

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)

**SOUTHWEST GAS CORPORATION (U 905 G)
LOW-INCOME ASSISTANCE PROGRAMS
2011 ANNUAL REPORT**

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Dated: May 1, 2012

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2011 ANNUAL REPORT**

Southwest Gas Corporation (Southwest Gas) respectfully submits its 2011 Annual Report on low-income assistance programs in accordance 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 Rate for Energy (CARE) and Low-Income Energy Efficiency (LIEE) programs of the Small and Multi-Jurisdictional Utilities (SMJU).¹

Pursuant to the guidance letter dated April 4, 2011 directing the SMJU's immediate roll out of the new Energy Savings Assistance Program title and logo, Southwest Gas herein references the Energy Savings Assistance Program (ESAP), in place of the former generic reference to the low income home weatherization program.

Rate Recovery

Expenses listed in this report are consistent with the amounts approved by the Commission in D.08-12-019.

Reporting

Southwest Gas' 2011 Annual Report consists of the following sections:

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¹ Ordering paragraph 5, D.05-07-014, issued in Rulemaking R.04-01-006 and Application A.06-06-002, et al.

- Section I – CARE Residential Program
- Section II – CARE Expanded Program
- Section III – Energy Savings Assistance Program (formerly referred to as LIEE)
 - a. Table VIII.A – Expenditures
 - b. Table VIII.B – Administrative Expenses
 - c. Table VIII.C – Outreach Activities
 - d. Table VIII.D – Installations and Costs
 - e. Table VIII.E – Energy Savings

Dated this 1st day of May, 2012.

Respectfully submitted,

/s/ Debra S. Gallo

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ATTACHMENT



SOUTHWEST GAS CORPORATION

**LOW-INCOME ASSISTANCE PROGRAMS
2011 ANNUAL REPORT**

**Reporting Period:
January 1, 2011 through December 31, 2011**

**Southwest Gas Corporation
5241 Spring Mountain Road
P.O. Box 98510
Las Vegas, Nevada 89193-8510**

May 1, 2012

Section I

Low-Income Assistance Programs 2011 Annual Report

— CARE Residential Program —

**Southwest Gas Corporation
(U 905 G)
Low-Income Assistance Programs
2011 Annual Report
January 1, 2011 – December 31, 2011**

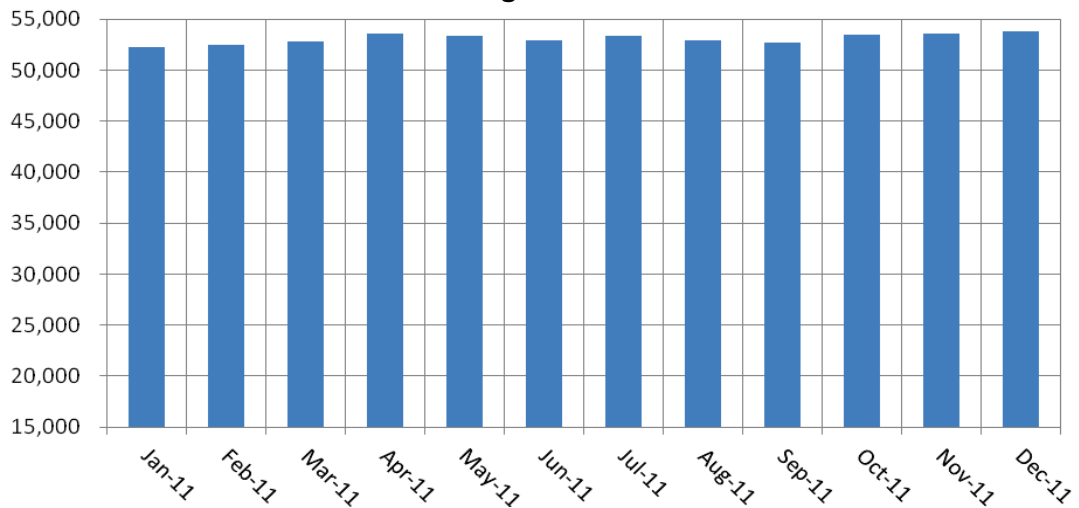
CARE Residential Program

I. PARTICIPANT INFORMATION

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

See Table I.A for the number of CARE participants, including submetered participants, by month. Figure 1.A is a graph depicting the same information.

**CARE Participants by Month
Figure 1.A**



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

There were no variations or fluctuations of more than 5 percent in the number of participants from the previous month.

- 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 percent or more.**

Southwest Gas continued several efforts to increase participation throughout 2011. Those efforts included, but were not limited to: phone and web enrollment, phone and web recertification, data sharing with utilities in the same service territory, bill inserts, and direct mailers to targeted customers.

CARE Program Participant Information
Table I.A

Table I. A. Number of CARE participants, including submetered households, by month

DISTRICT	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Monthly Average
Barstow 11	3,650	3,658	3,661	3,743	3,734	3,696	3,682	3,630	3,656	3,693	3,737	3,764	3,692
Victorville 12	42,172	42,416	42,694	43,382	43,300	42,965	43,288	42,922	42,754	43,555	43,554	43,572	43,048
Big Bear 13	2,597	2,592	2,605	2,590	2,570	2,532	2,621	2,589	2,572	2,584	2,612	2,744	2,601
N. Calif. 14	512	482	545	520	498	487	507	511	501	499	498	506	506
Truckee 15	544	550	562	561	548	536	533	524	518	505	502	506	532
South Lake Tahoe	2,396	2,402	2,396	2,407	2,387	2,364	2,398	2,376	2,342	2,319	2,339	2,355	2,373
Needles 19	355	367	367	366	376	375	369	356	344	357	356	357	362
All Districts	52,226	52,467	52,830	53,569	53,413	52,955	53,398	52,908	52,687	53,512	53,598	53,804	53,114

DISTRICT	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Annual Increase/Decrease ^[1]
Barstow 11	2.4%	0.2%	0.1%	2.2%	(0.2%)	(1.0%)	(0.4%)	(1.4%)	0.7%	1.0%	1.2%	0.7%	5.6%
Victorville 12	2.8%	0.6%	0.7%	1.6%	(0.2%)	(0.8%)	0.8%	(0.8%)	(0.4%)	1.9%	0.0%	0.0%	6.2%
Big Bear 13	0.2%	(0.2%)	0.5%	(0.6%)	(0.8%)	(1.5%)	3.5%	(1.2%)	(0.7%)	0.5%	1.1%	5.1%	5.8%
N. Calif. 14	4.9%	(5.9%)	13.1%	(4.6%)	(4.2%)	(2.2%)	4.1%	0.8%	(2.0%)	(0.4%)	(0.2%)	1.6%	3.7%
Truckee 15	3.0%	1.1%	2.2%	(0.2%)	(2.3%)	(2.2%)	(0.6%)	(1.7%)	(1.1%)	(2.5%)	(0.6%)	0.8%	(4.2%)
South Lake Tahoe	3.0%	0.3%	(0.2%)	0.5%	(0.8%)	(1.0%)	1.4%	(0.9%)	(1.4%)	(1.0%)	0.9%	0.7%	1.2%
Needles 19	0.6%	3.4%	0.0%	(0.3%)	2.7%	(0.3%)	(1.6%)	(3.5%)	(3.4%)	3.8%	(0.3%)	0.3%	1.1%
All Districts	2.6%	0.5%	0.7%	1.4%	(0.3%)	(0.9%)	0.8%	(0.9%)	(0.4%)	1.6%	0.2%	0.4%	5.7%

Table I. A. Variance in number of CARE participants, including submetered households, from previous month

^[1] Due to the differences caused by cycle billing, the annual increase/decrease for the 2011 program year is derived by comparing December 2010 customer counts to December 2011 customer counts.

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.

1. What is the total number of residential customers?

Total Primary and Secondary Residential Customers as of December 31, 2011:

Southern California	132,626
Northern California ⁺	41,408
Total	174,034*

⁺All Northern California references include South Lake Tahoe throughout the annual report.

^{*}Secondary Residential Customers are excluded when calculating Total Estimated Eligible CARE participants and Total Actual Participants as stated in succeeding responses.

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

Southwest Gas estimates the following potential CARE eligible households by service territories:

Estimated Eligible CARE Participants

Southern California	51,061
Northern California	3,698
Total Estimated	54,759

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?

Percent Estimated Eligible for the CARE program discount:

Southern California	40.61%
Northern California	16.27%

4. How many CARE participants, including submetered 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 53,804 participants in the Southwest Gas CARE program (including submetered tenants), which represents approximately 98 percent of the total estimated eligible.

Please see Table I.B for a monthly breakdown of CARE program participation numbers.

**2011 CARE PARTICIPATION
TABLE I.B**

Month	Enrolled by Non-Capitation	Enrolled by Capitation	Total Enrolled [1]	Total CARE Participants	Estimated Eligible [2]	Participation Rate
January	3,877	19	3,896	52,226	54,759	95%
February	2,613	7	2,620	52,467	54,759	96%
March	3,162	26	3,188	52,830	54,759	96%
April	3,118	6	3,124	53,569	54,759	98%
May	2,080	11	2,091	53,413	54,759	98%
June	2,739	5	2,744	52,955	54,759	97%
July	5,295	16	5,311	53,398	54,759	98%
August	4,861	13	4,874	52,933	54,759	97%
September	3,173	9	3,182	52,662	54,759	96%
October	2,616	22	2,638	53,512	54,759	98%
November	2,308	2	2,310	53,598	54,759	98%
December	2,574	19	2,593	53,804	54,759	98%

[1] Total enrolled by month includes both first-time CARE customers and those re-enrolled on the CARE rate.

[2] Estimated eligible CARE participants are updated based on actual customer data through 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.

Current estimates of the number of potentially eligible participants in the CARE program were calculated by utilizing economic and demographic survey data collected by Southwest Gas. Specifically, cross-tabulations of income and persons per household information provided the basis for the estimates. Most recent census data was reviewed as a reasonableness check of the estimates.

Submetered Participants (Master-Metered Customers)

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

There are 176 master-metered accounts in Southwest Gas' service areas – 58 with submetering and 118 without submetering.

D. How many submetered tenants are estimated to be CARE eligible?

Southwest Gas estimates 1,337 submetered tenants are potentially eligible for CARE.

1. **How many submetered 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?**

Southwest Gas had 1,310 submetered CARE program participants as of December 31, 2011, which represents approximately 98 percent of the total estimated eligible.

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

There were no reported instances of problems encountered during this reporting period.

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.**

Please see Table II.A for average residential usage (excluding CARE participants and master-metered usage).

- 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.**

Please see Table II.B for average CARE participant usage (excluding master-metered usage).

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

Please see Table II.C for average usage for non-CARE residential customers and CARE program participants (excluding master-metered usage).

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.**

Please see Table III.A for the average monthly bill per residential customer.

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

Please see Table III.B for the average monthly bill per CARE participant.

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

Please see Table III.C for the average monthly discount by baseline territory for the twelve months ending December 31, 2011.

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

Please see Table III.D.1 for the administrative costs per CARE participant.

- E. **Complete Table III. D.2 which gives a breakdown of administrative costs in the following categories: Outreach; General Administration; Processing, Certification and Verification; Billing System Programming; Regulatory Compliance.**

Please see Table III.D.2 for the breakdown of CARE program administrative costs.

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

Below are descriptions of the types of costs incurred by category. Please reference Table III.D.2 for the breakdown of the CARE program administrative costs.

Outreach

Outreach activities include bill inserts, direct mailings, distribution of applications, website enrollment, bill messages, brochures, data sharing with other utilities, capitation fees paid to organizations, and a variety of other activities summarized in Table IV.A on pages 17, 18, 19, and 20.

Processing, Certification and Verification

Processing, Certification and Verification includes services performed to process applications, along with verifying and certifying the applicant's eligibility.

Processing – Creation of customer service system orders to initiate or remove an applicant from the CARE program.

Certification – Review of application for completeness, conformance with established income parameters, and comparison with customer service system for customer of record. Recertification efforts, including automated reminder calls to re-enroll in the program, are also in this category.

Verification – Review of application for income eligibility, requests for proof of eligibility, repeat contacts with applicants for additional information, and random sampling of applications.

General Administration

General Administration includes expenses related to program tracking, reporting and regulatory compliance. Labor expenses for the CARE program administrators are also included, along with travel expenses to attend meetings and workshops with the Commission and other utilities.

Billing System Programming

Billing System Programming includes additional programming efforts to create and modify the customer service system database to gather and track customer data for multiple purposes, including recertification notification, random income verification, data sharing, and reports required by the Commission. Additionally, an outside contractor is utilized to assist with CARE data sharing with other SMJUs, when applicable. Billing System Programming is a sub-category of General Administration in Table III.D.2.

Regulatory Compliance

Regulatory Compliance includes costs related to the preparation of Commission-mandated filings and reports. Travel costs are also included for attendance at Commission hearings and workshops. Regulatory Compliance is a sub-category of General Administration in Table III.D.2.

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

While not specifically quantified, Billing and General administrative costs for a non-CARE account should generally be below the average cost reported for CARE applicants. An extra customer service system change order and continuing maintenance of the CARE information is avoided with non-CARE accounts.

