

**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  
(Filed January 8, 2004)

**PACIFICORP  
(U-901-E)  
LOW INCOME ASSISTANCE PROGRAMS  
2011 ANNUAL REPORT**

Michelle Mishoe  
PacifiCorp  
825 NE Multnomah, Suite 1800  
Portland, OR 97232  
Telephone: 503-813-5977  
Facsimile: 503-813-7252  
Email: [Michelle.Mishoe@pacificorp.com](mailto:Michelle.Mishoe@pacificorp.com)

Date: May 1, 2012

Attorney for PacifiCorp

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OF THE STATE OF CALIFORNIA**

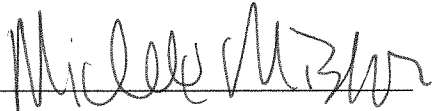
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2011 ANNUAL REPORT**

PacifiCorp, d.b.a. Pacific Power (Pacific Power or Company), respectfully submits the attached 2011 Annual Report on Low Income Assistance Programs consistent with the requirements set forth in the April 5, 2004 Second Energy Division Workshop Report on the Review of the Accounting and Reporting Requirements for the California Alternate Rates for Energy (CARE) and Low Income Energy Efficiency (now referred to as the Energy Savings Assistance Program (ESAP)) programs of the Small and Multi-Jurisdictional Utilities (SMJUs).

Dated May 1, 2012 at San Francisco, California.

By 

Michelle Mishoe  
PacifiCorp  
825 NE Multnomah, Suite 1800  
Portland, OR 97232  
Telephone: 503-813-5977  
Facsimile: 503-813-7252  
Email: Michelle.Mishoe@pacificorp.com

Attorney for PacifiCorp

# Pacific Power

## Low-Income Annual Progress Report Outline CARE and ESAP Program January 1, 2011 through December 31, 2011

### CARE Residential Program

#### I. PARTICIPANT INFORMATION

- A. **Number of participating low-income households, including sub-metered households, by month. The data should be provided in a numerical table and in graph form.**

The information is provided in Attachment Table I.A.

1. **Provide an explanation of any variance in the number of participants of 5% or more from the previous month.**

There was no variance in the number of participants by 5% or more in any month during 2011.

2. **Provide an explanation of a variance in the number of participants, calculated as the difference between participation at the beginning of the year compared to the end of the year, of 5% or more.**

Variance in participation from the beginning of the year compared to the end of the year did not reach 5% or more. The largest monthly variance was a decrease of 2.0% occurring in May with a number of customers removed from the program due to the recertification process. In January of 2011, the number of participants was 10,252 or an 84% penetration rate. The number of CARE participants on December 31, 2011 was 10,442 or 86% of those customers estimated to be eligible for the CARE program.

In late summer and fall, the Company again increased its outreach efforts with a bill insert, and newspaper and radio advertisements promoting the CARE and ESAP programs. The penetration rate reflects a slight increase in CARE participation following those advertisements.

**B. Provide an updated estimate of potentially eligible households and state source of figures. Questions 2 through 5 should be completed using Table I. B.**

The information is provided in Attachment Table I.B.

**1. What is the total number of residential customers?**

The total number of residential customers as of December 31, 2011 is 35,321.

**2. How many potential CARE eligible households are in your service territory?**

All residential customers in the Company's service territory may participate in the CARE program if their income meets CARE guidelines, with the exception of 10 customers on Schedule DM-9. These are tenants of non sub-metered, master metered customers. The number of residential customers estimated to be eligible for the program as of December 31, 2011 is 12,225.

**3. What percentage of the customer base for this utility, as defined by the income and household size criteria, is estimated eligible for the CARE discount?**

The Company estimates that 34.5% of households were eligible for the CARE discount in 2011. Recent analysis of eligibility was conducted using the 2010 US Census data and eligibility at 175% of Federal Poverty Guidelines (FPG). These results were comparable to those calculated using the 2000 Census data our Pacific Power service territory. Beginning in 2012, eligibility increased to 200% of FPG per Decision 11-11-009. This change increases the estimated eligibility in 2012 to 39% of Pacific Power households eligible for the CARE program.

**4. How many CARE participants, including sub-metered tenants, are signed up for CARE, and what percentage is that to the total number of customers eligible for CARE?**

As of December 31, 2011, there were 10,500 CARE participants enrolled **including** sub-metered tenants. This represents an 86% penetration rate of the 12,059 customers who were estimated to be eligible for the CARE program as of December 31, 2011.

**5. Provide the methodology used to estimate the number of eligible households in this utility's service area.**

**(a) State the source of statistics and, explain any modifications**

**made. For example, modifications to the U.S. census data for undercounts of ethnic groups, such as Hispanics.**

The results of the 2010 U.S. Census were used to estimate the number of households eligible for the CARE program. No modifications to the Census data were used in this analysis.

**Sub-metered Participants (Master Metered Customers)**

- C. How many master metered customers with sub-metered tenants are in this utility's service territory as of the end of the reporting period?**

Pacific Power has 14 master metered customers with sub-metered tenants in its service territory.

- D. How many sub-metered tenants are estimated to be CARE eligible?**

Pacific Power estimates that 34.5% of the Company's sub-metered tenants were eligible for the CARE program in 2011. This is the same percentage eligible for the non-sub-metered population.

- E. How many sub-metered tenants are participating in CARE as of the end of the reporting period and what is the participation rate as compared to the estimated number eligible?**

There are currently 14 master-metered customers on Schedule DS-8, with 204 sub-metered tenants. The Company estimates that 34.5% or 69, sub-metered units are eligible for the CARE program. As of December 2011, there were 58 sub-metered customers participating in the CARE program, or 84% of those estimated to be eligible for the CARE program.

The Company distributed CARE information packets directly to master-metered customers on Schedule DS-8. These information packets were mailed to the property managers in the mobile home parks where the sub-metered tenants reside, with a request that the property managers distribute the CARE applications to their tenants.

A billing calculator was added to the Company's web site in 2007, targeting master metered landlords to assist them in accurate billing of their sub-metered tenants on Schedule DS-8. The Company will continue to work with the master metered property managers to increase the number of CARE sub-metered households participating in the program.

- F. Discuss any problems encountered during the reporting period in administering CARE for sub-metered tenants and/or master metered customers.**

No problems were encountered during the reporting period in administering the CARE program for master metered customers.

**II. USAGE INFORMATION**

- A. Provide tables showing monthly average Tier 1 and Tier 2 consumption for all residential customers (excluding CARE participants) by baseline territory (climate zone) and on a total basis. This information should be provided for summer and winter billing seasons. Do not include master metered consumption.**

The information is included in Attachment Table II.A.

- B. Provide tables showing monthly average Tier 1 and Tier 2 consumption for CARE participants by baseline territory and on a total basis. Provide this information for summer and winter billing seasons. Do not include master metered consumption.**

The information is included in Attachment Table II.B.

- C. Provide a table illustrating average consumption by residential customers (excluding CARE participants) vs. CARE participants for the utility's entire service territory. Do not include master metered consumption.**

The information is included in Attachment Table II.C.

**III. PROGRAM COSTS**

- A. Provide a table showing the average monthly bill per residential customer for each baseline territory and for the total service territory.**

The information is included in Attachment Table III.A.

- B. Provide a table showing the average monthly bill for CARE participants for each baseline territory and for the total service territory.**

The information is included in Attachment Table III.B.

- C. Provide a table showing the average monthly discount by baseline territory for 12 months (end of reporting period) in dollars per CARE participant.

The information is included in Attachment Table III.C.

- D. For total CARE administrative costs, compute a table showing administrative costs per participating customer.

12/31/2011 CARE Customers	Administration Costs*	Customer Discounts	Admin. Per CARE Customer	Admin.* Discount per CARE Customer
10,442	\$43,021	\$3,012,849	\$4.12	\$292.65

\*Costs for the CARE program are detailed in Attachment Table 1.

- E. Complete a table which gives a breakdown of administrative costs in the following categories: Outreach; General Administration; Processing, Certification and Verification; Billing System Programming; Regulatory Compliance.

The information is included in Attachment Table 1.

1. Provide the amount and a brief explanation of what is included in each of these categories.

**Outreach:** Bill inserts for the CARE program were included in all residential bills in September 2011. Bill messages were printed on February, September, October and November residential bills. Articles were placed in "Voices", Pacific Power's customer newsletter promoting the CARE program in March, September and October of 2011. Newspaper and radio advertisements were placed again throughout Pacific Power's California service territory from July through November.

A complete list of outreach is included in Attachment Table 2 of this report.

**General Administration:** This includes expenses related to preparation of filings, tracking and gathering of data for reports, and travel for CARE/ESAP meetings at the California Public Utilities Commission (CPUC). Also included in this amount is the labor for CARE program management.

**Processing, Certification & Verification:** The self-certification process

for the CARE program was authorized for the Small and Multi-jurisdictional Utilities with Decision 05-07-014, issued July 21, 2005. The Company has been certifying all CARE customers in-house since that time. No processing, certification and verification costs were incurred in 2011 as these costs are included in the general administration section.

**Billing System Programming:** This includes additional programming efforts associated with setting up new reports and data gathering for filings to fulfill CPUC requirements. No billing system programming costs were incurred in 2011.

**Regulatory Compliance:** This includes assistance in preparation of filings and reports due to the CPUC by outside consultants. The Company's regulation department staff labor and legal expenses are not tracked or applied to CARE expenses.

**2. What are the Billing and General administrative costs incurred for non-CARE residential customers?**

The Billing and Commitment customer costs as reported in the Marginal Cost Study as filed in the Company's most recent California general rate case, Application 09-11-015, Decision 10-09-010, is reported at \$10.56/customer. These expenses are the same for CARE and non-CARE customers.

