adj Type	
2022	0	0	101	101	0.0	1-Sided Adj	
Explanation:	Postage increase due t Forecast Adjustment C	•		-	e Supplement	al Workpaper 2 -	
2022	0	0	-169	-169	0.0	1-Sided Adj	
Explanation:	Postage savings due to Forecast Adjustment C	· ·	•		ostage Supple	mental Workpaper 2 -	
2022	0	0	-5	-5	0.0	1-Sided Adj	
Explanation:	Postage impact due to Forecast Adjustment C	•	•		stage Supplerr	ental Workpaper 2 -	
2022	0	0	4	4	0.0	1-Sided Adj	
Explanation:	Paperless postage imp Workpaper 2 - Forecas		•		•	e Supplemental	
2022 Total	0	0	-69	-69	0.0		
2023	0	0	206	206	0.0	1-Sided Adj	
Explanation:	Postage increase due t Forecast Adjustment C	•		-	e Supplement	al Workpaper 2 -	
2023	0	0	-345	-345	0.0	1-Sided Adj	
Explanation:	• •	Postage savings due to paperless adoption: See 1OO002.001 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.						

Note: Totals may include rounding differences.

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

Area: Witness: Category: Category-Sub: Workpaper:	CS - OFFICE OPERATIONS Sandra F. Baule A. Customer Services Office Operations 1. Customer Services Office Operations 100002.001 - Postage					
<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	Adj_Type
2024	0	0	318	318	0.0	1-Sided Adj
Explanation:	Postage increase due to Forecast Adjustment Ca	-		-	e Supplementa	al Workpaper 2 -
2024	0	0	-527	-527	0.0	1-Sided Adj
Explanation:	Postage savings due to Forecast Adjustment Ca		-		stage Suppler	nental Workpaper 2 -
2024	0	0	-16	-16	0.0	1-Sided Adj
Explanation:	Postage impact due to postal rate change: See 1OO002.001 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	

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):

etermination of Aujusted	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
djustments (Nominal \$) **	r				
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 (Nomin	nal \$)				
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
acation & 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
scalation 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 (Consta	ant 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

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	<u>NLbr</u>	NSE	<u>FTE</u>	<u>Adj Type</u>				
2017	0	47	0	0.0	CCTR Transf From 2100-0395.000				
Explanation:	To move postage expense to	To move postage expense to postage Wkp 1OO002.001							
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 NS	E						
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 NS	E						
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 NS	E						
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 NS	E						

Area:	CS - OFFICE OPERATIONS
Witness:	Sandra F. Baule
Category:	A. Customer Services Office Operations
Category-Sub:	1. Customer Services Office Operations
Workpaper:	1OO002.001 - Postage

Year	Labor	<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	n Non-Labor to NS	E			
2021 Total	0	-3,804	3,810	0.0		

Supplemental Workpapers for Workpaper 100002.001

	A	В	с	D	E	F	G	Н	1	J	К	L	м	N	0	Р	Q	R	s
1		Actual	Actual	Actual	Actual	Actual	Actual	Forecast	Forecast	Forecast		-						<u> </u>	
2		2016	2017	2018	2019	2020	2021	2022	2023	2024								i	
3								[A]	[A]	[A]								1	
												omer Forecast Ele	ectric					1	
4	Total actual / forecast electric meters	1,430,175	1,438,964	1,453,179	1,464,572	1,476,867	1,489,949	1,502,325	1,516,272	1,531,337	Witness: Kennet							I	
											Bills & Notice	s Volume Foreca	ast Change to					1 I	
	Volume								Notices Volume Fo			BY2021							
6								[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)					I	
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)					I	
9	My Account Surpressed 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					l	
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		740,496	561,466	540,590	166,061	632,935	630,977	636,834	643,162	(1,958)	3,899	10,227					l	
12	Total	17,787,911	18,144,295	18,529,095	18,799,024	18,132,139		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					l	
15																Net impact		l	
16								Bills & N	otices Per Meter			ices Per Meter				(\$212,709)		l	
17	Bills & Notices Per Meter							[8]	[8]	[B]	2021 - 2020	2022	2023	2024		Adj		l	
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		0.000		₁l	
19	MPK- Paper Bills My Account Surpressed Bills	6.39 4.48	6.39 4.77	6.26 5.14	5.98 5.58	5.22 6.06	5.42 6.31	5.27 6.56	5.12 6.81	4.97 7.06	0.200	-0.150	-0.300	-0.450 0.750		-0.350		I	
20	Consolidator e-Bills Delivered	4.48	4.77	0.69	0.71	0.72	0.69	0.66	0.63	0.60	-0.030	-0.030	-0.060	-0.090				l	
21		0.64		0.69	0.71			0.66	0.63	0.60	-0.030		-0.060			0.000		l	
22	Other Notices Total		0.51 12.61	0.39 12.75	0.37	0.11	0.42	13.05	0.42 13.11	13.17	0.310	0.000	0.000	0.000		-0.310		I	
23	Iotai	12.43	12.01	12.75	12.84	12.27	12.99	13.05	13.11	15.17	0.720	0.060	0.120	0.180				I	
25 26	All Bills Per Meter (Sum of Rows 18 through 21)	11.90 0.53	12.10 0.51	12.36 0.39	12.47 0.37	12.16 0.11	12.57 0.42	12.63 0.42	12.69 0.42	12.75 0.42								l	
26	Notices Per Meter	0.53	0.51	0.39	0.37	0.11	0.42	0.42	0.42	0.42									
	Postal Rate								ostal Rate Forecas		Dentel Dete	Changes Effection		21/202	1 Blended Postal	. .		l	
28	Bills & Notices							[D]		[D]	2022	2023	2024	2022	2023	2024		l	
29	RICOH - Grouped Bills				Auerag	e Rate of flat mails	\$0.8276	\$0.828	\$0.828	\$0.828	\$0.000	\$0.000	\$0.000	\$0.8280	\$0.8280	\$0.8280		ł	
30	MPK- Paper Bills					ate of regular mails	\$0.8276	\$0.414	\$0.414	\$0.414	\$0.000	\$0.000	\$0.000	\$0.4060	\$0.4060	\$0.4060		rl	
32	My Account Surpressed Bills					ate of regular mails	\$0.3967	\$0.397	\$0.397	\$0.397	\$0.000	\$0.000	\$0.000	\$0.4060	\$0.4060	\$0.4060		ł	
33	Consolidator e-Bills Delivered					ate of regular mails	\$0.3967	\$0.397	\$0.397	\$0.397	\$0.000	\$0.000	\$0.000	\$0.4060	\$0.4060	\$0.4060		rI	
34	Other Notices					ate of regular mails	\$0.4523	\$0.452	\$0.452	\$0.452	\$0.000	\$0.000	\$0.000	\$0.4060	\$0.4060	\$0.4060		I	
25	our notices				Dichacart	ate of regular mans	, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	90.45L	90.45L	20.45 2	<i>\$</i> 0.000	Ç0.000	, 0.000	\$0.4000	Ç0.4000	90.4000		I	
36	Postage								Postage Forecast		Not Postage	Forecast Impact	TO BY2021	Postage For	ecast Impact Due	to Growth	Postage For	recast Impact [Jue to Pate
37	Bills & Notices							[E] = (C x D)	$[E] = (C \times D)$	[E] = (C x D)	2022	2023	2024	2022	2023	2024	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		\$3,389,652	\$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)	(\$124,056)	(\$185,998)	(\$1,283)	(\$2,585)	(\$3,877)
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	\$180.824	\$367,480	\$560.033	\$185.079	\$376,127	\$573,210	(\$4,255)	(\$8,647)	(\$13,177)
41	Consolidator e-Bills Delivered		\$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		\$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		\$6,919,505	\$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)
	Postage Savings Impacts (Combined Electronic		, . , ,		. ,,	, . ,===,=	, , , , , , , , , , , , , , , , , ,	. ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	. ,,	, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,								1. 44 14	(,),)
	Bills Savings (Sum of Rows 40:41)*-1)		(\$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
46	bills savings (sull of nows 40:41) -1)	(\$2,787,518)	(22,924,778)	(\$3,204,439)	(\$3,530,844)	(\$3,913,929)	(\$4,137,593)	(\$4,302,557)	(\$4,474,821)	(\$4,052,916)	(\$104,964)	(\$337,228)	(\$515,323)	(\$108,846)	(\$345,163)	(\$527,448)	\$3,882	<mark></mark>	\$12,125
4/	Total Postage Actual / Forecast		l															I	
10	(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)
48	(sam or nows 30, 35, and 42)	,4,100,204	J3,334,727	,5,550,20U	\$3,007,277	\$2,222,931	23,010,019	əə,/40,623	\$5,000,7 35	\$5,557,310	(305,190)	(2141,284)	(\$212,709)	(207,826)	(\$130,080)	(\$205,517)	(31,370)	(\$2,558)	(25,532)
49	Note: Totals may include rounding differences.																	rł	
30	Note: Totals may measure tounding differences.	1																	

