



ORA DATA REQUEST No. ORA-A1701013-SDGE002
REQUESTED JOB DESCRIPTIONS

Account Executive – SA5

Primary Purpose:

Manages the relationship with large commercial and industrial customers, offering energy solutions and value-added services in the form of energy efficiency programs, rate options, new technologies and new programs. Acts as a single point of contact to ensure customers are informed and comply with all applicable service options, tariffs and rules. Manages all customer's operational service-related demands, and achieves energy efficiency, added load and customer satisfaction goals.

Duties and Responsibilities:

- Manages customer relationship with large commercial and industrial customers. Ensures customer commitment on energy efficiency savings projects or services and demand response programs. Proactively works with the customer on rate issues, energy efficiency programs and other energy related issues. Presents customized presentations to the customer to enhance their understanding of various rate issues and energy efficiency programs. Responds to customer billing inquiries and infrastructure questions. Is accountable to follow all projects to completion insuring exceptional customer service.
- Provides market intelligence including competitive threats; technical developments; industry trends and the impacts of utility policies, government legislation and GHG regulation. Proposes strategies, tactics and new program ideas and partners with staff to enhance the utility's competitive position in a current or new market, and advises customers on emerging technologies and alternative energy options. Engages customers in a proactive manner to better understand key energy issues and concerns regarding their energy service.
- Leads education efforts with customers on complex tariff and regulatory process. Negotiates and executes all required regulatory contracts, agreements and terms of service. Develops financial analyses for customers to assist with customer energy budget projections. Mobilizes customer support for regulatory and legislative initiatives, typically under tight deadlines. Serves critical role by persuading customers to write support letters and/or participate in regulatory workshops. Provides input to regulatory strategy that reflects customer concerns surrounding rate issues and proposed tariff changes.
- Serves as customer liaison to various internal departments including but not limited to region operations staff, external outreach, Public Affairs, Electric Distribution and Operations. Organizes internal teams to address specific customer issues. Represents customer perspective on infrastructure project development.
- Performs other duties as assigned.



Account Executive Segment Supervisor – ST4

Primary Purpose:

The Commercial and Industrial Services Account Executive Segment Supervisor is responsible for providing leadership and oversight to a segment team of account executives that handled multi-million-dollar book of business. The responsibilities of the supervisor are to ensure that their AE's activities support SDGE's mission, vision, strategic plan, goals and management decisions and specifically to lead their team to develop best business practices, forge strong working relationships and provide excellent customer service to SDGE's largest commercial customers.

Duties and Responsibilities:

- Fulfill all the duties of an Account Executive for an assigned business segment of major customer accounts. Acts as the primary contact for an assigned portfolio of major customers comprised of an industry segment of large commercial and industrial customers. Builds and cultivates a trusting, long-term and productive working relationship and acts as an overall energy expert. Interprets company policies and regulatory tariffs and applies these appropriately to customers and their services. Markets and promote demand response and energy efficiency programs and educate customers on regulatory, legislative and rate changes. Manages the customer issue resolution process to ensure a positive outcome that is mutually beneficial. Maintains an active and effective presence in trade organizations related to assigned customers to monitor market/industry changes. Must maintain a level of contact and care with all customers while focusing most intensive efforts on managing those accounts with the most immediate challenges and most promising opportunities.
- Leads a team of account executives. Oversees and manages employee's performance. Coaches, counsels and motivates employees; evaluate employees; implements disciplinary action as needed.
- Manages customer issue resolution process within the department and serves as needed as a liaison to other departments to consult on cross-functional customer service issues and contribute to development of solutions for shared problems.
- Provides leadership by modeling best practices and develops departmental best practices and procedures that will increase efficiency, production and employee satisfaction.
- Support the company's strategic vision and goals by establishing department and individual goals that are consistent with and promote the company's goals and objectives of delivering superior customer service.
- Performs other duties as assigned.

Account Manager – Energy Markets – AD3

Primary Purpose:

Identify and pursue market opportunities for the Company's products and services, to retain and grow natural gas market share among new and existing medium-sized Energy Markets customers. Energy Markets customers are defined as customers that produce energy (e.g., EOR), refine energy (e.g., oil refinery), convert energy (e.g., co-generator) and resell energy (e.g., wholesale customer). Ensure that Energy Markets customers are informed on and comply with all applicable service options, tariffs and rules; and build long term, productive relationships with Energy Markets customers, providing these valuable customers with excellent customer service.

Duties and Responsibilities:

- Customer Service:
 - Builds a trusting, long-term and productive working relationship with the Company's Energy Markets customers. Cultivates a trusted, consultant/facilitator role with these customers, about energy, regulatory, logistic and general services.
 - Negotiates and executes all required regulatory contracts, agreements, and terms of service associated with assigned customers.
 - Manage Energy Markets customer's gas transportation needs, billing & imbalance issues, producer issues, measurement & regulation issues and tariff compliance.
 - Coordinates with Customer Operations and Transmission on any facilities/service additions or changes associated with assigned customers.

- Develops proposals, sells and manages projects such as added load and installation of new, equipment and technologies. Implements and sells the Company's products and services to meet customers' needs and generate value to the Company. Negotiates service contracts and agreements that maintain or grow revenue and/or reduce the risk of revenue loss associated with customers' contestable loads. Prepares and implements individual customer marketing/sales plans that are consistent with and contribute to the Company's overall marketing goals and objectives. Stays abreast of the latest industry trends and technology to market the best natural gas energy solutions and take advantage of opportunities to increase natural gas usage of Energy Markets customers.

- Maintain a detailed customer information database and intranet industry presence. Coordinate information on key account regulatory and legislative positions and activities. Facilitate meetings between senior executives to relay this information. Provides staff with market intelligence including competitive threats; technical developments; industry trends and impacts of Company policies, government legislation and regulation.

- Performs other duties as assigned.



Account Executive – New Construction – SA5

Primary Purpose:

Influence, persuade and motivate customers to incorporate specified technologies into their building designs and to participate in utility programs. Implement the programs by working together with target market actors, influencing key decision makers, assisting with the participation process, and achieving all assigned goals. Support and participate in allied trade organization events, committees, and special projects, to raise awareness and increase understanding of utility programs and services. Expand and increase the utility's high profile in the community, while assuring customer satisfaction.

Duties and Responsibilities:

- Develop and maintain business relationships with key decision-makers, requiring self-directed field work, travel throughout the service territory, occasional overnight stays, as well as evening and weekend event participation.
- Familiarity with new construction design practices, Title 24 energy code compliance, and gas and/or electric technologies.
- Manage and coordinate multiple activities simultaneously to assure effective program implementation, clear documentation, and verifiable results achievement.
- Utilize comprehensive sales strategies to influence design decisions and effectively negotiate equipment selection.
- Ability to organize and communicate complex energy-related issues to a wide range of audiences
- Performs other duties as assigned



Administrative Associate – AS5

Primary Purpose:

Working primarily independently under limited supervision, performs advanced and highly complex administrative/clerical functions including: word processing or typing letters, memoranda and forms, orders supplies, maintains files, answers telephones, schedules appointments/ conferences, makes travel arrangements, receives visitors, and sorts mail.

Duties and Responsibilities:

- Plans or schedules own work.
- Coordinates and/or takes lead responsibility on special projects requiring advanced skills.
- Uses business applications software and peripheral equipment (e.g., complex databases, advanced presentation graphics, detailed spreadsheets using original formulas, operates fax machines, copy machines, etc.).
- Composes correspondence and reports for supervisor's signature.
- Researches, abstracts and compiles information and data for analyses.
- Reviews written material for accuracy and completeness; checks calculations for accuracy; reconciles report data; maintains complex accounting ledgers, petty cash funds, inventory, etc.
- May process time sheets, payroll, cashiering, budget, expense accounts and other financial records, etc.
- Follows established safety procedures.
- May provide work direction for clerical group; may review work of others; may train others.
- Performs other duties as assigned.



Associate Account Executive – SA4

Primary Purpose:

Initiates and maintains the relationship with the Company's commercial and industrial customers, offering energy solutions and value-added services in the form of energy efficiency programs, rate options, new technologies and new programs. Acts as a single point of contact to ensure customers are informed and comply with all applicable service options, tariffs and rules. Handles all customers' operational service-related demands, and achieves C&I's energy efficiency, added load and customer satisfaction goals.

Duties and Responsibilities:

- Proactively initiates customer connection to establish a collaborative, mutually beneficial relationships with the utility's small and medium size commercial and industrial customers. Secures customer commitment on energy saving products or services and demand response programs that help ensure the customer's long term profitability and financial strength. Provides guidance to resolve any issue including but not limited to credit and collections issues, electric reliability issues, coordinating gas and electric projects with Customer Operations, implementing services related to regulatory decisions, conducting energy cost analysis, performing energy audits and utilizing Company programs. Accountable to follow all projects through to completion to insure exceptional customer service.
- Educate customers on complex tariff and regulatory options including, but not limited to rates. Provides market intelligence including competitive threats, technical developments, industry trends and the impacts of utility policies, government legislation and GHG regulation. Provides input on strategies, tactics and new program ideas and partners with staff to enhance the utility's competitive position in a current or new market, and advises customers on emerging technologies and alternatives.
- Mobilizes customer support for regulatory and legislative initiatives. Communicates and educates customers on key issues, (e.g. major rate and regulatory proceedings, PPPS, AMI, Pipeline Safety, air quality). Prepares summaries of meeting results for management and staff to elevate key customer issues. Leverages presence in trade organizations related to assigned customers to monitor market/industry changes, address electric and gas issues, and establish relationships with influential decision makers and thought leaders.
- Liaison to various internal departments including but not limited to region operations personnel, external outreach, Public Affairs, Electric Distribution and Operations. Represents customer perspective on infrastructure project development.
- Performs other duties as assigned.



Associate Engineer – SA4

Primary Purpose:

Prepares or assists in the preparation of engineering designs, specifications, standards, studies and cost estimates in support of projects and tasks managed by others. Applies technical knowledge and skills toward the resolution of problems and the development of sound technical recommendations. Tasks may include, evaluation of new and existing products or systems, designs or specifications, and development of test apparatus or procedures.

Duties and Responsibilities:

- Gather data, perform tests and calculations, and prepare designs to develop technically sound findings, conclusions and recommendations.
Follow up on implementation of recommendations and/or acceptance of conclusions to assess accuracy and/or completeness.
- Coordinate all activities leading to the successful completion of tasks including, scoping, cost estimates, permitting, and design. Coordinate input from, and participation with, other engineers and technical specialists within the work group, Company employees in other departments and contractors and/or consultants.
- Provide input to the development of Company standards, specifications and procedures.
Participate in, and provide technical input to, review of proposed changes in regulatory requirements affecting codes and standards. Recommend modifications to Company policies and procedures that reflect regulatory changes.
- Stay abreast of the latest changes, trends and technological advancements in the industry through attendance at conferences and seminars, continuing education, literature, etc.
Maintain familiarity with Company operations to effectively support client requests.
- Perform other duties as assigned.



Business Analyst – I – SA3

Primary Purpose:

Provides support in the areas of budget planning and analysis, performance measurement tracking and analysis, and preparation of special cost and operational requirement studies (e.g., work force, facilities, etc.).

Duties and Responsibilities:

- Tracks, reports and analyzes financial operational performance measure results and indicators.
Maintains accounting and financial records and processes and/or supports processing of financial transactions.
- Performs monthly budget variance analysis and reports.
Performs accounting, regulatory, reporting and financial assignments and analysis and provides recommendations based on findings.
- Coordinates and prepares annual operating budget.
Performs special cost and operational requirement studies as assigned.
- Performs other duties as assigned.



Business Analyst – II – SA4

Primary Purpose:

Provides support in the areas of budget planning and analysis, performance measurement tracking and analysis, and preparation of special cost and operational requirement studies (e.g., work force, facilities, etc.)

Duties and Responsibilities:

- Performs monthly budget variance analysis and reports.
- Coordinates and prepares annual operating budget.
- Tracks, reports and analyzes financial operational performance measure results and indicators.
- Evaluates operational and business issues and makes recommendations. Performs special cost and operational requirement studies as assigned. Assists in identifying information requirements and development of computer applications.
- Performs other duties as assigned.