**F. Provide balancing account balance for CARE – ESAP or both as of end of reporting period. Also provide an explanation for over/undercollection balances. (Give a snapshot in time.)**

Please see Attachment Table 4 for CARE balancing account details. This table is a snapshot in time reflecting the balance at the beginning and end of the program year. The surcharge amount was increased beginning in January 2009 as a result of Decision 08-12-019. The surcharge increased from \$.00188 per kWh to \$.00508 per kWh. This under-collection for the CARE program was -\$1,396,569 in December 2009 and at the end of 2010, this had decreased to -\$253,983. In December 2011, the CARE balancing account had a positive balance of \$237,632.

The ESAP Program budget account balance is shown in the table immediately below:

**ESAP Program Budget**

<b>D. 08-12-019</b>	<b>Proposed Budget</b>	<b>Ordered Budget</b>	<b>Actual Spent</b>
<b>2009</b>	<b>\$175,000</b>	<b>\$795,455</b>	<b>\$364,832</b>
<b>2010</b>	<b>\$200,000</b>	<b>\$869,565</b>	<b>\$306,199</b>
<b>2011</b>	<b>\$225,000</b>	<b>\$937,500</b>	<b>\$370,892</b>



The ESAP balancing account is set up as part of the Public Purpose Charge Balancing Account which went into effect as part of AB 1890 and began in January 1998. As displayed in the table above, Decision 08-12-019 significantly increased Pacific Power's budget for the ESAP program. Advice Filing 438-E was filed April 20, 2011 to "suspend" the ESAP portion of the public purpose charge. This became effective May 20, 2011.

**G. Describe in detail what costs are recorded in the balancing account(s) and what costs are included directly to base rates.**

The costs recorded in the balancing account include the CARE discount, interest accrual, the surcharge amount collected from non-CARE customers and administration costs. The costs recorded in the balancing account are not included in base rates. Regulatory department and legal costs associated with the CARE and ESAP programs are included in base rates. Details on the CARE balancing account are included in Attachment Table 4.

**H. Provide a table showing the surcharge amount and the percent responsibility for surcharge by customer class.**

The information is included in Attachment Table 5.

**I. Provide the annual subsidy (discount) for all CARE participants.**

The total discount applied to CARE participant's bills was \$3,012,849 as shown in Attachment Table 1.

**J. Provide a table showing the percent of total CARE surcharge for each customer class.**

The information is included in Attachment Table 5.

**IV. OUTREACH**

**A. Complete a table showing the outreach activities undertaken, the number of customers reached (if known) and the number of applications returned as a result of the particular activity undertaken (if known).**

Outreach information is included in Attachment Table 2. Due to the many outreach activities undertaken, with many occurring concurrently, the Company is unable to determine the number of applications returned as a direct result of specific activities.

Pacific Power continued the bangtail payment envelopes as a form of outreach for the CARE program for the third year. Bangtails are payment

envelopes and standalone print pieces. The CARE application is printed on a perforated oversized envelope flap for customers to fill out and return. These have been printed as stand-alone pieces and have replaced our regular billing return envelopes during September and November. During these scheduled months, these go to all of the Company's California residential customers to promote the CARE program.

**B. Provide a narrative discussion of the following:**

**1. Sharing information in overlapping service territories**

PacifiCorp's service territory does not overlap with any other energy utilities.

**2. Sharing information with ESAP and other utility programs (i.e. signing up ESAP customers not enrolled in CARE.)**

The Company works with community-based organizations (CBOs) who provide energy assistance and these agencies are able to distribute CARE and ESAP program information to low-income customers they serve. The Company has combined CARE program information and ESAP literature to distribute to customers. This is reflected in bill inserts, and in Company print and radio outreach. Also, agencies that administer Low Income Home Energy Assistance Program (LIHEAP) funding are able to provide CARE applications and weatherization information to customers when they apply for energy assistance.

**3. Leveraging CARE funds with other utility assistance programs**

The CBOs that Pacific Power contracts with that provide weatherization services are able to leverage Company funding with funds from federal and state sources so that their services are at no cost to participating households.

**4. Participation barriers encountered and steps taken to mitigate them**

Pacific Power has not encountered participation barriers. The Company has communicated program details through a variety of measures (see Attachment Table 2) in order to reach more qualified households and increase program participation.

**C. Describe recommendations for improving outreach, including cost effectiveness and methods for reaching underserved households.**

Pacific Power will continue to seek innovative and effective methods of outreach to the general residential customer population. In addition, the

Company will continue to work with the master meter population to increase the CARE penetration rate. See Section VII for a discussion of changes to the program during 2011.

**V. PROGRAM MANAGEMENT**

- A. Provide a table showing the total number of applications received by month, the total approved, the total denied as ineligible, the total returned to applicants as incomplete, and the total of duplicate applications for the reporting period.**

Month	Applications Received and approved	Returned as incomplete	Duplicate applications
January	313	0	0
February	475	0	0
March	344	0	0
April	272	0	0
May	723	0	0
June	274	0	0
July	170	0	0
August	389	0	0
September	530	0	0
October	920	0	0
November	402	0	0
December	629	0	0
Total # of Applications	5,441	0*	0**

\* Incomplete applications are not returned to the customer. A customer service agent calls the customer to obtain the required information.

\*\* The Company does not track duplicate applications. When an application is received from a customer currently enrolled in the CARE program, the Company takes that opportunity to recertify the customer for another two years. This process reduces the number of recertification letters to be sent to customers.

- B. Describe any problems encountered during the reporting period with program management efforts.**

No problems were encountered during the reporting period.

**VI. CERTIFICATION AND VERIFICATION PROCESSES**

- A. Provide a table showing the total number of participants asked to recertify their eligibility during the reporting period. The table should show the total re-certifications requested, the total recertification applications received, the total recertified, the total denied as ineligible, and the total returned to the participant as incomplete for the reporting period. Include the total number of participants who were removed from the program because they did not return the recertification application.**

Month	Customers Sent Recertification Letters	Recertification Applications Received and Recertified	Total Removed From CARE
January	612	86	65
February		175	
March		66	
April	853	29	249
May		550	
June		81	
July	281	33	115
August		182	
September		20	
October	413	234	56
November		55	
December		13	
Total	2,159	1,524	485

On a quarterly basis recertification letters are mailed to customers who have been on the CARE program for 2 years. A second application and reminder letter is sent 45 days after the first mailing if no reply is received. If a customer does not recertify after the second letter, the customer is removed from the CARE program.

Recertification may also occur when a customer applies for and receives energy assistance. Customers may also certify for the CARE program through the bangtails which were added to return envelopes.

- B. Provide a table showing the total number of participants asked for income verification during the reporting period. The table should show the total verifications requested, the total verifications received, the total verified, the total denied as ineligible, and the total returned to the participant as incomplete for the reporting period. Include the total number of participants who were removed from the program because they did not respond to a request for income verification.**

Self-certification by the Company was implemented in 2006 as directed by the Commission, and all the applications are accepted and processed. The Company does not ask for income verification.

- C. Describe the process for recertifying sub-metered tenants of master metered complexes. Discuss any problems between master metered ratepayers and sub-metered customers that were encountered during the reporting period.**

The recertification process takes place every two years for the sub-metered tenants with a letter and application sent to current program participants.

The Company distributes information packets to landlords/managers of sub-metered sites on Schedule DS-8. The Company also has a master metered CARE billing program, which allows landlords to access the Company's Web site to ensure accurate billing of sub-metered tenants. This billing program is promoted to landlords in the packets distributed and they are encouraged to use this as a billing tool for their tenants.

- D. Describe any third-party process used for CARE certification, recertification and verification processes. Describe how these processes compare with the utility's efforts as far as cost effectiveness and effectiveness in reaching underserved households.**

The Company no longer uses a third-party process for CARE certification. Pacific Power performs these processes in-house. The Company uses local agencies to assist with the outreach efforts for the CARE program. CARE program information is often distributed when customers apply for energy assistance.

## **VII. OTHER TOPICS**

- A. What significant changes are there from the previous reporting period?**

The significant change during this reporting period is the suspension of the low income surcharge discussed above. In Decision 08-12-019, issued December 8, 2008, the CPUC significantly increased Pacific Power's ESAP goal. The CPUC directed the Company to strive to reach 500 low-income weatherization completions per year. The Company has worked

with its partnering agencies and successfully increased low-income weatherization efforts. The Company is pleased with the results in 2011, reaching 680 homes. This is a significant increase over prior year totals of 427 homes in 2010 and 275 homes weatherized in 2009.

The CBOs' leveraging of Pacific Power weatherization funds with other sources of funding, and the relationships that they have with income eligible households result in the most efficient means to weatherize homes. Additionally, these organizations have the most experience in providing services to low income households which is a valuable asset.

**B. Are there any other comments, recommendations or issues that need to be addressed?**

California Community Services Department (CSD) suspended funding to the Del Norte Senior Center in early 2011 due to charges of fraud against one of their employees. This is the agency providing low income weatherization services to PacifiCorp customers in Del Norte county. During the investigation, CSD has requested that the Redwood Community Action Agency (RCAA) located in Eureka provide weatherization services and distribute LIHEAP energy assistance funds to customers in Del Norte county.

Pacific Power has a relationship with RCAA and the agency is currently providing ESAP services in Modoc county.

\*\*\*\*

## CARE Expanded Program

The CARE Expanded Program is an extension of the residential CARE program that covers non-profit homeless shelters and group living facilities, migrant farm worker housing centers, qualified privately-owned employee housing and qualified non-profit housing for agricultural employees.

### **I. PARTICIPANT INFORMATION**

**Number of participating non-profit facilities, by type, by month.**

- 1. Give the total number of residential facilities and the total number of commercial facilities receiving the Expanded CARE discount.**

The Company has one facility with several residential accounts that receives the Expanded CARE discount. This facility is a migrant farm facility authorized as eligible for the CARE program by the State of California Department of Housing and Community Development. See Attachment Table I.A for details on Expanded CARE.

### **II. PROGRAM COSTS**

- A. Total Expanded CARE administrative costs. Compute administrative costs per participating facility. Give a breakdown in the following categories: Outreach; General Administration; Processing, Certification and Verification; Billing System Programming; Regulatory Compliance;**

- 1. Provide the amount and a brief explanation of what is included in each of these categories. Outreach, General Administration, Processing, Certification and Verification, Billing System Programming, and Regulatory Compliance**

Costs were not tracked separately for the Expanded CARE program.

