PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE SAN FRANCISCO, CA 94102-3298



May 29, 2008

Advice Letter 3862

Ken Deremer Director Tariffs & Regulatory Accounts 8330 Century Park Court CP32C San Diego, CA 92123-1548

Subject: 2007 PBR Shareable Earnings Filing

Dear Mr. Deremer:

Advice Letter 3862 is effective May 31, 2008.

Sincerely,

Sean H. Gallagher, Director

Energy Division

5 W Shalp L



Ken Deremer
Director
Tariffs & Regulatory Accounts

8330 Century Park Court CP32C San Diego, CA 92123-1548 Tel: 858.654.1756 Fax 858.654.1788 KDeremer@SempraUtilities.com

May 1, 2008

Advice No. 3862 (U 904 G)

Public Utilities Commission of the State of California

Subject: 2007 PBR Shareable Earnings Filing

Southern California Gas Company (SoCalGas) hereby submits for approval with the California Public Utilities Commission (Commission) its shareable earnings filing. This filing is made in compliance with Decision No. (D.) 05-03-023, dated March 17, 2005, and Preliminary Statement Part XI, Performance Based Regulation (PBR), in Phase II of SoCalGas' Cost of Service (COS) Application No. (A.) 02-12-027.

Purpose

As reported in Attachment B, this filing consists of: 1) earnings to be shared with ratepayers under the existing PBR mechanism; 2) rewards or penalties for customer service and safety performance indicators; 3) SoCalGas' performance on customer service monitor-only indicators; and 4) the results of the Core Pricing Flexibility program and Noncore Competitive Load Growth Opportunity program as adopted in D.97-07-054 and D.00-04-060, respectively.

For the year ended December 31, 2007, SoCalGas' actual Rate of Return (ROR) on rate base was 10.32% as compared to the authorized ROR of 8.68% resulting in sharing of \$43,449,555 between ratepayers and shareholders. The ratepayers' allocation of earnings above authorized levels, grossed-up for taxes and franchise fees and uncollectible (FF&U) costs, is \$24,096,000. SoCalGas exceeded the PBR benchmark on all of its five customer service and safety performance indicators resulting in a total award of \$2,000,000.

Protests

Anyone may protest this Advice Letter to the Commission. The protest must state the grounds upon which it is based, including such items as financial and service impact, and should be submitted expeditiously. The protest must be made in writing and must be received within 20 days of the date of this Advice Letter. There is no restriction on who may file a protest. The address for mailing or delivering a protest to the Commission is:

CPUC Energy Division Attn: Tariff Unit 505 Van Ness Avenue San Francisco, CA 94102

Copies of the protest should also be sent via e-mail to the attention of both Maria Salinas (mas@cpuc.ca.gov) and to Honesto Gatchalian (jni@cpuc.ca.gov) of the Energy Division. A copy of the protest should also be sent via both e-mail and facsimile to the address shown below on the same date it is mailed or delivered to the Commission.

Attn: Sid Newsom Tariff Manager - GT14D6 555 West Fifth Street Los Angeles, CA 90013-1011 Facsimile No. (213) 244-4957

E-mail: snewsom@SempraUtilities.com

Effective Date

SoCalGas believes that this filing is subject to Energy Division disposition, and should be classified as Tier 2 (effective after staff approval) pursuant to GO 96-B. SoCalGas respectfully requests that this filing be approved May 31, 2008, which is thirty (30) calendar days after the date filed.

Notice

A copy of this advice letter is being sent to all parties listed on Attachment A, which includes the interested parties in A.02-12-027.

KEN DEREMER
Director
Tariffs and Regulatory Accounts

Attachments

CALIFORNIA PUBLIC UTILITIES COMMISSION

ADVICE LETTER FILING SUMMARY ENERGY UTILITY

MUST BE COMPLETED BY UTILITY (Attach additional pages as needed)			
Company name/CPUC Utility No. SOUTHERN CALIFORNIA GAS COMPANY (U 904-G)			
Utility type: Contact Person: Sid Newsom			
☐ ELC ☐ GAS	Phone #: (213) 244-2846		
☐ PLC ☐ HEAT ☐ WATER	E-mail: snewsom@semprautilities.com		
EXPLANATION OF UTILITY TY	PE	(Date Filed/ Received Stamp by CPUC)	
ELC = Electric GAS = Gas PLC = Pipeline HEAT = Heat V	VATER = Water		
Advice Letter (AL) #: 3862			
Subject of AL: 2007 Shareable	Earnings		
Keywords (choose from CPUC listing)	: PBR		
AL filing type: Monthly Quarter	rly 🔲 Annual 🔀 C	One-Time Other	
If AL filed in compliance with a Comr D05-03-023	nission order, indi	cate relevant Decision/Resolution #:	
Does AL replace a withdrawn or reject	eted AL? If so, idea	ntify the prior AL <u>No</u>	
Summarize differences between the A	AL and the prior w	ithdrawn or rejected AL¹:N/A	
Does AL request confidential treatme	nt? If so, provide e	explanation: No	
Resolution Required? \square Yes \boxtimes No Tier Designation: \square 1 \boxtimes 2 \square 3			
Requested effective date: <u>5/31/08</u>		No. of tariff sheets: 0	
Estimated system annual revenue eff	fect: (%):1%_		
Estimated system average rate effect	(%):1%		
When rates are affected by AL, include	le attachment in A	L showing average rate effects on customer	
classes (residential, small commercia	ıl, large C/I, agricu	ıltural, lighting).	
Tariff schedules affected:			
Service affected and changes proposed ¹ : N/A			
Pending advice letters that revise the same tariff sheets: None			
Protests and all other correspondence regarding this AL are due no later than 20 days after the date of this filing, unless otherwise authorized by the Commission, and shall be sent to:			
CPUC, Energy Division		Southern California Gas Company	
Attention: Tariff Unit		Attention: Sid Newsom	
505 Van Ness Ave.	,		
an Francisco, CA 94102 Los Angeles, CA 90013-1011 nas@cpuc.ca.gov snewsom@semprautilities.com			
1 9 J-JF80	~		

 $^{^{\}scriptscriptstyle 1}$ Discuss in AL if more space is needed.