**All Residential Customers
TABLE II.A – USAGE INFORMATION**

Table II. A. Usage Information (In Therms) ⁽¹⁾

Average Tier 1 usage for all residential customers (excluding CARE participants and master-metered usage)		Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Total Annual Usage	Average Monthly Usage	Average Winter Usage	Average Summer Usage
DISTRICT																	
Barstow 11		50.12	41.35	43.67	31.48	13.64	10.68	9.72	8.86	9.64	9.79	21.96	44.65	297.69	24.63	38.87	10.39
Victorville 12		55.10	49.05	48.13	37.89	22.62	15.62	13.09	12.09	12.33	13.06	25.89	50.59	356.49	29.62	44.44	14.80
Big Bear 13		75.36	56.84	59.37	47.22	26.89	21.21	10.80	10.04	10.21	15.89	38.98	61.66	434.93	36.21	47.78	13.07
N. Calif. 14		106.43	93.08	95.66	74.87	57.27	39.50	20.09	16.23	14.98	25.30	60.46	86.20	690.60	57.51	74.91	22.70
Truckee 15		110.29	87.90	94.67	75.49	55.67	42.57	17.24	14.82	14.74	21.65	54.60	85.85	675.39	56.29	73.27	22.34
South Lake Tahoe 16		101.26	88.67	88.70	73.13	56.34	36.59	17.63	15.42	15.43	28.64	65.65	86.10	675.72	56.13	73.56	21.27
Needles 19		20.70	18.45	18.39	13.66	11.95	6.47	6.18	6.16	5.74	6.00	6.27	15.54	136.11	11.29	15.50	7.08
All Districts		72.93	61.72	63.19	49.96	33.11	23.39	14.11	12.62	12.68	17.11	38.21	62.53	462.70	38.46	52.62	15.95
Average Tier 2 usage for all residential customers (excluding CARE participants and master-metered usage)																	
DISTRICT																	
Barstow 11		34.73	19.49	14.50	2.87	6.62	7.04	4.00	3.34	3.84	5.27	11.27	26.58	140.63	11.63	18.24	5.02
Victorville 12		33.50	25.28	20.04	5.55	6.59	8.16	3.34	2.58	2.50	3.39	9.47	25.26	146.35	12.14	19.85	4.43
Big Bear 13		21.17	13.61	14.22	8.08	1.22	5.22	2.21	2.03	1.99	3.72	4.15	16.85	94.59	7.87	10.38	2.86
N. Calif. 14		16.28	14.21	15.56	9.19	4.95	7.11	3.86	2.00	1.83	2.16	5.61	12.53	95.47	7.94	10.06	3.70
Truckee 15		26.37	19.96	21.25	13.14	6.41	10.19	4.37	2.99	2.93	3.64	6.28	19.54	137.05	11.42	14.57	5.12
South Lake Tahoe 16		30.36	26.70	25.83	15.39	6.29	12.17	4.95	3.21	3.61	4.45	11.01	24.44	169.07	14.03	18.06	5.99
Needles 19		9.03	8.90	7.26	0.98	1.09	4.60	3.07	2.99	2.22	2.87	4.09	2.87	50.08	4.16	5.52	2.81
All Districts		29.04	21.94	19.23	8.02	5.59	8.27	3.57	2.62	2.63	3.59	8.32	22.16	135.42	11.25	13.81	4.28
Average Tier 1 and Tier 2 usage for all residential customers (excluding CARE participants and master-metered usage)																	
DISTRICT																	
Barstow 11		84.85	60.84	58.17	34.35	20.26	17.73	13.71	12.20	13.49	15.06	33.23	71.23	438.32	36.26	57.11	15.41
Victorville 12		88.59	74.33	68.17	43.45	29.21	23.77	16.44	14.68	14.82	16.44	35.36	75.84	502.84	41.76	64.29	19.23
Big Bear 13		96.53	70.45	73.59	55.30	28.11	26.43	13.01	12.07	12.20	19.61	43.14	78.51	529.51	44.08	58.16	15.93
N. Calif. 14		122.71	107.29	111.21	84.06	62.21	46.60	23.95	18.24	16.81	27.46	66.06	98.73	786.08	65.44	84.97	26.40
Truckee 15		136.66	107.87	115.92	88.63	62.07	52.77	21.61	17.81	17.68	25.29	60.87	105.39	812.44	67.71	87.84	27.47
South Lake Tahoe 16		131.62	115.37	114.53	88.52	62.63	48.76	22.58	18.63	19.04	33.09	76.66	110.54	844.80	70.16	91.62	27.25
Needles 19		29.73	27.35	25.65	14.64	13.03	11.07	9.25	9.16	7.97	8.87	10.36	18.41	186.19	15.46	21.02	9.89
All Districts		101.97	83.67	82.42	57.98	38.70	31.66	17.68	15.24	15.30	20.70	46.53	84.69	598.12	49.71	66.43	20.23

⁽¹⁾Data in Table II.A. is based on billing records.

**CARE Program Participants
TABLE II.B – USAGE INFORMATION**

Table II. B. Usage Information (In Therms) ^[1]												
Average Tier 1 usage for CARE participants (excluding master-metered usage)												
DISTRICT	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
Barstow 11	52.10	42.67	45.34	33.89	15.26	11.38	10.64	9.63	10.44	10.47	23.88	46.19
Victorville 12	56.75	50.61	49.65	39.56	24.28	17.06	14.73	13.72	13.98	14.68	28.04	52.27
Big Bear 13	75.62	64.12	67.80	61.60	45.43	28.90	14.62	13.62	13.92	22.95	56.51	67.51
N. Calif. 14	77.04	70.12	73.92	66.77	61.69	38.73	18.16	14.67	14.71	24.43	52.97	70.04
Truckee 15	70.85	66.67	64.83	58.43	50.28	33.79	14.98	13.36	14.16	21.89	51.99	62.89
South Lake Tahoe 16	78.82	70.89	72.72	66.77	58.67	36.33	16.35	14.56	15.24	27.68	60.68	72.34
Needles 19	23.00	20.98	20.66	15.70	13.68	7.25	6.78	6.79	6.42	6.61	7.17	18.37
All Districts	58.48	51.80	51.50	41.74	26.75	18.40	14.51	13.44	13.76	15.46	30.86	53.55
Average Tier 2 usage for CARE participants (excluding master-metered usage)												
DISTRICT	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
Barstow 11	36.20	21.28	15.95	3.98	8.75	9.90	5.64	4.74	5.32	7.19	13.36	28.01
Victorville 12	29.92	22.48	17.73	4.67	7.59	9.14	3.87	3.15	3.06	4.44	10.29	23.71
Big Bear 13	33.84	24.57	25.03	14.96	2.63	13.09	6.54	5.79	6.16	9.61	7.83	30.03
N. Calif. 14	29.30	26.98	28.18	17.20	9.34	15.49	8.55	3.56	3.89	4.23	8.05	20.93
Truckee 15	31.02	25.42	25.54	14.81	6.76	15.74	6.72	4.14	4.64	4.61	7.27	22.17
South Lake Tahoe 16	40.95	34.99	35.59	22.27	9.31	18.82	7.61	4.42	5.26	7.31	13.12	30.23
Needles 19	9.55	9.37	8.53	1.35	1.09	5.06	3.35	3.21	2.37	3.19	4.47	3.02
All Districts	30.88	23.05	18.90	6.10	7.47	9.90	4.35	3.45	3.47	4.98	10.41	24.41
Average Tier 1 and Tier 2 usage for CARE participants (excluding master-metered usage)												
DISTRICT	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
Barstow 11	88.30	63.95	61.30	37.87	24.01	21.27	16.28	14.36	15.76	17.66	37.24	74.21
Victorville 12	86.67	73.09	67.39	44.23	31.87	26.20	18.59	16.86	17.05	19.12	38.34	75.98
Big Bear 13	109.46	88.69	92.83	76.55	48.06	41.99	21.16	19.41	20.08	32.56	64.34	97.54
N. Calif. 14	106.34	97.10	102.11	83.97	71.04	54.22	26.71	18.24	18.60	28.67	61.01	90.97
Truckee 15	101.87	92.09	90.37	73.25	57.05	49.52	21.70	17.50	18.80	26.49	59.26	85.06
South Lake Tahoe 16	119.76	105.88	108.31	89.04	67.98	55.15	23.96	18.98	20.50	34.99	73.80	102.57
Needles 19	32.55	30.35	29.19	17.04	14.77	12.31	10.13	10.00	8.79	9.80	11.64	21.38
All Districts	89.36	74.85	70.39	47.84	34.22	28.29	18.86	16.89	17.24	20.42	41.27	77.95

[1] Data in Table II.B. is based on billing records.

**CARE Program Participants versus Non-CARE
TABLE II.C – USAGE INFORMATION**

Table II. C. CARE Participant Versus NonCARE ^[1]												
AVERAGE USAGE – NONCARE (In Therms)(excluding master-metered usage)												
All Districts	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
Customers	121,651	120,332	122,628	120,554	120,351	120,661	119,924	120,169	120,549	120,085	120,718	121,364
Avg. Tier 1 Use	72.93	61.72	63.19	49.96	33.11	23.39	14.11	12.62	12.68	17.11	38.21	62.53
Avg. Tier 2 Use	29.04	21.94	19.23	8.02	5.59	8.27	3.57	2.62	2.63	3.59	8.32	22.16
Total Avg. Use	101.97	83.66	82.42	57.98	38.70	31.66	17.68	15.24	15.31	20.70	46.53	84.69
AVERAGE USAGE – CARE PARTICIPANTS (In Therms) (excluding master-metered usage)												
All Districts	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
Customers	50,941	51,183	51,537	52,274	52,132	51,678	52,124	51,651	51,376	52,264	52,268	52,494
Avg. Tier 1 Use	58.48	51.80	51.50	41.74	26.75	18.40	14.51	13.44	13.76	15.46	30.86	53.55
Avg. Tier 2 Use	30.88	23.05	18.90	6.10	7.47	9.90	4.35	3.45	3.47	4.98	10.41	24.41
Total Avg. Use	89.36	74.85	70.40	47.84	34.22	28.30	18.86	16.89	17.23	20.44	41.27	77.96
CARE PARTICIPANTS Average Usage Greater Than/(Less Than) NONCARE Average Usage (In Therms) (excluding master-metered usage)												
All Districts	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
Avg. Tier 1 Use	(14.45)	(9.92)	(11.69)	(8.22)	(6.36)	(4.99)	0.40	0.82	1.08	(1.65)	(7.35)	(8.98)
Avg. Tier 2 Use	1.84	1.11	(0.33)	(1.92)	1.88	1.63	0.78	0.83	0.84	1.39	2.09	2.25
Total Avg. Use	(12.61)	(8.81)	(12.02)	(10.14)	(4.48)	(3.36)	1.18	1.65	1.92	(0.26)	(5.26)	(6.73)
CARE PARTICIPANTS Average Usage Greater Than/(Less Than) NONCARE Average Usage (as Percentage) (excluding master-metered usage)												
All Districts	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
Avg. Tier 1 Use	(19.8%)	(16.1%)	(18.5%)	(16.5%)	(19.2%)	(21.3%)	2.8%	6.5%	8.5%	(9.6%)	(19.2%)	(14.4%)
Avg. Tier 2 Use	6.3%	5.1%	(1.7%)	(23.9%)	33.6%	19.7%	21.8%	31.7%	31.9%	38.7%	25.1%	10.2%
Total Avg. Use	(12.4%)	(10.5%)	(14.6%)	(17.5%)	(11.6%)	(10.6%)	6.7%	10.8%	12.5%	(1.3%)	(11.3%)	(7.9%)

[1] Data in Table II.C. is based on billing records.

**Program Costs
TABLE III.A, B & C**

Table III. A. Program Costs (In Dollars) ^[1]

DISTRICT	AVERAGE BILL - NONCARE												Average		
	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Monthly Bill	Winter Bill	Average Summer Bill
Barstow 11	115.00	87.76	84.48	49.38	30.95	28.00	22.57	20.38	22.01	23.52	47.00	98.37	52.45	80.33	24.57
Victorville 12	118.93	106.13	98.66	62.10	41.97	35.49	25.84	23.36	23.49	24.90	49.29	103.90	59.51	89.84	29.18
Big Bear 13	138.08	107.52	113.84	84.11	42.81	41.32	23.26	21.77	21.92	30.93	61.93	114.75	66.85	86.75	27.07
N. Calif. 14	175.15	158.87	167.56	126.70	93.53	70.88	38.68	30.62	28.20	41.44	92.76	138.29	96.89	124.29	42.10
Truckee 15	205.01	167.71	184.83	141.44	98.74	84.20	37.29	31.59	31.05	40.76	90.82	156.14	105.80	135.68	46.03
South Lake Tahoe 16	130.59	120.14	122.76	94.41	66.45	52.66	26.80	22.88	22.73	34.04	72.85	106.06	72.70	93.41	31.27
Needles 19	41.77	41.83	40.36	24.64	21.50	19.39	17.13	16.74	15.34	16.14	17.84	28.52	25.10	32.49	17.71
All Districts	135.27	116.57	117.19	81.55	54.39	45.74	27.58	24.28	24.17	29.76	61.49	112.72	69.23	91.83	31.13

Table III. B. Program Costs (In Dollars) ^[1]

DISTRICT	AVERAGE BILL - CARE Participants												Average		
	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Monthly Bill	Winter Bill	Average Summer Bill
Barstow 11	87.58	66.67	64.39	39.12	26.08	23.90	19.06	17.14	18.29	19.58	37.68	73.72	41.10	61.53	20.68
Victorville 12	85.15	75.26	70.36	45.42	32.80	28.02	20.80	19.03	19.12	20.43	38.19	74.72	44.11	64.85	23.37
Big Bear 13	105.66	89.93	95.55	76.51	46.22	42.25	23.38	21.54	22.20	32.18	59.52	94.67	59.13	75.03	27.34
N. Calif. 14	114.29	108.33	116.48	95.47	79.80	61.76	32.04	22.84	23.06	32.27	64.34	95.95	70.55	88.37	34.93
Truckee 15	121.26	113.14	113.60	91.76	70.91	62.20	29.08	24.04	25.21	32.91	68.93	99.48	71.04	89.00	35.13
South Lake Tahoe 16	91.46	84.67	89.55	72.94	54.86	45.30	21.52	17.67	18.40	27.26	53.53	75.44	54.38	68.71	25.72
Needles 19	33.80	33.25	32.97	20.40	17.27	15.45	13.43	13.12	12.11	12.76	14.22	23.41	20.18	26.34	14.02
All Districts	86.92	76.25	72.75	48.52	34.70	29.76	20.99	19.02	19.24	21.41	40.22	75.79	45.46	67.69	25.88

Table III. C. Program Costs (In Dollars) ^[1]

DISTRICT	AVERAGE MONTHLY DISCOUNT- Per CARE Participant												Average		
	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Monthly Discount	Winter Discount	Average Summer Discount
Barstow 11	20.16	15.09	14.91	9.08	6.06	5.55	4.33	3.92	4.22	4.53	8.80	17.31	9.50	14.23	4.77
Victorville 12	19.15	18.54	17.47	11.12	7.82	6.70	4.83	4.49	4.51	4.87	8.75	17.24	10.46	15.38	5.54
Big Bear 13	25.30	21.28	22.58	17.98	10.85	9.96	5.56	5.05	5.24	7.65	14.12	22.79	14.03	17.82	6.45
N. Calif. 14	26.98	25.71	28.88	22.78	18.33	14.42	7.73	5.45	5.40	8.50	15.17	22.29	16.80	21.08	8.25
Truckee 15	25.71	24.34	25.04	19.69	15.07	13.13	6.32	5.27	5.52	7.06	14.62	21.27	15.25	19.10	7.56
South Lake Tahoe 16	22.06	20.64	22.25	17.57	13.04	10.92	5.10	4.19	4.36	6.63	12.76	17.80	13.11	16.59	6.14
Needles 19	8.06	7.85	7.73	4.84	4.11	3.61	3.18	3.04	2.91	3.09	3.52	5.59	4.79	6.27	3.32
All Districts	19.67	18.60	17.88	11.76	8.23	7.08	4.87	4.47	4.53	5.10	9.31	17.56	10.76	15.78	6.00

^[1]Data in Tables III.A, B., C. are based on billing records.