- 2. Provide discount information for the Expanded CARE program. Give the average annual discount per residential facility.**

The average annual discount per residential facility was \$129.44.

- 3. Give the average annual discount per commercial facility.**

No commercial facilities received a discount in 2011.

### III. OUTREACH

- A. **Provide a table showing the outreach activities undertaken, the number of customers reached (if known) and the number of applications returned as a result of the particular activity undertaken (if known).**

Outreach was the same for the Expanded CARE program as the regular residential program, see Attachment Table 2.

- B. **Provide a narrative discussion of the following:**
1. **Provide an analysis of the utility's most cost-effective outreach for the group living facilities;**
  2. **Sharing information in overlapping service territories;**
  3. **Participation barriers encountered and steps taken to mitigate them;**
  4. **Public agencies used to solicit potential Expanded CARE facilities;**
  5. **Barriers encountered in identifying or enrolling customers in the Expanded CARE program.**

As stated above, outreach was intended to reach CARE residential program participants as well as participants for the Expanded CARE program. The Company does not have overlapping service territories, and is not aware of participation barriers or other barriers in identifying or enrolling customers in the Expanded CARE program. The Company previously worked with the State of California Department of Housing and Community Development to enroll an eligible facility.

### IV. PROGRAM MANAGEMENT

- A. **Provide a table showing the total number of applications received, the total approved, the total denied as ineligible, the total returned to applicants as incomplete for the reporting period.**

The Company received 2 applications for the residential expanded program during 2011. No applications were received for the Expanded CARE commercial program in 2011.

- B. **Describe any problems encountered during the reporting period with recertification and verification processes for Expanded CARE.**

No problems were encountered during the reporting period.



V. **OTHER TOPICS**

- A. **What significant changes are there from the previous reporting period?**

No significant changes in 2011.

- B. **Are there any other comments, recommendations or issues? Analyze the CARE Expansion program, progress over the past 12 months, identify issues that need work, identify areas that need improvements and make suggestions for improvement.**

No comments, recommendations or issues at this time.

**PacifiCorp**

**CARE AND LIEE**

**2011**

**Summary**

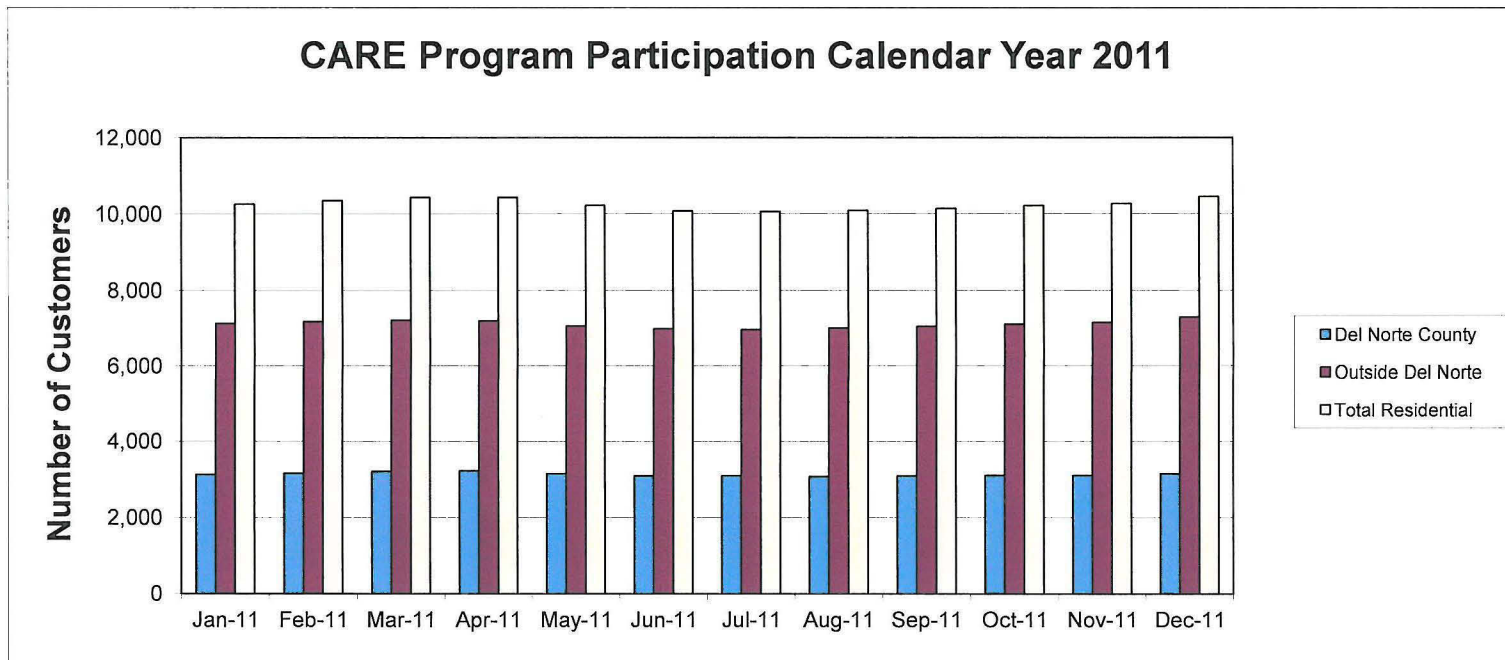
**Tables I.A, I.B, II.A, II.B, II.C, III.A,  
III.B, III.C, and Expanded I.A**

**California CARE Program  
Progress Report  
Calendar Year 2011  
Table I.A**

Number of Participating CARE Customers by Month

	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
Del Norte County	3,119	3,155	3,206	3,218	3,145	3,084	3,093	3,068	3,083	3,099	3,104	3,148
Outside Del Norte	7,133	7,188	7,218	7,205	7,068	6,991	6,966	7,009	7,048	7,112	7,153	7,294
Total Residential	10,252	10,343	10,424	10,423	10,213	10,075	10,059	10,077	10,131	10,211	10,257	10,442

Percent Change	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
Del Norte County		1.15%	1.62%	0.37%	-2.27%	-1.94%	0.29%	-0.81%	0.49%	0.52%	0.16%	1.42%
Outside Del Norte		0.77%	0.42%	-0.18%	-1.90%	-1.09%	-0.36%	0.62%	0.56%	0.91%	0.58%	1.97%
Total Residential		0.89%	0.78%	-0.01%	-2.01%	-1.35%	-0.16%	0.18%	0.54%	0.79%	0.45%	1.80%



**California CARE Program  
Progress Report  
Calendar Year 2011  
Table I.B**

Month	Total CARE Participants	Estimated * Eligible for CARE	Participation Rate
January	10,252	12,242	83.75%
February	10,343	12,238	84.51%
March	10,424	12,225	85.27%
April	10,423	12,222	85.28%
May	10,213	12,208	83.66%
June	10,075	12,192	82.64%
July	10,059	12,196	82.48%
August	10,077	12,189	82.67%
September	10,131	12,193	83.09%
October	10,211	12,190	83.76%
November	10,257	12,201	84.07%
December	10,442	12,225	85.42%

\*The estimated eligible number of customers by month is based on a 34.5% eligibility rate determined through analysis of 2000 census data.

**California CARE Program  
Progress Report  
Calendar Year 2011  
Table II.A**

Average Usage by Month for Non-CARE Customers\*

	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
Del Norte County												
Baseline (Tier 1)	888	795	818	726	683	674	471	498	518	556	767	838
Non-Baseline (Tier 2)	632	470	514	382	281	322	324	329	349	239	306	524
Outside Del Norte												
Baseline (Tier 1)	735	675	665	645	549	447	434	422	424	416	520	726
Non-Baseline (Tier 2)	476	364	347	275	254	308	258	273	271	254	290	372
Total Residential												
Baseline (Tier 1)	778	709	708	668	587	512	445	443	450	456	590	758
Non-Baseline (Tier 2)	520	394	395	305	262	312	276	289	293	250	295	415

\* Does not include master metered customers

**California CARE Program  
Progress Report  
Calendar Year 2011  
Table II.B**

Average Usage by Month for CARE Customers\*

	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
Del Norte County												
Baseline (Tier 1)	924	802	846	736	710	714	484	500	537	539	768	880
Non-Baseline (Tier 2)	577	429	499	364	272	296	301	277	310	222	261	459
Outside Del Norte												
Baseline (Tier 1)	798	746	735	715	608	488	460	448	450	449	577	791
Non-Baseline (Tier 2)	491	394	384	300	270	307	220	227	232	239	302	397
Total Residential												
Baseline (Tier 1)	837	763	769	721	639	557	467	464	476	476	635	818
Non-Baseline (Tier 2)	517	405	419	320	270	304	245	242	256	233	290	415