ATTACHMENT A

Advice No. 3862

(See Attached Service Lists)

Aglet Consumer Alliance
James Weil

jweil@aglet.org

Ancillary Services Coalition

Jo Maxwell

jomaxwell@ascoalition.com

BP Amoco, Reg. Affairs

Marianne Jones 501 West Lake Park Blvd.

Houston, TX 77079

CPUC

Consumer Affairs Branch 505 Van Ness Ave., #2003 San Francisco, CA 94102

CPUC - DRA Galen Dunham gsd@cpuc.ca.gov

California Energy Market

Lulu Weinzimer luluw@newsdata.com

City of Azusa Light & Power Dept. 215 E. Foothill Blvd.

Azusa, CA 91702

City of Colton Thomas K. Clarke 650 N. La Cadena Drive Colton, CA 92324

City of Pasadena - Water and Power

Dept. G Bawa

GBawa@cityofpasadena.net

Commerce Energy Brian Patrick

BPatrick@commerceenergy.com

Alcantar & Kahl Kari Harteloo klc@a-klaw.com

Ancillary Services Coalition

Nick Planson

nplanson@ascoalition.com

Barkovich & Yap Catherine E. Yap ceyap@earthlink.net

CPUC

Pearlie Sabino pzs@cpuc.ca.gov

CPUC - DRA
R. Mark Pocta
rmp@cpuc.ca.gov

Calpine Corp Avis Clark

aclark@calpine.com

City of Banning Paul Toor P. O. Box 998 Banning, CA 92220

City of Long Beach, Gas & Oil Dept.

Chris Garner

2400 East Spring Street Long Beach, CA 90806

City of Riverside Joanne Snowden

jsnowden@riversideca.gov

Commerce Energy
Tony Cusati

TCusati@commerceenergy.com

sls@a-klaw.com

Alcantar & Kahl

Seema Srinivasan

Ancillary Services Coalition

Terry Rich

TRich@ascoalition.com

Beta Consulting John Burkholder burkee@cts.com

CPUC

Energy Rate Design & Econ. 505 Van Ness Ave., Rm. 4002 San Francisco, CA 94102

CPUC - DRA Jacqueline Greig jnm@cpuc.ca.gov

City of Anaheim Ben Nakayama Public Utilities Dept. P. O. Box 3222 Anaheim, CA 92803

City of Burbank

Fred Fletcher/Ronald Davis 164 West Magnolia Blvd., Box 631

Burbank, CA 91503-0631

City of Los Angeles
City Attorney

200 North Main Street, 800 Los Angeles, CA 90012

City of Vernon Daniel Garcia

dgarcia@ci.vernon.ca.us

Commerce Energy Glenn Kinser

gkinser@commerceenergy.com

County of Los Angeles Commerce Energy Crossborder Energy Lynelle Lund Stephen Crouch Tom Beach Ilund@commerceenergy.com 1100 N. Eastern Ave., Room 300 tomb@crossborderenergy.com Los Angeles, CA 90063 **Culver City Utilities** DGS **Davis Wright Tremaine, LLP Heustace Lewis Henry Nanjo** Edward W. O'Neill Heustace.Lewis@culvercity.org Henry.Nanjo@dgs.ca.gov 505 Montgomery Street, Ste 800 San Francisco, CA 94111 Davis, Wright, Tremaine **Dept. of General Services** Douglass & Liddell Judy Pau **Celia Torres** Dan Douglass judypau@dwt.com celia.torres@dgs.ca.gov douglass@energyattorney.com **Douglass & Liddell** Downey, Brand, Seymour & Rohwer Downey, Brand, Seymour & Rohwer Donald C. Liddell **Ann Trowbridge** Dan Carroll liddell@energyattorney.com atrowbridge@downeybrand.com dcarroll@downeybrand.com **Gas Purchasing Gas Transmission Northwest Dynegy** Corporation Joseph M. Paul BC Gas Utility Ltd. Bevin Hong impa@dynegy.com 16705 Fraser Highway Bevin Hong@transcanada.com Surrey, British Columbia, V3S 2X7 **General Services Administration** Goodin, MacBride, Squeri, Ritchie & Goodin, MacBride, Squeri, Ritchie & Day, LLP Day, LLP **Facilities Management (9PM-FT)** J. H. Patrick James D. Squeri 450 Golden Gate Ave. hpatrick@gmssr.com jsqueri@gmssr.com San Francisco, CA 94102-3611 **Hanna & Morton Imperial Irrigation District** JBS Energy Norman A. Pedersen, Esq. K. S. Noller Jeff Nahigian npedersen@hanmor.com P. O. Box 937 jeff@jbsenergy.com Imperial, CA 92251 Jeffer, Mangels, Butler & Marmaro **Kern River Gas Transmission Company LADWP** 2 Embarcaero Center, 5th Floor Janie Nielsen Nevenka Ubavich Janie.Nielsen@KernRiverGas.com nevenka.ubavich@ladwp.com

San Francisco, CA 94111

LADWP Randy Howard P. O. Box 51111, Rm. 956 Los Angeles, CA 90051-0100

Luce, Forward, Hamilton & Scripps John Leslie jleslie@luce.com

Law Offices of Diane I. Fellman Diane Fellman diane_fellman@fpl.com

MRW & Associates Robert Weisenmiller mrw@mrwassoc.com

Law Offices of William H. Booth William Booth

wbooth@booth-law.com

Manatt Phelps Phillips Randy Keen rkeen@manatt.com

Manatt, Phelps & Phillips, LLP

David Huard

dhuard@manatt.com

March Joint Powers Authority

Lori Stone PO Box 7480,

Moreno Valley, CA 92552

Matthew Brady & Associates

Matthew Brady

matt@bradylawus.com

Julie Morris

Julie.Morris@PPMEnergy.com

National Utility Service, Inc.

Jim Boyle

One Maynard Drive, P. O. Box 712

Park Ridge, NJ 07656-0712

Navigant Consulting, Inc.

Ray Welch

ray.welch@navigantconsulting.com

PG&E Tariffs

Pacific Gas and Electric PGETariffs@pge.com

Pacific Gas & Electric Co.

