



*Pacific Gas and  
Electric Company™*

Chonda J. Nwamu  
Attorney at Law

*Mailing Address*  
P.O. Box 7442  
San Francisco, CA 94120

*Street/Courier Address*  
Law Department  
77 Beale Street  
San Francisco, CA 94105

(415) 973-6650  
Fax: (415) 973-0516  
Internet: CJN3@pge.com

March 21, 2005

DOCKET OFFICE  
California Public Utilities Commission  
505 Van Ness Avenue  
San Francisco, CA 94102

Re: Order Instituting Rulemaking on Commission's Proposed Policies and Programs  
Governing Post 2003 Low-Income Assistance Programs – R.04-01-006

Dear Sir/Madam:

Enclosed for filing are an original and five (5) copies of

**FORTY-SIXTH STATUS REPORT  
OF PACIFIC GAS AND ELECTRIC COMPANY (U 39 M)  
ON THE RESULTS OF ITS LOW INCOME ENERGY EFFICIENCY AND  
CARE PROGRAM EFFORTS IN COMPLIANCE WITH ORDERING PARAGRAPH 17  
OF DECISION 01-05-033, ISSUED MAY 7, 2001**

Please file the original and return an endorsed stamped copy in the envelope provided.

Thank you for your assistance with this matter.

Sincerely,

/s/

Chonda J. Nwamu

CJN:pmj

Enclosures

cc: Administrative Law Judge Steven A. Weissman  
All Parties of Record in R.04-01-006 (via electronic mail)

**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE  
STATE OF CALIFORNIA**

Order Instituting Rulemaking on the  
Commission's Proposed Policies and Programs  
Governing Post-2003 Low-Income Assistance  
Programs

Rulemaking 04-01-006  
(Issued January 8, 2004)

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17 OF DECISION 01-05-033, ISSUED MAY 7, 2001**

CHRISTOPHER J. WARNER  
ANDREW L. NIVEN  
CHONDA J. NWAMU  
Law Department  
Pacific Gas and Electric Company  
Post Office Box 7442  
San Francisco, CA 94120  
Telephone: (415) 973-6650  
Fax: (415) 973-0516  
e-mail: CJN3@pge.com

Attorneys for:  
PACIFIC GAS AND ELECTRIC COMPANY

Dated: March 21, 2005

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In accordance with Ordering Paragraph 17 of Decision 01-05-033, the direction of Administrative Law Judge Gottstein at the July 11 and 28, 2001, status conferences, and the agreements reached between the utilities and the Energy Division on the format and content of the tables, Pacific Gas and Electric Company submits its attached forty-sixth monthly status report on the results of its Low Income Energy Efficiency and CARE Program efforts, showing results through February 2005.

Respectfully submitted,

CHRISTOPHER J. WARNER  
ANDREW L. NIVEN  
CHONDA J. NWAMU

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CHONDA J. NWAMU  
Law Department  
Pacific Gas and Electric Company  
Post Office Box 7442  
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Telephone: (415) 973-6650  
Fax: (415) 973-0516  
e-mail: CJN3@pge.com

Attorneys for:  
PACIFIC GAS AND ELECTRIC COMPANY

March 21, 2005

## **PG&E Low Income Programs Monthly Report For February 2005**

This Low Income Programs Monthly Report complies with Ordering Paragraphs 14 and 17 of Decision (D.) 01-05-033, requiring the utilities to comply with reporting and program evaluation requirements previously established for the California Alternate Rates for Energy (CARE) and Low Income Energy Efficiency (LIEE) programs, including the reporting of costs and effects from these programs on an annual basis using the Reporting Requirements Manual. Reporting categories are consistent with the definitions contained in the Reporting Requirements Manual, filed January 10, 2002. Additionally, utilities are required to file regular monthly status reports on the results of their Low Income Programs.

A complete listing of the Low Income Programs Reporting Tables is included in Attachment A to this report. The full report (including selected tables 1-30 and Leveraging Tables A-C) is required quarterly, in the months of February, May, August and November. The tables required monthly include: Tables 1, 4, 6, 10, 11, 11A, 11B, and 16. An End-of-Year Report for the previous year is required in February.

### **Monthly Low Income Programs Reporting**

This Low Income Programs Report includes actual LIEE and CARE results and expenditures for February 2005. *All results reported in this monthly report update and supersede data reported in previous reports.*

**2005 Reporting.** PG&E is using the most recent measure energy savings by climate zone developed in the Joint Utility 2001 LIEE Program Evaluation and the Standardization Team's Cost Effectiveness Report.

Beginning in October 2004, PG&E began to report California Department of Community Services and Development (CSD) Automatic Enrollment results per the Assigned Commissioner's Ruling establishing provisions for CARE Automatic Enrollment, dated May 5, 2004. Automatic Enrollment expenditures are reported as a line item in Table 6. PG&E, San Diego Gas and Electric Company, Southern California Edison Company, and Southern California Gas Company developed Table 10.1 to fulfill the ACR's other automatic enrollment reporting criteria. Table 10.1 is filed as part of PG&E's regular quarterly Low Income Programs reports.

**Customer Eligibility.** In March 2003, the Joint Utilities updated and revised the penetration rate calculation methodology in compliance with D.02-07-033 and ACR 12/27/02, as described in previous reports.