Business Systems Analyst II – SA5

Primary Purpose:

The Business System Analyst (BSA) is tasked with helping the business meet its objectives and goals by using broad IT and business knowledge to implement IT solutions which address business needs. Develops requirements, facilitates/conducts Business Domain testing, and provides training to ensure that the IT solution reflects the functionality necessary to address business goals and objectives. Provides application support to ensure that end-user issues are managed to resolution. Identifies, develops and implements effective technology solutions that address moderately complex initiatives.

Duties and Responsibilities:

- Develops and manages requirements to ensure that the IT solution reflects the functionality necessary to address business goals and objectives. Includes data analysis, modeling and process management as part of requirements facilitation. Models systems and data to a logical level, user interface design and prototyping, decision tables/trees, data flows, modeling and processes using various notation (use cases, class diagrams, activity diagrams, business process modeling notation.).
- Provides application support to ensure that end-user issues are managed to resolution.
- Facilitates and executes Business Domain Testing and may participate in Quality Assurance domain level testing to ensure that the IT solution reflects the functionality necessary to address business goals and objectives.
- Identify, develop and implement effective technology solutions that address moderately complex initiatives.
- Develop and conduct user training to assure proper operation of systems.
- Performs other duties as assigned.



CARE Processing Supervisor – ST1

Primary Purpose:

Support the day-to-day operation of the Customer Assistance programs as it relates Enrollment, Renewal and Verification processing activities. Assigns processor work load daily to ensure timely processing. Works closely with program management to update and implement changes to program policies and procedures as needed to ensure compliance with CPUC directives.

Duties and Responsibilities:

- Support Supervisor in assigning, directing and reviewing processor's knowledge and efficiency.
- Coach assigned employees to improve customer satisfaction, call handling efficiency and job knowledge and skills.
- Support updates to policies and procedures as needed.
- Identify customer issues and work the team to improve customer experience.
- Answer customer calls and emails per operational need.
- Handle escalated questions or calls.
- Perform special projects to improve operations.
- Use analytic tools to identify coaching opportunities, best practices or training needs.
- Perform other duties as assigned.



Commercial/Industrial Services Manager – BM2

Primary Purpose:

Provide guidance, direction and coaching to the account executives serving the Company's largest commercial and industrial customers. Collaboratively works with marketing staff to modify marketing strategy, sales programs and policies based on customer feedback and actual field experience. Provides leadership and single-point accountability for setting account executive (AE) sales goals and effectively allocating resources to ensure sales so sales goals and objectives are met.

Duties and Responsibilities:

- Together with marketing staff and Sales Director, establishes sales goals for the year field organization and resource requirements.
- Monitors and reports on the progress in meeting sales goals and objectives.
- Reviews and approves Account Executive sales proposals, technical analyses, program applications and service contracts to ensure they comply with regulation and are consistent with the Company's goals and objectives.
- Based on field experience and customer feedback, provides marketing staffs with input on what programs, service offerings and pricing proposals need to be modified or developed.
- Establishes trusting and productive relationship with region management personnel (Region Managers, FOMs, DOMs, TSMs, New Business) and revenue management personnel (Special Accounts, Billing, Credit and Collections, etc.).
- Builds and cultivates a trusting, long-term and productive relationship with industry groups (e.g., trade organizations, mechanical engineers, consultants, designers, equipment manufacturers and vendors) who are active in the area/region of responsibility.
- Works with marketing staff to prepare and implement marketing plans to penetrate specific growth markets identified and targeted by the Company (e.g., gas a/c, air compression, etc.).
- Has a good understanding of competitive energy costs (i.e., local electric rates, delivered cost of propane, etc.), as well as, competing marketing or promotional programs and flexible pricing options offered by competitors.
- Provides staff with market intelligence including competitive threats; technical developments; industry trends and impacts of Company policies, government legislation and regulation.
- Provides Senior Account Executives, Account Executives and Associate Account Executives with coaching, growth opportunities, technical assistance and work direction as appropriate.
- Performs other duties as assigned.



Customer Outreach & Engagement Supervisor – ST5

Primary Purpose:

This position will support planning, development, implementation and measurement of a comprehensive business and residential outreach plan to meet program and project goals, develop partnerships with key external and internal stakeholders, successfully engage our diverse customer base and position SDG&E as a trusted energy advisor. The supervisor will lead a team of 8-12 individuals who will develop and execute successful outreach strategies and tactics to raise awareness and increase participation in SDG&E's Customer Programs (EE, DR & Assistance) as well as educate and inform target audiences on key company issues like rate reform and the transition to time-of-use pricing. Additionally, this position will work with leadership to ensure that department outreach priorities and strategic objectives are in alignment and supportive of the company's overall strategic goals and are aligned across both internal and external stakeholders.

Duties and Responsibilities:

- Manages the Outreach team in the development, implementation, and execution of a comprehensive outreach plan that includes goals, strategies and tactics as well as tracking and reporting on performance of the outreach team and any matrixed support functions.
- Collaborate with various departments across the organization including but not limited to Residential Services, Business Services, Government & Public Affairs, Media Relations, Community Relations, Marketing & Communications, Regulatory, Legal to coordinate outreach and leverage opportunities with various stakeholders, including elected officials, community partners and customers.
- Ensure that Customer Programs & Assistance strategic objectives are in alignment and support maximizing the full potential range of benefits and delivery of quality programs and services to customers and stakeholders. Identify opportunities to enhance SDG&E's customer satisfaction and favorability with all stakeholders.
- Provide support and identify regulatory or legislative issues that may have impact on various customer programs.
- Provide guidance on issues related to program administration and implementation and collaborate on the integration of Customer Programs with other company/department offerings.
- Oversee network of contractors and energy solutions partners who support us in our outreach efforts, budgets and regulatory reporting efforts related to our outreach activities.
- Performs other duties as assigned.

Customer Outreach Manager – Residential – PM3

Primary Purpose:

This position is responsible for overall strategy, development and execution of all external education and community outreach needs surrounding the implementation of Dynamic Pricing. This includes directing positive stakeholder experience, educating on the benefits and impacts of Dynamic Pricing, taking a lead role in how we interface and position Dynamic Pricing rates with key external audiences, and supporting customer adoption of the new rates. This project manager works with a matrix support organization including many different external affairs and outreach groups. This position also is responsible for coordinating messaging and timing with the Dynamic Pricing's Employee Awareness Engagement and Customer Experience project managers, as well as Dynamic Pricing Deployment, Technology and Program Management Office managers.

Duties and Responsibilities:

- Develops and implements multi-year Dynamic Pricing education and outreach strategies for external audiences, including (1) stakeholder analysis and (2) stakeholder outreach plan.
- Leads the project management of the day-to-day external Dynamic Pricing education and outreach activities. Works with Dynamic Pricing project managers to ensure alignment of strategies, plans, timing, messaging and identify dependencies.
- Direct and integrate the efforts of External Affairs (Media Relations, Public Affairs, Community Relations, etc.) to develop strategy and tactics needed to promote Dynamic Pricing, including PowerPoint Presentation libraries, displays, collateral for different stakeholders and QAs.
Works cross functionally with internal stakeholders to position and promote Dynamic Pricing.
Leverages internal/external communication tools to provide visibility and create awareness of external education and outreach efforts.
- Develops and coordinates public consensus and workshops to gain input on Dynamic Pricing plans and incorporate feedback. Establish collaboration to channel feedback into work product.
Build and cultivate long-term productive relationships with key stakeholders.
Works with Regulatory to gain insight and guidance in working with the regulatory/legislative bodies.
- Manages targeted community outreach events to educate and promote external audience of Dynamic Pricing benefits, including the Door-to-Door campaign targeted at hard-to-reach customers of the small business community.
- Builds alliances with parties responsible for Dynamic Pricing external education and outreach at other utilities to share and gain best practices.
Coordinate and respond to Dynamic Pricing industry opportunities.
- Responsible for the management and oversight of the Dynamic Pricing stakeholder outreach budget.
- Performs other duties as assigned.



Customer Outreach Supervisor – Commercial/Industrial – ST5

Primary Purpose:

This position is responsible for managing and leading the development, implementation of education and outreach for SDG&E's Customer Programs and related offerings impacting customers and stakeholders in order to ensure SDG&E is a leader. This position also has responsibility for ensuring Customer Programs & Assistance's strategic objectives are aligned across all stakeholders.

Duties and Responsibilities:

- Manages the Outreach team in the development, implementation, and execution of all outreach events including tracking and reporting on performance of a dedicated outreach team and a matrixed team.
- Collaborate with various departments across the organization including but not limited to Regional Public Affairs, Community Relations, Legislative Affairs, Media Relations, Legal, C&I Services and SoCalGas team to achieve outreach to various stakeholders, including elected officials, community partners and customers.
- Ensure that Customer Programs & Assistance strategic objectives are in alignment and support maximizing the full potential range of benefits and delivery of quality programs and services to customers and stakeholders. Identifies opportunities to enhance SDG&E's customer satisfaction and favorability with all stakeholders.
- Provide legislative support and identify regulatory issues that may have impact on various customer programs.
- Provide guidance on issues related to Customer Programs implementation and administration and the integration of Customer Programs with other department offerings.
- Performs other duties as assigned.



Customer Programs Advisor I – AD1

Primary Purpose:

In a program capacity, this position is responsible for the design, implementation and management of all applicable customer programs targeting residential or commercial/industrial customers in the SEU service area. These programs could be programs administered directly by SEU or through an energy efficiency contractor. In a segment capacity, this position is responsible for segment business plans and segment program goals. In either capacity, this position should demonstrate a substantial program and project management skill set. This position will negotiate contracts when applicable. This position develops budgets and provides forecasting and tracking of budget and program results. This position requires a high level of analytical ability and is able to identify trends and develop systems necessary for quality program management.

Duties and Responsibilities:

- Responsible for the independent management, design, implementation and execution of various customer programs. Responsible for overall program/segment goals. Responsible for the implementation and adherence to regulatory program rules and business controls.
- Responsible for development, management, reporting and forecasting of programs budgets.
- Regularly represents SEU interests and positions and works on a collaborative basis with regulatory authorities, energy efficiency contractors, key stakeholders, and other utility counterparts.
- Manage and monitor all aspects of customer communications, marketing outreach activities associated with program promotion and customer participation.
- Research and implement best practices related to program administration for SEU.
- Represent SEU externally on a local, statewide and national basis.
- Performs other duties as assigned.



Customer Programs Advisor II – AD2

Primary Purpose:

In a program capacity, this position is responsible for the design, implementation and management of all applicable customer programs targeting residential or commercial/industrial/agricultural customers in the SEU service area. These programs may administer directly by SEU or through an energy efficiency contractor. The Advisor II will be responsible for strategic, high-impact programs as well as multiple statewide efforts. In a segment capacity, this position is responsible for the largest and most crucial segment business plans and segment program goals. In either capacity, this position will be utilized as a leader in statewide and long-term strategic initiatives. This position will negotiate large contracts and manage multiple budgets and programs or segments. This position develops budgets and provides forecasting and tracking of budget and program results. This position has a high level of analytical ability and is able to identify trends and develop systems necessary for quality program management.

Duties and Responsibilities:

- Responsible for the independent management, design, implementation and execution of various customer programs. Responsible for overall program/segment goals. Responsible for the implementation and adherence to regulatory program rules and business controls.
- Responsible for development, management, reporting and forecasting of programs budgets.
- Regularly represents SEU interests and positions and works on a collaborative basis with regulatory authorities, energy efficiency contractors, key stakeholders, and other utility counterparts.
- Manage and monitor all aspects of customer communications, marketing outreach activities associated with program promotion and customer participation.
- Research and implement best practices related to program administration for SEU.
- Represent SEU externally on a local, statewide and national basis.
- Performs other duties as assigned.



Customer Programs Business Analysis Manager – BM1

Primary Purpose:

Oversee and provide direction to the Budget and Financial Support team. Ensure budgets and expenditures are communicated to both internal and external customers and are both accurate and timely. Provide financial analysis and support for the department, Customer Services PMO project group and Smart Meter, including regulatory filings.