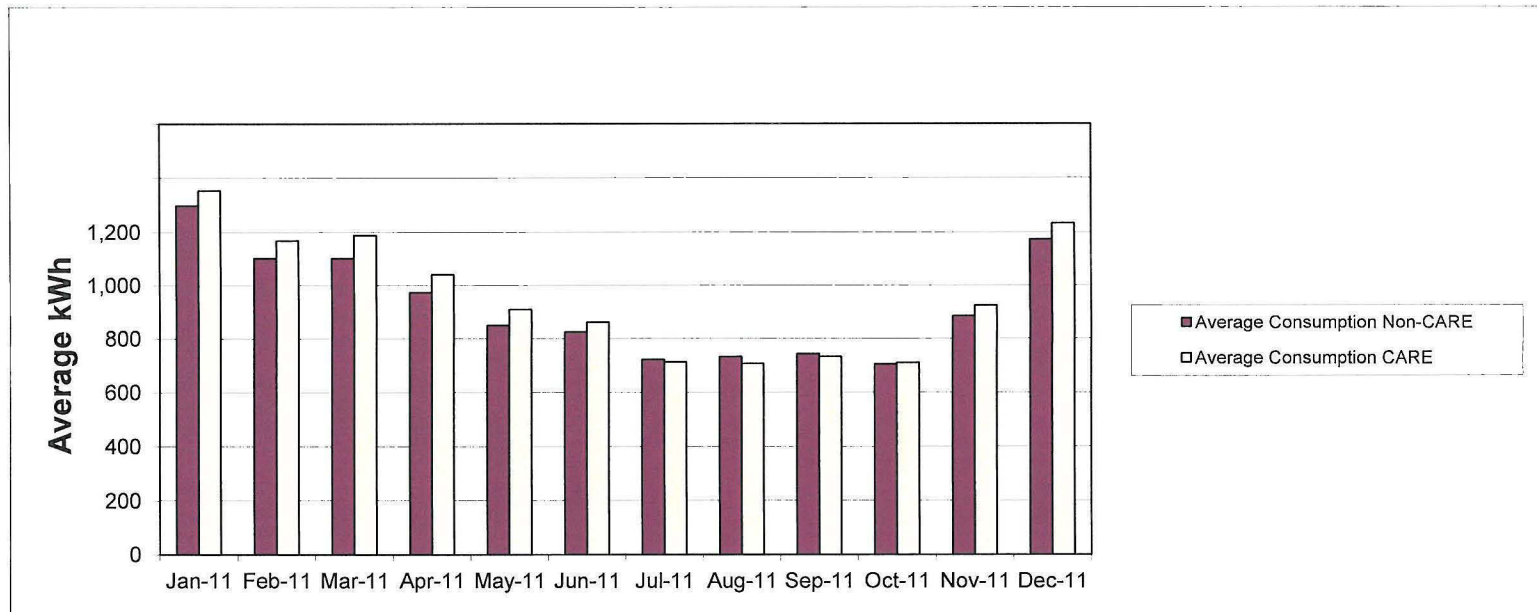
\* Does not include master metered customers

**California CARE Program  
Progress Report  
Calendar Year 2011  
Table II.C**

Average Usage by Month for CARE and Non-CARE Customers\*

		Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
Del Norte County													
Average Consumption	Non-CARE	1,520	1,265	1,332	1,107	963	997	795	826	866	795	1,073	1,362
	CARE	1,501	1,231	1,345	1,100	982	1,010	785	776	847	760	1,029	1,339
Outside Del Norte													
Average Consumption	Non-CARE	1,210	1,039	1,012	920	803	756	692	695	695	670	810	1,097
	CARE	1,289	1,140	1,119	1,015	878	794	680	675	682	688	879	1,187
Total Residential													
Average Consumption	Non-CARE	1,299	1,103	1,103	973	848	824	721	732	743	705	885	1,173
	CARE	1,354	1,168	1,188	1,041	910	861	713	706	732	710	924	1,233

\* Does not include master metered customers



**California CARE Program  
Progress Report  
Calendar Year 2011  
Table III.A**

Average Monthly Bill for Non-CARE Customers\*

	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
Del Norte County	\$ 190.39	\$ 170.21	\$ 179.23	\$ 149.27	\$ 130.24	\$ 135.36	\$ 110.18	\$ 114.10	\$ 119.41	\$ 108.76	\$ 143.31	\$ 182.06
Outside Del Norte	\$ 150.72	\$ 140.36	\$ 136.83	\$ 124.31	\$ 109.91	\$ 105.09	\$ 96.23	\$ 96.80	\$ 96.79	\$ 93.43	\$ 110.72	\$ 146.88
Total Residential	\$ 162.05	\$ 148.87	\$ 148.85	\$ 131.34	\$ 115.64	\$ 113.70	\$ 100.18	\$ 101.70	\$ 103.21	\$ 97.78	\$ 119.99	\$ 156.90

\* Does not include master metered customers



**California CARE Program  
Progress Report  
Calendar Year 2011  
Table III.B**

Average Monthly Bill for CARE Customers\*

	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
Del Norte County	\$ 142.28	\$ 127.35	\$ 139.08	\$ 114.05	\$ 101.62	\$ 104.03	\$ 82.76	\$ 81.56	\$ 88.66	\$ 79.35	\$ 104.38	\$ 135.45
Outside Del Norte	\$ 123.06	\$ 118.23	\$ 116.12	\$ 105.15	\$ 91.72	\$ 83.84	\$ 71.79	\$ 71.44	\$ 72.11	\$ 72.75	\$ 90.99	\$ 120.53
Total Residential	\$ 128.91	\$ 121.01	\$ 123.18	\$ 107.89	\$ 94.77	\$ 90.03	\$ 75.18	\$ 74.53	\$ 77.16	\$ 74.75	\$ 95.04	\$ 125.03

\* Does not include master metered customers

**California CARE Program  
Progress Report  
Calendar Year 2011  
Table III.C**

Average Monthly Discount for CARE Customers\*

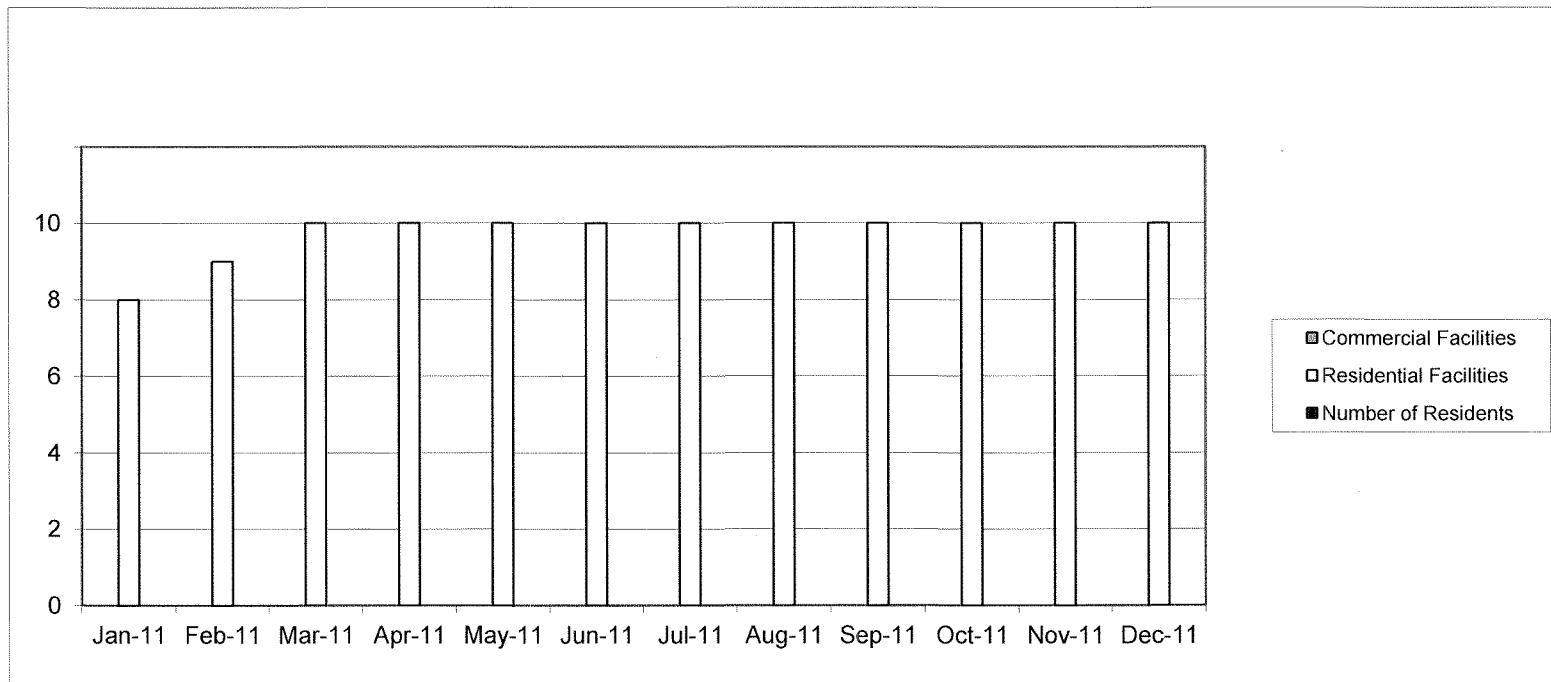
	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
Del Norte County	\$ (35.57)	\$ (31.84)	\$ (34.77)	\$ (28.51)	\$ (25.41)	\$ (26.01)	\$ (20.69)	\$ (20.39)	\$ (22.16)	\$ (19.84)	\$ (26.10)	\$ (33.86)
Outside Del Norte	\$ (30.77)	\$ (29.56)	\$ (29.03)	\$ (26.29)	\$ (22.93)	\$ (20.96)	\$ (17.95)	\$ (17.86)	\$ (18.03)	\$ (18.19)	\$ (22.75)	\$ (30.13)
Total Residential	\$ (32.23)	\$ (30.25)	\$ (30.80)	\$ (26.97)	\$ (23.69)	\$ (22.51)	\$ (18.79)	\$ (18.63)	\$ (19.29)	\$ (18.69)	\$ (23.76)	\$ (31.26)

\* Does not include master metered customers

**California Expanded CARE Program  
Progress Report  
Calendar Year 2011  
Table Expanded I.A**

Commercial and Residential Facilities receiving the CARE discount under the Expanded CARE Program

	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
Commercial Facilities	0	0	0	0	0	0	0	0	0	0	0	0
Residential Facilities	8	9	10	10	10	10	10	10	10	10	10	10
Number of Residents												