John Clarke jpc2@pge.com Praxair Inc **Rick Noger**

rick_noger@praxair.com

Questar Southern Trails

Lenard Wright

Lenard.Wright@Questar.com

R. W. Beck, Inc. **Catherine Elder** celder@rwbeck.com Regulatory & Cogen Services, Inc.

Donald W. Schoenbeck 900 Washington Street, #780

Vancouver, WA 98660

Richard Hairston & Co. Richard Hairston hairstonco@aol.com

Sempra Global William Tobin

wtobin@sempraglobal.com

Sierra Pacific Company Christopher A. Hilen chilen@sppc.com

Southern California Edison Co

Fileroom Supervisor

2244 Walnut Grove Ave., Rm 290, GO1

Rosemead, CA 91770

Southern California Edison Co

Karyn Gansecki

601 Van Ness Ave., #2040 San Francisco, CA 94102

Southern California Edison Co.

Colin E. Cushnie

Colin.Cushnie@SCE.com

Southern California Edison Co.

Kevin Cini

Kevin.Cini@SCE.com

Southern California Edison Co.

John Quinlan

john.quinlan@sce.com

Southern California Edison Company

Michael Alexander

Michael.Alexander@sce.com

Southwest Gas Corp.

John Hester P. O. Box 98510

Las Vegas, NV 89193-8510

Suburban Water System

Bob Kelly

1211 E. Center Court Drive

Covina, CA 91724

Sutherland, Asbill & Brennan

Keith McCrea

kmccrea@sablaw.com

The Mehle Law Firm PLLC

TURN

Marcel Hawiger marcel@turn.org **TURN**

Mike Florio mflorio@turn.org

Colette B. Mehle cmehle@mehlelaw.com

Western Manufactured Housing Communities Assoc.

Sheila Day sheila@wma.org

psd@cpuc.ca.gov

ADAMS ELECTRICAL SAFETY **ALCANTAR & KAHL, LLP ENDEMAN, LINCOLN, TUREK & CONSULTING HEATER LLP** MICHAEL ALCANTAR **WILLIAM P. ADAMS** JAMES C. ALLEN mpa@a-klaw.com **716 BRETT AVENUE** jallen@elthlaw.com **ROHNERT PARK, CA 94928-4012 CALIF PUBLIC UTILITIES COMMISSION** CALIF PUBLIC UTILITIES COMMISSION CALIF PUBLIC UTILITIES COMMISSION **Jovce Alfton** Paul Angelopulo Bernard Ayanruoh alf@cpuc.ca.gov pfa@cpuc.ca.gov ben@cpuc.ca.gov SAN LUIS OBISPO MOTHERS FOR **BARKOVICH & YAP. INC.** MC CARTHY & BERLIN, LLP **PEACE** BARBARA R. BARKOVICH C. SUSIE BERLIN **ROCHELLE BECKER** brbarkovich@earthlink.net sberlin@mccarthylaw.com rochelle489@charter.net SOUTHWEST GAS COMPANY **BERLINER LAW PLLC** LAW OFFICES OF WILLIAM H. BOOTH **ANDREW WILSON BETTWY** WILLIAM H. BOOTH **ROGER BERLINER** roger@berlinerlawpllc.com andy.bettwy@swgas.com wbooth@booth-law.com MCCRACKEN, BYERS & HAESLOOP, **ELLISON, SCHNEIDER & HARRIS, LLP BRUBAKER & ASSOCIATES, INC.** LLP ANDREW B. BROWN MAURICE BRUBAKER DAVID J. BYERS, ESQ. abb@eslawfirm.com mbrubaker@consultbai.com dbyers@landuselaw.com LOS ANGELES UNIFIED SCHOOL **CALIF PUBLIC UTILITIES COMMISSION NATURAL RESOURCES DEFENSE** COUNCIL DISTRICT Valerie Beck SHERYL CARTER ANDREW S. CHEUNG vjb@cpuc.ca.gov scarter@nrdc.org andrew.cheung@lausd.net **GOODIN MACBRIDE SQUERI RITCHIE CALIF PUBLIC UTILITIES COMMISSION CITY AND COUNTY OF SAN FRANCISCO** & DAY LLP **Laurence Chaset JOSEPH PETER COMO BRIAN T. CRAGG** lau@cpuc.ca.gov bcragg@gmssr.com joe.como@sfgov.org **CALIF PUBLIC UTILITIES COMMISSION NAVAL FACILITIES ENGINEERING** CALIFORNIA PUBLIC UTILITIES COMMISSION COMMAND-HQ Theresa Cho KAY DAVOODI **REGINA M. DEANGELIS** tcx@cpuc.ca.gov khojasteh.davoodi@navy.mil rmd@cpuc.ca.gov **WESTERN MANUFACTURED HOUSING DOUGLASS & LIDDELL DOUGLASS & LIDDELL COMMUNITIES DANIEL W. DOUGLASS DANIEL W. DOUGLASS** SHEILA DEY douglass@energyattorney.com douglass@energyattorney.com sheila@wma.org **CALIF PUBLIC UTILITIES COMMISSION CALIF PUBLIC UTILITIES COMMISSION FPL ENERGY, LLC** DIANE I. FELLMAN **Paul Douglas Phillip Enis**