Duties and Responsibilities:

- Supervise the tracking of department expenditures and program-specific expenditures and provide monthly/quarterly reports consistent with CPUC reporting requirements and corporate requirements.
- Supervise the budgetary activities related to company internal budget processes and various FERC and CPUC proceedings.
- Ensure financial operations comply with SOX guidelines with no significant deficiencies or material weaknesses.
- Provide financial analysis support for various regulatory proceedings and Customer Services PMO.
- Continue to find efficiencies and process improvements.
- Mentor and direct work processes/activities of management employees.
- Complete employee evaluations.
- Performs other duties as assigned.



Customer Programs Engineering, Systems & Support Manager – BM3

Primary Purpose:

This position is responsible for leading and managing a team of approximately 50 employees that perform engineering support, workpaper/measure development and maintenance, program management, systems support, processing, and inspections for SDG&E's energy efficiency and demand response programs. This includes overseeing the emerging technologies, codes and standards, and zero net energy programs; interfacing with high profile customers, the CPUC Energy Division and their consultants and other key stakeholders on technical programs, projects and workpapers; and providing excellent operational and systems support to the Customer Programs department.

Duties and Responsibilities:

- Manage the workflow, evaluation and approval of custom projects for validation of energy savings.
- Manage the technical support on regulatory proceedings, advice letters and data requests addressing energy efficiency and demand response issues and Energy Division project reviews.
- Manage the technical support for the identification, development and maintenance of energy efficiency and demand response measures.
- Oversee the development and implementation of the long-term strategy related to emerging technologies, codes and standards, and zero net energy programs, including gaining internal and statewide consensus on positions, plans and programs.
- Oversee support functions including systems support and enhancements (includes demand response management system, energy efficiency collaboration platform, and CARE systems), processing and inspections for EE, CA and DR programs.
- Develop detailed plans to accomplish goals, including KPI and SLA development and tracking, coordination with other business units and the training and mentoring of staff, ensuring compliance with program implementation policies and procedures.
- Manage the development and implementation of processes and procedures for engineering analysis and support for energy efficiency and demand response programs and projects.
- Performs other duties as assigned.



Customer Programs Policy & Strategy Manager – BM2

Primary Purpose:

This position is responsible for leading the policy support and strategy for SDGE's refundable programs portfolio including Energy Efficiency (EE), Customer Assistance and Demand Response (DR), as well as the evaluation, measurement and verification of savings for energy efficiency programs with an organization of approximately 17 staff members. The scope of this position includes overseeing development and on-going enhancements of a long term strategy related to customer programs and compliance with CPUC requirements, leading the preparation of all regulatory filings, overseeing the measurement evaluation activities to justify savings claims, participating in internal and external audits, working with regulators and other external parties on policy issues, and leading the development of the long term policy strategy for refundable programs.

Duties and Responsibilities:

- Directs the development and on-going enhancements of a long-term strategy related to the refundable portfolio, including providing guidance on regulatory policy positions, strategies and mechanisms that support SDGE's business plans and objectives.
- Develops and prepares program applications, regulatory filings and other materials for regulatory proceedings; this includes being a witness for applications.
- Provides policy guidance and consulting to the program operations team, including the development of cost-effective programs; development of SDGE's position on statewide initiatives, directing and managing consultants who support policy and EMV activities and guidance on more complex regulatory requests.
- Briefs leadership, both internally and externally (CPUC, CEC, TURN, other stakeholders and key influencers) on policy and long term strategy related positions, rationale, benefits and challenges. This includes developing and maintaining relationships internally and externally.
- Ensures that CPUC policies and procedures are adhered to across the organization.
- Manages the performance of all personnel in organizations and ensuring compliance with program implementation policies and procedures across organizations.
- Performs other duties as assigned.



Customer Programs Processing Lead – ST1

Primary Purpose:

Provide leadership to employees on the processing team who are responsible for providing timely and accurate responses to customer applications. This includes mail room, processing, quality assurance and payment staff. Although this position does not have direct reports, it does provide first level analysis of individual performance and skill assessment to the Processing Supervisor.

Duties and Responsibilities:

- Provide supervision to the Processing team which includes: Coaching, counseling, service observing, providing feedback, training, timekeeping and scheduling; provide first level analysis of individual performance and skill assessment to Processing Supervisor.
- Plan and organize staff to meet program goals and resources. Ensure resolution of escalated customer application issues.
- Prepare and analyze management reports to identify trends, and share analysis with program staff and upper management
- Conduct/Create ongoing training for all Processing staff; Stay current on all program related policies, activities and procedures.
- Create and maintain procedures; Work with Customer Programs staff to develop new procedures and keep them updated.
- Team meetings to coordinate and communicate program activities within the group. Establish/monitor individual goals.
- Performs other duties as assigned.



Customer Programs Processing Supervisor – ST3

Primary Purpose:

Supervises the Customer Program Operations Processing staff to ensure accurate and timely processing of customer applications and documents for all Customer Programs including rebates/incentives, CARE, FERA, ESA, Medical Baseline and Neighbor to Neighbor.

Duties and Responsibilities:

- Supervise the Processing team which includes: Staffing, coaching, counseling, service observing, providing feedback, training, timekeeping and scheduling; Planning and organizing staff to meet program goals and resources. Ensure resolution of escalated issues regarding customer applications.
- Provide strategy and oversight of overall group activities, especially with a focus on achieving operational efficiencies.
- Evaluate information received by the Processing Lead and make decisions regarding employee performance, work process, and overall achievement of goals.
- Prepare and analyze management reports to identify trends, and share analysis with program staff and upper management.
- Conduct/Create ongoing training for all Processing staff; Stay current on all program related policies, activities and procedures.
- Create and maintain procedures; Work with Customer Programs staff to develop new procedures and keep them updated.
- Team meetings to coordinate and communicate program activities within the group. Establish/monitor individual goals.
- Performs other duties as assigned.



Customer Programs Specialist I – SA3

Primary Purpose:

Responsible for the administration, promotion and coordination of various customer programs that target residential or commercial/industrial customers in the SEU service area as it relates to overall program success. Customer Programs may be administered directly by SEU or through a contractor. May assist in budget development and is responsible for reporting and monitoring program performance.

Duties and Responsibilities:

- Responsible for reporting, analysis, and program documentation for the various customer programs that target residential or commercial/industrial customers. May assist in budget development and is responsible for reporting and monitoring program budgets.
- Under supervision, responsible for the administration, promotion and coordination of program components of smaller programs. Assists in reviews and monitors contract performance and management, adherence to regulatory program rules and business controls.
- Regularly collaborates and coordinates with energy efficiency contractors, key stakeholders, and other utility counterparts.
- Monitors aspects of customer communications, marketing and outreach activities associated with program promotion and customer participation.
- Performs other duties as assigned.



Customer Programs Specialist II – SA4

Primary Purpose:

Responsible for implementation, administration, promotion and coordination of various customer programs targeting residential or commercial/industrial customers in the SEU service area. This position will participate in budget development activities and report on program or component performance. Programs may be administered directly by SEU or through a contractor.

Duties and Responsibilities:

- Responsible for the administration, promotion and coordination of smaller customer programs. Reviews and monitors contract performance and management, adherence to regulatory program rules and business controls. Creates program procedures and processes that ensure program success. Responsible for reporting, analytics, and program documentation.
- Responsible for monitoring program budgets and may participate in budget development.
- Participates in segment and customer analysis.
- Regularly collaborates and coordinates with energy efficiency contractors, key stakeholders, and other utility counterparts to ensure program measurements and evaluation needs are met.
- Monitors all aspects of customer communications, marketing and outreach activities associated with program promotion and customer participation.
- Performs other duties as assigned.



Customer Programs Supervisor – ST5

Primary Purpose:

In this highly visible position, the Customer Programs Supervisor is responsible for the design, implementation and ongoing management of energy efficiency/demand-side management programs for a specific customer segment (e.g., residential, commercial & industrial, local governments). This includes developing and executing strategic plans directed to the future of the segment, originating regulatory filings for new and existing customer programs, and managing respective portions of the segment budgets ranging from approximately \$10 million - \$40 million in refundable O&M. The position will also develop strategies for synergies between other Program Administrators in California.

Duties and Responsibilities:

- Oversight of day-to-day operations of the segments staff, including reviewing program progress, identification of efficiencies and planning activities.
- Supervisory responsibilities for a staff of ten to fifteen direct reports.
- Representation of SDG&E on intrastate utility committees charged with addressing regulatory mandates and developing statewide programs.
- Origination and integration of long-range strategic plans pertaining to segment.
- Representation of SDG&E in industry trade groups and professional organizations pertaining to energy matters.
- Coordination with internal and external clients to ensure the segment is meeting the needs of its customers.
- Management of segment operating budgets.
- Development of new and innovative customer programs.
- Origination of regulatory filings and/or new customer program proposals.
- Performs other duties as assigned.



Customer Programs Support Manager – BM1

Primary Purpose:

This position is responsible for managing the Energy Information Center, Energy Efficiency Rebate Processing and Quality Assurance (Inspections) groups that support Customer Programs. Also, must manage interdepartmental relations as they pertain to policies related to customer participation in customer programs.

Duties and Responsibilities:

- Manage, provide work direction, guidance and coaching to the supervisors of three groups: the Energy Information Center, Energy Efficiency Rebate Processing and Quality Assurance (Inspections).
- Manage the handling of all Customer Program information, applications and inspections for residential and nonresidential customer programs for both SDGE and SCG, including complaints regarding delays in program application rebate/incentive payment processing.
- Manage operations to ensure coordination among various Customer Program groups, outside service providers, CRM, CI Services, to assure customer satisfaction, level of service cost and productivity goals.
- Formulate and recommend objectives, plans, schedules, policies, procedures and budgets for Customer Programs support groups.
- Responsible for coordinating with CRM team in implementation and management of technological solutions to enhance customer contact and increase efficiencies in customer application processing, payments and service.
- Participates in hiring and promoting subordinate employees; trains subordinates; assigns, directs and reviews their work; complies with affirmative action programs to achieve equal opportunity objectives.
- Performs other duties as assigned.



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Director – Customer Programs – BM4

Job description is not available for this position.



EIC Coordinator – TS3 (2014, 2015), TS4 (2016)

Primary Purpose:

Performs customer service, manages the EIC resource library, and executes administrative functions to assist with the efficient operation of the SDGE Energy Innovation Center (EIC).

Duties and Responsibilities:

- **Customer Service.** Represents SDGE to the San Diego public by providing high-quality, in-person customer service at the EIC front desk. Directly interfaces with a high volume of customers per day to answer specific questions, refer them to SDGE programs and services, and connect them to helpful resources. Answers specific customer questions by possessing an in-depth knowledge of SDGE programs and services including, but not limited to: California Solar Initiative, NEM Billing (Net Energy Metering), and Annual Compensation for Excess Generation; Energy Efficiency Rebate Incentive Programs and On Bill Financing, Energy Upgrade California, Demand Response (Res/Non Res), Customer Assistance Programs, Clean Transportation. Encourages enrollment in MyAccount, Reduce Your Use, and other services. Refers customer leads to SDGE program managers and routes detailed customer questions to internal subject matter experts for follow up. Communicates tactfully with customers on controversial issues such as Net Energy Metering, Sunrise Powerlink, SONGS, and the Wildfire Expense Balancing Account. Promotes the Energy Innovation Center and its educational mission by answering technical questions about the EIC to explain why it is a LEED-Platinum facility, actively promoting Workforce Education Training courses and assisting visitors with registration, encouraging customers to sign up for Energy Innovation Center guided tours and responding to time-sensitive requests for assistance from visitors, event coordinators, and staff.
- **EIC Resource and Tool Lending Library Management.** Customizes the online library software, EOS Online Public Access Catalog, to improve usability for both customers and back-office users. Sets goals, uses EOS software to run queries, analyzes results, and reports progress. Coordinates with other IOU energy centers, local libraries, and internal experts to share resources, adopt best practices, and ensure the proper lending of resources and contractor tools. Manages the library budget/Purchases new resources and tools based on customer need. Develops/implements library policies and procedures.
- **Front Desk/Administrative Support.** Assists EIC staff by handling various administrative details to ensure efficient operations such as greeting, receiving, coordinating and routing arriving caterers, speakers, the public, and SDGE guests and business partners. Is responsible for the EIC's main phone line. Completes and submits expense reports and supply orders. Researches and responds to information requests. Sets appointments/meetings/travel arrangements per request. Creates/maintains files and procedural manuals for specific EIC operations.
- **Performs other duties as assigned.**



Emerging Technology Program Advisor – AD1

Primary Purpose:

This position supports emerging technology activities and projects funded by energy efficiency (EE) and demand response (DR) programs at SDG&E. Monitors and evaluates emerging technologies, determines customer needs and proposes projects which in accordance with program objectives and guidelines. Serves as a technology advisor and represents SDG&E in a myriad of industry events, conferences and planning meetings, both internal and external.