	А	В	С	D	Е	F	G	Н	I	J	К	L
						Postage Imp	act Due to Ele	ectric Meter				
1		Postag	ge Forecast In	npacts			Growth			Postage Imp	act Due to Ra	te 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 & Notices ³	\$95,768	\$195,944	\$302,614		\$101,020	\$206,277	\$318,131		(\$5,252)	(\$10,333)	(\$15,517)
8						-	-	-				
		- .				Postage Savi	ngs Due to El	ectric Meter				
9			ge Forecast Sa	Ū		2022	Growth	2024		• •	act Due to Ra	•
10 11		2022	2023	2024		2022	2023	2024		2022	2023	2024
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	consolidator e bilis belivered	Ş15,800	,50,252	Ş44,710		Ş10,233	Ş30,90 4	Ş 4 J,702		(2373)	(2712)	(31,032)
15	Postage Forecast Savings e-Bills ⁶	(\$164,964)	(\$337,228)	(\$515,323)		(\$168,846)	(\$345,163)	(\$527,448)		\$3,882	\$7,935	\$12,125
16												
						-	e Impact Due			Net Posta	ge Impact Due	e to Rate
17			age Forecast	•			Meter Growth				Changes	
18		2022	2023	2024		2022	2023	2024		2022	2023	2024
19	Not Destage Foregoet Imports ⁷		164.44.20.43	(4242 700)		(467.026)	(\$430.000)	(6200 247)		(64.070)	(42.200)	(\$2,202)
20 21	Net Postage Forecast Impacts'	(\$69,196)	(\$141,284)	(\$212,709)		(\$67,826)	(\$138,886)	(\$209,317)		(\$1,370)	(\$2,398)	(\$3,392)
_	Note: Totals may include rounding differences.											
23												
_	1 See Supplemental Workpaper 1 - Historical a	nd Forecast [Data Row 38.								I	
25	2 See Supplemental Workpaper 1 - Historical a	nd Forecast [Data Row 45.									
26	3 See Supplemental Workpaper 1 - Historical a	nd Forecast [Data Row 43.									
27	4 See Supplemental Workpaper 1 - Historical a	nd Forecast [Data Row 40.									
	5 See Supplemental Workpaper 1 - Historical a											
	6 See Supplemental Workpaper 1 - Historical a											
30	7 See Supplemental Workpaper 1 - Historical a	nd Forecast [Data Row 48.									

100002.001 Postage Supplemental Workpaper 2 - Forecast Adjustment Calculations

Beginning of Workpaper 100003.000 - Branch Offices

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												
		Adju	isted-Recor	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					

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 202	1 \$(000) li	ncurred Co	sts				
Forecas	t Method	Base Forecast			Forec	ast Adjust	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
Tota	al	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:

<u>Year</u>	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	FTE	<u>Adj Type</u>	
2022	0	25	0	25	0.0	1-Sided Adj	
Explanation:	Contract resources	for reopened br	ranch offices				
2022 Total	0	25	0	25	0.0		
2023	0	159	0	159	0.0	1-Sided Adj	
Explanation:	Full time contract re	sources for reo	pened 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 re	sources for reo	pened branch	offices: 3 x \$	53K annually	= \$159K	
2024 Total	0	159	0	159	0.0		

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)
ecorded (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
djustments (Nominal \$) *	*				
Labor	1	-85	0	-6	0
Non-Labor	3	-3	0	-2	-3
NSE	0	0	0	<u> </u>	0
Total	3	-88	0	-7	-3
FTE	-0.1	-0.8	0.0	-0.1	0.0
Recorded-Adjusted (Nomi	nal \$)				
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
acation & 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
scalation 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
ecorded-Adjusted (Const	tant 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.*

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	Labo	or <u>NLb</u>	<u>r NSE</u>	<u>FTE</u>	<u>E Adj Type</u>			
2017	-85	5 -3	C	-0.8	8 CCTR Transf To 2100-3512.000			
Explanation:		fice to cost center	2100-3512 in	-	cost center 2100-3484 in work paper group 100005 CCC Support to align			
2017	86	5 5	C	0.7	7 CCTR Transf From 2100-0016.000			
Explanation:		CCC Operations	to cost center	2100-3484	nager from cost center 2100-0016 in I in workpaper group 1OO003 Branch			
2017 Total	1	3	0	-0.1	1			
2018	-85	5 -3	C	-0.8	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	5 -3	C	-0.8	8			
2019 Total	C) 0	C	0.0	0			
2020	-6	6 0	C	-0.1	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	C) -2	C	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	j -2	C	-0.1	1			
2021	ſ) -3	C	0.0	0 1-Sided Adj			

