

PACIFIC GAS AND ELECTRIC COMPANY
Energy Efficiency 2018-2025 Rolling Portfolio Business Plan
Application 17-01-015
Data Response

PG&E Data Request No.:	ORA_04-Q04-Q06		
PG&E File Name:	EnergyEfficiency2018-2025-RollingPortfolioBusinessPlan_DR_ORA_04-Q04-Q06		
Request Date:	May 22, 2017	Requester DR No.:	PGE004
Date Sent:	June 23, 2017	Requesting Party:	ORA (Office of Ratepayer Advocates)
PG&E Witness:	Sean Mackay	Requester:	Daniel Buch

SUBJECT: DATA REQUEST No. ORA-A1701013- PGE004. (ORA_04)

HISTORICAL NUMBER (FTE AND HEADCOUNT) AND TYPE OF EMPLOYEES

QUESTION 4

Please refer to the consensus definitions developed in the PA/TURN/ORA budget template (functions definitions tab) for responses to this section. Please provide responses in tabular form.

Provide total full-time equivalent employees (FTEs) funded by EE balancing accounts by aggregated category and by functional category for each year 2014-2017.

ANSWER 4

PG&E is providing total full-time equivalent employees (FTEs) funded by EE balancing accounts for each year 2014 through 2017 (Year-to-Date April), by aggregated functional category which is the agreed-upon level determined in the Meet and Confer meetings with the other PAs, ORA and TURN.

Refer to **Atch04_ORA_DR-04_FTEandHC.xlsx_Q04_Q05_Q06_Q07_Q08_Q09**

The FTE for the years 2016 and 2018 in Atch04_ORA_DR04_FTEandHC.xlsx_Q04_Q05_Q06_Q07_Q08_Q09 replace the estimates of FTEs for 2016 and 2018 that appear in the June 12, 2017 "Supplemental Budget Response of PG&E to Attachment A of the Scoping Memo." PG&E will serve the revised 2016 and 2018 FTE numbers on the service list of A.17-01-013 et al.

QUESTION 5

Provide total headcount of individuals funded by EE balancing accounts by aggregated category and by functional category for each year 2014-2017. [Note: for this response individual that charge to multiple functional categories should be counted once in each functional category]

ANSWER 5

PG&E is providing total unique headcount of individuals funded by EE balancing accounts for each year 2014 through 2017 (Year-to-Date April), by aggregated functional category which is the agreed-upon level determined in the Meet and Confer meetings with the other PAs, ORA and TURN.

The unique headcount includes all employees who charge time to EE, including those who charged only 1 hour or less. As a result the headcount numbers for Account Management / Sales, Information Technology (IT), and Call Center may appear overstated. Many individuals in these organizations perform other tasks unrelated to EE. For instance, the Account Management / Sales organization functional category is comprised of multiple PG&E teams and funding sources (Business Energy Solutions (BES), Local Customer Experience (LCE), and Business Operations (BO)). In addition to supporting EE, BES manages relationships with PG&E's commercial, industrial, and agricultural customers, helping to manage business customers' energy and cost reduction and service-related needs. These efforts are funded through the General Rate Case. The LCE team strengthens the outreach and program support offered to customers, communities and internal partners. BO supports both the BES and LCE teams with performance management, financial management, quality assurance and compliance, process improvement, data mining, analysis, and reporting. A small portion of LCE and BO operations are funded through EE. The IT organization designs, develops, operates and maintains the technology and telecommunications systems for PG&E's Customer Care department, a small portion of which includes EE. Finally, the Call Center is the first point of contact for the majority of PG&E's customers. General Line representatives assist with a variety of customer inquiries and are fully knowledgeable in all current company processes and issues. Representatives assist on all inquiries and transfer customers to applicable energy efficiency specialty lines, as needed.

Refer to Atch04_ORA_DR-04_FTEandHC.xlsx_Q04_Q05_Q06_Q07_Q08_Q09

QUESTION 6


Provide a headcount of all individuals who charge any portion of their time to EE balancing accounts for each year 2014-2017. [Note: for this response individuals who charge to multiple functional categories should be counted only once]

ANSWER 6

PG&E is providing total unique headcount of individuals who charge any portion of their time to EE balancing accounts for each year 2014 through 2017 (Year-to-Date April).

Refer to Atch04_ORA_DR-04_FTEandHC.xlsx_Q04_Q05_Q06_Q07_Q08_Q09

Enclosed Attachment (s):

 Atch04_ORA_DR-04_FTEandHC.xlsx_Q04_Q05_Q06_Q07_Q08_Q09.xlsx