



ORA

Office of Ratepayer Advocates
California Public Utilities Commission

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JOSEPH P. COMO
Acting Director

<http://dra.ca.gov>

ORA DATA REQUEST TO PACIFIC GAS AND ELECTRIC COMPANY

Senate Bill No. 656

Complaint Cases Filed Against Natural Gas Core Transport Agents

Date: December 24, 2013

Response Due: January 31, 2014

To: Redacted
Pacific Gas and Electric Company
Redacted

Redacted

Eric B. Jacobson
Pacific Gas and Electric Company

Email: ebj1@pge.com

From: Kelly C. Lee
Office of Ratepayer Advocates
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Data Request No.: ORA-01

SB 656¹ was passed by the California Legislature and signed by the Governor on October 5, 2013.

Section 4, Chapter 4.7 of this act requires the natural gas Core Transport Agent (CTA) to register with the CPUC after the Commission has adopted standards for financial viability, and technical and operational capacity. The CPUC shall accept, compile, and attempt to informally resolve consumer complaints regarding CTAs.

Chapter 4.7 also mandates "The Division of Ratepayer Advocates shall analyze customers' complaints submitted to the gas corporation and to the commission and the disposition of those complaints to determine if the changes in the consumer protection

¹ http://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201320140SB656

rules are necessary to better protect the participants in the core transportation program, and make recommendation to the commission regarding those rule changes.”

Currently, under PG&E Gas Rule 23, PG&E is responsible for resolving CTA customer complaints.

Please accept the following data request pursuant to SB 656. Submittal of responses as they are completed would be appreciated along with the name of the author/analyst. If any of these responses are modified subsequent to PG&E’s response, ORA also requests that PG&E submit the updated responses as they become available.

If you have any questions regarding this data request please call Kelly Lee at the above phone number.

DATA REQUESTS

1. Please provide a detailed summary of each natural gas CTA customer complaint case and its disposition for the entire year of 2013.
2. Please provide any categorization mechanism(s) or other methods which PG&E categorizes natural gas CTA (ESP) customer complaints.
3. Please deliver to the Director of the Office of Ratepayer Advocates no later than 15 calendar days after the last day of each calendar quarter a detailed summary of each natural gas CTA customer complaint case and its disposition compiled during that calendar quarter starting the first quarter of 2014, and ending with the fourth quarter of 2014.

END OF REQUEST

INSTRUCTIONS

You are instructed to answer the following Data Requests in the above-captioned proceeding, with written, verified responses per Public Utilities Code §§ 309.5 and 314, and Rules 1.1 and 10.1 of the California Public Utilities Commission’s Rules of Practice and Procedure. Restate the text of each request prior to providing the response. If you have any questions regarding this data request, please contact the Originator at the email address or phone number above.

Each Data Request is continuing in nature. Provide your response as it becomes available, but no later than the due date noted above. If you are unable to provide a response by this date, notify the Originator and DRA Project Coordinator(s) as soon as possible, with a written explanation as to why the response date cannot be met and a best estimate of when the information can be provided. If you acquire additional information after providing an answer to any request, you must supplement your response following the receipt of such additional information.

Identify the person providing the answer to each data request and his/her contact information. All data responses need to have each page numbered, referenced, and indexed so worksheets can be followed. If any numbers are calculated, include a copy of all supporting electronic files, with data and formulas intact and functioning, so that the formula and their sources can be reviewed. Responses should be provided both in the original electronic format, if available, and in hard copy. (If available in Word or Excel format, send the Word document or Excel file and do not send the information only as a PDF file.) All electronic documents submitted in response to this data request should be in readable, downloadable, printable, and searchable formats, unless use of such formats is infeasible.

Documents produced in response to the data requests should be numbered, and indexed if voluminous. Responses to data requests that refer to or incorporate documents should identify the particular documents referenced by page numbers.