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

Year	Labor	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	Adj Type		
Explanation:	Incremental COVID-related costs that are anticipated to be requested for recovery through a non-GRC Catastrophic Event Memorandum Account (CEMA).						
2021 Total	•	-3	۱۷۱ <i>- ۲</i>). ۵	0.0			

Beginning of Workpaper 100004.000 - CCC Operations

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:

[ln 2021\$ (00	0) Incurred (Costs		
		Adju	isted-Recor	ded		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

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										
Forecas	t Method	Base Forecast			Forec	Forecast Adjustments			Adjusted-Forecast		
Years	8	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	
Tota	I	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	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	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: subsequent year = 31.9 Avg hourly rate \$30.27 Calculation: 31.9 FTEs 2 Offset by non-labor redu	incremental F x 2080 hrs x \$	TE 30.27 = \$2,00	8K		in 2021 to 180 in		
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 S	Services Self-S	Service Enabl	ement				
2022	-40	0	0	-40	-0.4	1-Sided Adj		
Explanation:	Benefit 50.1: Business S	Services Inflow	Call Reducti	on				
2022	-40	0	0	-40	-0.4	1-Sided Adj		
Explanation:	Benefit 68.1: Rate Analy	sis Productivit	y					
2022	-180	0	0	-180	-1.8	1-Sided Adj		
Explanation:	Benefit 139.1: Business	Services Cust	tomer Suppor	t Transactions	3			
2022	84	0	0	84	0.7	1-Sided Adj		
Explanation:	Capital Project Impacts months = \$84K) started			ıre: 1 Manage	er (PM2 MRR n	nidpoint \$126K x 8/12		
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

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	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	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 S	Services Self-S	Service Enabl	ement				
2023	-40	0	0	-40	-0.4	1-Sided Adj		
Explanation:	Benefit 50.1: Business S	Services Inflow	/ Call Reducti	on				
2023	-40	0	0	-40	-0.4	1-Sided Adj		
Explanation:	Benefit 68.1: Rate Analy	sis Productivi	ty .					
2023	-180	0	0	-180	-1.8	1-Sided Adj		
Explanation:	Benefit 139.1: Business	Services Cus	tomer Suppor	t 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

Area:	CS - OFFICE OPEI	RATIONS						
Witness:	Sandra F. Baule							
Category:	A. Customer Servic	A. Customer Services Office Operations						
Category-Sub:	1. Customer Servic	es Office Opera	tions					
Workpaper:	100004.000 - CCC	Operations						
Year	Labor	<u>NLbr</u>	<u>NSE</u>	Total	FTE	Adj_Type		
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 E	Efficiency					
2024	-12	0	0	-12	-0.1	1-Sided Adj		
Explanation:	Benefit 16.1: Business S	Services Self-Se	ervice Enable	ement				
2024	-40	0	0	-40	-0.4	1-Sided Adj		
Explanation:	Benefit 50.1: Business S	Services Inflow (Call Reducti	on				
2024	-40	0	0	-40	-0.4	1-Sided Adj		
Explanation:	Benefit 68.1: Rate Analy	sis Productivity						
2024	-180	0	0	-180	-1.8	1-Sided Adj		
Explanation:	Benefit 139.1: Business	Services Custo	mer Suppor	t 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			

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
djustments (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 (Nomi	inal \$)				
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
acation & 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
scalation 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 (Cons	tant 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.*

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	Adi Type
2017	-21	-1	0	-0.2	1-Sided Adj
Explanation:	Incremental costs that are anticipal Memorandum Account (CEMA).	ed to be reque	sted for reco	very through	a non-GRC Catastrophic Event
2017	-1	0	0	-0.1	1-Sided Adj
Explanation:	Incremental costs that are anticipat Memorandum Account (CEMA).	ed to be reque	sted for reco	very through	a non-GRC Catastrophic Event
2017	-109	0	0	-1.1	CCTR Transf To 2100-3512.000
Explanation:	Transfer labor and FTE associated Manager II from cost center 2100-0 2100-3512 in workpaper group 100 forecasted.	013 in work pa	per group 10	00004 CCC	Operations to cost center
2017	0	-3	0	0.0	1-Sided Adj
Explanation:	Exclude one time costs for legal se	ttlement. Refe	rence cost e	lement 6230	230 SRV LEGAL-SETTLMNTS
2017	212	0	0	4.5	CCTR Transf From 2100-3515.000
Explanation:	Transfer labor and FTE associated group 100005 CCC Support to co costs where activity/function reside	st center 2100-	0013 in work		
2017	-86	-5	0	-0.7	CCTR Transf To 2100-3484.000
Explanation:	Transfer labor, non-labor and FTE workpaper group 1OO004 CCC Op Office to align costs where activity/	erations to cos	t center 210	•	
2017 Total	-4	-9	0	2.4	
2018	13	1	0	0.1	1-Sided Adj
Explanation:	Incremental costs that are anticipal Memorandum Account (CEMA).	ed to be reque	sted for reco	very through	a non-GRC Catastrophic Event

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>	Labor	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	Adj Type	
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:		st center 2100-351			er 2100-0013 in work paper group DO005 CCC Support to align costs	
2018	1,537	0	0	30.9	CCTR Transf From 2100-3515.000	
Explanation:		cost center 2100-	0013 in work		st center 2100-3515 in work paper 0 100004 CCC Operations to align	
2018 Total	1,543	1	0	31.0		
2019	-537	0	0	10.2	1-Sided Adj	
Explanation:	One sided adjustment to remov 2020 consistent with AL 3352-E			ed in 2019 t	hat were subsequently removed in	
2019 Total	-537	0	0	·10.2		
2020	-44	0	0	-0.4	1-Sided Adj	
Explanation:	Incremental costs that are antic Memorandum Account (CEMA)		sted for reco	very through	n a non-GRC Catastrophic Event	
2020	0	-44	0	0.0	1-Sided Adj	
Explanation:	Incremental COVID-related cos Catastrophic Event Memorandu			uested for r	ecovery through a non-GRC	
2020	0	-12	0	0.0	1-Sided Adj	
Explanation:	Incremental COVID-related cos Catastrophic Event Memorandu			uested for r	ecovery through a non-GRC	
2020	547	0	0	10.2	1-Sided Adj	
Explanation:	One sided adjustment to offset 2020 consistent with AL 3352-E			s incurred th	nat were subsequently removed in	
2020 Total	504	-55	0	9.8		
2021	0	-25	0	0.0	1-Sided Adj	
Explanation:	Incremental COVID-related cos Catastrophic Event Memorandu	•		quested for r	ecovery through a non-GRC	
2021	0	0	0	0.0	1-Sided Adj	
Explanation:	Incremental COVID-related cos Catastrophic Event Memorandu	•		uested for r	ecovery through a non-GRC	