Duties and Responsibilities:

- Monitors development of emerging technologies of value to utilities and customers. Determines customer needs related to energy efficiency (EE) and demand response (DR) applications.
- Proposes and executes assessment and demonstration projects which meet customer needs in accordance with program objectives and guidelines and have the potential to become a utility EE/DR resource program.
- Represents the Company in trade groups, industry events, consumer and business organizations specifically to build relationships and gain knowledge of different industries SDG&E targets with energy programs. Form collaboration and partnerships among industry leaders to help advance SDG&E EE/DR goals and strategies.
- Gains/increases customer participation in energy programs. Explains energy policies and legislation to customers which affect their business or community. Encourages customer support of SDG&E positions on legislation, regulatory matters and other issues of interest to the Company and the customer collectively.
- Ensures full support of project portfolio by internal and external stakeholders. Interfaces with management to educate leadership on customer needs, emerging technologies, and business opportunities.
- Performs other duties as assigned.



Energy Efficiency/Non-residential Programs Manager – BM2

Primary Purpose:

This position is responsible for meeting SDGE's Commercial and Industrial Energy Efficiency (EE) related program goals contained in its CPUC approved EE program portfolio. Responsible for managing program budgets of \$60 million dollars annually and an organization of approximately 35 staff members. The scope of this position includes originating new programs for CI customers, strategizing regulatory filings and positions, developing and supporting implementation of energy efficiency strategies for local governments, developing and ensuring compliance with program implementation policies and procedures, successfully managing the marketing of energy programs to ensure customer enrollment, providing guidance and direction to the workforce supporting the EE and Demand Response effort and representing the Company statewide and nationally as an industry leader in energy programs and practices.

Duties and Responsibilities:

- Monitoring program progress and making necessary adjustments to ensure all program goals are achieved and shareholder incentives are maximized.
- Strategizing regulatory positions and filings and gaining internal consensus on positions.
- Monitoring and approving adjustments to program budgets to ensure funding (and funding shift) rules are followed and programs are managed within allocated budgets including financing budgets like On Bill Financing.
- Managing the performance of all personnel in organizations.
- Developing new program components and developing and ensuring compliance with program implementation policies and procedures across organizations.
- Briefing directors and above internally and external senior managers (CPUC, CEC, TURN, others) of program progress to goal and associated challenges and successes.
- Providing cross functional internal expertise on energy efficiency to ensure SDGE programs and energy efficiency theories and practices are understood and particularly customer contact personnel are prepared to explain programs and rules for participation.
- Representing SDGE externally on a statewide and national basis to demonstrate SDGE's commitment to energy efficiency.
- Researching best practices of other energy management entities to streamline program administration procedures and uncover technology advances.
- Performs other duties as assigned.



Energy Efficiency Technical Services Manager – BM2

Primary Purpose:

This position is responsible for leading and managing a team of engineers and technical staff that provide engineering support and field auditing support for the energy efficiency and demand response programs at SDGE. This includes the engineering evaluations of projects, development and implementation of quality control criteria and procedures on programs, development and implementation of measurement and evaluation policy and procedures, new technology evaluation and providing general technical consulting on all energy efficiency and demand response programs.

Duties and Responsibilities:

- Manage the workflow, evaluation and approval of custom projects for validation of energy savings.
- Manage the technical support on regulatory proceedings, advice letters and data requests addressing energy efficiency and demand response issues and Energy Division project reviews.
- Develop detailed plans to accomplish goals, including KPI and SLA development and tracking, coordination with other business units and the training and mentoring of staff.
- Manage the development and implementation of processes and procedures for engineering analysis and support for energy efficiency and demand response programs and projects.
- Manage the technical support and testing for the identification and development of new energy efficiency and demand response measures.
- Manage the workflow, delivery and quality of audits provided to business customers.
- Performs other duties as assigned.



Energy Efficiency Technical Services Supervisor – ST5

Primary Purpose:

This position is responsible for leading a team of engineers and technical staff that provide engineering support and field auditing support for the energy efficiency and demand response programs (Commercial and/or Residential) at SDG&E. This includes the engineering evaluations of projects, development and implementation of quality control criteria and procedures on programs, development and implementation of measurement and evaluation policy and procedures, new technology evaluation and providing general technical consulting on all energy efficiency and demand response programs.

Duties and Responsibilities:

- Supervises the workflow, evaluation and approval of custom projects for validation of energy savings
- Implement decisions and program implementation changes based on regulatory proceedings, advice letters and data requests addressing energy efficiency and demand response issues and Energy Division project reviews.
- Implements and supports plans to accomplish goals, including KPI and SLA development and tracking, coordination with other business units and the training and mentoring of staff.
- Supervises the implementation of processes and procedures for engineering analysis and support for energy efficiency and demand response programs and projects.
- Supports the identification and development of new energy efficiency and demand response measures.
- Manages the workflow, delivery and quality of audits provided to business customers.
- Performs other duties as assigned.



Energy Engineer – IR – PM3

Primary Purpose:

Serve as project manager within the Customer Programs group to lead an energy efficiency and demand response measure assessment or similar project.

Duties and Responsibilities:

- Manage the planning, development, and implementation of strategic business and technology projects.
- Effectively collaborate with internal departments, stakeholders, cross-functional teams, and vendors to define requirements, assess alternatives and present solutions to business challenges.
- Single point of contact for all economic and regulatory issues for the assigned projects.
- Manage and coordinate all activities leading to the successful completion of strategic projects including project scoping, timelines, cost estimates and design.
- Develop and maintain project parameters for project requirements. Build business cases and project justifications.
- Leads team members, both internal and outside contractors, in the completion of their work.
- Manage related workforce planning, budget analysis, and budget forecasts.
- Analyze and determine regulatory impacts and requirements of the project.
- Research and evaluate available contractors and consultants.
- Prepare, negotiate and approve or recommend approval of contracts.
- Negotiate contracts changes.
- Prepare supporting documentation for government agencies concerning cost estimates.
- Performs other duties as assigned.



Energy Information Representative – TS3 (2014, 2015), TS4 (2016)

Primary Purpose:

To make appropriate recommendations on programs and/or services that will best benefit residential and commercial customers and contractors/vendors. Analyze, respond to and follow up on residential and commercial customers and contractor requests as they pertain to customer offerings. Contacts are via phone, email, fax, live chat and mail. Reserve funds and provide process status for customer/contractor program participation. Provide technical support and education on rebates, customer assistance programs and incentives for various energy efficiency and demand response programs. Ensure equipment and customers qualify for rebates/incentives and recorded in accordance with regulatory requirements. Provide various levels of support to Program Advisors, contractors and vendors by implementing procedures, processing reservations and supporting documentation and entering data in various systems.

Duties and Responsibilities:

- Provide technical support, guidance and solutions to customers for energy efficient programs including Ecobee and Summer Saver, seminars, training, reserving rebate funding, audits, energy conservation and other programs to better serve the customer. Requires educating the customer on program availability, terms of eligibility and steps needed to enroll based on customer needs. Guide customers with direction on supporting documentation required to comply with programs. Stay abreast of the latest program changes and requirements. Provide technical support for customer using on line tools for rebates and surveys, for energy management.
- Educate customers on efficient and economical energy usage.
- Data entry for various programs includes preparation of letters for disqualifications, inspections, etc.
- Distribute brochures, applications and other collateral as requested by customers, contractors and internal departments.
- Performs other duties as assigned.



Energy Programs Supervisor – ST4

Primary Purpose:

This position has overall responsibility for the promotion of SDG&E Customer Assistance Programs to Community Based Organizations, agencies and private entities who have an established relationship with low income and other customer segments targeted by the programs.

Duties and Responsibilities:

- Supervises a regionally focused outreach group to ensure consistent communication of program features and benefits. Implements outreach strategies to meet department and company goals.
- Manages budgets and expense prudence.
- Maintains strong relationships and alliances with local community agencies, 2-1-1 and agencies serving disabled customers, and other Company Departments such as, etc. Resolves issues with outside agencies, contractors and internal processes. Assists in the preparation of regulatory filings and other materials related to programs.
- Works with several other areas of the company on multiple activities related to customer assistance programs, including the Customer Contact Centers, Public Affairs, Media Relations, Community Relations Mass Markets and Customer Programs.
- Performs other duties as assigned.



Energy Solutions Advisor – AD1

Primary Purpose:

Responsible for developing, managing and implementing customer solutions strategies and policies, including outreach and communications activities; partnership development and management; results-reporting and partner evaluations; event staffing and presentations; and implementation of program procedures. This person will maintain strong relationships and partnerships with local communities and groups including community-based organizations, business associations, schools as well as internal company contacts/departments.

Duties and Responsibilities:

- Develop, manage and implement customer solutions strategies – partnerships, promotions, presentations and events - and policies to meet company goals.
- Build and manage positive relationships with local communities and organizations to actively engage them in customer solutions offerings; includes development of partnership agreements and contracts.
- Develop partnership overviews, assessments and other support materials, as well as document and report partnership results.
- Maintain high levels of stakeholder satisfaction among external and internal partners and customers.
- Performs other duties as assigned.



Engineering Analyst – II – SA4

Primary Purpose:

Provide advanced technical support by conducting complex analyses and design studies. Provide construction management and support, and evaluations of materials and design standards. Independently manage large databases and assigned projects.

Duties and Responsibilities:

- Review the Gas Distribution Design, Construction, Underground, and Service Guide Standards and provide feedback. Consult with technical personnel and provide technical support during construction and start-up of various gas and joint trench facilities. Review and process deviation requests. Prepare rough and final project drawings and designs, analyzes engineering drawings, as-builts specifications, drawings and related data. Conducts field inspections of existing facilities, analyzes field conditions to develop cost effective and code compliant designs and plans. Prepare cost estimates and analyses; assists in developing, preparation and monitoring of capital and O&M budgets. Assist Engineering personnel in gas modeling data analyst. Provides project management expertise for the maintenance and new design requirements of maintenance information systems.
- Plan and conduct complex studies and analyses. Provide data management and processing for large databases. Must be able to develop and maintain databases, project schedules, tables, charts and other documents.
- Performs other duties as assigned.



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Environmental Operations Assistant –

Union represented position, job description not available



Evaluation, Measurement & Verification Supervisor (previously Customer Programs Measurement & Evaluation Supervisor) – ST5

Primary Purpose:

Manages a group of experts located in San Diego that provides key analytical support to regulatory case teams that manage the individual proceedings at both the state and federal levels, with regard to Demand Side Management (DSM) Programs--Energy Efficiency (EE), Demand Response (DR), Energy Savings Assistance programs and other related issues.

Duties and Responsibilities:

- Directs the development of annual DSM EMV Studies used to support forecasts and report program achievements.
- Manages the analysis supporting the development of Sempra Energy Utilities' DSM regulatory strategies.
- Manages the data analysis in support of DSM programs, including development program cost effectiveness, new programs and analysis of existing programs.
- Directs assistance to other areas of Sempra Energy Utilities, particularly SDGE and SoCalGas, regarding the development and evaluation of new products and services, and new business ventures related to DSM opportunities.
- Provides expert testimony before regulatory agencies and participates as a key policy witness in various proceedings.
- Directs the analytical support provided in various regulatory proceedings including the development of recommendations, discovery responses, testimony and exhibits.
- Directs the analytical support provided for development of market assessments of various customer classes.
- Directs work used on other corporate annual reports, e.g., Sempra Energy Corporate Responsibility reports, Environmental Responsibility report, etc., and briefing materials used for legislative reports.
- Manages and Chairs various statewide EMV advisory groups that include the IOUs, POUS, CEC, PUC and other stakeholders.
- Performs other duties as assigned.



Field Operations Supervisor – Traffic Control – ST3

Primary Purpose:

Responsible for and provides supervision, coordination, and technical expertise for field operations to ensure compliance with Company policies and procedures and maintenance of system integrity.

