EXHIBIT NO.__(JRD-7)
DOCKET NOS. UE-90704/UG-090705
2009 PSE GENERAL RATE CASE
WITNESS: JAMES R. DITTMER

BEFORE THE
WASHINGTON UTILITIES & TRANSPORTATION COMMISSION

| | | |
|---|---|---|
| WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION<br><br>Complainant,<br><br>v.<br><br>PUGET SOUND ENERGY, INC.,<br><br>Respondent. | ) | Docket No. UE-090704<br>Docket No. UG-090705 |

SEVENTH EXHIBIT (NONCONFIDENTIAL) TO THE
PREFILED DIRECT TESTIMONY OF
JAMES R. DITTMER
ON BEHALF OF PUBLIC COUNSEL

November 17, 2009

**BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**Docket Nos. UE-090704 and UG-090705**
**Puget Sound Energy, Inc.'s**
**2009 General Rate Case**

**PUBLIC COUNSEL DATA REQUEST NO. 234**

**PUBLIC COUNSEL DATA REQUEST NO. 234:**

Please provide the following regarding the Mobile Workforce Gas First Response system:

a. All studies underlying the decision implement the system.
b. Date each phase of the system/program was rolled out by location or division.

**Response:**

a. Attached as Attachment A to Puget Sound Energy, Inc.'s ("PSE") Response to Public Counsel Data Request No. 234, please find a copy of the business case underlying the decision to implement the Mobile Workforce Electric and Gas First Response system.

b. The table below provides the date each phase of the Mobile Workforce Gas First Response system commenced:

| Location | Go Live Date |
|---|---|
| Factoria | August 6, 2007 |
| South King, Georgetown South | August 20, 2007 |
| Olympia, Tacoma | August 27, 2007 |
| Everett, Georgetown North | September 10, 2007 |

# ATTACHMENT A to PSE's Response to Public Counsel Data Request No. 234

PUGET SOUND ENERGY

# Business Case:

## Mobile Workforce Management

PUGET SOUND ENERGY

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PUGET SOUND ENERGY

## Executive Summary

The Mobile Workforce Management (MWF) initiative employs state of the art technology in hardware, networking, database, and application software to increase productivity and improve customer service. A MWF system will provide real time access to information in the field, the capability of updating information from the field, and new tools for the management of field forces which provide real time scheduling and dispatching.

The project will phase in over a two to three year period. The current work groups identified to have a need for this solution are Gas First Response (GFR), Electric First Response (EFR), System Controls and Protection (SC&P), Substations (Sub), Metering Network Services (MNS) and Gas System Operations. Phasing of the groups may include an initial partial rollout of handheld devices with simple wireless access before the mobile application is available.

Interfaces to existing applications will be required for accurate data tracking and project completion. The systems affected have been identified as; ConsumerLinX (CLX), SAP, Leak Management System (LMS), Meter Data Warehouse (MDW) PSEMaps. Specifically, this includes service orders generated from the Access Center to Gas and Electric First Response from CLX, emergency leak orders for GFR from LMS, maintenance orders for SC&P and Substations from SAP in the recent DADMO project and miscellaneous orders from MDW. Additionally, access may be provided to the PSE network including e-mail and the other MSOffice products.

We anticipate the capital cost of this project to be 10 million dollars, of which $1,300,000 is for interfaces to CLX. Recurring O&M costs will be $850,000 per year. The benefits will be a combination of hard cost reductions of $1.9M per year, productivity improvements, estimated to be, at $4.2M per year and increased revenue from gas service orders, $500,000 per year.

## 1. Project Summary

### 1.1. Summary of the Business Goal (BU)

The business units mentioned perform needed and necessary work for PSE, predominately in the field. The goal of this project is to increase their efficiencies and the amount of work completed every day. In addition, PSE will improve its ability to react, real time, to changing workload demands, and by doing that, improve our service to our customers. We believe we can do this by providing a solution that manages field operation employees and workloads and provides the field employee real time access to work orders and customer and plant data while in the field.

### 1.2. Project Description

- ☐ What we do today.