**PacifiCorp**

**CARE AND LIEE**

**2011**

**Summary**

**Tables 1-10**

TABLE 1 - 2011 PACIFIC POWER CARE EXPENSES

CARE Program:	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	YTD	Annual Budget	Percentage of Budget
	Jan-March	April-June	July-Sept	Oct-Dec			
<b>Outreach</b>							
Capitation Fees	\$0	\$0	\$0	\$0	\$0		
Applications/Inserts	\$0	\$0	\$0	\$0	\$0		
Media	\$0	\$0	\$0	\$0	\$0		
Other Outreach <sup>(1)</sup>	\$1,481	\$2,431	\$9,107	\$15,057	\$28,076		
Other Outreach subsumed in GRC	\$0	\$0	\$0	\$0	\$0		
<b>Subtotal Outreach</b>	<b>\$1,481</b>	<b>\$2,431</b>	<b>\$9,107</b>	<b>\$15,057</b>	<b>\$28,076</b>	<b>\$40,000</b>	<b>70.19%</b>
<b>Processing/Certification/Verification</b>							
Internal	\$0	\$0	\$0	\$0	\$0		
Outside Services <sup>(2)</sup>	\$0	\$0	\$0	\$0	\$0		
<b>Subtotal Processing/Certification/Verification</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$12,000</b>	<b>0.00%</b>
<b>General</b>							
Billing System/ Programming	\$0	\$0	\$0	\$0	\$0		
Consulting Services <sup>(3)</sup>	\$0	\$0	\$0	\$0	\$0		
Regulatory Compliance							
Travel	\$0	\$432	\$0	\$487	\$919		
Filings	\$0	\$0	\$0	\$0	\$0		
Subtotal Regulatory Compliance	\$0	\$432	\$0	\$487	\$919		
Labor Costs (including overhead) <sup>(4)*</sup>							
Incremental	\$1,776	\$6,942	\$2,664	\$1,211	\$12,593		
Other general (please specify) <sup>(1)</sup>	\$231	\$1,064	\$138	\$0	\$1,433		
Other general subsumed in GRC (please specify)	\$0	\$0	\$0	\$0	\$0		
<b>Subtotal General</b>	<b>\$2,007</b>	<b>\$8,438</b>	<b>\$2,802</b>	<b>\$1,698</b>	<b>\$14,945</b>	<b>\$16,000</b>	<b>93.41%</b>
<b>TOTAL PROGRAM COSTS (including costs subsumed in GRC)</b>							
<b>TOTAL PROGRAM COSTS (excluding costs subsumed in GRC)</b>	<b>\$3,488</b>	<b>\$10,869</b>	<b>\$11,909</b>	<b>\$16,755</b>	<b>\$43,021</b>	<b>\$68,000</b>	<b>63.27%</b>
<b>CARE Program Discount</b>	<b>\$728,355</b>	<b>\$573,155</b>	<b>\$489,995</b>	<b>\$653,163</b>	<b>\$3,012,849</b>		
<b>GRAND TOTAL PROGRAM COSTS (excluding costs subsumed in GRC) &amp; CUSTOMER DISCOUNTS</b>	<b>\$731,843</b>	<b>\$584,024</b>	<b>\$501,904</b>	<b>\$669,918</b>	<b>\$3,055,870</b>		
<b>GRAND TOTAL PROGRAM COSTS (including costs subsumed in GRC) &amp; CUSTOMER DISCOUNTS</b>							

- (1) Other Outreach/General costs are defined as any direct costs that do not fall into the listed subcategories.
- (2) Outside services should include third party entity contracts to process applications and perform certification and verification activities.
- (3) Identify if consulting services are one time costs or ongoing and include a description of the provided services.
- (4) Ratepayer funded overhead is to include labor overhead only, pursuant to D. 89-09-044 and D. 01-05-033.

Notes: \*Estimated labor subsumed in General Rates is not included in costs above, per D.89-09-044 and D.01-05-033.

**TABLE 2 - 2011 PACIFIC POWER CARE OUTREACH ACTIVITIES**

<b>Activity</b>	<b>Summary</b>	<b>Timeline</b>	<b>Status (In Progress/Completed)</b>	<b>Cost</b>
Grocery Bags	CARE information and application applied to bags distributed by local food banks	Jan & Mar - Shipping Aug - Redesign of bags	Completed	\$737
Bill Messages	Program information printed on customer bills	February, September, October and November 2011	Completed	No incremental cost
News Release	Press release with program and application information distributed to local newspapers	March 2011	Completed	No incremental cost
Voices article in customer newsletter	CARE information provided in newsletter	March, September and October 2011	Completed	No incremental cost
CARE Recertification Mailing	Application and mailing envelope sent to CARE customers to recertify eligibility	April, July and December 2011	Completed	\$5,639
CARE applications	Printing CARE applications with new income guidelines	June 2011	Completed	\$361
Counter Displays	Updated brochures distributed to local social service agencies to insert in displays	August 2011	Completed	\$75
Bill Insert	Program information included in residential bills (approx. 35,000)	September 2011	Completed	\$1,163
Bangtails/BRE's	Bangtails added to billing return envelope with CARE application and tear off return card.	September 2011	Completed	\$4,755
Print Advertisements	Print ads in local newspapers	September, October and November 2011	Completed	\$5,300
Radio spots	Radio advertisements	September, October and November 2011	Completed	10,046
Pacific Power Web Site	Program information and application included on Company web site	Ongoing	Completed	No incremental cost
New Customer Mailings	CARE information included in an information packet provided to new customers	Ongoing	Completed	No incremental cost
CARE Brochures	Brochures delivered to local employment offices, senior centers and housing offices.	Ongoing	Completed	No incremental cost

**TABLE 3 - 2011 PACIFIC POWER CARE PARTICIPATION**

Month	Enrolled by Non-Capitation	Enrolled by Capitation	Total Enrolled	Total CARE Participants	Estimated * Eligible	Participation Rate
January	28	0	28	10,252	12,242	83.74%
February	91	0	91	10,343	12,238	84.52%
March	81	0	81	10,424	12,225	85.27%
April	-1	0	-1	10,423	12,222	85.28%
May	-210	0	-210	10,213	12,208	83.66%
June	-138	0	-138	10,075	12,192	82.64%
July	-16	0	-16	10,059	12,196	82.48%
August	18	0	18	10,077	12,189	82.67%
September	54	0	54	10,131	12,193	83.09%
October	80	0	80	10,211	12,190	83.77%
November	46	0	46	10,257	12,201	84.07%
December	185	0	185	10,442	12,225	85.42%

\*34.5% of residential customers is the estimated eligibility rate based on 2010 census data.

**Table 4: PACIFIC POWER, CARE PROGRAM 2011**

Beginning balance @ Jan 01	-\$253,983
Program benefits	\$3,012,849
Interest accrual	\$58
Recoveries through surcharges	\$3,518,901
Administration costs	\$43,021
Net balance @ December 31	-\$237,632

This table is a snapshot in time of the balancing account at the beginning of the program year and balance at 12/31/2011, also CARE surcharge revenues and CARE benefits.



**Table 5: PACIFIC POWER SURCHARGE COLLECTED  
& PERCENT OF SURCHARGE BY CUSTOMER CLASS**

**JANUARY THROUGH DECEMBER 2011**

<b>Customer Class</b>	<b>Surcharge collected</b>	<b>Surcharge \$/kWh</b>	<b>% of Avg. Bill</b>	<b>% of Total</b>
Commercial	\$ 1,431,676	\$ 0.00508	4.31%	40.7%
Industrial	\$ 216,658	\$ 0.00508	5.47%	6.2%
Irrigation	\$ 423,526	\$ 0.00508	4.15%	12.0%
Street Lighting	-		-	-
Residential	\$ 1,447,041	\$ 0.00508	3.90%	41.1%
Total	\$ 3,518,901			

**TABLE 6 - 2011 PACIFIC POWER ESAP PROGRAM SUMMARY**

<b>LIEE EXPENDITURES</b>	<b>Jan-March</b>	<b>April-June</b>	<b>July-Sept</b>	<b>Oct-Dec</b>	<b>YTD</b>	<b>Budget</b>	<b>Percentage of Budget</b>
<b>Program Costs</b>							
Weatherization*	\$21,437	\$42,950	\$66,746	\$103,590	\$234,723	\$787,500	29.81%
Appliance Replacement*	\$0	\$0	\$0	\$0	\$0	\$0	
Education*	\$0	\$0	\$0	\$0	\$0	\$0	
<b>Total Program Costs</b>	<b>\$21,437</b>	<b>\$42,950</b>	<b>\$66,746</b>	<b>\$103,590</b>	<b>\$234,723</b>	<b>\$787,500</b>	29.81%
<b>Administrative Costs</b>							
Outreach	\$0	\$0	\$31,945	\$12,554	\$44,499	\$60,000	74.17%
Inspections	\$0	\$285	\$0	\$502	\$787	\$10,000	7.87%
General**	\$6,135	\$18,135	\$22,443	\$44,170	\$90,883	\$80,000	113.60%
<b>Total Administrative Costs</b>	<b>\$6,135</b>	<b>\$18,420</b>	<b>\$54,388</b>	<b>\$57,226</b>	<b>\$136,169</b>	<b>\$150,000</b>	90.78%
<b>Grand Total</b>	<b>\$27,572</b>	<b>\$61,370</b>	<b>\$121,134</b>	<b>\$160,816</b>	<b>\$370,892</b>	<b>\$937,500</b>	39.56%

\* Weatherization includes rebates on all measures provided by partnering agencies. They provide weatherization, appliance replacement and energy education, but they are not budgeted separately.

\*\*General Administrative Costs include agency admin. payments and Pacific Power staff labor and employee expenses.