pje@cpuc.ca.gov

diane fellman@fpl.com

THE UTILITY REFORM NETWORK **REED SMITH LLP** THE UTILITY REFORM NETWORK MATTHEW FREEDMAN ROBERT FINKELSTEIN MARK FOGELMAN bfinkelstein@turn.org mfogelman@reedsmith.com freedman@turn.org **FEDERAL EXECUTIVE AGENCIES CALIF PUBLIC UTILITIES COMMISSION LATINO ISSUES FORUM ENRIQUE GALLARDO NORMAN J. FURUTA** Julie A. Fitch norman.furuta@navy.mil jf2@cpuc.ca.gov enriqueg@lif.org THE GREENLINING INSTITUTE **PACIFIC GAS AND ELECTRIC** MANFRED F. GILDNER COMPANY barontramp@aol.com **ROBERT GNAIZDA** PATRICK G. GOLDEN robertg@greenlining.org pgq4@pge.com THE GREENLINING INSTITUTE THE UTILITY REFORM NETWORK LOWE'S COMPANIES, INC. **HAYLEY GOODSON** THALIA N.C. GONZALEZ JEFFREY E. GRAY thaliag@greenlining.org hayley@turn.org jeff.e.gray@lowes.com **CALIF PUBLIC UTILITIES COMMISSION ARNOLD & PORTER MORRISON & FOERSTER LLP Eric Greene** PETER W. HANSCHEN **JAMES I. HAM** eg1@cpuc.ca.gov James_Ham@aporter.com phanschen@mofo.com UTIL. WORKERS UNION OF AMERICA, THE UTILITY REFORM NETWORK **ASSOCIATION OF CALIFORNIA AFL-CIO** WATER AGENCIES MARCEL HAWIGER **MARTA HARRIS** LON W. HOUSE marcel@turn.org unionmarti@aol.com lwhouse@innercite.com MANATT, PHELPS & PHILLIPS, LLP **CALIF PUBLIC UTILITIES COMMISSION CALIF PUBLIC UTILITIES COMMISSION** DAVID L. HUARD **Peter Hanson Gregory Heiden** dhuard@manatt.com pgh@cpuc.ca.gov gxh@cpuc.ca.gov **CATHOLIC HEALTHCARE WEST** ADAMS, BROADWELL, JOSEPH & **ALCANTAR & KAHL, LLP CARDOZO DAVID JONES EVELYN KAHL** MARC D. JOSEPH djones2@chw.edu ek@a-klaw.com mdjoseph@adamsbroadwell.com **MANATT PHELPS & PHILLIPS, LLP** MANATT, PHELPS & PHILLIPS, LLP **ELLISON, SCHNEIDER & HARRIS, LLP RANDALL W. KEEN RANDALL W. KEEN DOUGLAS K. KERNER** dkk@eslawfirm.com pucservice@manatt.com pucservice@manatt.com **DOUGLASS & LIDDELL CALIF PUBLIC UTILITIES COMMISSION CALIF PUBLIC UTILITIES COMMISSION GREGORY S.G. KLATT** Dexter E. Khoury Laura L. Krannawitter klatt@energyattorney.com bsl@cpuc.ca.gov Ilk@cpuc.ca.gov **LUCE, FORWARD, HAMILTON & CALIFORNIA FARM BUREAU CALIF PUBLIC UTILITIES COMMISSION** SCRIPPS, LLP **FEDERATION** Donald J. Lafrenz JOHN W. LESLIE **RONALD LIEBERT** dlf@cpuc.ca.gov rliebert@cfbf.com jleslie@luce.com

MICHAEL SHAMES

mshames@ucan.org

CALIF PUBLIC UTILITIES COMMISSION GOODIN MACBRIDE SQUERI RITCHIE UTILITY WORKERS UNION OF & DAY LLP **AMERICA** Douglas M. Long THOMAS J. MACBRIDE, JR. JAVIER MANZANO dug@cpuc.ca.gov tmacbride@gmssr.com javier1@uwua132.org **JBS ENERGY DAVID MARCUS** M. CUBED RICHARD MCCANN, PH.D. **BILL MARCUS** dmarcus2@sbcglobal.net rmccann@umich.edu bill@jbsenergy.com SUTHERLAND, ASBILL & BRENNAN **SOUTHERN CALIFORNIA EDISON SEMPRA ENERGY COMPANY KEITH W. MELVILLE KEITH MCCREA** FRANK MCNULTY kmccrea@sablaw.com kmelville@sempra.com francis.mcnulty@sce.com **CALIFORNIA FARM BUREAU WESTERN MANUFACTURED HOUSING** SAN FRANCISCO COMMUNITY POWER **FEDERATION** COMM. SVCS. COOP KAREN NORENE MILLS **IRENE K. MOOSEN** STEVEN MOSS kmills@cfbf.com irene@igc.org steven@moss.net **CALIF PUBLIC UTILITIES COMMISSION CALIF PUBLIC UTILITIES COMMISSION CALIFORNIA LEAGUE OF FOOD** PROCESSORS Laura A. Martin Richard A. Myers **ROB NEENAN** Ira@cpuc.ca.gov ram@cpuc.ca.gov rob@clfp.com **PACIFIC GAS AND ELECTRIC** SIERRA PACIFIC POWER CO. CA DISABLED VETS BUSNSS ENTERP **COMPANY DAVID NORRIS** ALLIANCE ANDREW L. NIVEN **KEVIN K. O'CONNOR** dnorris@sppc.com aln2@pge.com kevinlsi@gmail.com **CITY OF SAN DIEGO** HANNA AND MORTON LLP **ANDERSON & POOLE NORMAN A. PEDERSEN EDWARD G. POOLE FRITZ ORTLIEB** fortlieb@sandiego.gov npedersen@hanmor.com epoole@adplaw.com **CALIF PUBLIC UTILITIES COMMISSION CALIF PUBLIC UTILITIES COMMISSION CALIF PUBLIC UTILITIES COMMISSION** Robert M. Pocta Anne W. Premo Terrie D. Prosper rmp@cpuc.ca.gov awp@cpuc.ca.gov tdp@cpuc.ca.gov **PACIFIC GAS AND ELECTRIC CALIFORNIA DVBE ALLIANCE CALIFORNIA CABLE & TELECOMMNICATIONS COMPANY DANIEL W. ROBERTS** MICHAEL REIDENBACH **GLENN SEMOW** danielwroberts@hmpage.com jmrb@pge.com grs@calcable.org **UTILITY CONSUMERS' ACTION ALCANTAR & ELSESSER GOODIN MACBRIDE SQUERI RITCHIE NETWORK** & DAY LLP

NORA E. SHERIFF

nes@a-klaw.com

JAMES D. SQUERI

jsqueri@gmssr.com

KERN RIVER GAS TRANSMISSION **COMPANY**

RICHARD N. STAPLER, JR.

richard.stapler@kernrivergas.com

SEMPRA ENERGY GLEN J. SULLIVAN gsullivan@sempra.com **CALIF PUBLIC UTILITIES COMMISSION**