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	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	Adj Type	
2021	1,263	0	0	18.4	1-Sided Adj	
Explanation:	One sided adjustment to reflect the to continue throughout the 2024 G mechanism through the Rate Refo Resolution E-4910, D.18-12-004, D	RC cycle. Altho rm Memorandu	ough D.15.07 Im Account('-001 authori RRMA). Re	zed a separate recovery ference AL 2992-E, AL 2992 E-A,	
	4 000		•	40.4		

	18.4	0	-26	1,263	2021 Total
--	------	---	-----	-------	------------

Beginning of Workpaper 100005.000 - CCC Support

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:

				ln 2021\$ (00	0) Incurred C	Costs		
		Adju	isted-Recor	ded		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

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 Forecast:

In 2021 \$(000) Incurred Costs										
Forecast	ast Method Base Forecast Forecast Adjustments		Base Forecast		ments	Adjusted-Forecast		ast		
Years	6	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
Tota	I	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:

<u>Year</u>	Labor	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	Adj Type
2022	-50	0	0	-50	-0.6	1-Sided Adj
Explanation:	Benefit 200.1: Reduce	Fraining Costs	in Customer (Contact Cente	er	
2022	87	0	0	87	0.9	1-Sided Adj
Explanation:	Full Year Labor Impact	of Vacancies: A	Analyst \$87K	= 0.9 FTE x \$	97K (AD1 MRI	R midpoint)
2022 Total	37	0	0	37	0.3	
2023	-50	0	0	-50	-0.6	1-Sided Adj
Explanation:	Benefit 200.1: Reduce	Fraining Costs	in Customer (Contact Cente	er	
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	Fraining Costs	in Customer (Contact Cente	er	
2024	87	0	0	87	0.9	1-Sided Adj
Explanation:	Full Year Labor Impact	of Vacancies: A	Analyst \$87K	= 0.9 FTE x \$	97K (AD1 MRI	R midpoint)
2024	234	9	0	243	3.0	1-Sided Adj
Explanation:	Capital Project Impacts \$234K = 3 FTE x \$78K			ure: Analytics	and Reporting	Analysts
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 Page 62 of 79

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):

etermination of Adjusted-	2017 (\$000)	2018 (\$000)	2019 (\$000)	2020 (\$000)	2021 (\$000)
ecorded (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
djustments (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
ecorded-Adjusted (Nomina	ıl \$)				
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
acation & 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
scalation 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
ecorded-Adjusted (Constar	nt 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.*

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 an Memorandum Account (CEM	• •	uested for re	covery throu	gh a non-GRC Catastrophic Event	
2017	85	3	0	0.8	CCTR Transf From 2100-348	34.000
Explanation:		to cost center 210	00-3512 in w	•	st center 2100-3484 in work paper up 100005 CCC Support to align	
2017	-2	0	0	-0.1	1-Sided Adj	
Explanation:	Incremental costs that are an Memorandum Account (CEM	• •	uested for re	covery throu	gh a non-GRC Catastrophic Event	
2017	109	0	0	1.1	CCTR Transf From 2100-001	3.000
Explanation:	Transfer labor and FTE asso Manager II from cost center 2 2100-3512 in workpaper grou forecasted.	2100-0013 in work	paper group	100004 CC		
2017	0	-107	0	0.0	CCTR Transf To 2100-0634.0	000
Explanation:	2100-0622 in work paper gro	up 100005 CCC \$	Support to co	ost center 21	8 hosting fees from cost center 00-0634 in workpaper group 1IN002 /function resides and is forecasted.	2
2017	-62	-4	0	-0.5	CCTR Transf To 2200-0165.0	000
Explanation:	2100-3511 in workpaper grou	ip 100005.000 C0	CC Support t	o SCG cost o	& Analysis Manager from cost cente center 2200-0165 in workpaper grou sides and is being forecasted.	
2017	-212	0	0	-4.5	CCTR Transf To 2100-0013.0	000

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

Year	Labor	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	Adj Type
Explanation:		ost center 2100-0	0013 in work		t center 2100-3515 in work paper 100004 CCC Operations to align
2017	-116	-7	0	-1.0	CCTR Transf To 2100-4052.000
Explanation:	Transfer labor, non-labor and FTE from cost center 2100-3839 in wo 1INOO1 Marketing, Research, an	orkpaper group 10	00005 CCC	Support to 2	2100-4052 in workpaper group
2017	-51	0	0	-1.0	CCTR Transf To 2100-3766.000
Explanation:	Transfer labor and FTE associate paper group 1OO005 CCC Suppo Programs, Business Services, Ot	ort to cost center	2100-3766 i	n workpaper	group 1IN002 Customer
2017	-6	-3	0	-0.1	CCTR Transf To 2100-4089.006
Explanation:	Transfer labor, non-labor and FTE center 2100-0622 in work paper of group 1WM008 Stakeholder Coop resides and is forecasted.	group 100005 C	CC Support	to cost cente	r 2100-4089.006 in workpaper
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	- accordated with	Drojoot Mar	I from cost	center 2100-3484 in work paper
	group 100003 Branch Office to c costs where activity/function resid	ost center 2100-	3512 in work		
2018	group 100003 Branch Office to c	ost center 2100-	3512 in work		
2018 Explanation:	group 1OO003 Branch Office to c costs where activity/function resid	ost center 2100- les and is forecas 0	3512 in work sted. 0	kpaper group 0.1	100005 CCC Support to align 1-Sided Adj
	group 1OO003 Branch Office to c costs where activity/function resid 0 Incremental costs that are anticipa	ost center 2100- les and is forecas 0	3512 in work sted. 0	kpaper group 0.1	100005 CCC Support to align 1-Sided Adj
Explanation:	group 1OO003 Branch Office to c costs where activity/function resid 0 Incremental costs that are anticipa	ost center 2100- les and is forecas 0 ated to be reques 0	3512 in work sted. 0 sted for reco 0	0.1 very through 0.1	100005 CCC Support to align 1-Sided Adj a non-GRC Catastrophic Event 1-Sided Adj
Explanation: 2018	group 1OO003 Branch Office to o costs where activity/function resid 0 Incremental costs that are anticipe Memorandum Account (CEMA). 1 Incremental costs that are anticipe	ost center 2100- les and is forecas 0 ated to be reques 0	3512 in work sted. 0 sted for reco 0	0.1 very through 0.1	100005 CCC Support to align 1-Sided Adj a non-GRC Catastrophic Event 1-Sided Adj
Explanation: 2018 Explanation:	group 100003 Branch Office to o costs where activity/function resid 0 Incremental costs that are anticipe Memorandum Account (CEMA). 1 Incremental costs that are anticipe Memorandum Account (CEMA). 7 Transfer labor and FTE associate	ost center 2100- les and is forecas 0 ated to be reques 0 ated to be reques 0 d with Project Ma center 2100-351	3512 in work sted. 0 sted for reco 0 sted for reco 0 anager II fror	(paper group 0.1 very through 0.1 very through 0.1 m cost cente	100005 CCC Support to align 1-Sided Adj a non-GRC Catastrophic Event 1-Sided Adj a non-GRC Catastrophic Event CCTR Transf From 2100-0013.000
Explanation: 2018 Explanation: 2018	group 100003 Branch Office to o costs where activity/function resid 0 Incremental costs that are anticipe Memorandum Account (CEMA). 1 Incremental costs that are anticipe Memorandum Account (CEMA). 7 Transfer labor and FTE associate 100004 CCC Operations to cost	ost center 2100- les and is forecas 0 ated to be reques 0 ated to be reques 0 d with Project Ma center 2100-351	3512 in work sted. 0 sted for reco 0 sted for reco 0 anager II fror	(paper group 0.1 very through 0.1 very through 0.1 m cost cente	100005 CCC Support to align 1-Sided Adj a non-GRC Catastrophic Event 1-Sided Adj a non-GRC Catastrophic Event CCTR Transf From 2100-0013.000 r 2100-0013 in work paper group
Explanation: 2018 Explanation: 2018 Explanation:	group 100003 Branch Office to o costs where activity/function reside 0 Incremental costs that are anticipe Memorandum Account (CEMA). 1 Incremental costs that are anticipe Memorandum Account (CEMA). 7 Transfer labor and FTE associate 100004 CCC Operations to cost where activity/function resides an 0	ost center 2100- les and is forecas 0 ated to be reques 0 ated to be reques 0 d with Project Ma center 2100-351 d is forecasted. -75 hosting fees from in workpaper gro	3512 in work sted. 0 sted for reco 0 sted for reco 0 anager II fror 2 in workpap 0 n cost center oup 1IN002	0.1 0.1 very through 0.1 very through 0.1 m cost cente per group 1C 0.0	100005 CCC Support to align 1-Sided Adj a non-GRC Catastrophic Event 1-Sided Adj a non-GRC Catastrophic Event CCTR Transf From 2100-0013.000 r 2100-0013 in work paper group 0005 CCC Support to align costs CCTR Transf To 2100-0634.000 in work paper group 100005CCC

