

**UCAN DATA REQUEST
UCAN-SDG&E-DR-07
SDG&E 2019 GRC – A.17-10-007
SDG&E PUBLIC RESPONSE
DATE RECEIVED: APRIL 26, 2018
DATE RESPONDED: MAY 10, 2018**

The following questions relate to Mr. Stewart’s testimony (SDG&E-18)

1. With regard to the closure of the Oceanside Branch, Mr. Stewart’s testimony states, “After the closure of this location, an analysis was conducted to study the impact of the closure on SDG&E customers who received service at this location” (JDS-40).
 - a. Please provide any data or analysis that is available from this study (or from other sources) on the rates of non-payment, late payment, and shutoff due to non-payment among SDG&E customers who had received service at this branch location during the three years before the closure of the Oceanside branch and in the time since the closure.
 - b. Please provide any data or analysis that is available from this study (or from other sources) on the rates of non-payment, late payment, and shutoff due to non-payment among SDG&E customers who had received service at this branch location compared to the rates of non-payment, late payment, and shutoff due to non-payment among other SDG&E customers, both before and after the branch closure.

SDG&E Response 1:

- a. Please see the table below.

	Total Accounts	3 years Prior to Closure Late Noticed Accounts	Post-Closure Late Noticed Accounts	3 years Prior to Closure shutoff due to non-payment Accounts	Post-Closure shutoff due to non-payment Accounts
Oceanside Branch office between 2014-2017	4,283	3,384	1,949	644	286
Percent of Oceanside BO	0.3%	79%	46%	15%	7%

- b. SDG&E objects to Question 1b under Rule 10.1 of the Commission’s Rules of Practice and Procedure on the grounds that the request is vague and ambiguous regarding the type of comparison sought to be provided.

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2. SDG&E Advice Letter 3021-E states, “SDG&E is evaluating the need to replace the Oceanside branch office and other locations. SDG&E intends to file an application to seek approval to permanently close the Oceanside branch office during Q1 2017.” Has SDG&E filed this application? If so, please provide the application number. If not, please explain why SDG&E chose not to file an application during Q1 2017 but instead to incorporate the request in the GRC application.

SDG&E Response 2:

No. The Oceanside branch office service and lease agreement termination by United Parcel Service (UPS) coincided with the timing for the 2019 GRC application, therefore, SDG&E did not file an additional application. See also TURN/UCAN settlement 2016 GRC (permitting branch office closure as part of an application.)

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3. With regard to the branches that are proposed for closure:
 - a. Please specify how many APLs are located within a one-mile radius of the Oceanside branch.
 - b. Please specify how many APLs are located within a one-mile radius of the Downtown branch.
 - c. Please specify the travel distance from the Oceanside branch to the next closest branch.
 - d. Please specify the travel distance from the Downtown branch to the next closest branch.

SDG&E Response 3:

- a. SDG&E does not currently have an APL within one-mile of the former Oceanside Branch Office. There are currently two APLs within two miles, three within three miles, and five within four miles.
- b. There is currently one APL within one mile of the Downtown Branch Office, two within two miles, three within three miles, and four within four miles.
- c. The closest branch office to the former Oceanside Branch Office is the Escondido Branch Office. That branch is 16 miles from the former Oceanside Branch Office, and can be accessed either by public bus transportation provided by the North County Transit District or private vehicle, with ample public parking available for those who drive.
- d. The Market Creek Branch Office is within six miles of the Downtown Branch Office, and can be accessed either by public bus or trolley transportation provided by the San Diego Metropolitan Transit System or by private vehicle, with ample public parking available for those who drive.

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The following question relate to Mr. Stewart’s testimony (SDG&E-18)

4. SDG&E’s response to UCAN Data Request 3 Question 17h states, “The Bill Redesign Phase 1 project included enhancements to the existing Bill Ready Notification capability.
 - a. Please explain what the Bill Ready Notification is and how it is used.
 - b. Please clarify whether the Bill Redesign Phase 1 Project is the Bill Redesign (Project #15800) that SDG&E proposed in the 2016 GRC Phase 1 proceeding (SDG&E-14 in A.14-11-003, page BMB-128).
 - c. Please clarify whether SDG&E requested funding for Bill Ready Notification enhancements in SDG&E’s 2016 GRC Phase 1 proceeding. If so, please specify how much was requested and how much was awarded by the Commission, and please provide citations (with page numbers) for both the revenue request and the award amount.
 - d. Please clarify whether SDG&E made any updates, enhancements, or other changes to the paper bill as part of the Bill Redesign Phase 1 Project or through any other project during the 2016 GRC cycle. If so, please describe these changes and specify how much SDG&E spent on these changes. If not, please explain why not.
 - e. Please specify any additional improvements to customer bills (paper/electronic) that SDG&E made during the 2016 GRC cycle and the costs of these improvements. (“Additional costs” in this context means costs that are in addition to the \$1.8 million in spending on Bill Ready Notifications that was addressed in response to UCAN Data Request 3 Question 17h and any spending on paper billing that was specified in response to Question 3d of this data request.)

SDG&E Response 4:

- a. The Bill Ready Notification enhancements implemented changes to an existing monthly email to My Account customers. The improvements were focused on moving from a simple text-based email notification of the customers’ bill amount to a more enhanced presentation. Enhancements included a graphical representation of the bill summary, cost breakdown, tier chart, energy use chart and messaging. See attached document “UCAN-SDGE-DR-07 Attachment Q4a_Redacted.pdf” for samples of bill ready notifications.

