

PUBLIC UTILITIES COMMISSION  
505 Van Ness Avenue  
San Francisco CA 94102-3298



**Southern California Gas Company**  
**GAS (Corp ID 904)**  
**Status of Advice Letter 5607G**  
**As of December 17, 2020**

Subject: Report on SoCalGas Customer Service Reconnection Activities in Compliance with Ordering Paragraph (OP) 19 of Decision (D.) 19-09-051

Division Assigned: Energy

Date Filed: 03-24-2020

Date to Calendar: 03-27-2020

Authorizing Documents: D1909051

**Disposition:**

**Signed**

**Effective Date:**

**12-03-2020**

Resolution Required: Yes

Resolution Number: G-3575

Commission Meeting Date: None

CPUC Contact Information:

[edtariffunit@cpuc.ca.gov](mailto:edtariffunit@cpuc.ca.gov)

AL Certificate Contact Information:

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213-244-3837

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**PUBLIC UTILITIES COMMISSION**  
505 Van Ness Avenue  
San Francisco CA 94102-3298



To: Energy Company Filing Advice Letter

From: Energy Division PAL Coordinator

Subject: Your Advice Letter Filing

The Energy Division of the California Public Utilities Commission has processed your recent Advice Letter (AL) filing and is returning an AL status certificate for your records.

The AL status certificate indicates:

- Advice Letter Number
- Name of Filer
- CPUC Corporate ID number of Filer
- Subject of Filing
- Date Filed
- Disposition of Filing (Accepted, Rejected, Withdrawn, etc.)
- Effective Date of Filing
- Other Miscellaneous Information (e.g., Resolution, if applicable, etc.)

The Energy Division has made no changes to your copy of the Advice Letter Filing; please review your Advice Letter Filing with the information contained in the AL status certificate, and update your Advice Letter and tariff records accordingly.

All inquiries to the California Public Utilities Commission on the status of your Advice Letter Filing will be answered by Energy Division staff based on the information contained in the Energy Division's PAL database from which the AL status certificate is generated. If you have any questions on this matter please contact the:

Energy Division's Tariff Unit by e-mail to  
**[edtariffunit@cpuc.ca.gov](mailto:edtariffunit@cpuc.ca.gov)**



**Ronald van der Leeden**  
Director  
Regulatory Affairs

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March 24, 2020

Advice No. 5607  
(U 904 G)

Public Utilities Commission of the State of California

**Subject: Report on SoCalGas Customer Service Reconnection Activities in Compliance with Ordering Paragraph (OP) 19 of Decision (D.) 19-09-051**

**Purpose**

Southern California Gas Company (SoCalGas) hereby submits to the California Public Utilities Commission (Commission or CPUC) its report to update the Commission on its activities related to customer reconnections as ordered in the 2019 General Rate Case (GRC) D.19-09-051.

**Background**

Pursuant to OP 19 of D.19-09-051, SoCalGas is to report on its efforts related to customer reconnections:

Within 180 days from the effective date of this decision, Southern California Gas Company (SoCalGas) shall file a Tier 3 Advice Letter certifying that it is dedicating the additional funding of \$0.859 million for Customer Services Field & Meter Reading to improving its reconnection rates and explain, with specificity, what steps it is taking to ensure that reconnection times stay within that 36-hour period. The Advice Letter must demonstrate that SoCalGas is complying with the 36-hour reconnection period without underfunding or understaffing other work and shall also provide information about customer wait times for safety concerns and service requests and show that those wait times are reasonable for customers requesting assistance in English as well as in other languages.

## **Discussion**

Out of concern for the economic impacts to customers and their health, safety and wellbeing, SoCalGas voluntarily suspended customer disconnections on March 13, 2020 to provide essential utility service during the Coronavirus (COVID-19) public health crisis. On March 19, 2020, SoCalGas also began to voluntarily schedule reconnections for customers disconnected for nonpayment since January 1, 2020 regardless of payment status and to waive reconnection fees for all customer reconnections. The reconnection practices discussed below will apply when the Governor announces the end of the COVID-19 State of Emergency (or as appropriately determined by the Governor's Office of Emergency Services) and SoCalGas resumes disconnections for non-payment.

SoCalGas continues to be committed to providing safe and reliable service and reconnecting customers in a reasonable timeframe. SoCalGas has already made significant changes to enhance the gas restoration reconnection process and is planning further enhancements. The following describes the scheduling changes that SoCalGas has already implemented, the improvement to customer reconnection wait times, the resulting impact on the level of customer complaints related to reconnections scheduling, the planned additional enhancements to scheduling, and the lack of a negative impact on customer wait times for safety concerns and service requests.

