

**Proceeding: R.10-02-005, Residential Disconnections Phase II
Hours of Ryan Young, Legal Fellow, in 2010**

- A. Payment Plans
- B. Deposits
- C. Notification, Communication, & Customer Service
- D. Language Access
- E. Remote Shutoffs
- F. Benchmarks & Disconnection Mitigation
- G. Multiple Issues/General

Date	Description	Issue Codes	A	B	C	D	E	F	G	Total
9/3/2010	Read OIR								0.2	0.2
9/20/2010	Discuss reply comments with S. Chen and A. Miller			0.1	0.1				0.1	0.3
10/5/2010	Was briefed by A. Miller on Sempra Settlement								0.2	0.2
10/6/2010	Ex parte meeting with Carol Brown urging approval of Sempra Settlement								0.7	0.7
10/7/2010	Read TEAM Resolution CSID-004					0.2				0.2
10/7/2010	Discussed TEAM Resolution with A. Miller and S. Chen					0.3				0.3
10/7/2010	Conference Call with Ana Montes re TEAM Resolution					0.5				0.5
Issue Areas			A	B	C	D	E	F	G	Total
Total Hours for Ryan Young, Legal Fellow, in 2010			0	0.1	0.1	1	0	0	1.2	2.4

Hours of Ryan Young, Legal Fellow, in 2011

- A. Payment Plans
- B. Deposits
- C. Notification, Communication, & Customer Service
- D. Language Access
- E. Remote Shutoffs
- F. Benchmarks
- G. Multiple Issues/General

Date	Description	Issue Codes	A	B	C	D	E	F	G	Total
3/17/2011	Met with DRA, NCLC, Disability Rights, and TURN Re Status of Energy Utility Service Disconnections in CA Report								0.5	0.5
3/17/2011	Reviewed Status of Energy Utility Service Disconnections in CA Report								1.3	1.3
3/18/2011	Reviewed Status of Energy Utility Service Disconnections in CA Report								0.4	0.4
5/2/2011	Reviewed ADMINISTRATIVE LAW JUDGE'S RULING PROVIDING OPPORTUNITY FOR COMMENTS ON PHASE II ISSUES								0.4	0.4
5/10/2011	Reviewed SCE 2010 Customer Call Operations Whitepaper				0.7					0.7
5/10/2011	Reviewed TURNs petition re Arrearage Management and Shutoff prevention, in preparation for drafting Opening Comments		0.3		0.3			0.2	0.4	1.2
Issue Areas			A	B	C	D	E	F	G	Total
Total Hours for Ryan Young, Legal Fellow, in 2011			0.3	0	1	0	0	0.2	3	4.5