Danilo E. Sanchez des@cpuc.ca.gov

CALIF PUBLIC UTILITIES COMMISSION

Laura Lei Strain lls@cpuc.ca.gov **DAY CARTER & MURPHY, LLP**

ANN L. TROWBRIDGE

atrowbridge@daycartermurphy.com

CALIF PUBLIC UTILITIES COMMISSION

Pamela T. Thompson ptt@cpuc.ca.gov

CALIF PUBLIC UTILITIES COMMISSION

Laura J. Tudisco ljt@cpuc.ca.gov

CALIFORNIA DEPARTMENT OF

WATER RESOURCES ANDREW ULMER aulmer@water.ca.gov **SEMPRA**

RONALD VAN DER LEEDEN

rvanderleeden@semprautilities.com

PACIFIC GAS AND ELECTRIC

COMPANY

CHRISTOPHER J. WARNER

cjw5@pge.com

AGLET CONSUMER ALLIANCE

JAMES WEIL jweil@aglet.org **ALCANTAR & KAHL, LLP ELIZABETH WESTBY**

egw@a-klaw.com

CALIFORNIA ENERGY COMMISSION

BILL WOOD

bwood@energy.state.ca.us

LOCAL 483 UTILITY WORKERS UNION

DENNIS ZUKOWSKI dennis@local483.org MODESTO IRRIGATION DISTRICT

PO BOX 4060

MODESTO, CA 95352

ATTACHMENT B

SOUTHERN CALIFORNIA GAS COMPANY (U 904 G)

COMPLIANCE WITH DECISION 05-03-023 PERFORMANCE-BASED RATEMAKING MECHANISM

REPORT OF 2007 DATA

Before the Public Utilities Commission of the State of California

May 1, 2008

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I. Executive Summary

The report constitutes an accumulation of annual reporting requirements pursuant to Decision (D.) 05-03-023, dated March 17, 2005, and Preliminary Statement Part XI, Performance Based Regulation (PBR), in Phase II of the Southern California Gas Company's (SoCalGas) Cost of Service (COS) Application No. 02-12-027. This decision adopted a PBR mechanism for SoCalGas with respect to the setting of the company's gas transportation rates. This report constitutes the summary of the final 2007 year-end results of operations under that mechanism, and includes a report on the earnings sharing and performance indicator results for the year ending December 31, 2007.

For the year ending December 31, 2007, SoCalGas' actual rate of return (ROR) on rate base was 10.32 percent, as compared to a 2007 authorized ROR of 8.68 percent. As a result, SoCalGas' actual ROR is greater than its authorized ROR by 1.64 percent, resulting in sharing of \$43,449,555 between ratepayers and shareholders under the PBR earnings sharing mechanism. As shown on page 3, the ratepayers' portion of the sharing is \$24,096,000.

In addition, SoCalGas exceeded the PBR benchmarks on all of its five performance indicators for 2007. This resulted in a total reward of \$2,000,000. The 2007 performance indicators include incentives for employee safety, phone/office contact satisfaction, field visit satisfaction, call center responsiveness, and field service order appointments provided/percent made. This report also provides performance results for nine monitor-only indicators covering other areas of SoCalGas' customer service.

Finally, this report includes information on SoCalGas' net incremental revenues associated with its Core Pricing Flexibility and Noncore Competitive Load Growth Opportunities programs.

II. Earnings Sharing Results

A. Background

SoCalGas' PBR, as adopted in D.05-03-023, provides for a sharing of earnings between ratepayers and shareholders on a progressive basis as earnings exceed the authorized ROR. The PBR authorizes a mechanism by which earnings are shared within "bands" above a benchmark ROR on rate base. Shareholders will retain 100% of the earnings up to 50 basis points (0.50%) above the benchmark ROR. Between 51 basis points and 300 basis points above the benchmark are six bands with progressive sharing of earnings between shareholders and ratepayers. Within the bands, the ratepayer/shareholder portion of earnings is identified in the table below. If earnings exceed 300 basis points above the benchmark, the earnings sharing mechanism will automatically be suspended and the Commission will conduct a formal regulatory review to determine what, if any, changes in the ratemaking mechanism are required. Earnings below the authorized ROR are absorbed 100% by shareholders. Specifics of the sharing mechanism are detailed in Preliminary Statement Part XI, Performance Based Regulation.

The benchmark ROR was 8.68% for the year 2007 as last updated pursuant to Advice No. 3199-A, SoCalGas' Market Indexed Capital Adjustment Mechanism (MICAM) filing, and effective January 1, 2003.

The following table summarizes the shareholder/ratepayer sharing percentages within the various bands:

<u>Bands</u>	Basis Points	Shareholder %	Ratepayer %
Inner	00-50	100%	00%
1	51-100	25%	75%
2	101-125	35%	65%
3	126-150	45%	55%
4	151-175	55%	45%
5	176-200	65%	35%
6	201-300	75%	25%
Outer	301-above	Suspension	

B. Earnings Sharing Update

SoCalGas' 2007 net operating income (NOI) adjusted for PBR is \$272,755,539. The authorized return is \$229,305,983; therefore, PBR Shareable Earnings totaled \$43,449,555 for 2007. The shareholder portion is \$23,897,255 and the ratepayer portion before gross-up is \$19,552,300. Pursuant to SoCalGas' PBR, the ratepayer portion is "grossed-up" to achieve sharing of tax and FF&U benefits. The grossed-up portion distributed to ratepayers will be \$24,096,000.

The following table calculates the NOI subject to sharing between ratepayers and shareholders.

PBR Rate Base ROR Sharing Calculation			
Net Operating Income	\$262,031,578 (1)		
Less: PBR Adjustments (pre-tax):	0.000		
2005 PBR Sharing Revenue	\$19,011,000		
Noncore Fixed Cost Account (NFCA)	761,507 (2)		
Noncore Storage Balancing Acct (NSBA)	(28,512,017)		
Enhanced Oil Recovery Incentives	(984,814)		
Natural Gas Vehicle Sharing	(868,612)		
Montebello Storage Facility	(2,014,660) (3)		
GCIM Award per GCRPA	(5,802,104) (4)		
Employee Safety Incentive	(933,000)		
HSCRA Insurance proceeds	(986,670) (5)		
Affiliate Compliance Audit Costs	103,190 (6)		
Legal Settlements	38,265,267 (7)		
Service Guarantee Billing Credits	60,425 (8)		
Total Pre-Tax Adjustment	18,099,512		
Less: Taxes 40	.75% (7,375,551)		
PBR Adjustment (After Tax)	10,723,961		
Total Net Operating Income 10	.32% \$272,755,539		
Ratepayer portion - before gross-up (see page 4)	19,552,300		
Shareholder Portion (see page 4)	23,897,255		
	.68% 229,305,983		
Total	\$272,755,539		
· · · · · · · · · · · · · · · · · · ·	.00% .90% t) \$24,096,000		