The Joint Utilities updated their annual customer eligibility estimations as required in a June 24, 2004 Commission Scoping Memo and filed these new annual estimates of CARE-eligible customers on October 15, 2004. Revised estimates were filed on December 28, 2004. These new estimates are being used by the Joint Utilities in their 2005 filings. As a result of this demographic adjustment, the estimated CARE-eligible population in PG&E's service territory has increased and PG&E's CARE penetration

rates have decreased and are thus not comparable to penetration rates reported before 2005.

### **Low Income Program Highlights**

**CARE Automatic Enrollment.** In October and November 2003, PG&E began to exchange data regarding low income qualified customers with the Turlock and Modesto Irrigation Districts (TID and MID). PG&E provides natural gas in the TID and MID electric service areas. PG&E automatically enrolls qualified low income customers served by the two irrigation districts into CARE. PG&E also provides CARE customer data on shared customers to TID and MID so that these customers can be enrolled in their programs.

On May 5, 2004, the Assigned Commissioner Ruling (ACR) on Automatic Enrollment authorized that Automatic Enrollment between the utilities and CSD be implemented. PG&E received three batches of CSD Automatic Enrollment customers from Energy Division during 2004. A total of 21,835 customers were automatically enrolled in CARE in 2004. PG&E has not received any CSD Automatic Enrollment customer lists from the Commission to date in 2005.

**LIEE Leveraging.** The following are highlights of PG&E's outreach and leveraging activities for 2004.

Currently, PG&E has contracts with LIHEAP agencies that are not working in PG&E's LIEE program. PG&E is leveraging with these LIHEAP agencies to install PG&E Energy Star refrigerators in PG&E electric homes where the LIHEAP contractors have installed all other measures under the State Weatherization Program.

PG&E provides a list of all residential customers to the contractors. From this list, the contractors can tell if the customer is on the CARE rate and if they have received LIEE services in the past. With this information, the contractors are better able to market to the community, e.g., contacting only those customers who have not received LIEE services in the past.

On a daily basis, contractors are provided information about customers who have requested LIEE services (referrals). Each home that receives LIEE services where the customer is not on the CARE rate is then signed up for the CARE discount.

LIEE program materials are provided in nine languages: English; Spanish; Vietnamese; Chinese; Tagalog; Russian; Laotian; Cambodian; and Hmong.

In addition, PG&E continues to combine its LIEE and CARE outreach activities in order to leverage low income outreach efforts and provide PG&E low income customers with the knowledge and tools to access all of PG&E's free energy services.

**LIEE Customer Satisfaction.** In June, 2004, PG&E's LIEE weatherization contractors

began conducting Natural Gas Appliance Testing (NGAT) at customer homes. Previously, any required NGAT was performed by PG&E staff during a separate, additional site visit to the customer's home. PG&E noticed a significant increase in the customer satisfaction scores rating the weatherization contractors following this change. The monthly weatherization score remains high. We potentially attribute this increased satisfaction to two factors: first, the new NGAT procedure is a significant change that decreases customer inconvenience by reducing a site visit; and second, PG&E has actively sought buy-in from the contractors to make this change work at PG&E's monthly contractor meetings, where we report contractor rankings each month. The contractors are taking a very active role in trying to be the top contractor.

**Public Purpose Program Balancing Accounts (PPPBA).** On July 20, 2004, the CPUC approved PG&E's 2004 attrition advice letters which adopted additional PPP related A&G expenses included in 2004 electric and gas distribution revenues. Because these A&G expenses are now being recovered through distribution revenues, they are no longer recovered through the PPP balancing accounts.

**Attachment A**  
**Rapid Deployment Monthly Reporting Tables**

**Table 1** – LIEE Program Expenses

**Table 4** – LIEE Measure Installations

**Table 6** – CARE Program Expenses

**Table 10** – CARE Enrollment, Recertification and Attrition

**Table 11**– CARE Standard Random Verification Results

**Table 11A** – CARE Random Verification Results for Capitation

**Table 11B** – Combined CARE Standard Random Verification Results

**Table 16** – CARE Participation – Combined Rural and Urban

CERTIFICATE OF SERVICE BY ELECTRONIC MAIL

I, the undersigned, state that I am a citizen of the United States and am employed in the City and County of San Francisco; that I am over the age of eighteen (18) years and not a party to the within cause; and that my business address is Pacific Gas and Electric Company, Law Department B30A, 77 Beale Street, San Francisco, CA 94105.

I am readily familiar with the business practice of Pacific Gas and Electric Company for collection and processing of correspondence for mailing with the United States Postal Service. In the ordinary course of business, correspondence is deposited with the United States Postal Service the same day it is submitted for mailing.

On the 21<sup>st</sup> day of March 2005, I served a true copy of:

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**[XX]** By Electronic Mail – serving the enclosed via e-mail transmission to each of the parties listed on the official service list for R.04-01-006 with an e-mail address.

**[XX]** By First Class Mail – serving the enclosed via US mail to all parties on the official service list for CPUC Docket R.04-01-006 where electronic service cannot be effectuated.

I certify and declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Executed on this 21<sup>st</sup> day of March 2005 at San Francisco, California.

/s/

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PATRICIA M. JORDAN