Program Costs
Table III.D.1

	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Total Program Costs
Table III. D.1. Total CARE Administrative Costs													
SERVICE TERRITORIES													
Southern California	\$ 9,165	\$ 7,148	\$ 17,551	\$ 6,439	\$ 10,329	\$ 7,274	\$ 11,390	\$ 16,803	\$ 5,971	\$ 20,574	\$ 3,886	\$ 6,679	\$ 123,208
Northern California	\$ 2,036	\$ 1,624	\$ 12,428	\$ 1,325	\$ 1,986	\$ 1,597	\$ 4,671	\$ 4,327	\$ 2,725	\$ 1,588	\$ 951	\$ 2,141	\$ 37,399
All Service Territories	\$ 11,201	\$ 8,772	\$ 29,979	\$ 7,764	\$ 12,315	\$ 8,871	\$ 16,061	\$ 21,130	\$ 8,696	\$ 22,162	\$ 4,837	\$ 8,820	\$ 160,607
Table III. D.1. Number of Participating Customers													
SERVICE TERRITORIES													
Southern California	48,774	49,033	49,327	50,081	49,980	49,568	49,960	49,522	49,301	50,189	50,259	50,437	49,703
Northern California	3,452	3,434	3,503	3,488	3,433	3,387	3,438	3,411	3,361	3,323	3,339	3,367	3,411
All Service Territories	52,226	52,467	52,830	53,569	53,413	52,955	53,398	52,933	52,662	53,512	53,598	53,804	53,114
Table III. D.1. Administrative Costs Per Participating Customers (System costs are allocated to districts based on number of customers)													
SERVICE TERRITORIES													
Southern California	\$ 0.22	\$ 0.17	\$ 0.41	\$ 0.15	\$ 0.24	\$ 0.17	\$ 0.26	\$ 0.39	\$ 0.14	\$ 0.47	\$ 0.09	\$ 0.15	\$ 2.48
Northern California	\$ 3.94	\$ 3.21	\$ 22.77	\$ 2.45	\$ 3.88	\$ 3.19	\$ 9.00	\$ 8.43	\$ 5.35	\$ 3.16	\$ 1.90	\$ 4.23	\$ 10.96
All Service Territories	\$ 0.21	\$ 0.17	\$ 0.57	\$ 0.14	\$ 0.23	\$ 0.17	\$ 0.30	\$ 0.40	\$ 0.17	\$ 0.41	\$ 0.09	\$ 0.16	\$ 3.02

2011 TOTAL CARE EXPENSES
Table III.D.2

Description	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	YTD	Annual Budget [1]	Percentage of Budget
Outreach							
Capitation Fees	\$ 504	\$ 804	\$ 756	\$ 828	\$ 2,892		
Applications/Inserts	\$ 25,900	\$ 9,672	\$ 23,452	\$ 5,298	\$ 64,322		
Media							
Other Outreach [2]	\$ 3,780		\$ 1,431	\$ 17,009	\$ 22,220		
Other Outreach subsumed in GRC [3]							
Subtotal Outreach	\$ 30,184	\$ 10,476	\$ 25,639	\$ 23,135	\$ 89,434	\$ 100,000	89.4%
Processing/Certification/Verification							
Internal	\$ 2,413	\$ 2,069	\$ 3,603	\$ 2,125	\$ 10,211		
Outside Services	\$ 6,114	\$ 7,470	\$ 9,153	\$ 7,804	\$ 30,541		
Subtotal Processing/Certification/Verification	\$ 8,527	\$ 9,539	\$ 12,756	\$ 9,929	\$ 40,751	\$ 98,000	41.6%
General							
Billing System/Programming							
Consulting Services			\$ 625	\$ 313	\$ 938		
Regulatory Compliance							
Travel	\$ 125	\$ 142	\$ 599	\$ 839	\$ 1,706		
Filings							
Labor Costs (including overhead)							
Incremental	\$ 11,116	\$ 8,330	\$ 6,222	\$ 1,603	\$ 27,271		
Other general (please specify) [2]		\$ 462	\$ 45		\$ 507		
General costs subsumed in GRC							
Subtotal General	\$ 11,241	\$ 8,934	\$ 7,491	\$ 2,755	\$ 30,421	\$ 30,000	101.4%
TOTAL PROGRAM COSTS (including costs subsumed in GRC)	\$ 49,952	\$ 28,949	\$ 45,886	\$ 35,819	\$ 160,607	\$ 228,000	
TOTAL PROGRAM COSTS (excluding costs subsumed in GRC)	\$ 49,952	\$ 28,949	\$ 45,886	\$ 35,819	\$ 160,607	\$ 228,000	70.4%
CARE Program Discount	\$ 3,014,455	\$ 1,466,122	\$ 763,080	\$ 1,795,538	\$ 7,039,195	\$ 8,845,624	79.6%
GRAND TOTAL PROGRAM COSTS (including costs subsumed in GRC) & CUSTOMER DISCOUNTS	\$ 3,064,407	\$ 1,495,071	\$ 808,966	\$ 1,831,357	\$ 7,199,802	\$ 9,073,624	
GRAND TOTAL PROGRAM COSTS (excluding costs subsumed in GRC) & CUSTOMER DISCOUNTS	\$ 3,064,407	\$ 1,495,071	\$ 808,966	\$ 1,831,357	\$ 7,199,802	\$ 9,073,624	79.3%

[1] As approved in D.08-12-019.

[2] Other Outreach/General costs are defined as any direct costs that do not fall into the listed subcategories.

[3] For purposes of estimating the costs subsumed in general rates, Southwest Gas includes costs that would be avoided should the programs be eliminated.

F. Provide balancing account balance for CARE and ESAP as of end of reporting period. Also, provide an explanation for over/under collection balances. (Give a snapshot in time.)

Southwest Gas' CARE account balance for the 12 months ending December 31, 2011:

**CARE Program and Energy Savings Assistance Program Balance
TABLE III. F**

CARE

Beginning balance @ 1/1/11 ^[1]	\$ 3,016,410
Program benefits	7,039,195
Interest accrual	8,984
Recoveries through surcharges	(9,179,221)
Unreimbursed BOE activity	1,127,166
Administration costs	160,607
Net balance @ 12/31/11	\$ 2,173,141

[1] This table details general ledger account activity from January 1, 2011 to December 31, 2011. The beginning balance includes \$2,468,352 in unreimbursed BOE activity.

Energy Savings Assistance Program

Beginning balance @ 1/1/11 ^[1]	\$ 606,728
Interest accrual	1,424
Recoveries through surcharges	(3,133,046)
Administration costs ^[2]	2,404,830
Net balance @ 12/31/11 ^[1]	\$ (120,064)

[1] Balance reported is the general ledger balance at 1/1/11, and includes previously reported unreimbursed BOE accruals of \$1,052,821.

[2] Amount includes net reimbursed BOE accruals of \$89,991 as of December 31, 2011, (including \$1,142,812 awaiting reimbursement less \$1,052,821 reimbursement received related to amounts included in the beginning balance).

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

Incremental costs directly associated with the CARE program and ESAP are recorded in the balancing accounts. These costs include the CARE discount and ESAP weatherization budgets, along with program specific administrative expenses as described in the response to III.E.1 on page 6 and 7, and in tables VIII.A and VIII.B on pages 31 and 32 of this annual report. Those costs that would remain in general rates should the programs be eliminated are not recorded in the balancing accounts.

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

2011 Surcharge Collected and Percentage By Customer Class
Table III.H

	Surcharge Collected	Surcharge \$/Therm	% of Avg. Bill	% of Total Surcharge
No. California:				
Residential	\$ 569,133	\$ 0.01848	1.40%	69.02%
Commercial	\$ 242,145	\$ 0.01848	1.85%	29.36%
Industrial	\$ 2,074	\$ 0.01848	2.26%	0.25%
Transportation	\$ 11,298	\$ 0.01848	7.40%	1.37%
<i>Total Northern</i>	\$ 824,650			100.00%
So. California:				
Residential	\$ 5,104,034	\$ 0.12502	8.52%	61.09%
Commercial	\$ 2,472,818	\$ 0.12502	12.67%	29.60%
Industrial	\$ 193,902	\$ 0.12502	14.28%	2.32%
Transportation	\$ 583,817	\$ 0.12502	35.15%	6.99%
<i>Total Southern</i>	\$ 8,354,571			100.00%
Total	\$ 9,179,221			

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

Total annual CARE program benefits provided as of December 31, 2011, were \$7,039,195.

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

See Table III.H above.

IV. OUTREACH

- A. Complete Table IV.A. which shows 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).

Table IV.A summarizes the outreach activities undertaken in program year 2011.

- B. Provide a narrative discussion of the following:

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

Southwest Gas continues to share lists of CARE customers electronically with Southern California Edison (SCE), Liberty Utilities and Bear Valley Electric Service (BVES). In 2011, Southwest Gas shared residential and master-metered submeter customer data with SCE and residential customer data with Liberty Utilities and BVES. An additional residential and master-metered submeter customer data share was attempted with Liberty Utilities; however, due to their recent transition to a new customer billing system, Liberty Utilities was unable to provide Southwest Gas with the necessary records. Total shared customer data identified 6,628 customers that may qualify for the program. Southwest Gas automatically enrolled 4,962 customers on CARE and mailed letters and CARE applications to 1,666 customers with partially matching data.

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

Southwest Gas contracts with community-based organizations and outside contractors who are administering the ESAP and the CARE capitation initiative for electric utilities in overlapping service territories to reach more customers in need and achieve economies of scale.

3. Leveraging CARE funds with other utility assistance programs.

Southwest Gas continues to discuss ways to jointly administer and promote the CARE program statewide with the ESAP and Medical Baseline initiatives where feasible. In addition, Southwest Gas continues auto-enrollment based on Low Income Home Energy Assistance Program (LIHEAP) participation.

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

No participation barriers were encountered during the reporting period.

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

The annual application bill insert, phone enrollment and phone recertification, data sharing projects, and website online enrollment have proven to be the most cost-effective and affordable ways of increasing CARE participation and reaching underserved households. However, Southwest Gas continues to pursue methods to improve and automate these projects in order to maximize its outreach efforts.

**2011 CARE OUTREACH ACTIVITIES
TABLE IV.A**

Activity	Summary	Time line	Status	Cost [1]
CARE Capitation Fee Project	Community Action Partnership of San Bernardino County and Richard Health and Associates, Inc. were paid a \$12 incentive fee for each new customer they assisted in enrolling in the CARE program.	January 2011 - December 2011	Ongoing	\$ 2,892
Courtesy Call Message	CARE and Medical Baseline message added to all California customer courtesy calls regarding a disconnect notice.	January 2011 - December 2011	Ongoing	
IVR System	CARE program information is available via Southwest Gas' Interactive Voice Response (IVR) system.	January 2011 - December 2011	Ongoing	
Phone Enrollment	Customers have the option to enroll in CARE by phone or in person. Enrolled 5,533 new CARE customers by phone during 2011.	January 2011 - December 2011	Ongoing	
Phone Recertification	Customers have the option to recertify for CARE by phone or in person. Recertified 1,982 CARE customers by phone during 2011.	January 2011 - December 2011	Ongoing	
Website	CARE and ESAP are promoted on Southwest Gas' website for customers to obtain program information.	January 2011 - December 2011	Ongoing	
CARE Website Enrollment	Customers have the option to enroll online for CARE. Enrolled 3,239 new CARE customers online during 2011.	January 2011 - December 2011	Ongoing	
LIHEAP Automatic Enrollment	Automatically enrolled 86 customers receiving LIHEAP funds in CARE.	January 2011 - December 2011	Ongoing	
Targeted Mailing	Sent self-mailer composed of a customer letter and recertification application to 5,003 customers, encouraging those recently removed from CARE due to failure to recertify, to re-enroll in the program.	January 2011 - December 2011	Completed	\$ 1,534
CARE Customer Data Share	Exchanged CARE customer data electronically with SCE for the fourth quarter of 2010. Southwest Gas identified 1,676 possible new CARE customers.	January 2011	Completed	
CARE Automatic Enrollment	Automatically enrolled 1,275 CARE customers from the fourth quarter of 2010 data share with SCE.	January 2011	Completed	
Targeted Mailing	Sent letter and CARE applications (English and Spanish) to 401 customers whose data partially matched from the fourth quarter of 2010 data share with SCE.	January 2011	Completed	
Community Affairs Activity	Distributed 150 CARE applications with ESAP information to the Eldorado County Department of Human Services in South Lake Tahoe.	January 2011	Completed	

[1] Southwest Gas includes all costs by project when directly associated with a specific outreach project. In many cases, the costs were associated with several projects or subsumed in general rates.