### **Reconnections Scheduling Changes:**

In February 2018, SoCalGas began to offer a reconnection appointment for no later than the next day<sup>1</sup> for customers who called before 5:00 p.m. to request a service reconnection after making a payment.

In December 2019, SoCalGas implemented additional enhancements to further increase the number of reconnection appointments completed within thirty-six (36) hours. Specifically, SoCalGas adjusted its scheduling of reconnection orders. Now, in most cases, when a customer requests a service reconnection before 6:00 a.m. they are offered a same day reconnection appointment; when they call after 6:00 a.m., they are offered an appointment for the next day.

Currently, the only instances when Customer Service Representatives (CSR) do not offer an appointment within 36 hours is when a customer calls after 12:00 p.m. on Saturday (appointments are then offered for Monday) or when the customer calls after 6:00 a.m. on the day before a holiday (appointments are then offered for the day after the holiday).

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<sup>1</sup> Other than certain exceptions for some calls received on Saturdays, Sundays and days prior to a holiday.

**Results from Scheduling Changes:**

Customer reconnection times have improved significantly as a result of the scheduling changes already implemented. For 2020 year-to-date (through February), 93%<sup>2</sup> of reconnection orders have been completed within 36 hours, 96% within 2 days, 98% within 3 days, and 99% within 4 days. The predominant reason for a reconnection being scheduled longer than 36 hours is because reconnection orders are currently generally not scheduled for Sundays and holidays.

Percentage of Reconnections Completed Within 36 Hours

Year	Reconnections Completed Within 36 Hours	Total Reconnections Requested	Percent Completed Within 36 Hours
2017	24,255	111,373	22%
2018	77,014	106,937	72%
2019	70,744	95,527	74%
2020 Year to Date	12,819	13,852	93%

SoCalGas believes that customer satisfaction with reconnection wait times has improved significantly. In 2019, the SoCalGas Customer Contact Center received only one direct customer complaint<sup>3</sup> related to service restoration scheduling. The number of CPUC complaints related to service restoration has also decreased significantly. The CPUC Consumer Affairs Branch forwarded only 36 related complaints in 2018, 31 related complaints in 2019 and has only forwarded 3 related complaints for 2020 year to date. The table below demonstrates the reduction in CPUC complaints.

CPUC Complaints About Reconnection Schedule

Year	Number of CPUC Complaints	Complaints as a % of Orders
2017	273	0.245%
2018	36	0.034%
2019	31	0.032%
2020 Year to Date	3	0.022%

<sup>2</sup> For their own convenience, customers may request an appointment for a later date than the first appointment offered by the CSR. If a customer requests a later date, the service restoration will not be completed within 36 hours. SoCalGas is tracking these customer requests for a later date in its Customer Information System and has excluded these requests from the reporting of appointments not completed within 36 hours.

<sup>3</sup> A complaint made directly to a CSR and documented in the SoCalGas Customer Comment Tracking System.

**Planned Additional Changes:**

SoCalGas is committed to implementing additional changes to bring even more customers within the 36 hour timeframe. In August 2020,<sup>4</sup> SoCalGas plans to add additional scheduling capacity and will begin to schedule reconnection orders for Sundays and holidays. With this change, SoCalGas expects that close to all reconnection orders will be completed within 36 hours.

**Reasonableness of Wait Times for Safety and Other Field Service Requests:**

SoCalGas is committed to safety and continues to prioritize emergency orders ahead of all other field service orders. This policy has not and will not change as a result of the enhancements made to scheduling reconnection orders. From 2017 – Present (through February 2020), SoCalGas responded to over 91% of emergency orders within 30 minutes during regular hours<sup>5</sup> and within 45 minutes at other times.

Although many factors influence the volume of customer-initiated orders, including weather conditions, SoCalGas has accommodated offering a 36 hour reconnection appointment in most instances without a resultant increase in the average time to complete other non-emergency customer requests.

Average Response Time for Customer-Initiated Non-Emergency Orders

Year	Average Response Time in Days (Jan - Feb)	Average Response Time in Days (Jan - Dec)
2017	6.9	5.9
2018	6.0	5.7
2019	6.4	5.7
2020	5.1	N/A

SoCalGas is committed to providing safe and reliable service to all customers, regardless of the language they speak. The SoCalGas Customer Contact Centers provide telephone service in six languages: English, Spanish, Cantonese, Korean, Mandarin and Vietnamese. In addition, SoCalGas provides service in other languages through a third-party language line. SoCalGas also provides services for the hearing impaired. All CSRs access the same field order schedule and follow the same procedures for scheduling orders. All customers are offered the same order schedule regardless of their language preference.