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>Labor</u>	<u>NLbr</u>	NSE	<u>FTE</u>	Adj Type	
Explanation:	Transfer labor, non-labor and FTE associated with Energy Engineer from cost center 2100-0622 and work paper group 1OO005 CCC Support to cost center 2100-0634 in workpaper group 1IN002 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:		rt to cost center 210	0-0013 in worl		st center 2100-3515 in work paper 100004 CCC Operations to align	
2018	-56	1	0	-0.3	CCTR Transf To 2100-4052.000	
Explanation:	from cost center 2100-3839	in workpaper group	0 100005 CCC	Support to 2	lgr, and Sr. Business Analyst 2100-4052 in workpaper group unction resides and is forecasted.	
2018	0	-2	0	0.0	1-Sided Adj	
Explanation:	One-sided adjustment to rer	nove discontinued :	satellite phone	(Telecom), n	o longer required.	
2018 Total	-1,551	-74	0	-30.3		
2019	0	-27	0	0.0	CCTR Transf To 2100-3725.000	
Explanation:		2100-2100-3725 in	workpaper gro	oup 1IN000 C	0622 in work paper group 1OO005 Customer Pricing, Load Research, d is forecasted.	
2019	0	-1	0	0.0	1-Sided Adj	
Explanation:	One-sided adjustment to rer	nove discontinued s	satellite phone	(Telecom), n	o longer required.	
2019 Total	0	-28	0	0.0		
2020	-6	0	0	-0.1	1-Sided Adj	
Explanation:			uested for reco	overy through	a non-GRC Catastrophic Event	
	Memorandum Account (CEI	vi n).				
2020	-1	0	0	-0.1	1-Sided Adj	
2020	-1	0 nticipated to be req			1-Sided Adj a non-GRC Catastrophic Event	
2020	-1 Incremental costs that are a	0 nticipated to be req			•	
2020 Explanation: 2020	-1 Incremental costs that are a Memorandum Account (CEI	0 nticipated to be req MA). -6 costs that are antici	uested for reco 0 ipated to be rec	overy through 0.0	a non-GRC Catastrophic Event	
2020 Explanation: 2020	-1 Incremental costs that are a Memorandum Account (CEI 0 Incremental COVID-related	0 nticipated to be req MA). -6 costs that are antici	uested for reco 0 ipated to be rec	overy through 0.0	a non-GRC Catastrophic Event	
2020 Explanation: 2020 Explanation: 2020	-1 Incremental costs that are a Memorandum Account (CEI 0 Incremental COVID-related Catastrophic Event Memora 0	0 nticipated to be req MA). -6 costs that are antici indum Account (CE -9 costs that are antici	uested for reco 0 ipated to be rec MA). 0 ipated to be rec	0.0 0.0 quested for re 0.0	a non-GRC Catastrophic Event 1-Sided Adj ecovery through a non-GRC	
2020 Explanation: 2020 Explanation:	-1 Incremental costs that are a Memorandum Account (CEI 0 Incremental COVID-related Catastrophic Event Memora 0 Incremental COVID-related	0 nticipated to be req MA). -6 costs that are antici indum Account (CE -9 costs that are antici	uested for reco 0 ipated to be rec MA). 0 ipated to be rec	0.0 0.0 quested for re 0.0	a non-GRC Catastrophic Event 1-Sided Adj ecovery through a non-GRC 1-Sided Adj	

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>	Labor	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	Adj Type
2020	0	-2	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related c Catastrophic Event Memoran			uested for r	ecovery through a non-GRC
2020	0	-3	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related c Catastrophic Event Memoran		-	uested for r	ecovery through a non-GRC
2020	0	-1	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related c Catastrophic Event Memoran			uested for r	ecovery through a non-GRC
2020 Total	-8	-27	0	-0.2	
2021	-14	0	0	-0.1	1-Sided Adj
Explanation:	Incremental costs that are an Memorandum Account (CEM		uested for reco	very through	n a non-GRC Catastrophic Event
2021	0	0	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related c Catastrophic Event Memoran			uested for r	ecovery through a non-GRC
2021	0	0	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related c Catastrophic Event Memoran			uested for r	ecovery through a non-GRC
2021	0	-3	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related c Catastrophic Event Memoran			uested for r	ecovery through a non-GRC
2021	0	-1	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related c Catastrophic Event Memoran			uested for r	ecovery through a non-GRC
2021	0	-2	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related c Catastrophic Event Memoran		-	uested for r	ecovery through a non-GRC
2021	0	-1	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related c Catastrophic Event Memoran			uested for r	ecovery through a non-GRC
2021	0	-31	0	0.0	CCTR Transf To 2100-3442.000
Explanation:	Transfer non-labor Oracle Uti 100005 CCC Support to cos Business Services to align co	t center 2100-3442	2 in work paper	group 1IN0	00-0622 in work paper group 02.000 Customer Programs and
2021 Total	-14	-39	0	-0.1	