**2011 CARE OUTREACH ACTIVITIES
TABLE IV.A**

Activity	Summary	Timeline	Status	Cost [1]
Community Affairs Activity	Distributed 280 CARE applications with ESAP information to the Tahoe Youth & Family Services, Christmas Cheer in South Lake Tahoe, South Lake Tahoe Women's Center, Boys and Girls Club of South Lake Tahoe, the St. Theresa Catholic Church in the South Lake Tahoe, The City of South Lake Tahoe Senior Center, the Sierra Community Church in South Lake Tahoe, the Lake Tahoe Christian Fellowship, and The South Lake Tahoe Presbyterian Church.	January 2011	Completed	
Community Affairs Activity	Distributed 900 CARE applications with ESAP information to the Barstow Department of Aging and Adult Services, County Welfare Transitional Assistance Departments in Barstow, Victorville, Adelanto, Needles and Hesperia.	February 2011	Completed	
Quarterly Bill Message	CARE promoted on customer bills on a quarterly basis.	March 2011 - December 2011	Ongoing	
Postcard	Postcard mailed to approximately 53,000 customers who are delinquent, unweatherized CARE, and coded as disabled, elderly and/or receiving a Medical Baseline allowance, to promote CARE, ESAP, and Medical Baseline.	March 2011	Completed	\$ 23,945
Community Affairs Activity	Distributed CARE and ESAP information to approximately 235 attendees during the Fifth Annual Brain Injury Awareness Walk in Victorville.	March 2011	Completed	
CARE Customer Data Share	Exchanged CARE customer data electronically with SCE for the first quarter of 2011. Southwest Gas identified 1,228 possible new CARE customers.	April 2011	Completed	
CARE Automatic Enrollment	Automatically enrolled 853 CARE customers from the first quarter of 2011 data share with SCE.	April 2011	Completed	
Targeted Mailing	Sent letter and CARE applications (English and Spanish) to 375 customers whose data partially matched from the first quarter of 2011 data share with SCE.	April 2011	Completed	
CARE Application	Updated CARE application income guidelines and ESAP information.	May 2011	Completed	\$ 12,248
Community Affairs Activity	Distributed CARE and ESAP information to approximately 5,000 attendees during the Cinco De Mayo Festival in Victorville.	May 2011	Completed	
CARE Customer Data Share	Exchanged CARE customer data electronically with Liberty Utilities for the second quarter of 2011. Southwest Gas identified 198 possible new CARE customers.	May 2011	Completed	\$ 313

[1] Southwest Gas includes all costs by project when directly associated with a specific outreach project. In many cases, the costs were associated with several projects or subsumed in general rates

**2011 CARE OUTREACH ACTIVITIES
TABLE IV.A**

Activity	Summary	Timeline	Status	Cost [1]
CARE Automatic Enrollment	Automatically enrolled 189 CARE customers from the second quarter of 2011 data share with Liberty Utilities.	May 2011	Completed	
Targeted Mailing	Sent letter and CARE applications (English and Spanish) to 9 customers whose data partially matched from the second quarter of 2011 data share with Liberty Utilities.	May 2011	Completed	
CARE Customer Data Share	Exchanged CARE customer data electronically with BVES for the second quarter of 2011. Southwest Gas identified 176 possible new CARE customers.	June 2011	Completed	\$ 313
CARE Automatic Enrollment	Automatically enrolled 164 CARE customers from the second quarter of 2011 data share with BVES.	June 2011	Completed	
Targeted Mailing	Sent letter and CARE applications (English and Spanish) to 12 customers whose data partially matched from the second quarter of 2011 data share with BVES.	June 2011	Completed	
Community Affairs Activity	Distributed 660 CARE applications with ESAP information to the El Dorado County Community Services, Family Resource Center in South Lake Tahoe, the Tahoe Youth & Family Services, the South Lake Tahoe Women's Center, Health and Human Services in Truckee, Sierra Senior Services in Truckee, Community Health in Kings Beach, Welfare and Human Services in Carnelian Bay, the North Tahoe Family Resource Center, the Sierra Family Services in Tahoe City, and the Boys and Girls Club of North Tahoe.	June 2011	Completed	
CARE Customer Data Share	Exchanged CARE customer data electronically with SCE for the second quarter of 2011. Southwest Gas identified 1,273 possible new CARE customers.	July 2011	Completed	
CARE Automatic Enrollment	Automatically enrolled 932 CARE customers from the second quarter of 2011 data share with SCE.	July 2011	Completed	
Targeted Mailing	Sent letter and CARE applications (English and Spanish) to 341 customers whose data partially matched from the second quarter of 2011 data share with SCE.	July 2011	Completed	
Community Affairs Activity	Distributed CARE and ESAP information to approximately 200 attendees during the annual Lake Tahoe GreenFest event.	July 2011	Completed	
Annual Bill Insert	Included CARE Applications in English and Spanish in monthly bills mailed to all residential customers.	August 2011	Completed	
Community Affairs Activity	Distributed CARE and ESAP information to approximately 2,000 attendees during the annual Lake Tahoe Fire Fest event.	September 2011	Completed	\$ 500

[1] Southwest Gas includes all costs by project when directly associated with a specific outreach project. In many cases, the costs were associated with several projects or subsumed in general rates

**2011 CARE OUTREACH ACTIVITIES
TABLE IV.A**

Activity	Summary	Timeline	Status	Cost [1]
Community Affairs Activity	Distributed CARE and ESAP information to approximately 1,000 attendees during the annual South Lake Tahoe Bijou Bash event.	September 2011	Completed	
CARE Customer Data Share	Exchanged CARE customer data electronically with SCE third quarter of 2011. Southwest Gas identified 1,802 possible new CARE customers.	October 2011	Completed	
CARE Automatic Enrollment	Automatically enrolled 1,311 CARE customers from the third quarter of 2011 data share with SCE.	October 2011	Completed	
Targeted Mailing	Sent letter and CARE applications (English and Spanish) to 491 customers whose data partially matched from the third quarter of 2011 data share with SCE.	October 2011	Completed	
Postcard	Postcard printed and mailed to 71,685 residential customers who were delinquent, received LIHEAP assistance, and coded as disabled, retired, elderly and/or disabled allowance, to promote CARE, ESAP, and Medical Baseline.	October 2011	Completed	\$ 15,710
CARE Customer Data Share	Exchanged CARE master-metered submetered customer data electronically with SCE for the fourth quarter of 2011.	November 2011	Completed	
CARE Automatic Enrollment	Southwest Gas identified 116 possible new CARE customers. Automatically enrolled 100 master-metered submetered CARE customers from the fourth quarter of 2011 data share with SCE.	November 2011	Completed	
Targeted Mailing	Sent letter and CARE applications (English and Spanish) to 16 customers whose data partially matched from the fourth quarter of 2011 master-metered submetered data share with SCE.	November 2011	Completed	
CARE Customer Data Share	Exchanged CARE customer data electronically with BVES for the fourth quarter of 2011. Southwest Gas identified 159 possible new CARE customers.	November 2011	Completed	\$ 313
CARE Automatic Enrollment	Automatically enrolled 138 CARE customers from the fourth quarter of 2011 data share with BVES.	November 2011	Completed	
Community Affairs Activity	Distributed 48 CARE applications with ESAP information at the Southwest Gas Annual BLUE Coat Drive in Victorville.	November 2011	Completed	
Targeted Mailing	Sent letter and CARE applications (English and Spanish) to 21 customers whose data partially matched from the fourth quarter of 2011 data share with BVES.	November 2011	Completed	
Community Affairs Activity	Distributed 200 CARE applications with ESAP information to the El Dorado County Community Services, the Family Resource Center, the Tahoe Youth & Family Services, and the South Lake Tahoe Women's Center in South Lake Tahoe.	December 2011	Completed	

[1] Southwest Gas includes all costs by project when directly associated with a specific outreach project. In many cases, the costs were associated with several projects or subsumed in general rates

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.**

**CARE Applications
Table V.A**

Month	Received	Approved	Denied As Ineligible	Incomplete	Duplicate
JANUARY	1,356	1,272	6	0	78
FEBRUARY	1,230	1,151	12	5	62
MARCH	1,439	1,371	16	4	48
APRIL	927	903	2	0	22
MAY	1,026	943	12	0	71
JUNE	1,295	1,247	7	0	41
JULY	3,044	2,923	32	27	62
AUGUST	3,948	3,355	52	45	496
SEPTEMBER	2,294	1,948	38	24	284
OCTOBER	1,255	1,145	7	15	88
NOVEMBER	1,056	976	17	6	57
DECEMBER	1,163	1,075	17	11	60
TOTAL	20,033	18,309	218	137	1,369

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

There were no problems encountered during the reporting period with program management efforts.

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 recertifications 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.

**CARE Recertification
Table VI.A**

Month	Applications Requested	Applications Received [1]	Recertified	Denied As Ineligible	Incomplete	Removed
JANUARY	1,185	916	857	4	0	472
FEBRUARY	1,551	855	801	8	1	239
MARCH	1,251	923	885	8	1	226
APRIL	1,098	559	544	0	0	375
MAY	1,515	771	715	8	0	206
JUNE	2,980	1,017	985	5	0	297
JULY	4,220	2,782	2,692	21	20	400
AUGUST	2,599	3,416	2,864	37	36	357
SEPTEMBER	1,156	1,659	1,351	19	16	670
OCTOBER	1,065	790	720	3	9	661
NOVEMBER	1,840	730	684	5	3	236
DECEMBER	1,306	822	766	12	7	273
TOTAL	21,766	15,240	13,864	130	93	4,412

[1] Southwest Gas counts all duplicate applications as recertifications for customers that are already enrolled in the CARE program.

- 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.**

**CARE Income Verification
Table VI.B**

Month	Verifications Requested	Verifications Received	Verified	Denied As Ineligible	Incomplete	Removed
JANUARY	231	120	114	2	0	89
FEBRUARY	213	113	104	6	2	95
MARCH	280	185	172	4	5	107
APRIL	248	113	108	3	1	99
MAY	248	125	117	3	3	138
JUNE	255	153	142	8	0	128
JULY	226	113	102	6	0	128
AUGUST	247	126	117	3	2	128
SEPTEMBER	230	171	168	1	0	119
OCTOBER	220	98	97	1	0	134
NOVEMBER	203	133	131	2	0	112
DECEMBER	210	103	102	1	0	118
TOTAL	2,811	1,553	1,474	40	13	1,395

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

Submetered tenants of master-metered complexes are mailed a CARE recertification letter and application to their individual mailing address 59-65 days prior to their expiration date. If they do not respond within 20 days a reminder letter is mailed. If Southwest Gas still receives no response after another 15 days, another reminder letter is mailed. If there is no response 45 days from the original mailing date, a courtesy call is attempted to the participant with the goal of speaking to the customer or leaving a message with a pin number for a secure return call message. If there is no response, the participant is terminated from the program. On the third workday of each month participants that were removed from the program the prior month are mailed an attractive brochure with an attached CARE application highlighting the benefits and importance of the CARE program and recertification requirements.

On a monthly basis, master-metered customers receive a Southwest Gas utility bill, a letter advising them of the CARE program, their legal obligation to offer this rate to their submetered tenants and a link to Southwest Gas' website for the current rate schedules. Additionally, enclosed with their bill is the facility's monthly Submetered Tenant CARE Status Report that lists and identifies the submetered tenants removed, added and currently enrolled in the program during the current billing cycle. Every two years a packet is mailed to all master-metered customers with instructions to complete the

Customer Declaration of Eligibility for Baseline Rates. They are provided packets of CARE applications, Applications for Additional Baseline Allowance for Qualified Medical Conditions, and Energy Assistance Brochures for distribution to their tenants.

No problems were encountered between master-metered customers and submetered tenants during this reporting period.

- 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.**

Southwest Gas continues to administer the CARE program in-house. The use of outside agencies has not been determined to be cost-effective at this time.

VII. OTHER TOPICS

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

Southwest Gas continues to track CARE recertification drop off rates and has provided them in table VI.A., Southwest Gas did not receive any recertification complaints in 2011.

Southwest Gas continues to make every attempt to ensure eligible customers remain on the CARE program and that only customers that are not CARE eligible are being lost in the recertification process. Customers that are eligible for recertification or income verification, receive multiple mailings notifying them of their upcoming enrollment expiration, along with receiving an automated reminder call, as ordered in D.05-07-014. In an effort to reduce the rate of attrition, in 2008 Southwest Gas implemented a CARE recertification initiative, which consisted of an attractive self-mailer, with an attached application. In 2011, Southwest Gas sent the self-mailer to those customers removed from CARE because they failed to respond to Southwest Gas' previous attempts to recertify. The mailer, which urged customers to recertify, was mailed to approximately 5,003 customers. Of those, 408 customers were successfully recertified for the CARE program.

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

Southwest Gas regularly meets with other utilities to share best practices and streamline processes for the CARE program. Collaboration among the utilities has proven to be beneficial and cost-effective.

Section II

Low-Income Assistance Programs 2011 Annual Report

— CARE Expanded Program —

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

A. **Number of participating non-profit facilities, by type, by month. The data should be provided in numerical tables and also in graph form as follows:**

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

As of December 31, 2011, Southwest Gas had 23 group commercial living facilities on the CARE Expanded program discount. This information is provided in the following table and graph. There are no group residential facilities within Southwest Gas' service territories that are currently participating in the CARE Expanded program.

Total Group Facilities

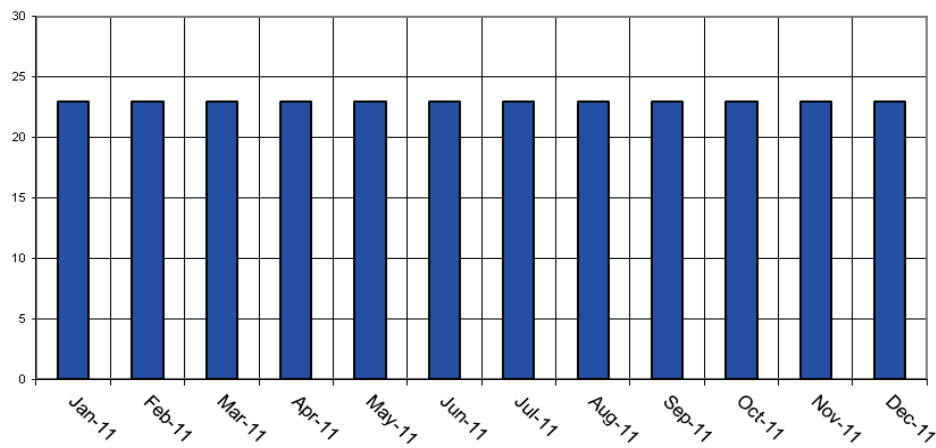
Table I.A.1.E

January 2011	23	July 2011	23
February 2011	23	August 2011	23
March 2011	23	September 2011	23
April 2011	23	October 2011	23
May 2011	23	November 2011	23
June 2011	23	December 2011	23

Figure I.A.1.E is a graph depicting the same information.

CARE Expanded Program Participants by Month

Figure I.A.1.E



2. **Provide the total number of residents (excluding caregivers) of residential and commercial non-profit CARE Expanded facilities.**

The total number of residents at the group living facilities receiving the CARE Expanded program rate is 370. The following table demonstrates the breakdown per facility.

Total Group Facility Residents

Table I.A.2.E

Facility # 1	99	Facility # 13	11
Facility # 2	6	Facility # 14	18
Facility # 3	6	Facility # 15	14
Facility # 4	6	Facility # 16	6
Facility # 5	6	Facility # 17	6
Facility # 6	2	Facility # 18	6
Facility # 7	2	Facility # 19	6
Facility # 8	35	Facility # 20	11
Facility # 9	17	Facility # 21	11
Facility # 10	28	Facility # 22	11
Facility # 11	28	Facility # 23	11
Facility # 12	24	Total Residents	370

II. PROGRAM COSTS

- A. Total CARE Expanded program 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;**

Based on the limited number of CARE Expanded program participants, administrative costs were minimal and were not tracked separately from the residential program.

- B. 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; Regulatory Compliance.**

Please see response to II.A above.

- C. Provide discount information for the CARE Expanded program.**

- 1. Give the average annual discount per residential facility.**

There are currently no group residential facilities within Southwest Gas' service territories that are participating in the CARE Expansion program.

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

The total discount for all facilities for the reporting period ending December 31, 2011, was \$17,423.55. The average annualized discount per commercial facility was \$756.

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).**

Letters providing information on the availability of the CARE Expanded program were mailed to group living and residential care facilities in Southwest Gas' California service territories during September 2011. Southwest Gas did not receive any completed applications as a result of this outreach effort. The following table demonstrates this activity.