Notes:

- (1) Net Operating Revenues as reported on SoCalGas SEC 10K report adjusted for contingent liabilities as required for financial reporting purposes under GAAP but not authorized by the CPUC for ratemaking purposes.
- (2) Represents prior period adjustments subject to NFCA sharing mechanism per D.00-04-060.
- (3) Represents shareholder allocation of net proceeds per D.01-04-081.
- (4) Represents calculated GCIM award recorded in Gas Cost Rewards and Penalties Account (GCRPA) per D.02-06-023.
- (5) Represents shareholder portion of insurance proceeds recognized in 2007.
- (6) Represents shareholder affiliate compliance costs per D.97-12-088.
- (7) Represents costs related to the Continental Forge Settlement.
- (8) Represents shareholder costs for missed customer service appointment commitments.

The tables below detail the shareholder and ratepayer allocations by the sharing bands:

PBR ROR Sharing Calculation

	Basis Points		Operating Income	
Bands	Beg	End	Beg	End
Inner	0	50	\$229,305,983	\$242,514,853
1	51	100	242,514,853	255,723,723
2	101	125	255,723,723	262,328,158
3	126	150	262,328,158	268,932,593
4	151	175	268,932,593	275,537,028
5	176	200	275,537,028	282,141,463
6	201	300	282,141,463	308,559,203
Outer	301	above	308,559,203	, ,
			, ,	

	Share	eholder	Ra	atepayer	Avg	
Bands	%	Amount	%	Amount	RP %	Total
Inner	100%	\$13,208,870	0%	\$0	0.00%	\$13,208,870
1	25%	3,302,217	75%	9,906,652	37.50%	13,208,870
2	35%	2,311,552	65%	4,292,883	43.00%	6,604,435
3	45%	2,971,996	55%	3,632,439	45.00%	6,604,435
4	55%	2,102,620	45%	1,720,325	45.00%	3,822,945
5	65%		35%			
6	75%		25%			
Outer	Suspension					
Total		\$23,897,255		\$19,552,300	45.00%	\$43,449,555

Adjusted Recorded Net Operating Income	\$272,755,539
Weighted Average Rate Base	2,641,774,000
Authorized ROR	8.68%
Recorded ROR	10.32%
Differential	1.64%

III. Performance Indicator Results

A. Employee Safety

Rewards or penalties for employee safety are determined based on the Federal Occupational Safety and Health Administration (OSHA) frequency standard, measuring the regulated utility's OSHA recordable lost-time and non-lost-time injuries and illnesses against total utility working hours. For the year ending December 31, 2007, SoCalGas experienced 362 lost time and non-lost time incidents. The 362 total OSHA recordable incidents result in a frequency of 5.72.

The calculation of the OSHA Frequency is as follows:

	io io dio iono iio
Employee Safety	2007
Total OSHA Recordable Cases	362
x 100 employees at 2,000 hours / year	200,000
= Total OSHA Recordable Hours	72,400,000
/ Total utility year-to-date work hours	12,654,961
= Total OSHA Frequency	5.72

For 2007, rewards and penalties for Employee Safety Performance Indicator are based on the following parameters:

Benchmark: 6.19

Deadband: 6.02 – 6.36 Liveband: +/- 2.0 Unit of Change: 0.01

Incentive per unit: \$25,000 / 0.01 outside of deadband

Maximum incentive: +/- \$5,000,000

For 2007, SoCalGas' performance for the Employee Safety Performance Indicator resulted in a \$750,000 reward calculated as follows:

Benchmark Result Achieved	6.19 5.72
Less deadband	0.47 0.17
Units above Benchmark	0.30
Unit of change	0.1
Units per change	30 X
Incentive per unit	\$25,000
Reward	\$750,000

During 2007, SoCalGas continued to focus on employee safety issues including helping employees focus on personal safety and the safety of their co-workers. One of the strategies used to increase ownership was the encouragement for Near Miss/Close call reporting. This type of near-incident reporting increased during 2007 which allowed supervisors and employees to work together on reducing injury/incident exposure.

Some of the other focus areas which contributed to its success in Employee Safety were:

- <u>Senior Leadership</u> The Executive Safety Council continues to provide leadership and support for many safety initiatives as well as conducting employee dialogue sessions to gain a deeper understanding of front-line safety issues and concerns.
- <u>Job Observations</u> Individual job observations are performed to help define and reinforce safe behaviors. Through this process safe behaviors are defined, observed, and coached by both supervisors and peers, and the results are tracked to monitor process.
- <u>Wellness</u> Wellness both on and off the job was given renewed focus during 2007 with health fairs, health screening, and stretching.
- <u>Employee Involvement</u> Employee and management involvement opportunities included some of the following: Safety Action Committee, Safety Champions, regional safety committees, incident evaluations teams and a Safety Committee Congress.
- <u>Safety-In-Motion</u> Thirty Customer Service Field supervisors were certified as Safety-In-Motion (SIM) trainers. SoCalGas has implemented STARR, an internal program which focuses on SIM and body positioning training, for Customer Service Field personnel.
- Office Ergonomics In a continuing effort to reduce office ergonomic injuries, approximately 1600 employees actively participated in a web-based ergonomic selfassessment and training software program (OES Remedy). The Remedy software provides a proactive approach that educates and empowers employees to make ergonomic changes on their own.

B. Customer Service Performance Indicators

SoCalGas' performance on its four Customer Service Performance Indicators is measured to ensure appropriate service quality levels are maintained. Rewards or penalties are assessed on the performance of the four indicators as detailed below.

1. Phone/Office Contact Satisfaction

This Performance Indicator represents a composite measure of the customers' satisfaction with their overall experience with SoCalGas' Customer Contact Center (CCC) and Branch Offices. As noted in the table below, SoCalGas achieved an 88.7% customer satisfaction result for the year ended December 31, 2007.