Beginning of Workpaper 100006.000 - Customer Operations Compliance and Strategy

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 Chioce 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:

Γ	In 2021\$ (000) Incurred Costs									
		Adju	isted-Recor	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		

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 202	1 \$(000) Ir	ncurred Co	sts				
Forecast	t Method	Bas	se Foreca	st	Forecast Adjustments			Adjusted-Forecast		
Years	5	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
Tota	I	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:

<u>Year</u>	Labor	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	<u>FTE</u>	<u>Adj Type</u>		
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 annua Average hourly rate \$11			•		cation		
2022	-372	-632	0	-1,004	-3.0	1-Sided Adj		
Explanation:	Benefit 156.1: Eliminate	CISCO, CRM	and MyAcco	unt Support V	Vork (partially i	n base year)		
2022	-75	0	0	-75	-1.0	1-Sided Adj		
Explanation:	Benefit 71.1: Test Bill Er	nhancement						
2022 Total	-117	-412	0	-529	-1.2			
2022 Tota 2023	- 117 330	-412 0	0	- 529 330	-1.2 2.8	1-Sided Adj		
		0 vacant positio regation (CCA TE x \$119K (a	0 ons, leaves, a .) Strategy & F verage AD2//	330 nd new hires: Policy Manage AD3 MRR mic	2.8 er: 0.3 FTE x \$ lpoint) = \$238ł	141K (PM3 MRR		
2023	330 Full year labor impact of Community Choice Agg midpoint) = \$36K CCA Data Analysts: 2 F	0 vacant positio regation (CCA TE x \$119K (a	0 ons, leaves, a .) Strategy & F verage AD2//	330 nd new hires: Policy Manage AD3 MRR mic	2.8 er: 0.3 FTE x \$ lpoint) = \$238ł	141K (PM3 MRR		
2023 Explanation:	330 Full year labor impact of Community Choice Aggr midpoint) = \$36K CCA Data Analysts: 2 F Customer Information M	0 F vacant position regation (CCA TE x \$119K (a lanagement Ac 220 al maintenance	0 ons, leaves, a .) Strategy & F verage AD2// dvisor: 0.5 FT 0 e fees to man	330 nd new hires: Policy Manage AD3 MRR mic E x \$111K (A 220 age Consent	2.8 er: 0.3 FTE x \$ lpoint) = \$238k D2 MRR midp 0.0 to Share appli	141K (PM3 MRR C pint) = \$56K 1-Sided Adj		
2023 Explanation: 2023	330 Full year labor impact of Community Choice Aggr midpoint) = \$36K CCA Data Analysts: 2 F Customer Information M 0 Customer Privacy annua	0 F vacant position regation (CCA TE x \$119K (a lanagement Ac 220 al maintenance	0 ons, leaves, a .) Strategy & F verage AD2// dvisor: 0.5 FT 0 e fees to man	330 nd new hires: Policy Manage AD3 MRR mic E x \$111K (A 220 age Consent	2.8 er: 0.3 FTE x \$ lpoint) = \$238k D2 MRR midp 0.0 to Share appli	141K (PM3 MRR C pint) = \$56K 1-Sided Adj		
2023 Explanation: 2023 Explanation:	330 Full year labor impact of Community Choice Aggr midpoint) = \$36K CCA Data Analysts: 2 F Customer Information M 0 Customer Privacy annua Average hourly rate \$11	0 F vacant position regation (CCA) TE x \$119K (a lanagement Act 220 al maintenance 5/hour x 160 h 3 Advisor (AD2)	0 ons, leaves, a) Strategy & F verage AD2// dvisor: 0.5 FT 0 e fees to man nours/month × 0 ! MRR midpoi	330 nd new hires: Policy Manage AD3 MRR mic E x \$111K (A 220 age Consent 12 months = 114 nt) to develop	2.8 er: 0.3 FTE x \$ dpoint) = \$238H D2 MRR midp 0.0 to Share appli \$220K 1.0	141K (PM3 MRR coint) = \$56K 1-Sided Adj cation 1-Sided Adj		

Note: Totals may include rounding differences. SDG&E/CS - OFFICE OPERATIONS/Exh No:SDG&E-18-WP-R/Witness: S. Baule Page 70 of 79

Area:	CS - OFFICE OPE	DATIONS						
Area: Witness:	Sandra F. Baule							
Category:	A. Customer Services Office Operations							
Category-Sub:	1. Customer Services Office Operations							
Workpaper:	100006.000 - Cus	•		ice and Strated	W			
				-	-			
Year	Labor	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	FTE	Adj_Type		
Explanation:	Privacy and Tariff Comp SDG&E's third-party cu	-	•		x 2 F I E = \$1	72K) to manage		
2023	111	3	0	114	1.0	1-Sided Adj		
Explanation:	Privacy Policy and Stan complexity of Privacy In		•	nidpoint) to sup	port an increa	ase in quantity and		
2023	-372	-632	0	-1,004	-3.0	1-Sided Adj		
Explanation:	Benefit 156.1: Eliminate	CISCO, CRM	1 and MyAcco	ount Support W	ork (partially i	n base year)		
2023	-75	0	0	-75	-1.0	1-Sided Adj		
Explanation:	Benefit 71.1: Test Bill E	nhancement						
2023	237	6	0	243	2.0	1-Sided Adj		
Explanation:	Community Choice Agg MRR midpoint \$111K) te	-		•		, .		
2023 Total	514	-394	0	120	4.8			
2024	330	0	0	330	2.8	1-Sided Adj		
Explanation:	Full year labor impact o Community Choice Agg midpoint) = \$36K CCA Data Analysts: 2 F Customer Information N	regation (CCA TE x \$119K (a	A) Strategy &	Policy Manage AD3 MRR midp	ooint) = \$238k	ζ.		
2024	0	220	0	220	0.0	1-Sided Adj		
Explanation:	Customer Privacy annu Average hourly rate \$11			-		cation		
2024	111	3	0	114	1.0	1-Sided Adj		
Explanation:	Awareness and Training privacy and tariff compli			, .	implement ar	nd manage customer		
2024	172	6	0	178	2.0	1-Sided Adj		
Explanation:	Privacy and Tariff Comp SDG&E's third-party cu	-	•		x 2 FTE = \$1	72K) to manage		
2024	111	3	0	114	1.0	1-Sided Adj		
Explanation:	Privacy Policy and Stan complexity of Privacy In		•	nidpoint) to sup	port an increa	ase in quantity and		
2024	126	3	0	129	1.0	1-Sided Adj		
Explanation:	Privacy and Tariff Comp goals with privacy and o			AD3 MRR midp	point) to align	strategic business		
2024	236	15	0	251	2.4	1-Sided Adj		
Explanation:	Labor shift from Califorr TY2024: costs to proce Information Manageme CIM Advisors: 1.2 FTE	ss consumer r nt (CIM) Analy	equests requi sts: 1.2 FTE :	ired by Californ x \$86K (SA4 M	ia Consumer	Privacy Act . Customer		
Note: Totals ma	y include rounding differe							