Outreach Activity
Table III.A.E

Applications	
Mailed	27
Returned	0
Approved	0
Denied	0
Return incomplete	0

Provide a narrative discussion of the following:

1. Provide an analysis of the utility's most cost-effective outreach for the group living facilities;

Due to the low number of facilities, Southwest Gas has determined that direct mailings to the group living and residential care facilities continue to be the most appropriate and cost-effective outreach method.

2. Sharing information in overlapping service territories;

During this reporting period, Southwest Gas did not share data on any new group living facilities in overlapping territories served by other utilities.

3. Participation barriers encountered and steps taken to mitigate them;

Southwest Gas did not encounter any participation barriers during this reporting period.

4. Public agencies used to solicit potential CARE Expanded facilities;

Southwest Gas did not utilize public agencies to solicit potential CARE Expanded facilities during the 2011 reporting period.

5. Barriers encountered in identifying or enrolling customers in the CARE Expanded program.

No barriers were encountered in enrolling or identifying customers in the CARE Expanded program.

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.

Southwest Gas received and approved 23 recertification applications.

Applications Received and App
Table IV.A.E

Applications	
Received	23
Approved	23
Denied	0
Return incomplete	0

B. State the reasons CARE applications are not approved.

Although Southwest Gas has not denied an application for the CARE Expanded program, an application may be denied for the following reasons:

- 1) Incomplete applicant information;
- 2) Applicant determined to be ineligible based on information provided;
- 3) Application reviewed, however verification efforts show misrepresentation of facts; or
- 4) Required documentation not provided by applicant.

C. Describe any problems encountered during the reporting period with recertification and verification processes for the CARE Expanded program.

Southwest Gas did not encounter any problems with the recertification and verification processes for the CARE Expanded program.

V. OTHER TOPICS

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

There were no significant changes for the 2011 reporting period.

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

Southwest Gas has no other comments or recommendations with respect to the CARE Expanded program at this time.

Section III

Low-Income Assistance Programs 2011 Annual Report

— Energy Savings Assistance Program —

Table VIII.A – Program Expenses

Table VIII.B – Administrative Expenses

Table VIII.C – Outreach Activities

Table VIII.D – Installations and Costs

Table VIII.E – Energy Savings

2011 TOTAL ENERGY SAVINGS ASSISTANCE PROGRAM EXPENSES – PPP FUNDED
TABLE VIII.A

Description	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	YTD	Budget [1]	Percentage of Budget [2]
Program Costs							
Weatherization [3]	\$ 530,372	\$ 631,513	\$ 493,639	\$ 465,904	\$ 2,121,428	\$ 4,108,435	51.6%
Total Program Costs	\$ 530,372	\$ 631,513	\$ 493,639	\$ 465,904	\$ 2,121,428	\$ 4,108,435	51.6%
Administrative Costs							
Outreach	\$ 1,579	\$ 9,388	\$ 35,612	\$ 20,240	\$ 66,818	\$ 57,700	115.8%
Inspections [4]	\$ 4,212	\$ 10,243	\$ -	\$ (5,049)	\$ 9,406	205,870	4.6%
General	\$ 25,324	\$ 26,147	\$ 32,346	\$ 32,961	\$ 116,778	329,195	35.5%
Total Administrative Costs	\$ 31,114	\$ 45,778	\$ 67,958	\$ 48,152	\$ 193,003	\$ 592,765	32.6%
Grand Total	\$ 561,486	\$ 677,291	\$ 561,597	\$ 514,057	\$ 2,314,431	\$ 4,701,200	49.2%

[1] D.08-12-019 approved the 2009-2011 Energy Savings Assistance Program budget totaling \$3,172,693 annually (Weatherization \$2,901,333, Outreach \$39,400, Inspections \$82,860 and General \$153,600). A total of \$1,528,508 was carried over from 2010, as directed in D.03-03-007. The adjustments include under-expenditures of: \$1,207,102 in Weatherization, \$145,810 in Inspections, and \$175,595 in General.

[2] Percent of budget includes carry over from 2010. Not including the 2010 carryover, actual percentage of the approved 2011 budget in D.08-12-019 is 72.9 percent.

[3] Weatherization includes Appliance Repair/Replacement and Education as approved in D.06-12-036.

[4] Inspections include a credit in the fourth quarter of 2011 for an overbilling for inspections performed January - April 2011.

2011 ENERGY SAVINGS ASSISTANCE PROGRAM ADMINISTRATIVE EXPENSES – PPP FUNDED
TABLE VIII.B

Description	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	YTD	Budget [1]	Percentage of Budget
Outreach							
Applications/Inserts	\$ 151	\$ 616	\$ 2,444		\$ 3,211		
Media							
Other Outreach	\$ 1,428	\$ 8,772	\$ 33,168	\$ 20,240	\$ 63,607		
Other outreach subsumed in GRC							
Subtotal Outreach	\$ 1,579	\$ 9,388	\$ 35,612	\$ 20,240	\$ 66,818	\$ 57,700	115.8%
Inspections							
Internal							
Outside Services	\$ 4,212	\$ 10,243		\$ (5,049)	\$ 9,406		
Subtotal Inspections	\$ 4,212	\$ 10,243	\$ -	\$ (5,049)	\$ 9,406	\$ 205,870	4.6%
General							
Billing System/Programming							
Consulting Services			\$ 2,025		\$ 2,025		
Regulatory Compliance							
Travel		\$ 559			\$ 1,862	\$ 2,421	
Filings							
Labor Costs (including overhead)							
Incremental	\$ 25,292	\$ 25,507	\$ 30,014	\$ 30,664	\$ 111,477		
Subsumed in General Rates							
Other Outside Services							
Other General	\$ 32	\$ 82	\$ 307	\$ 435	\$ 856		
General costs subsumed in GRC							
Subtotal General	\$ 25,324	\$ 26,147	\$ 32,346	\$ 32,961	\$ 116,778	\$ 329,195	35.5%
TOTAL ENERGY SAVINGS ASSISTANCE PROGRAM ADMINISTRATION	\$ 31,114	\$ 45,778	\$ 67,958	\$ 48,152	\$ 193,003	\$ 592,765	
TOTAL ENERGY SAVINGS ASSISTANCE PROGRAM ADMINISTRATION	\$ 31,114	\$ 45,778	\$ 67,958	\$ 48,152	\$ 193,003	\$ 592,765	32.6%

[1] D.08-12-019 approved the 2009-2011 Energy Savings Assistance Program budget totaling \$3,172,693 annually (Weatherization \$2,901,333, Outreach \$39,400, Inspections \$82,860 and General \$153,600). A total of \$1,207,102 was carried over from 2010, as directed in D.03-03-007. The adjustments include under-expenditures of: \$1,207,102 in Weatherization, \$145,810 in Inspections and \$175,595 in General.

**2011 ENERGY SAVINGS ASSISTANCE PROGRAM OUTREACH ACTIVITIES
TABLE III.C**

Activity	Summary	Timeline	Status	Costs [1]
On-hold Messages	Medical Baseline and ESAP are promoted while Southwest Gas customers wait for the next available Call Center representative.	January 2011 - December 2011	Ongoing	
Targeted Mailing	ESAP follow-up letter was mailed to current customers who have received weatherization services, reminding them to continue practicing energy-saving methods in their homes to assist in reaching energy-saving goals for California.	January 2011 - December 2011	Ongoing	\$ 1,129
Energy Education	Updated outreach materials for use with in-home energy education to reflect the program name change from LIEE to ESAP.	January 2011 - December 2011	Completed	\$ 5,430
Website	CARE and ESAP are promoted on Southwest Gas' website for customers to obtain program information.	January 2011 - December 2011	Ongoing	
Online Interest Webform	Online interest webforms were submitted by 814 customers who wanted more information on ESAP. Customer contact information was forwarded to the appropriate community-based organization for follow-up as potential leads.	January 2011 - December 2011	Ongoing	
E-mail Blast	Follow-up e-mail sent to customers who did not respond to attempts to schedule ESAP home assessment based on online interest webforms submitted in 2010. Customer contact information was forwarded to the appropriate community-based organization for follow-up as potential leads.	January 2011	Completed	
Community Affairs Activity	Distributed 150 CARE applications with ESAP information to the Eldorado County Department of Human Services in South Lake Tahoe.	January 2011	Completed	
Community Affairs Activity	Distributed 280 CARE applications with ESAP information to the Tahoe Youth & Family Services, Christmas Cheer in South Lake Tahoe, South Lake Tahoe Women's Center, Boys and Girls Club of South Lake Tahoe, the St. Theresa Catholic Church in the South Lake Tahoe, The City of South Lake Tahoe Senior Center, the Sierra Community Church in South Lake Tahoe, the Lake Tahoe Christian Fellowship, and The South Lake Tahoe Presbyterian Church.	January 2011	Completed	
Community Affairs Activity	Distributed 900 CARE applications with ESAP information to the Barstow Department of Aging and Adult Services, County Welfare Transitional Assistance Departments in Barstow, Victorville, Adelanto, Needles and Hesperia.	February 2011	Completed	

[1] Southwest Gas includes all costs by project when directly associated with a specific outreach project. In many cases, the costs were associated with several projects.

**2011 ENERGY SAVINGS ASSISTANCE PROGRAM OUTREACH ACTIVITIES
TABLE III.C**

Activity	Summary	Timeline	Status	Costs [1]
Targeted Mailing	Project Go sent 1,500 flyers promoting the ESAP program to customers located in South Lake Tahoe.	March 2011	Completed	
Community Affairs Activity	Distributed CARE and ESAP information to approximately 235 attendees during the Fifth Annual Brain Injury Awareness Walk in Victorville.	March 2011	Completed	
Postcard	Postcard mailed to approximately 53,000 customers who are delinquent, unweatherized CARE, and coded as disabled, elderly and/or receiving a Medical Baseline allowance, to promote CARE, ESAP, and Medical Baseline.	March 2011	Completed	
Newspaper Ads	Weekly advertisements, distributed to approximately 291,600 recipients, promoting ESAP were placed in the Desert Dispatch and Daily Press (Victor Valley and Barstow), El Mojave (Victorville and Barstow), the Hesperia Star (Hesperia), the Big Bear Grizzly (Big Bear), the Tahoe Daily Tribune, the North Lake Tahoe Bonanza, and the Sierra Sun (South Lake Tahoe).	April 2011 - November 2011	Completed	\$ 22,634
Annual Bill Insert	Included ESAP information in monthly bills mailed to all residential customers.	April 2011	Completed	
Targeted Mailing	Southwest Gas and Liberty Energy partnered to create and mail 9,273 flyers in English and Spanish to promote ESAP in South Lake Tahoe.	April 2011	Completed	\$ 2,324
CARE Application	Updated CARE application income guidelines and ESAP information.	May 2011	Completed	\$ 2,082
Community Affairs Activity	Distributed CARE and ESAP information to approximately 5,000 attendees during the Cinco De Mayo Festival in Victorville.	May 2011	Completed	
CARE Application	Updated CARE application income guidelines and ESAP information.	May 2011	Completed	
Community Affairs Activity	Distributed 660 CARE applications with ESAP information to the El Dorado County Community Services, Family Resource Center in South Lake Tahoe, the Tahoe Youth & Family Services, the South Lake Tahoe Women's Center, Health and Human Services in Truckee, Sierra Senior Services in Truckee, Community Health in Kings Beach, Welfare and Human Services in Carnelian Bay, the North Tahoe Family Resource Center, the Sierra Family Services in Tahoe City, and the Boys and Girls Club of North Tahoe.	June 2011	Completed	

[1] Southwest Gas includes all costs by project when directly associated with a specific outreach project. In many cases, the costs were associated with several projects.

2011 ENERGY SAVINGS ASSISTANCE PROGRAM OUTREACH ACTIVITIES TABLE III.C

Activity	Summary	Timeline	Status	Costs [1]
Targeted Mailing	Project Go sent 750 flyers promoting the ESAP program to customers located in South Lake Tahoe.	June 2011	Completed	
Targeted Mailing	Southwest Gas and Liberty Energy partnered to mail 9,446 flyers in English and Spanish to promote ESAP in South Lake Tahoe.	June 2011	Completed	\$ 3,823
Community Affairs Activity	Distributed CARE and ESAP information to approximately 200 attendees during the annual Lake Tahoe GreenFest event.	July 2011	Completed	\$ 760
Community Affairs Activity	Distributed CARE and ESAP information to attendees during the annual Truckee Thursday Market event.	July 2011	Completed	\$ 360
Postcard	Printed and mailed postcard approximately 55,000 customers with high usage, delinquent, and unweatherized CARE to advise of ESAP.	August 2011	Completed	\$ 20,370
Community Affairs Activity	Distributed CARE and ESAP information to approximately 1,000 attendees during the annual South Lake Tahoe Bijou Bash event.	September 2011	Completed	
Community Affairs Activity	Distributed CARE and ESAP information to approximately 2,000 attendees during the annual Lake Tahoe Fire Fest event.	September 2011	Completed	\$ 323
Postcard	Postcard printed and mailed to 71,685 residential customers who were delinquent, received LIHEAP assistance, and coded as disabled, retired, elderly and/or disabled allowance, to promote CARE, ESAP, and Medical Baseline.	October 2011	Completed	\$ 12,832
Community Affairs Activity	Distributed 100 CARE applications with ESAP information to the Salvation Army in Victorville.	November 2011	Completed	
Community Affairs Activity	Distributed 48 CARE applications with ESAP information at the Southwest Gas Annual BLUE Coat Drive in Victorville.	November 2011	Completed	
Outreach Materials	Developed a banner for use in promoting the ESAP program during public events.	December 2011	Completed	\$ 329
Community Affairs Activity	Distributed 200 CARE applications with ESAP information to the El Dorado County Community Services, the Family Resource Center, the Tahoe Youth & Family Services, and the SLT Women's Center in South Lake Tahoe.	December 2011	Completed	

[1] Southwest Gas includes all costs by project when directly associated with a specific outreach project. In many cases, the costs were associated with several projects.

