

ORA DATA REQUEST
ORA-SDG&E-DR-072-TLG
SDG&E 2016 GRC – A.14-11-003
SDG&E RESPONSE
DATE RECEIVED: FEBRUARY 23, 2015
DATE RESPONDED: MARCH 9, 2015

Exhibit Reference: SDG&E-14

Subject: Customer Service Operations, Information, and Technologies

Please provide the following:

1. SDG&E's forecasts \$67.584 million (\$66.605 million for Non-Shared, and \$0.979 million for Shared Services) for Test Year 2016 for its Customer Service Operations, Information, and Technologies Operations and Maintenance (O&M) expenses. This is an increase of \$9.433 million or 16.22% over 2013 recorded adjusted expenses of \$58.151 million. The five year average (2009-2013) is \$57.230 million.
 - a. Provide recorded adjusted expenses for 2009-2013 and 2016 forecast data for SDG&E's Advanced Metering work group that is shown in Table 6 on page BMB-13. If there is no recorded historical data for a particular line item listed in the table, state so in the response.
 - b. Provide recorded adjusted expenses for 2009-2013 and 2016 forecast data for SDG&E's Billing work group that is shown in Table 9 on page BMB-21. If there is no recorded historical data for a particular line item listed in the table, state so in the response.
 - c. Provide recorded adjusted expenses for 2009-2013 and 2016 forecast data for SDG&E's Residential Customer Services work group that is shown in Table 34 on page BMB-65. If there is no recorded historical data for a particular line item listed in the table, state so in the response.
 - d. Provide recorded adjusted expenses for 2009-2013 and 2016 forecast data for SDG&E's Commercial & Industrial Services work group that is shown in Table 37 on page BMB-79. If there is no recorded historical data for a particular line item listed in the table, state so in the response.
 - e. Provide recorded adjusted expenses for 2009-2013 and 2016 forecast data for SDG&E's Customer Programs & Projects work group that is shown in Table 45 on page BMB-106. If there is no recorded historical data for a particular line item listed in the table, state so in the response.

SDG&E Response:

- a. Please see ORA-SDG&E-DR-072-TLG Q1a Attachment.pdf.
- b. Please see ORA-SDG&E-DR-072-TLG Q1b Attachment.pdf, ORA-SDG&E-DR-072-TLG Q1b-NEM Attachment.pdf, and ORA-SDG&E-DR-072-TLG Q1b-IntervalBilling Attachment.pdf.
- c. Please see ORA-SDG&E-DR-072-TLG Q1c Attachment.pdf.

**ORA DATA REQUEST
ORA-SDG&E-DR-072-TLG
SDG&E 2016 GRC – A.14-11-003
SDG&E RESPONSE
DATE RECEIVED: FEBRUARY 23, 2015
DATE RESPONDED: MARCH 9, 2015**

SDG&E Response to Question 1 continued:

- d. Please see ORA-SDG&E-DR-072-TLG Q1d Attachment.pdf.
- e. Please see ORA-SDG&E-DR-072-TLG Q1e Attachment.pdf.