Phone / Office Contact Satisfaction	2007
Results: (measured as percent of ratings 8-10 on 0-10 scale)	
1st quarter 2nd quarter 3rd quarter 4th quarter	88.0% 88.7% 88.8% 89.4%
Annual Result	88.7%

For 2007, rewards and penalties for the Phone/Office Contact Satisfaction Performance Indicator are based on the following parameters:

Benchmark: 83.4%

Deadband: 84.4% – 82.4%

Liveband: +/- 5% Unit of Change: 0.1

Incentive per unit: \$10,000 / 0.1 Maximum incentive: +/- \$500,000

For 2007, SoCalGas' performance for the Phone / Office Contact Satisfaction Performance Indicator resulted in a \$430,000 reward. The reward is calculated as follows:

Benchmark Result Achieved	83.4 88.7
Less deadband	5.3 1.0
Units above Benchmark	4.3
Unit of change	÷ 0.1
Units per change	43 X
Incentive per unit	\$10,000
Reward	\$430,000

Activities to enhance and improve SoCalGas' performance in this area are similar to those for the Field Visit Satisfaction Performance Indicator. As such, refer to write-up below.

2. Field Visit Satisfaction

This Performance Indicator represents a measure of the customers' satisfaction with their overall experience with a field service visit. As noted in the table below, SoCalGas achieved a 95.5% customer satisfaction result for the year ended December 31, 2007.

Field Visit Satisfaction	2007
Results: (measured as percent of ratings 8-10 on 0-10 scale)	
1st quarter 2nd quarter 3rd quarter 4th quarter	94.3% 95.1% 96.8% 95.9%
Annual Result	95.5%

For 2007, rewards and penalties for the Field Visit Satisfaction Performance Indicator are based on the following parameters:

Benchmark: 94.1%

Deadband: 95.1% – 93.1%

Liveband: +/- 5% Unit of Change: 0.1

Incentive per unit: \$10,000 / 0.1 Maximum incentive: +/- \$500,000

For 2007, SoCalGas' performance for the Field Visit Satisfaction Performance Indicator resulted in a \$40,000 reward. The reward is calculated as follows:

Benchmark Result Achieved	94.1 95.5		
Less deadband	1.4 1.0		
Units above Benchmark	0.4		
Unit of change	÷ 0.1		
Units per change	4		
Incentive per unit	X \$10,000		
Reward	\$40,000		

As the company continues to focus on improving and enhancing customer satisfaction performance in customer contact and field service visits, SoCalGas has undertaken various measures and activities including the following:

- <u>Customer Satisfaction Survey Team</u> The Customer Satisfaction Team met twice during the year to review customer satisfaction survey results, discuss customer needs and expectations, and share ideas and recommendations for improving customer service.
- Focus on Key Drivers of Customer Satisfaction Key drivers of customer satisfaction were identified through analysis of the previous year's results and were presented to appropriate operational groups. Training and improvement efforts focused on specific elements of service that were identified as most important to the customer.
- Review of Customer Surveys On a weekly basis managers reviewed copies of completed surveys that showed customer ratings of SoCalGas' customer service. These surveys helped to identify specific problems as well as negative trends. Findings were used as a coaching tool and for training to improve customer service.
- <u>Employee Recognition Program</u> In maintaining employee focus on customer service, SoCalGas continues to award superior customer service through its employee recognition program.

3. Call Center Responsiveness

This Performance Indicator represents a measure of how quickly SoCalGas responds to customer calls. As noted in the table below, SoCalGas responded to 83.2% of calls within 60 seconds for the year ended December 31, 2007.

Call Center Responsiveness	2007
Calls Answered within 60 seconds	8,213,643
/ Total Calls Offered (including abandoned calls)	9,870,494
= Percent of Calls Accepted within 60 seconds	83.2%

For 2007, rewards and penalties for the Call Center Responsiveness performance indicator are based on the following parameters:

Benchmark: 80% within 60 seconds

Deadband: 82% – 78% Liveband: +/- 5% Unit of Change: 0.1

Incentive per unit: \$30,000 / 0.1 Maximum incentive: +/- \$1,500,000

For 2007, SoCalGas' performance for the Call Center Responsiveness Performance Indicator resulted in a \$360,000 reward. The reward is calculated as follows:

Benchmark Result Achieved	80.0 83.2
Less deadband	3.2 2.0
Units above Benchmark	1.2
Unit of change	÷ 0.1
Units per change	12 X
Incentive per unit	\$30,000
Reward	\$360,000

In an ongoing effect to improve call center responsiveness, SoCalGas' Customer Contact Center (CCC) placed considerable focus on adequate and well-trained Customer Service Representatives recognizing that optimal staffing is a key component to call center responsiveness. Along with staffing, SoCalGas' CCC emphasized effective and efficient call handling in an effort to minimize handle time, and, in turn, increase responsiveness.

Additional focus was given to the Interactive Voice Response (IVR) unit and On-line Customer Service Options. As IVR and on-line utilization increase, SoCalGas is moving forward with technology and programming enhancements that will improve customer's experience in both areas.

4. Field Service Order Appointments Provided/Percent Made

This Performance Indicator represents a measure of the frequency with which SoCalGas provides customers with service window appointments and the frequency with which SoCalGas meets those commitments. As noted in the table below, SoCalGas provided appointments for 57.87% of all eligible field service orders and met 99.51% of those appointments for the year ended December 31, 2007.

Field Service Order Appointments Provided / Percent Made	2007
Appointments Provided	645,999
/ Number of Eligible Orders	1,116,303
= Percent of Appointments Provided	57.87%
Percent of Appointments Met	99.51%

For 2007, there are seven bands by which the Field Service Order Appointments Provided is assessed in terms of Percentage of On-Time Arrivals (Percent Made). The maximum reward or penalty is +/- \$600,000 and is assessed in increments of \$12,000 per each 0.1% change in Percent On-Time Arrivals (Percent Made) within each of the seven Percent Appointments Provided bands. The parameters for targets, deadbands, and livebands for the seven bands are as follows:

Field Service Order Appointments Provided / Percent Made 2007				
Band	Target	Deadband	Liveband	
			Penalty	Reward
35% or Below >35% - 40% >40% - 45% >45% - 50% >50% - 55% >55% - 60%	100.00% 99.01% 99.01% 98.01% 97.01% 96.01% 95.01%	none 99.01 - 100% none none none none	94.01% - 99% 93.01% - 98% 92.01% - 97%	none none 99.01% - 100% 98.01% - 100% 97.01% - 100% 96.01% - 100%