2011 ESAP INSTALLATIONS AND COSTS
TABLE VIII.D

Measures	Units	First Quarter (January - March)					
		Completed			Costs		
		Northern	Southern	Total	Northern	Southern	Total
Infiltration & Space Conditioning							
Cooler Cover	Home	6	39	45	\$40	\$2,586	\$2,626
Outlet Switch Gaskets	Home	29	310	339	\$437	\$2,566	\$3,003
Shell Infiltration	Home	0	0	0	\$0	\$0	\$0
Threshold	Home	17	0	17	\$624	\$0	\$624
Weatherization							
Attic Insulation	Sqft	0	1,723	1,723	\$0	\$1,034	\$1,034
Attic Venting	Home	0	3	3	\$0	\$166	\$166
Ceiling Insulation	Sqft	2,618	0	2,618	\$2,563	\$0	\$2,563
Floor Insulation	Sqft	1,845	0	1,845	\$2,220	\$0	\$2,220
Kneewall Insulation	Sqft	30	0	30	\$28	\$0	\$28
Weatherstripping	Home	28	379	407	\$3,602	\$32,706	\$36,308
Caulking	Home	29	43	72	\$2,465	\$143	\$2,608
Home Repairs	Home	29	0	29	\$6,527	\$0	\$6,527
Low Flow Shower Device	Home	11	426	437	\$455	\$18,236	\$18,691
Minor Envelope Repair	Home	0	335	335	\$0	\$15,689	\$15,689
Water Heater Pipe Wrap	Home	4	73	77	\$72	\$181	\$253
Sink Faucet Aerator	Home	21	396	417	\$312	\$6,380	\$6,692
Water Heater Blanket	Home	12	44	56	\$540	\$1,358	\$1,898
Weatherization Mileage	Home	0	300	300	\$0	\$6,983	\$6,983
Furnaces							
Repair - Gas	Each	1	12	13	\$296	\$7,228	\$7,524
Replacement - Gas	Each	1	33	34	\$3,100	\$67,580	\$70,680
Repair - Electric	Each	0	0	0	\$0	\$0	\$0
Replacement - Electric	Each	0	0	0	\$0	\$0	\$0
Other Incidentals		0	41	41	\$0	\$8,954	\$8,954
Miscellaneous Measures							
Door Replacement	Each	0	0	0	\$0	\$0	\$0
Glass Replacement	Each	0	56	56	\$0	\$3,251	\$3,251
Duct Sealing/Testing	Home	14	103	117	\$3,042	\$10,712	\$13,754
Duct Wrap	Sqft	0	0	0	\$0	\$0	\$0
Duct Register	Home	0	0	0	\$0	\$0	\$0
Storm Windows - Glass Fixed	Sqft	690	0	690	\$7,160	\$0	\$7,160
Storm Windows - Glass Operable	Sqft	586	0	586	\$5,391	\$0	\$5,391
Vinyl Retro Window	Each	0	0	0	\$0	\$0	\$0
Set Back Thermometer	Each	0	0	0	\$0	\$0	\$0
Filter Alert Device	Each	0	0	0	\$0	\$0	\$0
Foam Tape	Home	0	0	0	\$0	\$0	\$0
Gas Water Heater Repair/Replace	Each	0	10	10	\$0	\$7,950	\$7,950
Elec Water Heater Repair/Replace	Each	0	0	0	\$0	\$0	\$0
Reusable Filter/Replacement Signal	Each	0	0	0	\$0	\$0	\$0
Solar Screens	Each	0	0	0	\$0	\$0	\$0
Refrigerators	Each	0	0	0	\$0	\$0	\$0
Geo Exchange Heat Pumps	Each	0	0	0	\$0	\$0	\$0
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
NGAT	Each	29	444	473	\$1,914	\$22,341	\$24,255
Administration	Home	0	483	483	\$0	\$51,480	\$51,480
Outreach/Assessment	Home	32	481	513	\$2,760	\$27,531	\$30,291
Other (labor, materials, supplies)	Home	29	417	446	\$260	\$166,975	\$167,235
Education							
In-home Education	Home	32	468	500	\$2,698	\$7,065	\$9,763
Education Workshops	Home	0	0	0	\$0	\$0	\$0
Other (please specify) [1]		0	0	0	\$0	\$0	\$0
TOTAL COSTS [2]					\$46,506	\$469,095	\$515,601
TOTAL HOMES							
Total Number of Homes Treated		32	529	561			
Total Number of Homes Weatherized		29	447	476			

[1] In-home education materials developed in accordance with the California Statewide LIEE Policies & Procedures Manual, Section 4.4.

[2] Total costs do not include weatherization inspections or administrative costs associated with the program and do not reflect total program costs.

2011 ESAP INSTALLATIONS AND COSTS
TABLE VIII.D

Measures	Units	Second Quarter (April - June)					
		Completed			Costs		
		Northern	Southern	Total	Northern	Southern	Total
Infiltration & Space Conditioning							
Cooler Cover	Home	3	73	76	\$8	\$4,716	\$4,724
Outlet Switch Gaskets	Home	9	448	457	\$131	\$3,704	\$3,836
Shell Infiltration	Home	0	0	0	\$0	\$0	\$0
Threshold	Home	5	0	5	\$168	\$0	\$168
Weatherization							
Attic Insulation	Sqft	0	10,590	10,590	\$0	\$6,354	\$6,354
Attic Venting	Home	0	9	9	\$0	\$404	\$404
Ceiling Insulation	Sqft	2,977	0	2,977	\$2,977	\$0	\$2,977
Floor Insulation	Sqft	0	0	0	\$0	\$0	\$0
Kneewall Insulation	Sqft	0	0	0	\$0	\$0	\$0
Weatherstripping	Home	9	537	546	\$956	\$48,385	\$49,341
Caulking	Home	10	84	94	\$850	\$319	\$1,169
Home Repairs	Home	10	0	10	\$1,926	\$0	\$1,926
Low Flow Shower Device	Home	5	572	577	\$175	\$24,687	\$24,862
Minor Envelope Repair	Home	0	516	516	\$0	\$34,712	\$34,712
Water Heater Pipe Wrap	Home	0	95	95	\$0	\$370	\$370
Sink Faucet Aerator	Home	7	529	536	\$112	\$8,747	\$8,859
Water Heater Blanket	Home	2	113	115	\$90	\$3,488	\$3,578
Weatherization Mileage	Home	0	420	420	\$0	\$5,789	\$5,789
Furnaces							
Repair - Gas	Each	0	18	18	\$0	\$11,615	\$11,615
Replacement - Gas	Each	0	27	27	\$0	\$72,004	\$72,004
Repair - Electric	Each	0	0	0	\$0	\$0	\$0
Replacement - Electric	Each	0	0	0	\$0	\$0	\$0
Other Incidentals		0	1	1	\$0	\$128	\$128
Miscellaneous Measures							
Door Replacement	Each	0	0	0	\$0	\$0	\$0
Glass Replacement	Each	0	64	64	\$0	\$6,169	\$6,169
Duct Sealing/Testing	Home	3	215	218	\$862	\$22,454	\$23,316
Duct Wrap	Sqft	0	0	0	\$0	\$0	\$0
Duct Register	Home	0	0	0	\$0	\$0	\$0
Storm Windows - Glass Fixed	Sqft	9	0	9	\$81	\$0	\$81
Storm Windows - Glass Operable	Sqft	162	0	162	\$1,490	\$0	\$1,490
Vinyl Retro Window	Each	0	0	0	\$0	\$0	\$0
Set Back Thermometer	Each	0	0	0	\$0	\$0	\$0
Filter Alert Device	Each	0	0	0	\$0	\$0	\$0
Foam Tape	Home	0	0	0	\$0	\$0	\$0
Gas Water Heater Repair/Replace	Each	0	7	7	\$0	\$6,257	\$6,257
Elec Water Heater Repair/Replace	Each	0	0	0	\$0	\$0	\$0
Reusable Filter/Replacement Signal	Each	0	0	0	\$0	\$0	\$0
Solar Screens	Each	0	0	0	\$0	\$0	\$0
Refrigerators	Each	0	0	0	\$0	\$0	\$0
Geo Exchange Heat Pumps	Each	0	0	0	\$0	\$0	\$0
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
NGAT	Each	11	599	610	\$726	\$33,363	\$34,089
Administration	Home	0	632	632	\$0	\$62,951	\$62,951
Outreach/Assessment	Home	11	629	640	\$1,034	\$35,967	\$37,001
Other (labor, materials, supplies)	Home	11	575	586	\$107	\$225,989	\$226,096
Education							
In-home Education	Home	11	622	633	\$1,017	\$9,360	10376.5
Education Workshops	Home	0	0	0	\$0	\$0	0
Other (please specify) [1]		0	0	0	\$0	\$0	\$0
TOTAL COSTS [2]					\$12,710	\$627,932	\$640,642
TOTAL HOMES							
Total Number of Homes Treated		11	655	666			
Total Number of Homes Weatherized		11	605	616			

[1] In-home education materials developed in accordance with the California Statewide LIEE Policies & Procedures Manual, Section 4.4.

[2] Total costs do not include weatherization inspections or administrative costs associated with the program and do not reflect total program costs.

2011 ESAP INSTALLATIONS AND COSTS
TABLE VIII.D

Measures	Units	Third Quarter (July - September)					
		Completed			Costs		
		Northern	Southern	Total	Northern	Southern	Total
Infiltration & Space Conditioning							
Cooler Cover	Home	13	53	66	\$85	\$3,195	\$3,280
Outlet Switch Gaskets	Home	43	321	364	\$751	\$2,648	\$3,399
Shell Infiltration	Home	0	0	0	\$0	\$0	\$0
Threshold	Home	25	0	25	\$888	\$0	\$888
Weatherization							
Attic Insulation	Sqft	0	3,415	3,415	\$0	\$1,978	\$1,978
Attic Venting	Home	0	3	3	\$0	\$172	\$172
Ceiling Insulation	Sqft	7,833	0	7,833	\$7,787	\$0	\$7,787
Floor Insulation	Sqft	6,013	0	6,013	\$7,155	\$0	\$7,155
Kneewall Insulation	Sqft	0	0	0	\$0	\$0	\$0
Weatherstripping	Home	46	382	428	\$5,925	\$34,161	\$40,086
Caulking	Home	45	58	103	\$3,755	\$162	\$3,917
Home Repairs	Home	45	0	45	\$11,316	\$0	\$11,316
Low Flow Shower Device	Home	19	413	432	\$1,009	\$18,430	\$19,439
Minor Envelope Repair	Home	0	397	397	\$0	\$26,792	\$26,792
Water Heater Pipe Wrap	Home	0	77	77	\$0	\$292	\$292
Sink Faucet Aerator	Home	33	285	318	\$536	\$4,292	\$4,828
Water Heater Blanket	Home	11	106	117	\$495	\$3,334	\$3,829
Weatherization Mileage	Home	0	387	387	\$0	\$10,070	\$10,070
Furnaces							
Repair - Gas	Each	1	15	16	\$78	\$7,356	\$7,434
Replacement - Gas	Each	1	20	21	\$3,100	\$44,910	\$48,010
Repair - Electric	Each	0	0	0	\$0	\$0	\$0
Replacement - Electric	Each	0	0	0	\$0	\$0	\$0
Other Incidentals		0	0	0	\$0	\$0	\$0
Miscellaneous Measures							
Door Replacement	Each	0	0	0	\$0	\$0	\$0
Glass Replacement	Each	0	75	75	\$0	\$10,804	\$10,804
Duct Sealing/Testing	Home	19	204	223	\$3,588	\$21,012	\$24,600
Duct Wrap	Sqft	190	0	190	\$583	\$0	\$583
Duct Register	Home	0	0	0	\$0	\$0	\$0
Storm Windows - Glass Fixed	Sqft	414	0	414	\$3,517	\$0	\$3,517
Storm Windows - Glass Operable	Sqft	983	0	983	\$9,044	\$0	\$9,044
Vinyl Retro Window	Each	0	0	0	\$0	\$0	\$0
Set Back Thermometer	Each	0	0	0	\$0	\$0	\$0
Filter Alert Device	Each	0	0	0	\$0	\$0	\$0
Foam Tape	Home	0	0	0	\$0	\$0	\$0
Gas Water Heater Repair/Replace	Each	3	8	11	\$391	\$9,242	\$9,633
Elec Water Heater Repair/Replace	Each	0	0	0	\$0	\$0	\$0
Reusable Filter/Replacement Signal	Each	0	0	0	\$0	\$0	\$0
Solar Screens	Each	0	0	0	\$0	\$0	\$0
Refrigerators	Each	0	0	0	\$0	\$0	\$0
Geo Exchange Heat Pumps	Each	0	0	0	\$0	\$0	\$0
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
NGAT	Each	53	426	479	\$3,498	\$18,062	\$21,560
Administration	Home	0	483	483	\$0	\$54,542	\$54,542
Outreach/Assessment	Home	53	479	532	\$4,643	\$27,303	\$31,946
Other (labor, materials, supplies)	Home	51	414	465	\$459	\$120,675	\$121,134
Education							
In-home Education	Home	53	451	504	\$4,551	\$6,765	11315.5
Education Workshops	Home	0	0	0	\$0	\$0	0
Other (please specify) [1]		0	0	0	\$0	\$0	\$0
TOTAL COSTS [2]					\$73,152	\$426,198	\$499,350
TOTAL HOMES							
Total Number of Homes Treated		60	540	600			
Total Number of Homes Weatherized		53	462	515			

[1] In-home education materials developed in accordance with the California Statewide LIEE Policies & Procedures Manual, Section 4.4.

[2] Total costs do not include weatherization inspections or administrative costs associated with the program and do not reflect total program costs.