**TABLE 7 - 2011 PACIFIC POWER ESAP ADMINISTRATIVE EXPENSES**

LIEE Program:	Jan-March	April-June	July-Sept	Oct-Dec	YTD	Budget	Percentage of Budget
<b>Outreach</b>							
Applications/Inserts	\$0	\$0	\$0	\$0	\$0	\$0	
Media	\$0	\$0	\$23,078	\$9,023	\$32,101	\$50,000	
Other Outreach <sup>(1)</sup>	\$0	\$0	\$0	\$0	\$0	\$0	
Other Outreach subsumed in GRC	\$0	\$0	\$0	\$0	\$0	\$0	
<b>Subtotal Outreach*</b>	<b>\$0</b>	<b>\$0</b>	<b>\$23,078</b>	<b>\$9,023</b>	<b>\$32,101</b>	<b>\$50,000</b>	<b>64.20%</b>
<b>Inspections</b>							
Internal	\$0	\$1,069	\$821	\$274	\$2,164	\$10,000	
Outside Services	\$0	\$0	\$0	\$0	\$0	\$0	
<b>Subtotal Inspections</b>	<b>\$0</b>	<b>\$1,069</b>	<b>\$821</b>	<b>\$274</b>	<b>\$2,164</b>	<b>\$10,000</b>	<b>21.64%</b>
<b>General</b>							
Billing System/ Programming	\$0	\$0	\$0	\$0	\$0	\$0	
Consulting Services <sup>(2)</sup>	\$430	\$1,075	\$631	\$19	\$2,155	\$0	
Regulatory Compliance							
Travel	\$0	\$0	\$0	\$0	\$0	\$0	
Filings	\$0	\$0	\$0	\$0	\$0	\$3,000	
Total Regulatory Compliance	\$0	\$0	\$0	\$0	\$0	\$3,000	
Labor Costs (including overhead) <sup>(3)</sup>							
Incremental	\$4,354	\$8,594	\$3,964	\$3,711	\$20,623	\$25,000	
Subsumed in General Rates	\$0	\$0	\$0	\$0	\$0	\$0	
Total Labor Costs	\$4,354	\$8,594	\$3,964	\$3,711	\$20,623	\$25,000	
Other Outside Services	\$0	\$0	\$0	\$0	\$0	\$0	
Other General <sup>(4)**</sup>	\$7,550	\$11,956	\$8,850	\$8,063	\$36,419	\$30,000	
General costs subsumed in GRC	\$0	\$0	\$0	\$0	\$0	\$0	
<b>Subtotal General</b>	<b>\$12,334</b>	<b>\$21,625</b>	<b>\$13,445</b>	<b>\$11,793</b>	<b>\$59,197</b>	<b>\$80,000</b>	<b>74.00%</b>
<b>TOTAL ESAP ADMINISTRATION COSTS (including costs subsumed in GRC)</b>							
<b>TOTAL ESAP ADMINISTRATION COSTS (excluding costs subsumed in GRC)</b>	<b>\$12,334</b>	<b>\$22,694</b>	<b>\$37,344</b>	<b>\$21,090</b>	<b>\$93,462</b>	<b>\$140,000</b>	<b>66.76%</b>

(1) Other Outreach/General costs are defined as any direct costs that do not fall into the listed subcategories.

(2) Utilities should describe the services and indicate if they are on-going or one time expenditures. Consulting services provided in estimating kWh savings.

(3) Labor costs are defined as incremental labor costs charged to ESAP that are not recovered in general operations. If the utility allocates annual incremental labor costs to each category instead of tracking labor costs for each category separately, please indicate such and explain the allocation factor used.

(4) Utilities should describe the other administrative services received and the companies or agencies that provide them.

Note: Estimated labor subsumed in General Rates is not included in costs above, per D.89-09-044 and D.01-05-033.

\* Partnering agencies also provide outreach services.

\*\* Includes administrative costs reimbursed to local weatherizing agencies (Great Northern Corp. and Redwood Community Action Agency).

**Table 8 - 2011 PACIFIC POWER ESAP OUTREACH ACTIVITIES**

<b>Activity</b>	<b>Summary</b>	<b>Timeline</b>	<b>Status (In Progress/Completed)</b>	<b>Costs</b>
ESAP Postcards	Targeted to customers who have received energy assistance promoting the weatherization program	July, August 2011	Completed	\$4,883
Print Advertisements	Print ads in local newspapers	July, August and September	Completed	\$7,050
Radio spots	Radio advertisements in media market in service territory	July, August and September	Completed	\$44,499
Bill Insert	CARE brochure distributed in residential bills included LIEE program information (approx. 35,000)	September 2011	Completed	\$1,153
Partnering Agencies	Local agencies that provide the weatherization services promote the program to households that receive other services such as energy assistance and food boxes	Ongoing	Completed	No incremental cost
Pacific Power Web Site	Program information included on Company web site	Ongoing	Completed	No incremental cost
Counter Displays	Program information continues to be displayed in local social service agency offices	Ongoing	Completed	No incremental cost

TABLE 9 - 2011 PACIFIC POWER ESAP UNITS AND COSTS

Measures	Units	First Quarter: January-March						Second Quarter: April-June					
		Completed			Costs*			Completed			Costs*		
		Region 1**	Region 16**	Total	Region 1**	Region 16**	Total	Region 1**	Region 16**	Total	Region 1**	Region 16**	Total
<b>Infiltration &amp; Space Conditioning</b>													
Cooler Cover	Home	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
Outlet Switch Gaskets	Home	0	0	0	\$0	\$0	\$0	0	2	2	\$0	\$66	\$66
Shell Infiltration	Home	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
Threshold	Home												
<b>Weatherization</b>													
Attic Insulation	Home												
Attic Venting	Home												
Ceiling Insulation	Home	0	2	2	\$0	\$1,465	\$1,465	0	0	0	\$0	\$0	\$0
Floor Insulation	Home	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
Kneewall Insulation	Home												
Weatherstripping	Home	0	2	2	\$0	\$207	\$207	0	1	1	\$0	\$88	\$88
Caulking	Home	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
Home Repairs	Home	0	0	0	\$0	\$0	\$0	0	1	1	\$0	\$203	\$203
Low Flow Shower Device	Home	0	6	6	\$0	\$202	\$202	0	24	24	\$0	\$938	\$938
Minor Envelope Repair	Home	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
Water Heater Pipe Wrap	Home	0	7	7	\$0	\$133	\$133	0	15	15	\$0	\$320	\$320
Sink Faucet Aerator	Home	0	24	24	\$0	\$192	\$192	0	69	69	\$0	\$552	\$552
Water Heater Blanket	Home	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
<b>Furnaces</b>													
Repair - Gas	Each												
Replacement - Gas	Each												
Repair - Electric	Each	0	0	0	\$0	\$0	\$0	0	1	1	\$0	\$23	\$23
Replacement - Electric	Each	0	0	0	\$0	\$0	\$0	0	1	1	\$0	\$2,424	\$2,424
<b>Miscellaneous Measures</b>													
Door Replacement	Each	0	4	4	\$0	\$3,047	\$3,047	0	7	7	\$0	\$3,171	\$3,171
Glass Replacement	Each	0	53	53	\$0	\$11,909	\$11,909	0	143	143	\$0	\$24,605	\$24,605
Duct Wrap	Home	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
Duct Register	Home												
Storm Windows - Glass Fixed	Each												
Storm Windows - Glass Operable	Each												
Vinyl Retro Window	Each												
Set Back Thermometer	Each	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
Filter Alert Device	Each												
Foam Tape	Home												
Gas Water Heater Repair/Replace	Each												
Elec Water Heater Repair/Replace	Each	0	1	1	\$0	\$55	\$55	0	6	6	\$0	\$2,527	\$2,527
Reusable Filter/Replacement Signal	Each												
Solar Screens	Each												
Compact Fluorescent Bulbs	Each	0	127	127	\$0	\$1,273	\$1,273	0	342	342	\$0	\$3,420	\$3,420
Refrigerators	Each	0	4	4	\$0	\$2,954	\$2,954	0	5	5	\$0	\$3,593	\$3,593
Geo Exchange Heat Pumps	Each												
Microwaves	Each	0	0	0	\$0	\$0	\$0	0	5	5	\$0	\$822	\$822
CF Fixtures Interior	Each	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
CF Fixtures Exterior	Each	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
Other (please specify)	Each	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0
Other (please specify) Furnace Filter	Home	0	0	0	\$0	\$0	\$0	0	3	3	\$0	\$198	\$198
<b>Education</b>													
In-home Education	Home												
Education Workshops													
Other (please specify)													
<b>TOTAL HOMES***</b>		0	24	24	\$0	\$21,437	\$21,437	0	52	52	\$0	\$42,950	\$42,950
<b>Single Family</b>		0	22	22				0	37	37			
<b>Mobile Home</b>		0	2	2				0	13	13			
<b>Multi Family</b>		0	0	0				0	2	2			

\*Only costs billed to Pacific Power included.

\*\*Region 1 = coastal area, Region 16 = eastern area.

\*\*\*In addition, local partnering agencies weatherized 494 additional houses in Pacific Power's service area in 2011 with state and federal funds.