For 2007, SoCalGas' performance for the Field Service Order Appointments Provided/Percent Made Performance Indicator resulted in a reward of \$420,000. SoCalGas' 57.87% of appointments provided falls within the ">55% - 60%" band. Using the parameters of this band, the reward is calculated as follows:

Benchmark	96.01
Result Achieved	99.51
	3.50
Less deadband	0.00
Linita abaya Danahmayir	2.5
Units above Benchmark	3.5
Unit of change	÷ 0.1
Unit of change	0.1
Units per change	35
	X
Incentive per unit	\$12,000
Reward	\$420.000

Through continued focus and monitoring by Dispatch and Customer Services Field Management Teams, SoCalGas was able to increase the percentage of customer order appointments offered, and at the same time, meet these scheduled appointments as well.

One way this task was accomplished was by increasing the percentage of AM and PM appointments provided by increasing the percentage of available employee AM and PM minutes in these appointment windows through Dispatch and Order Routing software.

C. Summary of Performance Indicator Results

The following table summarizes SoCalGas' Performance Indicator results for the year ended December 31, 2007.

Performance Indicator Results For Year Ended December 31, 2007	Reward / (Penalty)
Employee Safety Phone / Office Contact Satisfaction Field Visit Satisfaction Call Center Responsiveness Field Service Order Appointments Provided / Percent Made	\$750,000 430,000 40,000 360,000 420,000
Total Reward	\$2,000,000

D. Customer Service Monitor-Only Indicators

In addition to the Performance Indicators listed above, the Commission adopted nine additional indicators to measure service quality levels. The table below provides results on a quarterly basis for each of these monitor-only indicators for the year ended December 31, 2007.

Performance Indicator	2007	1st qtr	2nd qtr	3rd qtr	4th qtr
A Level of busy signals 1/	0.175%	0.390%	0.129%		
B Estimated meter reads 2/	1.25%	1.24%	1.18%	1.22%	1.37%
C Leak response time 3/	94.62%	94.20%	94.92%	94.71%	94.65%
D Missed appointments 4/	1,601	585	273	250	493
E Problems resolved on first visit	5/ 93.2%	93.1%	92.6%	93.6%	93.5%
F Elapsed time 6/	3.25	2.83	2.52	2.94	4.73
G Percentage of abandoned calls	7/ 3.2%	6.0%	2.6%	1.5%	1.9%
H Shortest time to CSR 8/					
Leaks/downed lines/outages	64 seconds	64 sec	64 sec	64 sec	64 sec
Billing/Credit	198 seconds	198 sec	198 sec	198 sec	198 sec
Start/stop service	222 seconds	222 sec	222 sec	222 sec	222 sec
I Complaints 9/					
Credit & Collections	938	278	265	200	195
Customer Assistance	331	72	46	64	149
Customer Contact Centers	2,038	527	519	449	543
Marketing	158	14	40	41	63
Direct Access	399	88	106	119	86
Dispatch	89	12	19	17	41
Meter Reading	5,784	1,886	1,452	1,274	1,172
Other	251	59	79	51	62
Rates/Prices	7	5		1	1
Customer Field Services	7,149	1,714	1,648	1,679	2,108
Unsafe Driving (Northern)	67	11	26	16	14
Mass Marketing Billing	288	65	90	87	46
Total Complaints	17,499	4,731	4,290	3,998	4,480
·					

Notes:

- 1/ Represents the combined total of busy signals and busy messages in the Call Center.
- 2/ Percentage of total meter reads that resulted in an estimated bill.
- 3/ Percentage of leak calls responded to within 30 minutes Monday through Saturday between 7 am. and 5 pm. and within 45 minutes during other times.
- 4/ Appointments missed subject to the service guarantee.
- 5/ Percentage of survey respondents indicating their problems were resolved on the first service call.
- 6/ Number of days from the time a customer requests a field service order to the time that SoCalGas arrives at the customer's premises.
- 7/ Any time a customer hangs up after making a menu selection and before speaking with a customer service representative or completing an automated transaction.
- 8/ The times indicated will only vary between quarters with menu changes.

 Shortest number of minutes (for a new caller) between the call connection to the first menu and the menu choice for the CSR.
- 9/ Number of complaints recorded in the SoCalGas Complaint Tracking System.

IV. Other PBR Programs

A. Core Pricing Flexibility Program

In D.97-07-054 and D.98-01-040, the Commission authorized a Core Pricing Flexibility program for SoCalGas as detailed in Section K.2 of AL 2687-A. This program remained unchanged with the approval of the 2004 COS proceeding. Under this arrangement, SoCalGas shareholders are responsible for any reduction in core revenues that may occur due to discounting, while revenue gains will be shared between ratepayers and shareholders in accordance with the PBR sharing mechanism. The Commission has authorized a Core Fixed Cost Account (CFCA) adjusting mechanism to adjust the CFCA by revenue gains to be shared between ratepayers and shareholders.

The Core Pricing Flexibility program produced incremental net revenues, which are included in SoCalGas' NOI, in the amount of \$407,732.¹

B. Noncore Competitive Load Growth Opportunities Program

In D.00-04-060, the Commission authorized SoCalGas' revenue treatment for new negotiated contracts that are part of a California Red Team economic development effort and contracts where Rule 38 shareholder funding has been used. This program remained unchanged with the approval of the 2004 COS proceeding. Under this arrangement, SoCalGas shareholders are responsible for any reduction in noncore revenues that may occur due to discounting, while revenue gains will be shared between ratepayers and shareholders in accordance with the PBR sharing mechanism. The Commission has authorized a Noncore Fixed Cost Account (NFCA) adjusting mechanism to adjust the NFCA by revenue gains to be shared between ratepayers and shareholders.

The Noncore Competitive Load Growth Opportunities program produced incremental net revenues, which are included in SoCalGas' NOI, in the amount of \$869,172.1

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¹ The data presented here is for information only per Preliminary Statement XI, items K and L. The incremental net revenues have been included in the Net Operating Income listed in the table in Section II. B. of this report and are subject to PBR sharing.