**Costs Associated with Reconnections Enhancements:**

SoCalGas has allocated resources and funding as needed to offer a 36 hour service reconnection appointment to customers in most instances. Although SoCalGas is not able to track comprehensive costs associated with the service reconnection changes because it does not track costs by order, SoCalGas has incurred costs for incremental resource

<sup>4</sup> SoCalGas collective bargaining agreements allow for shift changes and adjustments twice a year. August 2020 is the next available shift selection adjustment cycle.

<sup>5</sup> Regular hours are Monday – Saturday between the hours of 7:00 a.m. – 5:00 p.m., excluding holidays.

scheduling and increased use of overtime to provide the current reconnections schedule. SoCalGas expects to incur additional resource costs to complete orders on Sundays and holidays when the additional reconnection scheduling changes are implemented in August 2020. SoCalGas has also incurred costs to update its Customer Information System to better accommodate the scheduling changes and to enhance customer communications regarding service reconnections.

### **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 received within 20 days of the date of this Advice Letter, which is April 13, 2020. 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 Energy Division Tariff Unit ([EDTariffUnit@cpuc.ca.gov](mailto:EDTariffUnit@cpuc.ca.gov)). 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: Ray B. Ortiz  
Tariff Manager - GT14D6  
555 West Fifth Street  
Los Angeles, CA 90013-1011  
Facsimile No.: (213) 244-4957  
E-mail: [ROrtiz@socalgas.com](mailto:ROrtiz@socalgas.com)

### **Effective Date**

OP 19 of D.19-09-051 directs SoCalGas to submit this Advice Letter as Tier 3 pursuant to General Order (GO) 96-B and, as such, requires a Resolution to be issued by the Commission. Therefore, SoCalGas respectfully requests that it be approved by the Commission at the earliest opportunity.

### **Notice**

A copy of this Advice Letter is being sent to SoCalGas' GO 96-B service list and the Commission's service lists in A.17-10-007 and A.17-10-008. Address change requests to the GO 96-B service list should be directed by e-mail to [tariffs@socalgas.com](mailto:tariffs@socalgas.com) or call 213-244-2837. For changes to all other service lists, please contact the Commission's Process Office at 415-703-2021 or by e-mail at [Process\\_Office@cpuc.ca.gov](mailto:Process_Office@cpuc.ca.gov).

*/s/ Ronald van der Leeden*

Ronald van der Leeden  
Director – Regulatory Affairs





# ADVICE LETTER SUMMARY

## ENERGY UTILITY



MUST BE COMPLETED BY UTILITY (Attach additional pages as needed)

Company name/CPUC Utility No.:

Utility type:

ELC       GAS       WATER  
 PLC       HEAT

Contact Person:

Phone #:  
E-mail:  
E-mail Disposition Notice to:

EXPLANATION OF UTILITY TYPE

ELC = Electric      GAS = Gas      WATER = Water  
PLC = Pipeline      HEAT = Heat

(Date Submitted / Received Stamp by CPUC)

Advice Letter (AL) #:

Tier Designation:

Subject of AL:

Keywords (choose from CPUC listing):

AL Type:  Monthly     Quarterly     Annual     One-Time     Other:

If AL submitted in compliance with a Commission order, indicate relevant Decision/Resolution #:

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL:

Summarize differences between the AL and the prior withdrawn or rejected AL:

Confidential treatment requested?  Yes     No

If yes, specification of confidential information:

Confidential information will be made available to appropriate parties who execute a nondisclosure agreement. Name and contact information to request nondisclosure agreement/ access to confidential information:

Resolution required?  Yes     No

Requested effective date:

No. of tariff sheets:

Estimated system annual revenue effect (%):

Estimated system average rate effect (%):

When rates are affected by AL, include attachment in AL showing average rate effects on customer classes (residential, small commercial, large C/I, agricultural, lighting).

Tariff schedules affected:

Service affected and changes proposed<sup>1</sup>:

Pending advice letters that revise the same tariff sheets:

<sup>1</sup>Discuss in AL if more space is needed.

**Protests and all other correspondence regarding this AL are due no later than 20 days after the date of this submittal, unless otherwise authorized by the Commission, and shall be sent to:**

CPUC, Energy Division  
Attention: Tariff Unit  
505 Van Ness Avenue  
San Francisco, CA 94102  
Email: [EDTariffUnit@cpuc.ca.gov](mailto:EDTariffUnit@cpuc.ca.gov)

Name:  
Title:  
Utility Name:  
Address:  
City: State:  
Telephone (xxx) xxx-xxxx:  
Facsimile (xxx) xxx-xxxx:  
Email:

Name:  
Title:  
Utility Name:  
Address:  
City: State:  
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