TABLE 9 - 2011 PACIFIC POWER ESAP UNITS AND COSTS

Third Quarter: July-September

Fourth Quarter: October-December

Year to Date Totals

Measures	Units	Completed			Costs*			Completed			Costs*			Completed YTD*		Costs YTD*	
		Region 1**	Region 16**	Total	Region 1**	Region 16**	Total	Region 1**	Region 16**	Total	Region 1**	Region 16**	Total	Region 1**	Region 16**	Total	Region 1**
<b>Infiltration &amp; Space Conditioning</b>																	
Cooler Cover	Home	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	0	\$0	\$0
Outlet Switch Gaskets	Home	0	3	3	\$0	\$80	\$80	0	5	5	\$0	\$148	\$148	0	10	\$0	\$294
Shell Infiltration	Home	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	0	\$0	\$0
Threshold	Home																
<b>Weatherization</b>																	
Attic Insulation	Home																
Attic Venting	Home																
Ceiling Insulation	Home	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	2	\$0	\$1,465
Floor Insulation	Home	0	0	0	\$0	\$0	\$0	0	1	1	\$0	\$16	\$16	0	1	\$0	\$16
Kneewall Insulation	Home																
Weatherstripping	Home	0	1	1	\$0	\$119	\$119	0	3	3	\$0	\$207	\$207	0	7	\$0	\$621
Caulking	Home	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	0	\$0	\$0
Home Repairs	Home	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	1	\$0	\$203
Low Flow Shower Device	Home	0	122	122	\$0	\$4,923	\$4,923	0	209	209	\$0	\$8,028	\$8,028	0	361	\$0	\$14,091
Minor Envelope Repair	Home	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	0	\$0	\$0
Water Heater Pipe Wrap	Home	0	94	94	\$0	\$1,722	\$1,722	0	140	140	\$0	\$2,379	\$2,379	0	256	\$0	\$4,554
Sink Faucet Aerator	Home	0	291	291	\$0	\$2,328	\$2,328	0	435	435	\$0	\$3,480	\$3,480	0	819	\$0	\$6,552
Water Heater Blanket	Home	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	0	\$0	\$0
<b>Furnaces</b>																	
Repair - Gas	Each																
Replacement - Gas	Each																
Repair - Electric	Each	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	1	\$0	\$23
Replacement - Electric	Each	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	1	\$0	\$2,424
<b>Miscellaneous Measures</b>																	
Door Replacement	Each	0	3	3	\$0	\$3,620	\$3,620	0	5	5	\$0	\$2,376	\$2,376	0	19	\$0	\$12,214
Glass Replacement	Each	0	89	89	\$0	\$20,752	\$20,752	0	50	50	\$0	\$9,418	\$9,418	0	335	\$0	\$66,684
Duct Wrap	Home	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	0	\$0	\$0
Duct Register	Home																
Storm Windows - Glass Fixed	Each																
Storm Windows - Glass Operable	Each																
Vinyl Retro Window	Each																
Set Back Thermometer	Each	0	0	0	\$0	\$0	\$0	0	0	0	\$0	\$0	\$0	0	0	\$0	\$0
Filter Alert Device	Each																
Foam Tape	Home																
Gas Water Heater Repair/Replace	Each																
Elec Water Heater Repair/Replace	Each	0	4	4	\$0	\$3,105	\$3,105	0	15	15	\$0	\$6,964	\$6,964	0	26	\$0	\$12,651
Reusable Filter/Replacement Signal	Each																
Solar Screens	Each																
Compact Fluorescent Bulbs	Each	0	1731	1731	\$0	\$17,170	\$17,170	0	3,364	3,364	\$0	\$33,684	\$33,684	0	5,564	\$0	\$55,547
Refrigerators	Each	0	11	11	\$0	\$8,104	\$8,104	0	33	33	\$0	\$26,817	\$26,817	0	53	\$0	\$41,468
Geo Exchange Heat Pumps	Each																
Microwaves	Each	0	20	20	\$0	\$4,737	\$4,737	0	44	44	\$0	\$9,985	\$9,985	0	69	\$0	\$15,544
CF Fixtures Interior	Each	0	0	0	\$0	0	0	0	1	1	\$0	-	-	0	0	\$0	\$0
CF Fixtures Exterior	Each	0	0	0	\$0	0	0	0	1	1	\$0	\$46	\$46	0	1	\$0	\$46
Other (please specify)	Each	0	0	0	\$0	0	0	0	0	0	\$0	\$0	\$0	0	0	\$0	\$0
Other (please specify) Furnace Filter	Home	0	4	4	\$0	\$85	\$85	0	1	1	\$0	\$42	\$42	0	8	\$0	\$325
<b>Education</b>																	
In-home Education	Home																
Education Workshops																	
Other (please specify)																	
<b>TOTAL HOMES***</b>		0	206	206	\$0	\$66,745	\$66,745	0	398	398	\$0	\$103,590	\$103,590	0	680	\$0	\$234,722
Single Family		0	140	140				0	288	288				0	487		
Mobile Home		0	40	40				0	77	77				0	132		
Multi Family		0	26	26				0	33	33				0	61		

\*Only costs billed to Pacific Power included.

\*\*Region 1 = coastal area, Region 16 = eastern area.

\*\*\*In addition, local partnering agencies weatherized 494 additional houses in Pacific Power's service area in 2011 with state and federal funds.

TABLE 10 - 2011 PACIFIC POWER ESAP ENERGY SAVINGS

First Quarter: Jan-March

Measures*	Units	Annual Energy Savings *						Lifetime Energy Savings					
		Region 1		Region 16		Total		Region 1		Region 16		Total	
		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
<b>Infiltration &amp; Space Conditioning</b>													
Cooler Cover	Home	0		0		0		0		0		0	
Outlet Switch Gaskets	Home	0		0		0		0		0		0	
Shell Infiltration	Home	0		0		0		0		0		0	
Threshold	Home												
<b>Weatherization</b>													
Attic Insulation	Home												
Attic Venting	Home												
Ceiling Insulation	Home	0		732.		732.		0		18,300.		18,300.	
Floor Insulation	Home	0		0		0		0		0		0	
Kneewall Insulation	Home												
Weatherstripping	Home	0		38.		38.		0		190.		190.	
Caulking	Home	0		0		0		0		0		0	
Home Repairs	Home	0		0		0		0		0		0	
Low Flow Shower Device	Home	0		606.		606.		0		6,060.		6,060.	
Minor Envelope Repair	Home	0		0		0		0		0		0	
Water Heater Pipe Wrap	Home	0		406.		406.		0		6,090.		6,090.	
Sink Faucet Aerator	Home	0		542.		542.		0		2,710.		2,710.	
Water Heater Blanket	Home	0		0		0		0		0		0	
<b>Furnaces</b>													
Repair - Gas	Each												
Replacement - Gas	Each												
Repair - Electric	Each	0		0		0		0		0		0	
Replacement - Electric	Each	0		0		0		0		0		0	
<b>Miscellaneous Measures</b>													
Door Replacement	Each	0		77.		77.		0		1,925.		1,925.	
Glass Replacement	Each	0		3,061.		3,061.		0		30,610.		30,610.	
Duct Wrap	Home	0		0		0		0		0		0	
Duct Register	Home												
Storm Windows - Glass Fixed	Each												
Storm Windows - Glass Operable	Each												
Vinyl Retro Window	Each												
Set Back Thermometer	Each	0		0		0		0		0		0.00	
Filter Alert Device	Each												
Foam Tape	Home												
Gas Water Heater Repair/Replace	Each												
Ele Water Heater Repair/Replace	Each	0		0		0		0		0		0	
Reusable Filter/Replacement Signal	Each												
Solar Screens	Each												
Compact Fluorescent Bulbs	Each	0		3,192.		3,192.		0		25,536.		25,536.	
Refrigerators	Each	0		3,047.		3,047.		0		45,705.		45,705.	
Geo Exchange Heat Pumps	Each												
Microwaves	Each	0		0		0		0		0		0	
CF Fixtures Interior	Each	0		0		0		0		0		0	
CF Fixtures Exterior	Each	0		0		0		0		0		0	
Other - Dehumidifier	Each	0		0		0		0		0		0	
<b>Education</b>													
In-home Education	Home												
Education Workshops													
Other (please specify)													
<b>TOTAL</b>		0		11,701		11,701.		0		137,126.		137,126.	
<b>Total Number of Homes Treated</b>													
<b>Total Number of Homes Weatherized</b>		0		24									

\*Estimated energy savings are based on the Final 2001 Joint Utility LIEE Cost and Bill Savings Standardization Report.

TABLE 10 - 2011 PACIFIC POWER ESAP ENERGY SAVINGS

Second Quarter: April-June

Measures*	Units	Annual Energy Savings *						Lifetime Energy Savings					
		Region 1		Region 16		Total		Region 1		Region 16		Total	
		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
<b>Infiltration &amp; Space Conditioning</b>													
Cooler Cover	Home	0		0		0		0		0		0	
Outlet Switch Gaskets	Home	0		14		14		0		210		210	
Shell Infiltration	Home	0		0		0		0		0		0	
Threshold	Home												
<b>Weatherization</b>													
Attic Insulation	Home												
Attic Venting	Home												
Ceiling Insulation	Home	0		0		0		0		0		0	
Floor Insulation	Home	0		0		0		0		0		0	
Kneewall Insulation	Home												
Weatherstripping	Home	0		19		19		0		95		95	
Caulking	Home	0		0		0		0		0		0	
Home Repairs	Home	0		0		0		0		0		0	
Low Flow Shower Device	Home	0		2,298		2,298		0		22,980		22,980	
Minor Envelope Repair	Home	0		0		0		0		0		0	
Water Heater Pipe Wrap	Home	0		847		847		0		12,705		12,705	
Sink Faucet Aerator	Home	0		1,412		1,412		0		7,060		7,060	
Water Heater Blanket	Home	0		0		0		0		0		0	
<b>Furnaces</b>													
Repair - Gas	Each												
Replacement - Gas	Each												
Repair - Electric	Each	0		0		0		0		0		0	
Replacement - Electric	Each	0		0		0		0		0		0	
<b>Miscellaneous Measures</b>													
Door Replacement	Each	0		135		135		0		3,375		3,375	
Glass Replacement	Each	0		7,070		7,070		0		70,700		70,700	
Duct Wrap	Home	0		0		0		0		0		0	
Duct Register	Home												
Storm Windows - Glass Fixed	Each												
Storm Windows - Glass Operable	Each												
Vinyl Retro Window	Each												
Set Back Thermometer	Each	0		0		0		0		0		0	
Filter Alert Device	Each												
Foam Tape	Home												
Gas Water Heater Repair/Replace	Each												
Ele Water Heater Repair/Replace	Each	0		351		351		0		4,563		4,563	
Reusable Filter/Replacement Signal	Each												
Solar Screens	Each												
Compact Fluorescent Bulbs	Each	0		8,728		8,728		0		69,824		69,824	
Refrigerators	Each	0		3,841		3,841		0		57,615		57,615	
Geo Exchange Heat Pumps	Each												
Microwaves	Each	0		375		375		0		3,750		3,750	
CF Fixtures Interior	Each	0		0		0		0		0		0	
CF Fixtures Exterior	Each	0		0		0		0		0		0	
Other - Dehumidifier	Each	0		0		0		0		0		0	
<b>Education</b>													
In-home Education	Home												
Education Workshops													
Other (please specify)													
<b>TOTAL</b>		0		25,090		25,090		0		252,877		252,877	
<b>Total Number of Homes Treated</b>													
<b>Total Number of Homes Weatherized</b>		0		52		52							

\*Estimated energy savings are based on the Final 2001 Joint Utility LIEE Cost and Bill Savings Standardization Report.