2011 ESAP INSTALLATIONS AND COSTS
TABLE VIII.D

Measures	Units	Fourth Quarter (October - December)					
		Completed			Costs		
		Northern	Southern	Total	Northern	Southern	Total
Infiltration & Space Conditioning							
Cooler Cover	Home	13	38	51	\$68	\$2,586	\$2,654
Outlet Switch Gaskets	Home	69	292	361	\$1,197	\$2,409	\$3,606
Shell Infiltration	Home	0	0	0	\$0	\$0	\$0
Threshold	Home	27	0	27	\$912	\$0	\$912
Weatherization							
Attic Insulation	Sqft	0	8,172	8,172	\$0	\$5,891	\$5,891
Attic Venting	Home	0	3	3	\$0	\$185	\$185
Ceiling Insulation	Sqft	9,045	0	9,045	\$8,981	\$0	\$8,981
Floor Insulation	Sqft	5,729	0	5,729	\$6,973	\$0	\$6,973
Kneewall Insulation	Sqft	50	0	50	\$47	\$0	\$47
Weatherstripping	Home	67	356	423	\$9,220	\$32,124	\$41,344
Caulking	Home	61	49	110	\$5,150	\$133	\$5,283
Home Repairs	Home	68	0	68	\$15,013	\$0	\$15,013
Low Flow Shower Device	Home	29	375	404	\$1,653	\$17,169	\$18,822
Minor Envelope Repair	Home	0	371	371	\$0	\$30,827	\$30,827
Water Heater Pipe Wrap	Home	3	54	57	\$32	\$256	\$288
Sink Faucet Aerator	Home	43	322	365	\$640	\$5,035	\$5,675
Water Heater Blanket	Home	23	84	107	\$1,035	\$2,593	\$3,628
Weatherization Mileage	Home	0	401	401	\$0	\$10,932	\$10,932
Furnaces							
Repair - Gas	Each	0	6	6	\$0	\$1,006	\$1,006
Replacement - Gas	Each	2	11	13	\$6,073	\$28,176	\$34,249
Repair - Electric	Each	0	0	0	\$0	\$0	\$0
Replacement - Electric	Each	0	0	0	\$0	\$0	\$0
Other Incidentals		0	0	0	\$0	\$0	\$0
Miscellaneous Measures							
Door Replacement	Each	0	0	0	\$0	\$0	\$0
Glass Replacement	Each	0	28	28	\$0	\$1,840	\$1,840
Duct Sealing/Testing	Home	27	186	213	\$5,249	\$19,467	\$24,716
Duct Wrap	Sqft	241	0	241	\$632	\$0	\$632
Duct Register	Home	0	0	0	\$0	\$0	\$0
Storm Windows - Glass Fixed	Sqft	606	0	606	\$5,095	\$0	\$5,095
Storm Windows - Glass Operable	Sqft	887	0	887	\$8,676	\$0	\$8,676
Vinyl Retro Window	Each	0	0	0	\$0	\$0	\$0
Set Back Thermometer	Each	0	0	0	\$0	\$0	\$0
Filter Alert Device	Each	0	0	0	\$0	\$0	\$0
Foam Tape	Home	0	0	0	\$0	\$0	\$0
Gas Water Heater Repair/Replace	Each	7	18	25	\$574	\$1,283	\$1,858
Elec Water Heater Repair/Replace	Each	0	0	0	\$0	\$0	\$0
Reusable Filter/Replacement Signal	Each	0	0	0	\$0	\$0	\$0
Solar Screens	Each	0	0	0	\$0	\$0	\$0
Refrigerators	Each	0	0	0	\$0	\$0	\$0
Geo Exchange Heat Pumps	Each	0	0	0	\$0	\$0	\$0
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
NGAT	Each	71	387	458	\$4,686	\$19,712	\$24,398
Administration	Home	0	427	427	\$0	\$51,545	\$51,545
Outreach/Assessment	Home	75	423	498	\$6,169	\$24,111	\$30,280
Other (labor, materials, supplies)	Home	73	373	446	\$611	\$83,655	\$84,266
Education							
In-home Education	Home	74	402	476	\$6,033	\$6,030	\$12,063
Education Workshops	Home	0	0	0	\$0	\$0	\$0
Other (please specify) [1]		0	0	0	\$0	\$0	\$0
TOTAL COSTS [2]					\$94,718	\$346,962	\$441,680
TOTAL HOMES							
Total Number of Homes Treated		81	442	523			
Total Number of Homes Weatherized		74	405	479			

[1] In-home education materials developed in accordance with the California Statewide LIEE Policies & Procedures Manual, Section 4.4.

[2] Total costs do not include weatherization inspections or administrative costs associated with the program and do not reflect total program costs.

2011 ESAP INSTALLATIONS AND COSTS
TABLE VIII.D

Measures	Units	Year to Date Totals					
		Completed			Costs		
		Northern	Southern	Total	Northern	Southern	Total
Infiltration & Space Conditioning							
Cooler Cover	Home	35	0	35	\$200	\$13,083	\$13,283
Outlet Switch Gaskets	Home	150	1,371	1,521	\$2,516	\$11,327	\$13,844
Shell Infiltration	Home	0	0	0	\$0	\$0	\$0
Threshold	Home	74	0	74	\$2,592	\$0	\$2,592
Weatherization							
Attic Insulation	Sqft	0	23,900	23,900	\$0	\$15,256	\$15,256
Attic Venting	Home	0	18	18	\$0	\$927	\$927
Ceiling Insulation	Sqft	22,473	0	22,473	\$22,308	\$0	\$22,308
Floor Insulation	Sqft	13,587	0	13,587	\$16,348	\$0	\$16,348
Kneewall Insulation	Sqft	80	0	80	\$75	\$0	\$75
Weatherstripping	Home	150	1,654	1,804	\$19,703	\$147,375	\$167,078
Caulking	Home	145	234	379	\$12,220	\$757	\$12,977
Home Repairs	Home	152	0	152	\$34,783	\$0	\$34,783
Low Flow Shower Device	Home	64	1,786	1,850	\$3,292	\$78,522	\$81,814
Minor Envelope Repair	Home	0	1,619	1,619	\$0	\$108,020	\$108,020
Water Heater Pipe Wrap	Home	7	299	306	\$104	\$1,099	\$1,203
Sink Faucet Aerator	Home	104	1,532	1,636	\$1,600	\$24,453	\$26,053
Water Heater Blanket	Home	48	347	395	\$2,160	\$10,774	\$12,934
Weatherization Mileage	Home	0	1,508	1,508	\$0	\$33,774	\$33,774
Furnaces							
Repair - Gas	Each	2	51	53	\$373	\$27,204	\$27,578
Replacement - Gas	Each	4	91	95	\$12,273	\$212,669	\$224,942
Repair - Electric	Each	0	0	0	\$0	\$0	\$0
Replacement - Electric	Each	0	0	0	\$0	\$0	\$0
Other Incidentals		0	42	42	\$0	\$9,082	\$9,082
Miscellaneous Measures							
Door Replacement	Each	0	0	0	\$0	\$0	\$0
Glass Replacement	Each	0	0	0	\$0	\$22,065	\$22,065
Duct Sealing/Testing	Home	63	708	771	\$12,741	\$73,645	\$86,386
Duct Wrap	Sqft	431	0	431	\$1,214	\$0	\$1,214
Duct Register	Home	0	0	0	\$0	\$0	\$0
Storm Windows - Glass Fixed	Sqft	1,719	0	1,719	\$15,853	\$0	\$15,853
Storm Windows - Glass Operable	Sqft	2,618	0	2,618	\$24,602	\$0	\$24,602
Vinyl Retro Window	Each	0	0	0	\$0	\$0	\$0
Set Back Thermometer	Each	0	0	0	\$0	\$0	\$0
Filter Alert Device	Each	0	0	0	\$0	\$0	\$0
Foam Tape	Home	0	0	0	\$0	\$0	\$0
Gas Water Heater Repair/Replace	Each	10	43	53	\$966	\$24,732	\$25,698
Elec Water Heater Repair/Replace	Each	0	0	0	\$0	\$0	\$0
Reusable Filter/Replacement Signal	Each	0	0	0	\$0	\$0	\$0
Solar Screens	Each	0	0	0	\$0	\$0	\$0
Refrigerators	Each	0	0	0	\$0	\$0	\$0
Geo Exchange Heat Pumps	Each	0	0	0	\$0	\$0	\$0
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
NGAT	Each	164	1,856	2,020	\$10,824	\$93,478	\$104,302
Administration	Home	0	2,025	2,025	\$0	\$220,518	\$220,518
Outreach/Assessment	Home	171	2,012	2,183	\$14,606	\$114,912	\$129,518
Other (labor, materials, supplies)	Home	164	1,779	1,943	\$1,437	\$597,294	\$598,731
Education							
In-home Education	Home	0	1,943	1,943	\$14,298	\$29,220	\$43,518
Education Workshops	Home	0	0	0	\$0	\$0	\$0
Other (please specify) [1]		0	0	0	\$0	\$0	\$0
TOTAL COSTS [2]					\$227,087	\$1,870,187	\$2,097,274
TOTAL HOMES							
Total Number of Homes Treated		184	2,166	2,350			
Total Number of Homes Weatherized		167	1,919	2,086			

[1] In-home education materials developed in accordance with the California Statewide LIEE Policies & Procedures Manual, Section 4.4.

[2] Total costs do not include weatherization inspections or administrative costs associated with the program and do not reflect total program costs.

2011 ESAP ENERGY SAVINGS - PPP FUNDED
TABLE VIII.E

Measures	Units	First Quarter (January - March)											
		Annual Energy Savings [1]						Lifetime Energy Savings					
		Northern		Southern		Total		Northern		Southern		Total	
		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
Infiltration & Space Conditioning													
Cooler Cover	Home	0.0	41.6	0.0	101.4	0.0	143.0	0.0	416.0	0.0	1,014.0	0.0	1,430.0
Outlet Switch Gaskets	Home	0.0	87.5	0.0	434.2	0.0	521.6	0.0	1,749.6	0.0	8,683.2	0.0	10,432.8
Shell Infiltration	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Threshold	Home	0.0	52.0	0.0	0.0	0.0	52.0	0.0	1,040.0	0.0	0.0	0.0	1,040.0
Weatherization													
Attic Insulation	Sqft	0.0	0.0	0.0	224.0	0.0	224.0	0.0	0.0	0.0	4,479.8	0.0	4,479.8
Attic Venting	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Ceiling Insulation	Sqft	0.0	359.6	0.0	0.0	0.0	359.6	0.0	7,192.0	0.0	0.0	0.0	7,192.0
Floor Insulation	Sqft	0.0	147.6	0.0	0.0	0.0	147.6	0.0	2,952.0	0.0	0.0	0.0	2,952.0
Kneewall Insulation	Sqft	0.0	2.4	0.0	0.0	0.0	2.4	0.0	48.0	0.0	0.0	0.0	48.0
Weatherstripping	Home	0.0	136.5	0.0	760.0	0.0	896.5	0.0	1,365.3	0.0	7,600.0	0.0	8,965.3
Caulking	Home	0.0	29.0	0.0	43.0	0.0	72.0	0.0	290.0	0.0	430.0	0.0	720.0
Home Repairs	Home	0.0	130.5	0.0	0.0	0.0	130.5	0.0	2,610.0	0.0	0.0	0.0	2,610.0
Low Flow Shower Device	Home	0.0	130.0	0.0	7,520.0	0.0	7,650.0	0.0	1,300.0	0.0	75,200.0	0.0	76,500.0
Minor Envelope Repair	Home	0.0	0.0	0.0	1,507.5	0.0	1,507.5	0.0	0.0	0.0	30,150.0	0.0	30,150.0
Water Heater Pipe Wrap	Home	0.0	90.0	0.0	495.0	0.0	585.0	0.0	900.0	0.0	4,950.0	0.0	5,850.0
Sink Faucet Aerator	Home	0.0	156.0	0.0	3,472.0	0.0	3,628.0	0.0	1,560.0	0.0	34,720.0	0.0	36,280.0
Water Heater Blanket	Home	0.0	168.0	0.0	616.0	0.0	784.0	0.0	1,680.0	0.0	6,160.0	0.0	7,840.0
Weatherization Mileage	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Furnaces													
Repair - Gas	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Replacement - Gas	Each	0.0	40.0	0.0	858.0	0.0	898.0	0.0	800.0	0.0	17,160.0	0.0	17,960.0
Repair - Electric	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Replacement - Electric	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other Incidentals		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Miscellaneous Measures													
Door Replacement	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Glass Replacement	Each	0.0	0.0	0.0	252.0	0.0	252.0	0.0	0.0	0.0	5,040.0	0.0	5,040.0
Duct Sealing/Testing	Home	0.0	583.2	0.0	2,109.5	0.0	2,692.7	0.0	5,832.1	0.0	21,094.5	0.0	26,926.6
Duct Wrap	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Duct Register	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Storm Windows - Glass Fixed	SqFt	0.0	322.2	0.0	0.0	0.0	322.2	0.0	6,444.6	0.0	0.0	0.0	6,444.6
Storm Windows - Glass Operable	SqFt	0.0	273.7	0.0	0.0	0.0	273.7	0.0	5,473.2	0.0	0.0	0.0	5,473.2
Vinyl Retro Window	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Set Back Thermometer	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Filter Alert Device	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Foam Tape	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Gas Water Heater Repair/Replace	Each	0.0	0.0	0.0	93.7	0.0	93.7	0.0	0.0	0.0	1,218.1	0.0	1,218.1
Ele Water Heater Repair/Replace	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Reusable Filter/Replacement Signal	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Solar Screens	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Compact Fluorescent Bulbs	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Refrigerators	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Geo Exchange Heat Pumps	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Microwaves	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
CF Fixtures Interior	Each	0.0	0.0	0.0	0.0	0.0	0.0	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	0.0	0.0	0.0	0.0	0.0	0.0
NGAT	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Administration	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Outreach/Assessment	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other (labor, materials, supplies)	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Education													
In-home Education	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Education Workshops		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other (please specify)		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
TOTAL		0.0	2,749.8	0.0	18,486.2	0.0	21,236.0	0.0	41,652.8	0.0	217,899.6	0.0	259,552.5

[1] Estimated annual energy savings are based upon the Impact Evaluation of the 2001 Statewide Low-Income Energy Efficiency Program completed April 8, 2003.