Duties and Responsibilities:

- Directs Traffic Control Field Operations to ensure compliance with functional guidelines, policy and procedures, CAMUTCD, Cal OSHA and EPA requirements.
- Supervises Traffic Control personnel performing operations and maintenance duties to assure work is performed safely meets or exceeds goals and complies with policy and procedures.
- Establishes and maintains appropriate public contacts and the development of internal and external customer and local government relations. Responsible for resolving customer complaints.
- Assists in the development and administration of the Traffic Control budget as it pertains to areas of responsibility.
- Performs other duties as assigned.



Graphics Design Specialist – SA4

Primary Purpose:

Designs graphic and text elements for education and training collateral and electronic media. Produces graphic designs and copy layouts for hardcopy and online content, images and web-based applications. Ensures layouts have a consistent, polished, professional "look and feel" that complies with company branding and image standards. Performs various other design and coordination activities, including monitoring and managing photo releases, photo/image vendor agreements and contracts and other legal/administrative elements associated with ongoing graphics maintenance. Works with outside vendors and other departments as required. Collaborates with other team members to define customer needs.

Duties and Responsibilities:

- Develop artwork, design and manage production coordination of all hardcopy collateral for the Energy Resource Center (ERC), Food Service Equipment Center (FSEC), customer programs and vendors.
- Develop artwork, design and manage production coordination of all electronic media (emails) for the ERC, FSEC, customer programs. This includes being adept at the vendor's systems for actual deployments.
- Develop artwork, design of external presentations for ERC, FSEC and customer programs to ensuring compliance with company branding and image standards.
- Participates in collaborative project management and staff meetings with team members and clients. Supports environmental and customer programs new collateral and electronic projects.
- Performs related design and coordination activities (e.g., management of photo releases, photo catalogs, vendor image agreements and contracts.)
- An individual and team contributor providing specialize interface and graphical design knowledge. Collaborates with other members of the team, IT, Customer Communications, Creative Services, Legal and customer programs as appropriate to define requirements, assess available options and develop present solutions. Prepares the appropriate regulatory reports required for monitoring outreach/communications efforts and effectiveness.
- Performs other duties as assigned.

IT Program Manager – PM4

Primary Purpose:

Responsible for managing an IT Project/Program Office and project management resources ensuring project delivery for infrastructure components, systems and applications which support the automation of business processes. Responsible for maintaining the portfolio of projects for the organization assigned, including project prioritization, project delivery, project staffing, portfolio/project budget management, portfolio/project monitoring and reporting functions.

Duties and Responsibilities:

- **Portfolio Management**

Project Prioritization - Partners with management team to prioritize projects that will assist in decision making related to strategic alignment, resource and budget allocations.

Project Delivery - Ensure projects are staffed appropriately and deliver while meeting scope, schedule, budget and quality objectives. Responsible to ensure that projects follow standard project management methodologies and processes including the IT Product Lifecycle, budget management, vendor management, matrix resource management and project tracking/reporting.

Portfolio/Project Budget Management – Partners with management team and IT Business Planning group to prioritize project portfolio budgets. Ensure that standard project budget planning, management, tracking and reporting processes exist and are being practiced.

Portfolio/Project Monitoring and Reporting – Ensure that standard portfolio/project monitoring and reporting processes exist and are being practiced. Provide accurate, timely and relevant information about the status of projects, resources and activities.

- **Project Management** - Responsible for developing and promoting project management as a core competency. Ensure project management resources are trained, competent and perform at the highest level possible. Responsible to improve the efficiency of project management and project execution through training, mentoring, process improvement initiatives, project management aids/tools/templates, project controls, governance and enforcement of standards.

- **Leadership** - Manage the project management team with full HR responsibilities, including at least one IT Project Manager. Oversee the work and performance of the project management team. Make assignment prioritization decisions and maximize resource utilization while balancing the project workload. Provide project management mentoring and training for the organization. Facilitate timely project related management meetings to communicate status and to resolve key project, program and portfolio issues. Fosters and maintains relationships with clients, colleagues and team.

- **Vendor Management:** Maintains relationships with key technology and outsourcing vendors adhering to standard vendor management guidelines and practices. Responsible for vendor procurement including vendor negotiations and contract development.

- Performs other duties as assigned.



Manager – Program Operations – BM3

Primary Purpose:

The primary purpose of this position is to oversee the management of the Energy Efficiency and Demand Response programs for the Customer Programs Department at SDGE and SoCalGas. The role of this position is to ensure the programs utilize best practices, meet or exceed savings and earnings goals, operate within budget and are fully compliant with all audit requirements.

Duties and Responsibilities:

- Plans and manages Operations programs to meet all earnings objectives that could range from \$10 - \$30 million per year. Ensures compliance with all regulatory forums pertaining to Customer Programs.
- Identifies and implements best practices for the industry in order to meet or exceed the energy efficiency and demand response goals including establishing key performance metrics and monitoring to performance goals.
- Manages employee performance and development to meet existing and future program needs.
- Maintains strong working relationships with peers at the other California IOUs to ensure consistency and cooperation in program design and implementation where appropriate.
- Works with the Communications Research and Web Strategy group to maximize the effectiveness of our outreach/communication efforts utilizing all appropriate channels such as; vendors, 3rd parties, paid/unpaid media and the Internet.
- Works closely with Commercial/Industrial Services to maximize the utilization of the AE channel.
- Performs other duties as assigned.



Market Advisor I – AD1

Primary Purpose:

Responsible for developing and implementing projects, strategies and policies for SDGE's residential and small commercial/industrial (Mass Markets) customers.

Duties and Responsibilities:

- Acts as internal customer advocate for Mass Market customers, ensuring customer needs are understood and addressed.
- Reviews new and existing Company policies and procedures, looking for ways to cut cost, comply with rules and tariffs, and improve customer satisfaction.
- Understands regulatory and political requirements for customer assistance programs and analyzes implications of new legislation and tariff mandates on markets segment, billing, programs and services.
- Maintains strong relationships with customer outreach organizations (AMI, Energy Efficiency, Demand Response, Low Income programs, and others) and Customer Service groups to promote Mass Markets programs and services, such as online bill payment via My Account.
- Analyzes and incorporates customer demographic and segment data into marketing strategies to maximize results.
- Develops and implements communications strategies to meet customer service and other Company goals.
- Coordinates with Customer Communications to implement and evaluate communications plans.
- Develops customer communication strategies, customer data analysis, evaluation and implementation.
- Performs other duties as assigned.



Market Advisor II – AD2

Primary Purpose:

This position promotes participation in SEU energy programs and other services to customers. The position also gathers customer industry-specific information and ensures that information is considered as SEU customer program staff groups develop new energy programs. Acts as an industry expert, in a myriad of consumer segments and industries, and acts as a liaison between the customer and the energy program staff groups.

Duties and Responsibilities:

- SEU representative directly to the customer, energy efficiency program partners, trade groups, consumer and business organizations specifically to build relationships and gain knowledge of different industries SEU targets with energy programs.
- Gains/increases customer participation in energy programs. Explains energy policies and legislation to customers that affects their business or community. Encourages customer support of SEU positions on legislation, regulatory matters and other issues of interest to the Companies and the customer collectively.
- Develops new industry relationships or consumer groups to form partnerships between SEU and industry leaders.
- Represents the customer on task forces charged with development of new programs and/or services.
- Internal customer advocate ensuring customer needs are understood and addressed.
- Interfaces frequently with directors and senior management to educate SEU leadership on customer issues.
- Speaker for and representative of SEU at a myriad of business and consumer-related events.
- Performs other duties as assigned.



Market Analyst II – SA4

Primary Purpose:

Works as part of a group of highly-trained and experienced experts that provide analytical support to all areas of Sempra Energy and its business units regarding electric demand and energy forecasting, load research and analysis, measurement and evaluation, customer end-use analysis, customer load profiles and other operational and regulatory-related issues. Assists in providing analytical support for internal analyses, and helps develop strategies in support of regulatory proceedings, before FERC, the CPUC, the CEC and other regulatory agencies.

Duties and Responsibilities:

- Supports the development of management recommendations concerning Sempra Energy's regulatory policies and strategies to maximize both shareholder and customer value. Provides analytical support for regulatory proposals and develops models as needed that support corporate goals.
- Provides analytical support in the development of load information and forecasts related to system loads, energy sales, customer usage and demand response programs for internal analyses and various state and federal regulatory proceedings. Develops, analyzes and interprets a wide range of technical and specialized data using economic or statistical methods.
- Conducts statistical studies of energy utilization. Develops load forecasts and other relevant usage factors by customer class, business type, and individuals within the broad scope of regulatory, demand response, energy efficiency and advanced metering objectives. Utilizes and maintains complex load analysis and forecasting models, methodologies and databases, updating as necessary to reflect regulatory and industry changes.
- Provides analytical support to various areas (e.g. Business Units, Case Management and Legal) in the development of testimony exhibits, workpapers and data request responses that support Sempra Energy's strategic goals and objectives.
- Interfaces with the internal and external personnel as needed to develop proper analyses for forecasting and load analysis rate-related concepts and issues. Monitors market, regulatory and legislative environments.
- Provides analytical support to other areas of Sempra Energy and its business units regarding the development of fact-based integrated analyses and evaluation of pricing, demand response and business proposals including new programs and optional rates.
- Meets regulatory reporting requirements and presents findings and recommendations to management through reports, presentations, or other direct communications.
- Performs other duties as assigned.



Moves/Adds/Changes Project Advisor – AD1

Primary Purpose:

Successfully manage Moves/Adds/Changes (MAC) requests and the MAC process in a manner consistent with documented processes to ensure client satisfaction throughout the SDGE and Sempra facilities. Manage MAC projects in support of reorganizations, departmental changes and capital projects. Manage major move projects in support of restack initiatives.

Duties and Responsibilities:

- Manages the MAC request process and the implementation of all moves, adds and changes in support of individual requests, capital project requests, reorganizations and facility openings and closures; incorporates 'best practice' methods.
- Manages MAC projects as needed to successfully complete them on time and within budget; provides scoping costs and feasibility plans; facilitates meetings with internal departmental team, along with other support staff (Internal includes: Telecom, IT, Security, HR; external including furniture and walls vendors, moving services vendor, construction trades) to communicate requirements.
- Supervises the contracted Move Coordinators and other support staff (mainly Furniture and Moving Services vendors).
- Manages the documented MAC process - identifies needed process changes, negotiates them with stakeholders, communicates and implements them.
- Primary contact with Move/Warehouse vendor to ensure consistency of approach and staffing, as well as maintenance of warehouse inventory; provides analysis of services and associated costs.
- Primary contact with the CAFM team regarding the MAC module of Archibus and initiates modifications as needed.
- Reporting – reports weekly, monthly, quarterly and annually to the Real Estate Planning Manager. Interacts with all levels of staff, including Senior Management. Communicates as necessary with internal team, Capital Programs Project Managers, Facility Managers, customers and other stakeholders. Conforms with all documented processes.
- Performs other duties as assigned.



Operations Assistant – TS3

Primary Purpose:

Schedules and coordinates inspection of customer installed gas and electric distribution facilities.

Duties and Responsibilities:

- Customer contact during pre-construction and construction phase. Educate customers regarding SDG&E process, answer questions on crew and meter set schedules and follow up on customer calls. Schedule trench inspections, pre-meets and pre-cons with company employees and/or third party contractors. Request SEO clearance, triggers CT's.
- Receipt orders, review jobs for completeness, print DO99, Acceptance Reports, Matrix. Create DO's (field review, material, inspectors). Prepare file folders for inspectors and construction.
- Schedule, route, coordinate joint meets with Stand-by Linemen, Inspectors and Customer, and prepare work order packages. Request on-or-nears, issue orders to Stand-by Linemen, collect upon completion, create construction dispatch orders, close out DO's and forward as-built drawings to mapping and records. Maintains records and reports. Interacts with a variety of internal departments and external agencies.
- Prepare Inspector daily route schedule, receive completed WO's from Inspectors and close out inspector DO or partial releases.
- Provide back-up, as needed, for the CMP and Timekeeping areas.
- Performs other duties as assigned.



Principal Business Analyst – AD3

Primary Purpose:

Provides high level technical support in developing, monitoring and reporting of business unit financial plans, supporting Company and business unit strategic decision-making and evaluating financial impact of major business and regulatory issues. Provides high level technical support to business unit segments in financial consulting, process costing, process improvement, new product/services development planning, and performance measurement support and analysis.