TABLE 10 - 2011 PACIFIC POWER ESAP ENERGY SAVINGS

Third Quarter: July-Aug

Measures*	Units	Annual Energy Savings *						Lifetime Energy Savings					
		Region 1		Region 16		Total		Region 1		Region 16		Total	
		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
<b>Infiltration &amp; Space Conditioning</b>													
Cooler Cover	Home	0		0		0		0		0		0	
Outlet Switch Gaskets	Home	0		21		21		0		0		0	
Shell Infiltration	Home	0		0		0		0		0		0	
Threshold	Home												
<b>Weatherization</b>													
Attic Insulation	Home												
Attic Venting	Home												
Ceiling Insulation	Home	0		0		0		0		0		0	
Floor Insulation	Home	0		0		0		0		0		0	
Kneewall Insulation	Home												
Weatherstripping	Home	0		19		19		0		95		95	
Caulking	Home	0		0		0		0		0		0	
Home Repairs	Home	0		0		0		0		0		0	
Low Flow Shower Device	Home	0		11,664		11,664		0		116,640		116,640	
Minor Envelope Repair	Home	0		0		0		0		0		0	
Water Heater Pipe Wrap	Home	0		4,704		4,704		0		70,560		70,560	
Sink Faucet Aerator	Home	0		5,650		5,650		0		28,250		28,250	
Water Heater Blanket	Home	0		0		0		0		0		0	
<b>Furnaces</b>													
Repair - Gas	Each												
Replacement - Gas	Each												
Repair - Electric	Each	0		0		0		0		0		0	
Replacement - Electric	Each	0		0		0		0		0		0	
<b>Miscellaneous Measures</b>													
Door Replacement	Each	0		57		57		0		1,425		1,425	
Glass Replacement	Each	0		4,247		4,247		0		42,470		42,470	
Duct Wrap	Home	0		0		0		0		0		0	
Duct Register	Home												
Storm Windows - Glass Fixed	Each												
Storm Windows - Glass Operable	Each												
Vinyl Retro Window	Each												
Set Back Thermometer	Each	0		0		0		0		0		0	
Filter Alert Device	Each												
Foam Tape	Home												
Gas Water Heater Repair/Replace	Each												
Ele Water Heater Repair/Replace	Each	0		468		468		0		6,084		6,084	
Reusable Filter/Replacement Signal	Each												
Solar Screens	Each												
Compact Fluorescent Bulbs	Each	0		44,478		44,478		0		355,824		355,824	
Refrigerators	Each	0		8,605		8,605		0		129,075		129,075	
Geo Exchange Heat Pumps	Each												
Microwaves	Each	0		1,500		1,500		0		15,000		15,000	
CF Fixtures Interior	Each	0		0		0		0		0		0	
CF Fixtures Exterior	Each	0		0		0		0		0		0	
Other - Dehumidifier	Each	0		0		0		0		0		0	
<b>Education</b>													
In-home Education	Home												
Education Workshops													
Other (please specify)													
<b>TOTAL</b>		0		81,413		81,413		0		765,423		765,423	
<b>Total Number of Homes Treated</b>													
<b>Total Number of Homes Weatherized</b>		0		208		208							

\*Estimated energy savings are based on the Final 2001 Joint Utility LIEE Cost and Bill Savings Standardization Report.

TABLE 10 - 2011 PACIFIC POWER ESAP ENERGY SAVINGS

Fourth Quarter: Oct-Dec

Measures*	Units	Annual Energy Savings *						Lifetime Energy Savings					
		Region 1		Region 16		Total		Region 1		Region 16		Total	
		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
<b>Infiltration &amp; Space Conditioning</b>													
Cooler Cover	Home	0		0		0		0		0		0	
Outlet Switch Gaskets	Home	0		29		29		0		435		435	
Shell Infiltration	Home	0		0		0		0		0		0	
Threshold	Home												
<b>Weatherization</b>													
Attic Insulation	Home												
Attic Venting	Home												
Ceiling Insulation	Home	0		0		0		0		0		0	
Floor Insulation	Home	0		91		91		0		2,275		2,275	
Kneewall Insulation	Home												
Weatherstripping	Home	0		57		57		0		285		285	
Caulking	Home	0		0		0		0		0		0	
Home Repairs	Home	0		0		0		0		0		0	
Low Flow Shower Device	Home	0		19,800		19,800		0		198,000		198,000	
Minor Envelope Repair	Home	0		0		0		0		0		0	
Water Heater Pipe Wrap	Home	0		7,304		7,304		0		109,560		109,560	
Sink Faucet Aerator	Home	0		9,233		9,233		0		46,165		46,165	
Water Heater Blanket	Home	0		0		0		0		0		0	
<b>Furnaces</b>													
Repair - Gas	Each												
Replacement - Gas	Each												
Repair - Electric	Each	0		0		0		0		0		0	
Replacement - Electric	Each	0		0		0		0		0		0	
<b>Miscellaneous Measures</b>													
Door Replacement	Each	0		97		97		0		2,425		2,425	
Glass Replacement	Each	0		2,505		2,505		0		25,050		25,050	
Duct Wrap	Home	0		0		0		0		0		0	
Duct Register	Home									0		0	
Storm Windows - Glass Fixed	Each												
Storm Windows - Glass Operable	Each												
Vinyl Retro Window	Each												
Set Back Thermometer	Each	0		0		0		0		0		0	
Filter Alert Device	Each												
Foam Tape	Home												
Gas Water Heater Repair/Replace	Each												
Ele Water Heater Repair/Replace	Each	0		1,053		1,053		0		13,689		13,689	
Reusable Filter/Replacement Signal	Each												
Solar Screens	Each												
Compact Fluorescent Bulbs	Each	0		86,071		86,071		0		688,568		688,568	
Refrigerators	Each	0		24,525		24,525		0		367,875		367,875	
Geo Exchange Heat Pumps	Each												
Microwaves	Each	0		3,300		3,300		0		33,000		33,000	
CF Fixtures Interior	Each	0		0		0		0		0		0	
CF Fixtures Exterior	Each	0		0		0		0		0		0	
Other - Dehumidifier	Each	0		0		0		0		0		0	
<b>Education</b>													
In-home Education	Home												
Education Workshops													
Other (please specify)													
<b>TOTAL</b>		0		154,065		154,065		0		1,487,327		1,487,327	
<b>Total Number of Homes Treated</b>													
<b>Total Number of Homes Weatherized</b>				398		0							

\*Estimated energy savings are based on the Final 2001 Joint Utility LIEE Cost and Bill Savings Standardization Report.

TABLE 10 - 2011 PACIFIC POWER ESAP ENERGY SAVINGS

Measures*	Units	Annual Energy Savings YTD *						Lifetime Energy Savings YTD					
		Region 1		Region 16		Total		Region 1		Region 16		Total	
		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
<b>Infiltration &amp; Space Conditioning</b>													
Cooler Cover	Home	0		0		0		0		0		0	
Outlet Switch Gaskets	Home	0		64		64		0		960		960	
Shell Infiltration	Home	0		0		0		0		0		0	
Threshold	Home												
<b>Weatherization</b>													
Attic Insulation	Home												
Attic Venting	Home												
Ceiling Insulation	Home	0		732		732		0		18,300		18,300	
Floor Insulation	Home	0		91		91		0		2,275		2,275	
Kneewall Insulation	Home												
Weatherstripping	Home	0		133		133		0		665		665	
Caulking	Home	0		0		0		0		0		0	
Home Repairs	Home	0		0		0		0		0		0	
Low Flow Shower Device	Home	0		34,368		34,368		0		343,680		343,680	
Minor Envelope Repair	Home	0		0		0		0		0		0	
Water Heater Pipe Wrap	Home	0		13,261.00		13,261		0		198,915		198,915	
Sink Faucet Aerator	Home	0		16,837.00		16,837		0		84,185		84,185	
Water Heater Blanket	Home	0		0		0		0		0		0	
<b>Furnaces</b>													
Repair - Gas	Each												
Replacement - Gas	Each												
Repair - Electric	Each	0		0		0		0		0		0	
Replacement - Electric	Each	0		0		0		0		0		0	
<b>Miscellaneous Measures</b>													
Door Replacement	Each	0		366		366		0		9,150		9,150	
Glass Replacement	Each	0		16,883		16,883		0		168,830		168,830	
Duct Wrap	Home	0		0		0		0		0		0	
Duct Register	Home												
Storm Windows - Glass Fixed	Each												
Storm Windows - Glass Operable	Each												
Vinyl Retro Window	Each												
Set Back Thermometer	Each	0		0		0		0		0		0	
Filter Alert Device	Each												
Foam Tape	Home												
Gas Water Heater Repair/Replace	Each												
Ele Water Heater Repair/Replace	Each	0		1,872		1872		0		24,336		24,336	
Reusable Filter/Replacement Signal	Each												
Solar Screens	Each												
Compact Fluorescent Bulbs	Each	0		142,469		142,469		0		1,139,752		1,139,752	
Refrigerators	Each	0		40,018		40,018		0		600,270		600,270	
Geo Exchange Heat Pumps	Each												
Microwaves	Each	0		5,175		5,175		0		51,750		51,750	
CF Fixtures Interior	Each	0		0		0		0		0		0	
CF Fixtures Exterior	Each	0		0		0		0		0		0	
Other - Dehumidifier	Each	0		0		0		0		0		0	
<b>Education</b>													
In-home Education	Home												
Education Workshops													
Other (please specify)													
<b>TOTAL</b>		0		272,269		272,269		0		2,643,068		2,643,068	
<b>Total Number of Homes Treated</b>													
<b>Total Number of Homes Weatherized</b>		0								680			

\*Estimated energy savings are based on the Final 2001 Joint Utility LIEE Cost and Bill Savings Standardization Report.