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SDG&E Response 4 Continued:

- b. Yes, the Bill Redesign Phase 1 project referenced in response to UCAN DR-03 Q17h is the same project as the Bill Redesign project (Project #15800) that SDG&E proposed in the 2016 GRC Phase 1 proceeding (SDG&E-14 in A.14-11-003, page BMB-128)
- c. The Bill Ready Notification enhancements were part of the original scope identified in the Bill Redesign project and was authorized through the 2016 GRC settlement. The original scope of the Bill Redesign project, however, was rescoped and divided into phases.
- d. SDG&E did not make any paper bill changes as part of Bill Redesign Phase 1. Please see response to Question 17h in UCAN-SDG&E-DR-03 for project scope clarification.
- e. SDG&E did not have any additional projects to make bill improvements during the TY2016 GRC cycle.

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5. SDG&E requests \$2.9 million for the Bill Redesign Phase 2 Project (Project # T16039) (JDS-67).
- a. Please provide a specific citation (including page numbers) to SDG&E's workpapers supporting this request.
 - b. Please explain the need for \$612,000 in capital expenditures in 2019 (JDS-67) when the go-live date for the project is planned for June 2018 (SDG&E response to UCAN Data Request 3, Question 17i). Please explain how these funds would be used.
 - c. Please explain why this request is categorized as a capital expense and list any software, hardware, or other equipment that would need to be purchased or developed to complete the project.
 - d. Mr. Stewart's testimony states, "The future bill will include color to make it easier to read and improved/additional charts and infographics to support increased customer engagement in support of Rate Reform and TOU rate changes" (JDS-67). Please identify how much of the funding request is to support increased customer engagement in support of Rate Reform changes and how much of the funding request is to support increased customer engagement in support of TOU rate changes.

SDG&E Response 5:

- a. Please refer to Exhibit SDG&E-24-CWP-R beginning on page 113 for the Bill Redesign Phase 2 IT Capital workpapers.
- b. The timeline of this project was shortened to deploy in June 2018 in order to provide the bill enhancements prior to the Residential TOU Default project. This decision was made after prepared and workpapers were drafted. The current forecast for this project does not include capital expenditures in 2019.
- c. The Bill Redesign Phase 2 project is specific to in-house software development. The software development labor associated with the Bill Redesign Phase 2 project is capitalized because it adds value to an asset and that value lasts over a multi-year period.
- d. SDG&E is unable to separate the detailed costs as it relates to customer engagement for Rate Reform or TOU changes. Project development costs share the same underlying capability and these costs are not being tracked at that level of detail.

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The following question relates to Mr. Deremer’s testimony (SDG&E-43)

6. ORA’s testimony indicates that Sempra has provided it with recorded capital addition data for 2017 (ORA-31 p. 25). Please update SDG&E’s response to UCAN DR-03 Q2 and Q3 requesting 2017 recorded capital addition and capital retirement data for the following categories in nominal \$ and 2019 \$:
 - a. Electric Distribution
 - b. Electric Generation
 - c. Gas Distribution

SDG&E Response 6:

SDG&E submitted second revised workpapers to account for the Tax Cuts and Jobs Act (TCJA) tax reform, SDG&E-43-R2 in April of 2018. Data we provide in the following responses will be in reference to the second revised workpapers. Please see table below for 2017 capital additions using the same categories as provided at the bottom of Table 11. The response is in nominal \$ and 2019\$, and all dollars are in thousands:

	<u>2017 (2017\$)</u>	<u>2017 (2019\$)</u>
Electric Distribution	\$ 564,244	\$ 594,478
Electric Generation	\$ 40,562	\$ 42,621
Gas Distribution	\$ 145,761	\$ 154,940
Total	\$ 750,567	\$ 792,040

Please see table below for 2017 capital retirements using the same categories as provided at the bottom of Table 12. The response is in nominal \$ and 2019\$, and all dollars are in thousands:

	<u>2017 (2017\$)</u>	<u>2017 (2019\$)</u>
Electric Distribution	\$ 88,593	\$ 93,340
Electric Generation	\$ -	\$ -
Gas Distribution	\$ 11,155	\$ 11,857
Total	\$ 99,748	\$ 105,197

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The following question relates to Mr. Malik’s testimony (SCG-44)

7. ORA’s testimony indicates that Sempra has provided it with recorded capital addition data for 2017 (ORA-31 p. 25). Please update SoCalGas’s response to UCAN DR-03 Q9 and Q10 requesting 2017 recorded capital addition and capital retirement data using the same format and categories as provided at the bottom of Table 6 on page 7 of the SCG-44 workpapers.

SCG Response 7:

SoCalGas submitted second revised workpapers, SCG-44-WP-2R in April of 2018. Data provided in the following responses are in reference to the second revised workpapers. Please see table below for 2017 recorded capital additions and capital retirements using the same format and categories as provided at the bottom of Table 6. The response is in nominal \$ and 2019\$, and all dollars are in thousands.

		Recorded
		2017 (2017\$)
7	Capital Additions	883,150
8	Capital Additions (2016\$)	852,278
9	Capital Additions (2019\$)	938,762
10	Capital Additions 5-Year Average	
11	Retirements	159,738
12	Retirements (2016\$)	154,154
13	Retirements (2019\$)	169,796
14	Retirements 5-Year Average	
15	Plant Additions for Ratebase	