Duties and Responsibilities:

- Prepares business unit financial plans and supports business unit management in preparation of strategic plans.
- Prepares analyses of financial and operational data to assist operational departments and business unit management to achieve performance targets.
- Supports the Company and business unit in regulatory proceedings such as general rate case applications, performance based regulation proceedings and special filings including performing financial analyses of major business and regulatory issues and new product/service programs.
- Manages business unit revenue and cost planning and analysis and provides support to management in development and coordination of the resource allocation process at the business unit including modifying and/or improving the process as business needs change.
- Acts as the financial resource for business unit segments relative to financial planning, analysis and budgeting, new product/services development and implementation, workflow analysis and costing information to evaluate and ensure competitiveness.
- Manages the tracking and analysis of operational and financial performance measures and indicators.
- Coordinates the preparation of OM and capital budgets for business unit segments that this position is responsible for.
- Evaluates and analyzes proposed rule-making with respect to financial impact to the business unit and the Company.
- Analyzes information requirements and leads development of computerized solutions to meet such requirements.
- Manages and develops a team of business/financial planning consultants.
- Performs other duties as assigned (no more than 5% of duties).



Principal Customer Programs Advisor – AD4

Primary Purpose:

This position will provide consulting/mentoring services to Program Managers and Segment Managers, as well as other departmental personnel, on best practices for energy efficiency and demand response program strategic analysis, design, monitoring and optimization strategies and techniques. Responsible for leading the department's organizational change management initiatives including accessing departmental skills and experience to create targeted workshops/training to ensure success in reoccurring \$500+ million energy efficiency and demand response program roll-outs. Lead other organizational change initiative, like the roll-out of the SAP Customer Relationship Management (CRM) system and integrating smart meters into customer programs. Manage technical and professional training for the Customer Programs organization at both utilities, including contractors and third parties.

Duties and Responsibilities:

- Provides consulting services in the strategic analysis, design, implementation, monitoring and execution of energy efficiency, demand response, and energy technology programs across both utilities.
- Advises and supports Customer Programs' Management on optimization of both utilities' energy efficiency and demand response programs with budgets of over \$500 million.
- Perform regular assessments of department strengths, skill and experience. Including gap analysis of customer program needs and department strengths and develop strategies to prepare 200+ department employees for energy efficiency and demand response program implementation.
- Implement and maintain continuous improvement program using EMV study results and recommendations, process evaluation reports to improve department performance.
- Develop and maintain in-depth introductory job training for all new departmental employees at both utilities. Includes conducting training class for new employees, bringing in local expert to pass on departmental knowledge on topics like program management, measure development, regulatory reporting, budgeting and marketing outreach.
- Act as the iDREEM point of contact ensuring department personnel maintain literacy on system. Act as the liaison with CST to ensure system functions properly.
- Develop and maintain training for 3rd party contractors that bid on and implement energy efficiency and demand response programs. Training would include items such as how to develop regulatory metrics like Total Resource Costs (TRC) as well as regulatory reporting and energy efficiency and demand response policies.
- Performs other duties as assigned.



Principal Engineer – AD4

Primary Purpose:

Conduct highly complex, theoretical, and/or technical engineering studies and evaluations requiring innovative solutions for which precedents may not have been established, or which may have a significant impact on a major project or Company operations.

Duties and Responsibilities:

- Conducts highly complex, theoretical, and/or technical engineering studies and evaluations requiring innovative solutions for which precedents may not have been established, or which may have a significant impact on a major project or Company operations.
- May serve as project leader on major technical development projects.
- Develop engineering design criteria, plans, and procedures and assess the feasibility of related proposed engineering evaluation tests. Initiate recommendations for improvements in materials, designs, plans, procedures, and operations.
- Develop new or improved techniques and procedures to resolve unique engineering problems.
- Develop and write justifications for construction of new facilities or for retrofit and modification of existing facilities.
- Act as an expert in an engineering discipline whereby the employee may be recognized as an authority within the Company.
- May review and approve specific design documents and studies.
- Provide leadership, technical advice, and guidance to lower level engineers.
- Keep abreast of the latest developments, research procedures, and technologies in respective engineering field.
- May be required to testify at regulatory meetings.
- Represent the Company/industry as a member of outside engineering/standards organizations.
- May give direction and functional guidance to a group of employees on a project basis.
- Responsible for serving as the Company's technical expert in a specific engineering discipline.
- Employees in this position are expected to provide innovative solutions to unique problems. They are required to resolve engineering problems which are highly complex and/or have a major impact on Company earnings, revenues, operations or future objectives.
- Performs other duties as assigned.



Product Manager – PM3

Primary Purpose:

This position is responsible for investigation, selection, and development for new products and services for the Customer Services Department within SDG&E. This includes identifying customer needs, creating a business plan to bring new products and services to market, working with the PMO (and other dependent organizations) to define and implement identified products. This position must collaborate extensively with internal and external stakeholders (customers, regulatory, other agencies) to understand needs, barriers, and risks. Additionally, the position must maintain overall supervision of multi-departmental resources (including senior-level management resources), ensuring successful execution of product development, as well as on-going management of such products.

Duties and Responsibilities:

- **Strategy Development:** Leads project teams in performing R & D activities and proof of concept testing to establish solutions/standards. Prepares studies and evaluations of vendor equipment and software. Recommends standards and guidelines. Analyze market size and trends, and evolving customer needs. Understand market/utility trends, products, and strategies. Develop product line strategy linked to overall company strategy. Prepare the business case for proposed new products and services, gaining organizational buy-in and consensus.
- **Project Management:** Business-side lead for creating the detailed project plan and managing the scope, budget, schedule, and resource requirements in concert with IT, e.g. schedule management, critical path analysis, budget management, assessment and minimization/management of risk and analysis of alternate solutions and/or new opportunities. Guide the development of new products and services to ensure strong customer benefit. Work with internal teams to effectively launch new products and services into the market. Manage overall product performance: sales, margin, etc.
- **Leadership:** Provides daily work direction for internal project resources across multiple cross functional group including contractors and consultants. Fosters and maintains relationships with clients, colleagues and team. Be a thought leader within the organization.
- **Stakeholder Management:** Maintains relationships with key internal and external stakeholders (CPUC, Utilities, Vendors, Industry Groups). Work with cross-functional teams to develop long-term product roadmaps. Analyze potential partner relationships for various products and services.
- Performs other duties as assigned.



Project Manager – I – PM1

Primary Purpose:

Manage and direct major projects within the department. Responsible for the development of work scope, budget, schedule, and resource requirements. Prepare, negotiate and approve contracts for contractors or consultants.

Duties and Responsibilities:

- Manage and coordinate all activities leading to the successful completion of projects including project scoping, timelines, cost estimates and design. Develop and maintain project parameters for project requirements. Provide direction to contractors, consultants, and project team.
- Analyze and determine regulatory impacts and requirements of the project.
- Manage related workforce planning, budget analysis, and prepare budget forecasts.
- Research and evaluate available contractors and consultants. Prepare, negotiate and approve or recommend approval of contracts. Negotiate contracts changes.
- Testify before and/or prepare supporting documentation for CPUC and other government agencies concerning cost estimates.
- Performs other duties as assigned.



Program Assistant – AS4

Primary Purpose:

Process rebates/ incentives / CARE and Medical baseline applications for various energy efficiency/ demand response and customer assistance programs. Ensure equipment and customers qualify for rebates/incentives/ CARE/ Medical Baseline and recorded in accordance with regulatory requirements. Analyze, respond to and follow up on residential /commercial/ customer assistance customers and contractor requests as they pertain to customer offerings. Provide various levels of support to Program Advisors, Account Executives, contractors, Outreach and vendors by implementing procedures, processing applications and supporting documentation and entering data in various systems. Support record retention and regulatory requirements and data requests. Collaborate with Program Advisors relative to changes to program requirements, collateral, etc.

Duties and Responsibilities:

- Review, analyze and ensure rebate/incentive /CARE/ Medical Baseline applications qualify per program guidelines. Timely data entry for various programs includes preparation of letters for disqualifications, inspections, etc. Review and reference handbook, procedures and guidelines as needed. Respond promptly to Quality Assurance/Payment representative questions and correction requests.
- Provide information about rebates/incentives and the application process for Energy Efficiency, Customer Assistance and Demand Response programs; Provide information to and about 3rd party programs/contractors; Resolve questions regarding Processing and Inspections; Schedule nonresidential energy audits.
- Increase customer and contractor participation by answering program/tool questions; Provide additional information about other programs/tools to encourage increase participation; Advise customers on efficient and economical energy usage. Respond to Energy Savings Center (ESC) and Call Center staff customer concerns.
- Make outbound calls to vendors/ contractors and customers to gain additional information for further processing.
- Intake, including mail room functions, scanning, records retention, support data requests.
- Performs other duties as assigned



Project Manager – II – PM2

Primary Purpose:

Manage and direct large-scale, major projects within the department or business unit. Responsible for the development of work scope, budget, schedule, and resource requirements. Prepare, negotiate and approve contracts for contractors or consultants.

Duties and Responsibilities:

- Manage and coordinate all activities leading to the successful completion of projects including project scoping, timelines, cost estimates and design. Develop and maintain project parameters for project requirements. Provide direction to contractors, consultants, and project team. Coordinates input from and participation with various other departments within the Company as needed to meet project objective.
- Analyze and determine regulatory impacts and requirements of the project. May build business cases and justifications.
- Responsible for providing team/project goals and evaluating performance. Research and evaluate available contractors and consultants. Prepare, negotiate and approve or recommend approval of contracts. Negotiate contracts changes.
- Manage related workforce planning, budget analysis, and prepare budget forecasts.
- Testify before and/or prepare supporting documentation for CPUC and other government agencies concerning cost estimates.
- Performs other duties as assigned.



Project Manager – III – PM3

Primary Purpose:

Provide leadership for the planning, development, and implementation of large-scale, major strategic business and technology projects. Effectively collaborate with internal departments, stakeholders, cross-functional teams, and vendors to define requirements, assess alternatives and present solutions to business challenges. Responsible for budget and resource planning. Single point of contact for all economic and regulatory issues for the assigned projects.

Duties and Responsibilities:

- Manage and coordinate all activities leading to the successful completion of large-scale, major strategic projects including project scoping, timelines, cost estimates and design. Develop and maintain project parameters for project requirements. Build business cases and project justifications.
- Directs, controls and monitors team members, both internal and outside contractors, in the completion of their work.
- Manage related workforce planning, budget analysis, and budget forecasts.
- Analyze and determine regulatory impacts and requirements of the project.
- Research and evaluate available contractors and consultants. Prepare, negotiate and approve or recommend approval of contracts. Negotiate contracts changes.
- Testify before and/or prepare supporting documentation for CPUC and other government agencies concerning cost estimates.
- Performs other duties as assigned.



Project Manager – Customer Energy/Bill Analytics – PM2

Primary Purpose:

This position establishes policy, strategy, direction, and provides coordination to Customer Service organizations for customer energy and bill management analytic tools (EBMAT). The primary objective of this position is to serve as a clearinghouse and single point-of-integration for EBMAT to minimize redundancy, achieve consistency, and to optimize the use of such tools by customers through various customer contact channels (including the Web, CSRs, AE's, etc.) This position will conduct and lead cross organizational and functional teams to establish EBMAT requirements, standard technology protocols and architectures, including user interfaces, data transfer, security and access protocols. This position will resolve conflicts between different or conflicting channel, segment and service priorities that will use EBMATs. Responsible for oversight and developing integrated plans for \$3-8 million of EBMAT capital projects.