Area:	CS - OFFICE OPERATIONS								
Witness:	Sandra F. Baule	Sandra F. Baule							
Category:	A. Customer Servic	es Office Ope	rations						
Category-Sub:	1. Customer Service	es Office Oper	rations						
Workpaper:	100006.000 - Cust	omer Operatio	ons Complian	ce and Strateg	У				
Year	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>Total</u>	FTE	Adj_Type			
2024	-372	-632	0	-1,004	-3.0	1-Sided Adj			
Explanation:	Benefit 156.1: Eliminate	CISCO, CRM	and MyAcco	unt Support W	ork (partially i	n base year)			
2024	-75	0	0	-75	-1.0	1-Sided Adj			
Explanation:	Benefit 71.1: Test Bill Er	nhancement							
2024	237	6	0	243	2.0	1-Sided Adj			
Explanation:	Community Choice Agg MRR midpoint \$111K) to	0	, 0	· ·	•	, , , , , , , , , , , , , , , , , , , ,			
2024 Total	876	-376	0	500	8.2				

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

Determination of Adjusted-Recorded (Incurred Costs):

	2017 (\$000)	2018 (\$000)	2019 (\$000)	2020 (\$000)	2021 (\$000)
ecorded (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
djustments (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 (Nomir	nal \$)				
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
acation & Sick (Nominal \$	5)				
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
scalation 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 (Const	ant 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.*

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	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	Adj Type
2017	-248	-1,289	0	-1.7	1-Sided Adj
Explanation:	One-sided adjustment to remove reflective of costs incurred 2017-		evelopment	labor, non-la	bor and FTE costs in 2017 not
2017	143	0	0	1.6	CCTR Transf From 2100-0634.000
Explanation:	Transfer Sr Busn Svc Analyst lab Aggregation activities from CC 2 Services to CC 2100-4119 in wor costs with where roles reside and	100-0634 in work _l kpaper group 1O	baper group	1IN002 Cus	tomer Programs & Business
2017	-109	0	0	-1.2	CCTR Transf To 2100-3811.000
Explanation:	Transfer labor and FTE associate workpaper group 1OO006 Custo group 1OO000 Billing to align ac	mer Operations S	upport & Pro	ojects to cos	t center 2100-3811 in workpaper
2017	0	-285	0	0.0	1-Sided Adj
Explanation:	One-sided adjustment to remove 2017-2020.	independent priv	acy audit co	sts in 2017 r	not reflective of costs incurred
2017	44	0	0	0.4	CCTR Transf From 2100-3480.000
Explanation:	Transfer labor and FTE associate from cost center 2100-3480 in we 100006 Customer Operations S	orkpaper group 10	DO000 Billin	g to cost cer	nter 2100-3576 in workpaper group
2017	-56	-6	0	-0.4	CCTR Transf To 2100-3084.000
Explanation:	Transfer labor, non-labor and FT 1OO006 Cust Ops Support & Pro where activity/function resides.				nter 2100-3992 in work paper group per group 1IT002 to align costs
2017	114	0	0	1.5	CCTR Transf From 2100-0009.000

Area:	CS - OFFICE OPERATION	IS					
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						
Year	Labor	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	Adj Type		
Explanation:	Transfer labor and FTE associate Business Analysts roles from cos 2100-3477 in workpaper group 1 roles reside and are forecasted.	st center 2100-000)9 in workpap	per group 10	-		
2017	0	-125	0	0.0	CCTR Transf To 2100-0058.000		
Explanation:	Transfer non-labor costs associa Cust Ops Supp & Projects to cos Analytics to align costs where ac	t center 2100-005	8 in workpap	er group 1II	-		
2017 Total	-112	-1,704	0	0.2			
2018	-4	0	0	-0.1	1-Sided Adj		
Explanation:	One-sided adjustment to remove incurred 2017-2021.	business case de	evelopment la	abor costs ir	a 2018 not reflective of costs		
2018	21	-24	0	0.2	CCTR Transf To 2100-3084.000		
Explanation:	Transfer labor, non-labor and FT 100006 Cust Ops Support & Pro where activity/function resides.				ter 2100-3992 in work paper group ber group 1IT002 to align costs		
2018	70	0	0	0.6	CCTR Transf From 2100-3480.000		
Explanation:	Transfer labor and FTE associate from cost center 2100-3480 in we 100006 Customer Operations S	orkpaper group 10	00000 Billing	to cost cen	ter 2100-3576 in workpaper group		
2018	98	0	0	1.2	CCTR Transf From 2100-0634.000		
Explanation:	Transfer Sr Busn Svc Analyst lab Aggregation activities from CC 2 Services to CC 2100-4119 in wor costs with where roles reside and	100-0634 in workp rkpaper group 1O	paper group	1IN002 Cust	tomer Programs & Business		
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 lab Aggregation activities from CC 2 Services to CC 2100-4119 in wo costs with where roles reside and	100-0634 in workp rkpaper group 1O	paper group	1IN002 Cust	tomer Programs & Business		
2019	-11	-19	0	-0.1	CCTR Transf To 2100-3084.000		
Explanation:	Transfer labor, non-labor and FT 100006 Cust Ops Support & Pro where activity/function resides.				ter 2100-3992 in work paper group ber group 1IT002 to align costs		
2019	59	0	0	0.7	CCTR Transf From 2100-3480.000		