Duties and Responsibilities:

- Identifies problems and gaps in existing and planned energy EBMAT. Identifies business, customer and IT requirements. Recommends integrated EBMAT solutions and develops plan and timeline for implementation, establishes priority of requirements. Identifies funding sources for Integrated EBMAT. Develops Proof-of-Concept and Business Cases and Uses financial principles and models to determine economic feasibility.
- Plans and coordinates integrated EBMAT of all Customer Services departments. Will articulate in clear and concise manner, tradeoffs and priorities impact specific CS organizations and functions. Work with CS functional Directors and Managers for approval of strategic direction. Develops recommendations for VP and Director level steering committees to approve capital projects and critical technology choices. Stays apprised of activities relevant to EBMAT and the Integrated EBMAT. Includes activities of both SDGE and SoCalGas.
- Works with the various EBMAT Directors, IT and Web managers to develop short and long-term strategy for efficient utilization of EBMAT with respect to the following: Customer Segmentation; Delivery Channel; Funding; Internal planning and Regulatory strategy; My Account. Provides input to Customer Services departments to influence work processes or programs. Develops and implements review processes for information to be placed online.
- Identifies potential vendors and conducts demonstrations of vendor products. Manages the RFP process and vendor selection, facilitates technical review of products. Assists in managing various analytical tools that will be developed. Plays lead role in launching Integrated EBMT – validation launch. EBMT will be multi-phased project in the \$3-8 million range over 3-4 years. Recommendations will be in the millions of dollars, impacting customers and most customer service contact organizations.
- Develops, establishes and enforces ongoing processes, procedures and funding mechanisms for ongoing management and maintenance of Integrated EBMT. Continually monitors changing conditions relevant to individual EBMT and reacts accordingly. Strives for consistency in Integrated EBMT.
- Performs other duties as assigned.



Project Manager – Energy Efficiency – PM1

Primary Purpose:

The primary role of the job is to lead the SDGE residential and non-residential new construction Account Executives as they represent our energy efficiency and demand response programs to customers, architects, engineers, builders, developers and other industry stakeholders. Ensure that the program goals including therm, kW and kWh savings are met.

Duties and Responsibilities:

- Supervise Field Representatives, manage, track and report performance of team with respect to meeting the program goals.
- Develop and direct marketing and sales strategy.
- Support team as well as make presentations to customers, design community, and developers.
- Manage and oversee the project management of new construction energy efficiency projects.
- Coordinate marketing and sales activities with the CI and Residential program groups.
- Performs other duties as assigned.



Project Specialist – SA2

Primary Purpose:

This position serves as a key point of contact in supporting programs or projects.

Duties and Responsibilities:

- Track program/project progress utilizing program databases and develop reports for program/project management.
- Provide program support through application review and verification.
- Provide analytical support in the development of strategies, assessments and analysis of program elements.
- Collaborate or individually execute the development of reports and presentations.
- Performs other duties as assigned.



Quality Control Inspector – TS3

Primary Purpose:

This position is responsible for ensuring that the installations for residential, nonresidential, and low income programs adhere to regulatory and program policies and procedures, including, where specific, product standards and installation requirements. This position must accurately and concisely document inspections/verification results for regulatory, auditing and legal purposes.

Duties and Responsibilities:

- Inspect residential and non-residential programs as well as 3rd party and low income programs responsible for ensuring contractor/customer compliance with the policies, procedures and installation standards of the Energy Efficiency Programs.
- Complete inspection paperwork.
- Interact with program staff to resolve inspection/customer issues.
- Contact external customers to arrange inspection times.
- Route for daily or weekly schedule.
- Performs other duties as assigned.



Quality Control Supervisor – ST4

Primary Purpose:

This position is responsible for ensuring that equipment installations in residential, nonresidential, and low-income public policy programs adhere to regulatory mandates and SDG&E's program requirements. Must also ensure that the installation of energy efficiency products meet program product standards and installation requirements and are done in a manner that will not pose a financial risk to the corporation. Manages the quality control inspections and verifications for residential, non-residential, and low-income programs in support of program and earnings goals.

Duties and Responsibilities:

- Responsible for managing the day-to-day operation of SDG&E's quality control inspections and verifications for residential, nonresidential, and low-income energy efficiency programs.
- Responsible for validating that quality energy service installations are provided through these programs.
- Charged with helping program managers develop effective quality control procedures and ensuring that the inspection staff understands regulatory, legal, and company requirements for the programs.
- Works with outside contractors to ensure that installations meet program requirements and to resolve customer or company problems with installations by these contractors.
- Works closely with the program managers and other personnel to support the achievement of earnings and other program goals.
- Supports the Public Policy Residential Programs Manager on low-income program issues in regulatory arenas.
- Performs other duties as assigned.



Residential Customer Programs Manager – BM2

Primary Purpose:

This position is responsible for meeting SDGE's Residential Energy Efficiency (EE) and Customer Assistance (including CARE, Energy Savings Assistance and other) program goals, as approved by the CPUC. Responsible for managing program budgets of approximately \$50 million dollars annually and an organization of approximately 22 staff members. The scope of this position includes aligning EE program design and operations to be integrated, customer-centric and cost-effective. Responsibilities include improving and creating new, cost-effective programs for residential customers, strategizing regulatory filings and positions, developing and supporting implementation of energy efficiency strategies, developing and ensuring compliance with program implementation policies and procedures, providing guidance and direction to staff and representing the Company statewide and nationally as an industry leader in energy programs and practices.

Duties and Responsibilities:

- Monitoring program progress and operations and making necessary adjustments to ensure all programs are integrated and customer-centric and goals are achieved cost-effectively. This includes the development of program plans and strategies; working and negotiating with third party vendors, contractors, community based organizations, stakeholders – internal and external and regulatory staff, participation in regulatory and legislative proceedings.
- Actively participating in the development and implementation of the long-term strategy related to EE and Customer Assistance including presenting and gaining internal consensus on positions, plans and programs.
- Ensuring that budgets are adhered to, monitoring and approving adjustments to program budgets to ensure funding and fund shifting rules are followed and programs are managed cost-effectively.
- Managing the performance of all personnel in organizations and ensuring compliance with program implementation policies and procedures across organizations.
- Briefing directors and above internally and external senior managers (CPUC, CEC, TURN, others) of program progress to goal and associated challenges and successes.
- Representing SDGE externally on a statewide and national basis to demonstrate SDGE's commitment to energy efficiency and customer assistance.
- Researching best practices to streamline program administration procedures and continuous improvements.
- Performs other duties as assigned.



Residential Marketing Manager – BM1

Primary Purpose:

This position is responsible for developing and implementing marketing strategies and plans across residential/consumer segment(s), which may include internal, statewide, regulated, third party administered programs/projects/initiatives and services. This individual must have a comprehensive working knowledge of all residential customer market segment(s) including data, regulatory requirements, products, programs, services, pricing options and tools designed for each market. This person will lead a staff as well as work through cross-functional teams to integrate and target programs/initiatives/projects, etc. across the enterprise. This position will be responsible for coordinating with internal client, program/project, research/analytics, outreach, communications, regulatory, external affairs teams, etc. as well as external stakeholders to meet all goals targeted to the residential customer segment(s). This individual will be responsible for managing service levels related to internal clients needing to market to and manage relationships with residential customers. This position will be required to manage a team and interface with all levels of the organization and can obtain resource commitments from other departments.

Duties and Responsibilities:

- Analyze data, market trends, regulatory filings, research-related to products, services, tools, technology, pricing, and delivery to develop, plan, manage, execute and report on integrated marketing strategies and plans. Lead a team of marketing professionals and work through cross functional teams to achieve goals assigned to the residential customer segment(s). Develop project plans, schedules, budgets, resource requirements and related tools to manage projects and teams.
- Interface with regulatory agencies, external third parties and stakeholders to develop, implement, manage and report on the progress of program/project/service/technology goals. May be required to write regulatory filings/testimony or act as a representative or witness for the company. Must support internal clients, as needed, on data requests, testimony, reporting, etc.
- Manage activities, workloads and effectiveness of direct reports including providing feedback, coaching, mentoring and performance evaluations. Help employees develop their careers. Responsible for internal client satisfaction and performance of the team related to meeting the needs of internal clients.
- In collaboration with research, analytics, customer contact teams, monitor the effectiveness of programs/services and improve existing programs/services or create new program/services to fulfill customer needs. Develop a deep understanding of all aspects related to the residential customer segment(s) and target markets.
- Coordinate and collaborate with Residential Services, Customer Contact Center/Branch Offices, Business Market Segment(s) Team, Customer Communications Team, Research/Analytics Team, Web and Social Media Teams, Branding Creative Services Team, Programs/Services Teams, Customer Contact and Outreach Teams, Media Relations, Community Relations and Public Affairs Teams, etc. to ensure effectiveness, efficiency and integration across markets on behalf of SDGE.
- Performs other duties as assigned.



Senior Account Executive – AD2

Primary Purpose:

Manages the relationship with the Company's largest and more complex commercial and industrial customers. Is strategically focused and guides the customer in the development of integrated energy solutions, value-added services in the form of energy efficiency programs, rate options, and new technologies. Acts as a single point of contact for large commercial customers to ensure they are informed and comply with all applicable service options, tariffs and rules. Manages all customers' operational service-related demands, and achieves energy efficiency, added load and customer satisfaction goals. Provides customer market intelligence analysis to complex regulatory proceedings on proposed tariff changes.

Duties and Responsibilities:

- Manages customer relationship for the utility's largest and more complex commercial and industrial customers. Meets with senior executives of large companies to present energy strategic plans and concepts. Proactively proposes strategies, tactics and new program ideas to support customer alternatives on emerging technologies and energy alternatives. Ensures customer commitment on energy efficiency savings projects or services and demand response programs. Prepares customized presentations to the customer on various topics including pending rate changes, proposed expanded utility service offerings, and other related energy issues. Responds to more complex customer inquiries on rate issues, infrastructure projects, and customer strategic plans.
- Provides strategic market intelligence including competitive threats; technical developments; industry trends and the impacts of utility policies, government legislation and GHG regulation from the customer perspective. Leads development of strategies, tactics and new program ideas to enhance the utility's competitive market position. Identifies key customer issues and elevates them to the appropriate executive level within the utility for consideration of impact on long range strategies. Maintains a direct point of contact with customer trade organizations to monitor market/industry changes and establish relationships with influential decision makers and thought leaders.
- Proactively and autonomously advises customers on complex tariff and regulatory issues. Develops detailed and complex financial analyses for various customer energy options to ensure that the appropriate tariff is selected for the customer. Negotiates complex key contracts with significant financial impact to the Company and helps seek resolution on multi-faceted customer issues. Mobilizes customer support for regulatory and legislative initiatives, typically under tight deadlines. Serves critical role by persuading customers to provide support letters and/or participate in regulatory workshops.
- Serves as internal liaison between the utility and large commercial and industrial customers with various internal departments including but not limited to regional operations personnel, external outreach, Public Affairs, Electric Distribution and Operations. Is accountable to organize and develop an internal team to follow all projects to completion and insure exceptional customer service. Represents customer perspective on major infrastructure project development.
- Performs other duties as assigned.



Senior Business Analyst – I – AD1

Primary Purpose:

Performs a full spectrum of financial planning, analysis, budgeting and accounting responsibilities, including preparation, monitoring and reporting of business unit financial plans. Provides support to business unit operating departments and regions in the areas of financial consulting, process costing, and performance measurement.

Duties and Responsibilities:

- Prepares analysis and reports of financial and operational data to assist company and business unit management achieve performance targets.
- Develops departmental annual budgets.
- Coordinates and prepares annual O&M and capital budgets and related cash flows.
- Coordinates with other business units and prepares financial and cost allocation plans and monthly quarterly performance reviews.
- Provides support in the development of computerized solutions to meet such requirements.
- Performs special projects and studies as assigned by manager.
- Provides support in the tracking and analysis of operational and financial performance measures and indicators for the business unit segment.
- Performs other duties as assigned.



Senior Business Analyst II – AD2

Primary Purpose:

Provides high level technical support to management in the following: (1) developing, monitoring and reporting of business unit financial plans; (2) company and business unit strategic decision-making; (3) evaluating financial impact of major business and regulatory issues; and (4) financial consulting in process costing, process improvement, new product/services development planning, and performance measurement support and analysis.

Duties and Responsibilities:

- Prepares analysis and reports of financial and operational data to assist senior management achieve performance targets.
- Supports the Company in regulatory proceedings such as general rate case applications, performance based regulation proceedings and special filings including performing financial analyses of major business and regulatory issues and new product/service programs.
- Acts as the financial resource relative to financial planning, analysis and budgeting, new product/services development and implementation, workflow analysis and costing information to evaluate and ensure competitiveness.
- Manages the tracking and analysis of operational and financial performance measures and indicators.
- Coordinates the preparation of OM and capital budgets for assigned business unit segments.
- Analyzes information requirements and leads development of computerized solutions to meet such requirements.
- Performs other duties as assigned.