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

Year	<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	Adj Type
Explanation:	Transfer labor and FTE associated Business Analysts role from cost ce 2100-3477 in workpaper group 100 role resides and is forecasted.	nter 2100-348	30 in workpape	er group 10	O000 Billing to cost center
2019 Total	183	-19	0	2.0	
2020	0	0	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs th Catastrophic Event Memorandum A		-	uested for re	ecovery through a non-GRC
2020	0	-33	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs th Catastrophic Event Memorandum A		-	uested for re	ecovery through a non-GRC
2020	0	-5	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs th Catastrophic Event Memorandum A	•	•	uested for re	ecovery through a non-GRC
2020	0	-3	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs th Catastrophic Event Memorandum A			uested for re	ecovery through a non-GRC
2020	0	-1,050	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs th Catastrophic Event Memorandum A		-	uested for re	ecovery through a non-GRC
2020	17	0	0	0.1	CCTR Transf From 2100-3480.000
Explanation:	Transfer labor and FTE associated 100000 Billing to cost center 2100- 100006 to align costs with where re	4119 in workp	paper group C	ustomer Op	
2020	0	0	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related costs the Catastrophic Event Memorandum A		-	uested for re	ecovery through a non-GRC
2020	-2	-12	0	-0.1	CCTR Transf To 2100-3084.000
Explanation:	Transfer labor, non-labor and FTE a 100006 Cust Ops Support & Project where activity/function resides.				
2020	152	0	0	1.8	CCTR Transf From 2100-0634.000
Explanation:	Transfer Sr Busn Svc Analyst labor Aggregation activities from CC 2100 Services to CC 2100-4119 in workp costs with where roles reside and a)-0634 in work aper group 10	kpaper group	1IN002 Cus	tomer Programs & Business
2020 Total	167	-1,103	0	1.8	

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

Year	<u>Labor</u>	<u>NLbr</u>	NSE	<u>FTE</u>	Adj Type
2021	0	0	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related c Catastrophic Event Memorar			requested for	recovery through a non-GRC
2021	0	-4	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related c Catastrophic Event Memorar			requested for	recovery through a non-GRC
2021	0	-3	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related c Catastrophic Event Memorar		•	requested for	recovery through a non-GRC
2021	0	-2	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related c Catastrophic Event Memorar			requested for	recovery through a non-GRC
2021	0	1,024	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related c Catastrophic Event Memorar		-	requested for	recovery through a non-GRC
2021	0	-1	0	0.0	1-Sided Adj
Explanation:	Incremental COVID-related c Catastrophic Event Memorar			requested for	recovery through a non-GRC
2021	0	-65	0	0.0	1-Sided Adj
Explanation:	One-sided adjustment to rem 7138802)	ove refundable n	on-labor cost	associated w	ith new customer program (IO
2021	-714	-1,161	0	-4.8	CCTR Transf To 2100-3084.000
Explanation:		ns Compliance &			enter 2100-3992 in work paper group 0-3084 in workpaper group 1IT002
2021	-82	-24	0	-0.3	1-Sided Adj
Explanation:	One-sided adjustment to rem programs (IO 7137865, 7138		ibor, non-labo	r and FTE as	sociated with new customer
2021	0	-5	0	0.0	1-Sided Adj
Explanation:	One-sided adjustment to rem	ove labor non-lab	oor cost assoc	iated with ne	w customer program (IO 7137865)
2021	0	27	0	0.0	1-Sided Adj
Explanation:		•	-		-056 and D.12-08-045 privacy audit and 2022 of \$27,300 (total \$273,000)
2021	0	-205	0	0.0	1-Sided Adj

Area:	CS - OFFIC	CS - OFFICE OPERATIONS						
Witness:	Sandra F. B	Sandra F. Baule						
Category:	A. Custome	A. Customer Services Office Operations						
Category-Sub:	1. Customer	1. Customer Services Office Operations						
Workpaper:	100006.00	1OO006.000 - Customer Operations Compliance and Strategy						
Year		<u>Labor</u>	<u>NLbr</u>	<u>NSE</u>	<u>FTE</u>	Adj Type		
Explanation:	performed once ev	ormalize independent privacy audit costs (mandated by CPUC D. 11-07-056 and D.12-08-045 privacy audit rformed once every GRC cycle.) Occurs 1x every 4 years: \$273,000/4 years = \$68,250 per year /21-2024. Adjustment for 2021: \$68,250 - \$273,000 = -\$204,750						
2021		52	0	0	0.7	CCTR Transf From 2100-0634.000		

2021 Total		-744	-419	0	-4.4		
	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 1OO006 Customer Operations Compliance & Strategy to align costs with where roles reside and are forecasted.						
Explanation:	Transfer Sr Bush Svc	Analyst labor and	FTF associated	l with Dire	ct Access &	Community Choice	
2021		52	0	0	0.7	CCTR Transi From 2100-0634.000	

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

Appendix A: List of Non-Shared Cost Centers

Cost Center	<u>Sub</u>	
2100-0004	000	VP CUSTOMER SERVICES SVCS & STAFF
2100-0008	000 000	CUSTOMER BILLING RESOURCES MGR CUSTOMER BILLING MGR
2100-0009	000	CUSTOMER BILLING MGR CUSTOMER CARE CENTER OPERATIONS
2100-0013		
2100-0016	000	CUSTOMER CARE CENTER MANAGER
2100-0019	000	CUSTOMER CARE CENTER TECHNOLOGY
2100-0021	000	
2100-0022	000	ACCOUNT RESEARCH METER REVENUE PROTECTION SDGE
2100-0023	000	
2100-0026	000	
2100-0040	000 000	CUSTOMER CARE STRATEGY & PLANNING ALLOWANCE FOR UNCOLLECTIBLES
2100-0330		
2100-0395	000	POSTAGE - CUSTOMER BILLS DIR CUSTOMER CARE
2100-0622	000	
2100-0642	000	CUSTOMER OPERATIONS TECHNOLOGY MANAGER
2100-3477	000	CUSTOMER OPERATIONS SUPPORT MANAGER
2100-3479	000 000	SUPV 3 CUST OPS SOUTH DIR
2100-3480		
2100-3482	000 000	BRANCH OFFICE PAYSTATIONS BRANCH OFFICE OPERATIONS
2100-3484		BRANCH OFFICE SATELLITES
2100-3485	000 000	AUTHORIZED PAYMENT LOCATIONS
2100-3486	000	CUST OPS SOUTH LVC
2100-3488	000	MAJOR MARKETS CREDIT & COLLECTIONS
2100-3489	000	CREDIT & COLL MGR
2100-3490	000	CS Continuous Improvement
2100-3511	000	CUSTOMER CARE CENTER LOS
2100-3512	000	CUSTOMER CARE CENTER OPERATIONS - SPECIAL SERVICES
2100-3514 2100-3515	000	CUSTOMER CARE CENTER TRAINING & DEVELOP
2100-3515	000	CUSTOMER CARE CENTER - POLICY SUPPORT
2100-3516	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
2100-3037	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
2100-3032	000	Regulatory & Rate Projects
2100-4119	000	CCA MGMT, STRATEGY & POLICY
2100-4146	000	CCA BILLING OPERATIONS
2100-4140		