Senior Communications Advisor – AD2

Primary Purpose:

Manage, with minimal guidance, a wide range of projects that promote or bring awareness to SDGE programs and services through integrated communications. Provide project management and/or strategic leadership to more complex projects that involve other departments such as IT, Billing or Regulatory. Serve as the lead to one or more of our advertising agencies in developing advertising campaigns

Duties and Responsibilities:

- Develops customer communications projects and campaigns. Leads the development of communications plans, including client budgets, and directs their implementation to meet the established goals and objectives. Effectively use a variety of channels, including the web, email, direct mail, TV/Radio/Print/Online advertising, social media, bill package, and collateral.
- Primary contact for ad agencies and related external vendors to provide strategic guidance on plans and executions.
- Responsible for coordinating with other communications team members (Web/Social Media, Media Relations, Employee Communications for consistent, integrated messages. Collaborates with other areas within Customer Communications to coordinate department activities on projects.
- Performs other duties as assigned.



Senior Customer Data Analyst – AD2

Primary Purpose:

This position provides a wide range of customer analytics support for the company, serving as a key resource to conduct complex analytics on customer information. Using data analytics as the core, responsible for supporting various areas of the company (ie marketing, outreach, communications, new products and services, customer programs) to enriching understand of our customers and how they utilize our services. It includes examining, accessing and evaluating data from multiple internal databases, by using advanced systems and analytical tools. Uses data to provide analytical support on a wide range of critical issues related to customer targeting and campaign effectiveness, key metric reporting, regulatory data requests and similar efforts. Responsible for communicating and informing conclusions and recommendations based on customer data and outcomes of the analytics.

Duties and Responsibilities:

- Act in a lead capacity or as primary point of contact with a wide range of clients regarding key business problems as they relate to analytics. Handle client expectations related to schedule/timeline
- Utilize advanced data manipulation techniques while extracting, querying, transforming and loading data as needed in support of various reporting and analysis needs.
- Perform data analysis of information gathered, and develop recommendations/actions to be taken based on the applicable information. Analyze data/information and evaluates results to choose the best solution and solve problems. Create data visualization, reporting and presentation of insights developed through the analysis.
- Work effectively and collaborate with other team members and across the organization.
- Maintain current knowledge and awareness of technical developments in the field of data analytics.
- Performs other duties as assigned



Senior Customer Programs Advisor – AD3

Primary Purpose:

The Senior Customer Programs Advisor is responsible for taking a leadership role in the management and implementation of strategic programs and/or segments in the SEU service area. In addition to managing strategic programs or segments, the Senior Advisor will oversee and direct the activities of other programs and/or segments to ensure adherence to an overall program or segment strategy and goals. On a statewide basis, the Senior Advisor is seen as a point person for workshops or presentations. The Senior Advisor will take a leadership role in strategic initiatives and provide guidance and recommendations to the Customer Programs leadership team. Exceptional program and project management skills are required as well as the ability to lead cross-functional teams.

Duties and Responsibilities:

- Leads and manages the design, implementation and execution of strategic energy efficiency and energy technology programs. Responsible for implementation and adherence to regulatory program rules and business controls. This could be programs administered directly by SEU or through an energy efficiency contractor.
- Represent SEU externally on a local, statewide and national basis.
- Regularly represents SEU interests and positions and leads collaborative efforts with regulatory authorities, energy efficiency contractors, key stakeholders, and other utility counterparts.
- Responsible for management (tracking, reporting and forecasting) of programs budgets.
- Leading cross-functional teams towards overarching program/segment goals and objectives.
- Manage and monitor all aspects of customer communications, marketing outreach activities associated with program promotion and customer participation.
- Research and implement best practices related to program administration for SEU.
- Performs other duties as assigned (no more than 5% of duties).



Senior Energy Auditor – SA4

Primary Purpose:

This position is responsible for performing complex energy efficiency surveys.

Duties and Responsibilities:

- Follow up on referrals received from various sources to conduct energy surveys at small/medium nonresidential customers' business sites to achieve earnings and other program goals.
- Identify energy efficiency opportunities, determine costs of new products to achieve recommended savings, and provide customers with survey reports outlining simple paybacks.
- Provide customers with information on potential financing options, utility restructuring, potential vendors and rebate opportunities, and other information related to energy efficiency programs.
- Conduct complex and/or sensitive surveys with manufacturing, biotechnology, military, governmental and ship building customers requested by Senior Management, Governmental Affairs and Account Executives.
- Work together with engineers, customer facilities managers and other auditors on large complex audits.
- Performs other duties as assigned.



Senior Energy Programs Advisor – AD3

Primary Purpose:

This position is responsible for the design, implementation, and management of all applicable energy efficiency, energy education, and energy technology programs targeting commercial/industrial customers in the SEU's service area.

Duties and Responsibilities:

- Acts as key point of contact for staff members and other internal clients for the design and management of key energy programs. Provides advice and council pertaining to the design, implementation and execution of multiple energy efficiency and energy technology programs, including adherence to program rules and business controls. Serves as the technical expert on energy equipment and its associated energy efficiency aspects. Acts as back-up for Mass Markets Manager and or supervisors.
- Responsible for management of energy programs of significance and key to the Company's achievement of its energy savings portfolio. This includes all aspects of program management including programmatic budgets of up to \$3.5 million annually.
- Regularly represents the company's positions before regulatory authorities and other utility counterparts.
- Qualifies energy program candidates for program participation.
- Performs other duties as assigned.



Senior Engineer – AD3

Primary Purpose:

Normally designated as a lead engineer. As such, provides work direction to subordinate engineers and/or acts as a project leader over the more complex or major engineering projects and/or studies.

Duties and Responsibilities:

- Provide leadership/direction for major or complex engineering and construction projects and/or studies; may serve as cognizant discipline engineer.
- Conduct complex engineering studies which require advanced knowledge within the assigned discipline.
- Provide coordination, monitor progress, interpret results and ensure timely completion of assignments.
- Identify actual or potential problem areas and develop corrective actions to be taken.
- Provide leadership, technical advice, training and guidance to lower level engineers as well as clerical, technical and operating personnel; may participate in the selection, hiring and promotion of subordinate personnel.
- Recommend new and improved practices and procedures related to their assigned area.
- Keep informed of technical developments, industry codes and safety and/or regulatory requirements which have impact upon the respective engineering discipline.
- May be required to testify at regulatory meetings.
- Represent the Company/industry as a member of outside engineering/standards organizations.
- Performs other duties as assigned.



Senior Market Advisor I –

Primary Purpose:

The position serves as a key point of contact for expertise on specific customer segments. This position is also responsible for customer participation in SEU energy programs and other services. In this capacity, ensures new energy programs and services have captured segment information and recommends manager/director and above approvals of plans. Serves as an industry expert, in a myriad of consumer segments and industries, and represents the customer in developments of the program/services staff groups. This position also represents the Company in key business relationships, including energy efficiency partnerships, consumer action groups, and trade associations.

Duties and Responsibilities:

- SEU's key representative in significant customer, energy efficiency program partners, trade groups, consumer and business organizations specifically to build strategic relationships and gain knowledge of different industries SEU targets with energy programs and other services.
- Accountable for customer participation in energy programs and other services. Explains energy policies and legislation to customers that affects their business or community. Accountable for gaining customer support of SEU positions on legislation, regulatory matters and other issues of interest to the Companies and the customer collectively.
- Develops new industry relationships or consumer groups to form partnerships between SEU and industry leaders.
- Analyzes new programs and/or services to ensure all customer values have been considered then recommends approval to managers and above.
- Internal customer advocate ensuring customer needs are understood and addressed.
- Interfaces frequently with directors and senior management to educate SEU leadership on customer issues and reports on activities with key external strategic partners.
- Speaker for and representative of SEU at a myriad of key business and consumer related events.
- Performs other duties as assigned.



Senior Program Manager – AD2

Primary Purpose:

This position is responsible for the design, implementation, and management of all applicable energy efficiency, energy education, and energy technology programs targeting commercial/industrial customers in the SEU's service area.

Duties and Responsibilities:

- Acts as key point of contact for staff members and other internal clients for the design and management of key energy programs. Provides advice and council pertaining to the design, implementation and execution of multiple energy efficiency and energy technology programs, including adherence to program rules and business controls. Serves as the technical expert on energy equipment and its associated energy efficiency aspects. Acts as back-up for Mass Markets Manager and or supervisors.
- Responsible for management of energy programs of significance and key to the Company's achievement of its energy savings portfolio. This includes all aspects of program management including programmatic budgets of up to \$3.5 million annually.
- Regularly represents So Cal Gas' positions before regulatory authorities and other utility counterparts.
- Qualifies energy program candidates for program participation.
- Performs other duties as assigned.



System Support Supervisor – ST4

Primary Purpose:

Provides program compliance oversight and guidance to ensure CPUC policies are adopted and implemented. Oversees database changes and enhancements to ensure request is in line with CPUC adopted Statewide Policies and Procedures.

Duties and Responsibilities:

- Oversight of day-to-day operations of program compliance staff including reviewing project progress, planning activities, reporting and budgets.
- Oversight of database management including testing and management of new system releases.
- Reviews staff analysis of impacts to all systems when new enhancements are requested.
- Supervisory responsibilities for a staff of 3 to 4 direct reports.
- Coordination with internal and external clients to ensure program compliance needs are met.
- Performs other duties as assigned.



A  Sempra Energy utility®

Team Leader – I

Position re-titled to Field Operations Supervisor – Traffic Control



Technical Advisor – I – AD1

Primary Purpose:

Functions as the company's expert in a specific technical discipline. Manages the development of Company programs impacting policies and procedures for the application of technology by operations organizations. Manages and directs multiple projects and tasks within the department, including development of work scope, budget, schedule, and resource requirements. Develops methodologies for solving specific technical problems and manages the application of those methodologies by Company personnel. Represents the Company's interests on industry committees involved with formulation and modification of codes and standards. Manages or coordinates group sponsored research and development projects.

Duties and Responsibilities:

- Manage and complete assigned projects and tasks. Lead or aid in the design, development and implementation of new processes. Implement optimization efforts in daily operations.
- Support Operations with technical advice, research, and data to address operational needs of the organization.
- Monitor performance of recent program implementations and make adjustments as required to achieve desired results.
- Perform initial investigations and research to develop project plans for assigned projects and tasks specific to the expertise or knowledge required for the position.
- Performs other duties as assigned.



Technical Advisor II – AD2

Primary Purpose:

Conduct capacity-related analysis such as bypass studies, annual operations plan, competitive analysis, and economic feasibility studies.

Duties and Responsibilities:

- Develops and reviews electric distribution procedures and designs associated tools, equipment, and construction standards. Prescribes test methods for evaluating materials for use in the distribution system.
- Provides technical assistance to clients through the support of programs, technology and strategic applications.
- Tests and evaluates new technologies, tools, materials and equipment as appropriate.
- Plans and coordinates project implementation and hand off to clients.
- Serves as a consultant and project leader on special teams, utilizing individual skills and teamwork to resolve issues.
- Performs other duties as assigned.



Technology Planning & Analysis Manager – BM2

Primary Purpose:

This position is responsible for the overall business case analysis that reviews cost-benefit, financial analysis, and business case assessment dealing with equity investment opportunities and strategic initiatives. This position is also responsible for technology scanning, regulatory filing support and industry networking to explore on-going initiatives that could have benefit for the utility business and benefit its ratepayers.

Duties and Responsibilities:

- Responsible for the equity investment program, project tracking database system, budgeting and financial reporting.
- Leads the effort to update the team's strategic plan and roadmap. Responsible for business case analysis and financial returns for all equity investments. The Technology Development Team invests in small technology startup companies which develop products of value to our ratepayers.
- Meets frequently with internal/external members of the team and key stakeholders to ensure alignment of technology strategy and support of equity investments. Equity investments are aligned 100% with customer and business needs.
- Works with a matrix management team to help identify investment opportunities, perform due diligence and negotiate contracts, all in alignment with established corporate governance.
- Coaches/counsels direct reports.
- Performs other duties as assigned.



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Traffic Control Assistant –

Union represented position, job description not available



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Traffic Control Specialist –

Union represented position, job description not available