2011 ESAP ENERGY SAVINGS - PPP FUNDED
TABLE VIII.E

Measures	Units	Second Quarter (April - June)											
		Annual Energy Savings [1]						Lifetime Energy Savings					
		Northern		Southern		Total		Northern		Southern		Total	
		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
Infiltration & Space Conditioning													
Cooler Cover	Home	0.0	7.8	0.0	189.8	0.0	197.6	0.0	78.0	0.0	1,898.0	0.0	1,976.0
Outlet Switch Gaskets	Home	0.0	26.3	0.0	864.0	0.0	890.3	0.0	525.6	0.0	17,280.0	0.0	17,805.6
Shell Infiltration	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Threshold	Home	0.0	14.0	0.0	0.0	0.0	14.0	0.0	280.0	0.0	0.0	0.0	280.0
Weatherization													
Attic Insulation	Sqft	0.0	0.0	0.0	1,376.7	0.0	1,376.7	0.0	0.0	0.0	27,534.0	0.0	27,534.0
Attic Venting	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Ceiling Insulation	Sqft	0.0	416.8	0.0	0.0	0.0	416.8	0.0	8,335.6	0.0	0.0	0.0	8,335.6
Floor Insulation	Sqft	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Kneewall Insulation	Sqft	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Weatherstripping	Home	0.0	35.1	0.0	1,076.0	0.0	1,111.1	0.0	350.9	0.0	10,760.0	0.0	11,110.9
Caulking	Home	0.0	10.0	0.0	84.0	0.0	94.0	0.0	100.0	0.0	840.0	0.0	940.0
Home Repairs	Home	0.0	45.0	0.0	0.0	0.0	45.0	0.0	900.0	0.0	0.0	0.0	900.0
Low Flow Shower Device	Home	0.0	50.0	0.0	10,180.0	0.0	10,230.0	0.0	500.0	0.0	101,800.0	0.0	102,300.0
Minor Envelope Repair	Home	0.0	0.0	0.0	2,335.5	0.0	2,335.5	0.0	0.0	0.0	46,710.0	0.0	46,710.0
Water Heater Pipe Wrap	Home	0.0	0.0	0.0	1,010.0	0.0	1,010.0	0.0	0.0	0.0	10,100.0	0.0	10,100.0
Sink Faucet Aerator	Home	0.0	56.0	0.0	4,760.0	0.0	4,816.0	0.0	560.0	0.0	47,600.0	0.0	48,160.0
Water Heater Blanket	Home	0.0	28.0	0.0	1,582.0	0.0	1,610.0	0.0	280.0	0.0	15,820.0	0.0	16,100.0
Weatherization Mileage	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Furnaces													
Repair - Gas	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Replacement - Gas	Each	0.0	0.0	0.0	702.0	0.0	702.0	0.0	0.0	0.0	14,040.0	0.0	14,040.0
Repair - Electric	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Replacement - Electric	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other Incidentals		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Miscellaneous Measures													
Door Replacement	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Glass Replacement	Each	0.0	0.0	0.0	288.0	0.0	288.0	0.0	0.0	0.0	5,760.0	0.0	5,760.0
Duct Sealing/Testing	Home	0.0	125.0	0.0	4,401.5	0.0	4,526.4	0.0	1,249.7	0.0	44,014.5	0.0	45,264.3
Duct Wrap	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Duct Register	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Storm Windows - Glass Fixed	SqFt	0.0	4.2	0.0	0.0	0.0	4.2	0.0	84.1	0.0	0.0	0.0	84.1
Storm Windows - Glass Operable	SqFt	0.0	75.7	0.0	0.0	0.0	75.7	0.0	1,513.1	0.0	0.0	0.0	1,513.1
Vinyl Retro Window	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Set Back Thermometer	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Filter Alert Device	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Foam Tape	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Gas Water Heater Repair/Replace	Each	0.0	0.0	0.0	56.2	0.0	56.2	0.0	0.0	0.0	730.9	0.0	730.9
Ele Water Heater Repair/Replace	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Reusable Filter/Replacement Signal	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Solar Screens	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Compact Fluorescent Bulbs	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Refrigerators	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Geo Exchange Heat Pumps	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Microwaves	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
CF Fixtures Interior	Each	0.0	0.0	0.0	0.0	0.0	0.0	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	0.0	0.0	0.0	0.0	0.0	0.0
NGAT	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Administration	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Outreach/Assessment	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other (labor, materials, supplies)	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Education													
In-home Education	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Education Workshops		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other (please specify)		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
TOTAL		0.0	893.8	0.0	28,905.7	0.0	29,799.5	0.0	14,757.0	0.0	344,887.4	0.0	359,644.4

[1] Estimated annual energy savings are based upon the Impact Evaluation of the 2001 Statewide Low-Income Energy Efficiency Program completed April 8, 2003.

2011 ESAP ENERGY SAVINGS - PPP FUNDED
TABLE VIII.E

Measures	Units	Third Quarter (July - August)											
		Annual Energy Savings [1]						Lifetime Energy Savings					
		Northern		Southern		Total		Northern		Southern		Total	
		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
Infiltration & Space Conditioning													
Cooler Cover	Home	0.0	88.4	0.0	137.8	0.0	226.2	0.0	884.0	0.0	1,378.0	0.0	2,262.0
Outlet Switch Gaskets	Home	0.0	150.1	0.0	620.6	0.0	770.8	0.0	3,002.4	0.0	12,412.8	0.0	15,415.2
Shell Infiltration	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Threshold	Home	0.0	74.0	0.0	0.0	0.0	74.0	0.0	1,480.0	0.0	0.0	0.0	1,480.0
Weatherization													
Attic Insulation	Sqft	0.0	0.0	0.0	444.0	0.0	444.0	0.0	0.0	0.0	8,879.0	0.0	8,879.0
Attic Venting	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Ceiling Insulation	Sqft	0.0	1,074.4	0.0	0.0	0.0	1,074.4	0.0	21,488.2	0.0	0.0	0.0	21,488.2
Floor Insulation	Sqft	0.0	481.0	0.0	0.0	0.0	481.0	0.0	9,620.8	0.0	0.0	0.0	9,620.8
Kneewall Insulation	Sqft	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Weatherstripping	Home	0.0	220.4	0.0	764.0	0.0	984.4	0.0	2,203.5	0.0	7,640.0	0.0	9,843.5
Caulking	Home	0.0	45.0	0.0	58.0	0.0	103.0	0.0	450.0	0.0	580.0	0.0	1,030.0
Home Repairs	Home	0.0	202.5	0.0	0.0	0.0	202.5	0.0	4,050.0	0.0	0.0	0.0	4,050.0
Low Flow Shower Device	Home	0.0	260.0	0.0	7,600.0	0.0	7,860.0	0.0	2,600.0	0.0	76,000.0	0.0	78,600.0
Minor Envelope Repair	Home	0.0	0.0	0.0	1,786.5	0.0	1,786.5	0.0	0.0	0.0	35,730.0	0.0	35,730.0
Water Heater Pipe Wrap	Home	0.0	0.0	0.0	797.5	0.0	797.5	0.0	0.0	0.0	7,975.0	0.0	7,975.0
Sink Faucet Aerator	Home	0.0	268.0	0.0	2,320.0	0.0	2,588.0	0.0	2,680.0	0.0	23,200.0	0.0	25,880.0
Water Heater Blanket	Home	0.0	154.0	0.0	1,512.0	0.0	1,666.0	0.0	1,540.0	0.0	15,120.0	0.0	16,660.0
Weatherization Mileage	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Furnaces													
Repair - Gas	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Replacement - Gas	Each	0.0	40.0	0.0	520.0	0.0	560.0	0.0	800.0	0.0	10,400.0	0.0	11,200.0
Repair - Electric	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Replacement - Electric	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other Incidentals		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Miscellaneous Measures													
Door Replacement	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Glass Replacement	Each	0.0	0.0	0.0	337.5	0.0	337.5	0.0	0.0	0.0	6,750.0	0.0	6,750.0
Duct Sealing/Testing	Home	0.0	791.5	0.0	4,137.8	0.0	4,929.3	0.0	7,915.0	0.0	41,377.7	0.0	49,292.7
Duct Wrap	Home	0.0	7.9	0.0	0.0	0.0	7.9	0.0	79.2	0.0	0.0	0.0	79.2
Duct Register	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Storm Windows - Glass Fixed	SqFt	0.0	193.3	0.0	0.0	0.0	193.3	0.0	3,866.8	0.0	0.0	0.0	3,866.8
Storm Windows - Glass Operable	SqFt	0.0	459.1	0.0	0.0	0.0	459.1	0.0	9,181.2	0.0	0.0	0.0	9,181.2
Vinyl Retro Window	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Set Back Thermometer	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Filter Alert Device	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Foam Tape	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Gas Water Heater Repair/Replace	Each	0.0	0.0	0.0	75.0	0.0	75.0	0.0	0.0	0.0	974.5	0.0	974.5
Ele Water Heater Repair/Replace	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Reusable Filter/Replacement Signal	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Solar Screens	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Compact Fluorescent Bulbs	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Refrigerators	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Geo Exchange Heat Pumps	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Microwaves	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
CF Fixtures Interior	Each	0.0	0.0	0.0	0.0	0.0	0.0	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	0.0	0.0	0.0	0.0	0.0	0.0
NGAT	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Administration	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Outreach/Assessment	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other (labor, materials, supplies)	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Education													
In-home Education	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Education Workshops		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other (please specify)		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
TOTAL		0.0	4,509.6	0.0	21,110.6	0.0	25,620.3	0.0	71,841.1	0.0	248,417.0	0.0	320,258.1

[1] Estimated annual energy savings are based upon the Impact Evaluation of the 2001 Statewide Low-Income Energy Efficiency Program completed April 8, 2003.

2011 ESAP ENERGY SAVINGS - PPP FUNDED
TABLE VIII.E

Measures	Units	Fourth Quarter (October - December)											
		Annual Energy Savings [1]						Lifetime Energy Savings					
		Northern		Southern		Total		Northern		Southern		Total	
		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
Infiltration & Space Conditioning													
Cooler Cover	Home	0.0	70.2	0.0	98.8	0.0	169.0	0.0	702.0	0.0	988.0	0.0	1,690.0
Outlet Switch Gaskets	Home	0.0	239.4	0.0	511.6	0.0	751.0	0.0	4,788.0	0.0	10,231.2	0.0	15,019.2
Shell Infiltration	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Threshold	Home	0.0	76.0	0.0	0.0	0.0	76.0	0.0	1,520.0	0.0	0.0	0.0	1,520.0
Weatherization													
Attic Insulation	Sqft	0.0	0.0	0.0	1,062.4	0.0	1,062.4	0.0	0.0	0.0	21,247.2	0.0	21,247.2
Attic Venting	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Ceiling Insulation	Sqft	0.0	1,246.0	0.0	0.0	0.0	1,246.0	0.0	24,919.0	0.0	0.0	0.0	24,919.0
Floor Insulation	Sqft	0.0	458.3	0.0	0.0	0.0	458.3	0.0	9,166.4	0.0	0.0	0.0	9,166.4
Kneewall Insulation	Sqft	0.0	4.0	0.0	0.0	0.0	4.0	0.0	80.0	0.0	0.0	0.0	80.0
Weatherstripping	Home	0.0	341.8	0.0	712.0	0.0	1,053.8	0.0	3,418.0	0.0	7,120.0	0.0	10,538.0
Caulking	Home	0.0	61.0	0.0	49.0	0.0	110.0	0.0	610.0	0.0	490.0	0.0	1,100.0
Home Repairs	Home	0.0	315.0	0.0	0.0	0.0	315.0	0.0	6,300.0	0.0	0.0	0.0	6,300.0
Low Flow Shower Device	Home	0.0	400.0	0.0	7,080.0	0.0	7,480.0	0.0	4,000.0	0.0	70,800.0	0.0	74,800.0
Minor Envelope Repair	Home	0.0	0.0	0.0	1,669.5	0.0	1,669.5	0.0	0.0	0.0	33,390.0	0.0	33,390.0
Water Heater Pipe Wrap	Home	0.0	40.0	0.0	700.0	0.0	740.0	0.0	400.0	0.0	7,000.0	0.0	7,400.0
Sink Faucet Aerator	Home	0.0	320.0	0.0	2,740.0	0.0	3,060.0	0.0	3,200.0	0.0	27,400.0	0.0	30,600.0
Water Heater Blanket	Home	0.0	322.0	0.0	1,176.0	0.0	1,498.0	0.0	3,220.0	0.0	11,760.0	0.0	14,980.0
Weatherization Mileage	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Furnaces													
Repair - Gas	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Replacement - Gas	Each	0.0	80.0	0.0	286.0	0.0	366.0	0.0	1,600.0	0.0	5,720.0	0.0	7,320.0
Repair - Electric	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Replacement - Electric	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other Incidentals		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Miscellaneous Measures													
Door Replacement	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Glass Replacement	Each	0.0	0.0	0.0	126.0	0.0	126.0	0.0	0.0	0.0	2,520.0	0.0	2,520.0
Duct Sealing/Testing	Home	0.0	1,124.8	0.0	3,833.5	0.0	4,958.3	0.0	11,247.6	0.0	38,335.2	0.0	49,582.9
Duct Wrap	Home	0.0	10.0	0.0	0.0	0.0	10.0	0.0	100.5	0.0	0.0	0.0	100.5
Duct Register	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Storm Windows - Glass Fixed	SqFt	0.0	283.0	0.0	0.0	0.0	283.0	0.0	5,660.0	0.0	0.0	0.0	5,660.0
Storm Windows - Glass Operable	SqFt	0.0	414.2	0.0	0.0	0.0	414.2	0.0	8,284.6	0.0	0.0	0.0	8,284.6
Vinyl Retro Window	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Set Back Thermometer	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Filter Alert Device	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Foam Tape	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Gas Water Heater Repair/Replace	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Ele Water Heater Repair/Replace	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Reusable Filter/Replacement Signal	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Solar Screens	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Compact Fluorescent Bulbs	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Refrigerators	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Geo Exchange Heat Pumps	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Microwaves	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
CF Fixtures Interior	Each	0.0	0.0	0.0	0.0	0.0	0.0	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	0.0	0.0	0.0	0.0	0.0	0.0
NGAT	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Administration	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Outreach/Assessment	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other (labor, materials, supplies)	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Education													
In-home Education	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Education Workshops		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other (please specify)		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
TOTAL		0.0	5,805.7	0.0	20,044.7	0.0	25,850.5	0.0	89,216.2	0.0	237,001.6	0.0	326,217.8

[1] Estimated annual energy savings are based upon the Impact Evaluation of the 2001 Statewide Low-Income Energy Efficiency Program completed April 8, 2003.

2011 ESAP ENERGY SAVINGS - PPP FUNDED
TABLE VIII.E

Measures	Units	Year to Date											
		Annual Energy Savings [1]						Lifetime Energy Savings					
		Northern		Southern		Total		Northern		Southern		Total	
		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
Infiltration & Space Conditioning													
Cooler Cover	Home	0.0	208.0	0.0	527.8	0.0	735.8	0.0	2,080.0	0.0	5,278.0	0.0	7,358.0
Outlet Switch Gaskets	Home	0.0	503.3	0.0	2,430.4	0.0	2,933.6	0.0	10,065.6	0.0	48,607.2	0.0	58,672.8
Shell Infiltration	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Threshold	Home	0.0	216.0	0.0	0.0	0.0	216.0	0.0	4,320.0	0.0	0.0	0.0	4,320.0
Weatherization													
Attic Insulation	Sqft	0.0	0.0	0.0	3,107.0	0.0	3,107.0	0.0	0.0	0.0	62,140.0	0.0	62,140.0
Attic Venting	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Ceiling Insulation	Sqft	0.0	3,096.7	0.0	0.0	0.0	3,096.7	0.0	61,934.8	0.0	0.0	0.0	61,934.8
Floor Insulation	Sqft	0.0	1,087.0	0.0	0.0	0.0	1,087.0	0.0	21,739.2	0.0	0.0	0.0	21,739.2
Kneewall Insulation	Sqft	0.0	6.4	0.0	0.0	0.0	6.4	0.0	128.0	0.0	0.0	0.0	128.0
Weatherstripping	Home	0.0	733.8	0.0	3,312.0	0.0	4,045.8	0.0	7,337.7	0.0	33,120.0	0.0	40,457.7
Caulking	Home	0.0	145.0	0.0	234.0	0.0	379.0	0.0	1,450.0	0.0	2,340.0	0.0	3,790.0
Home Repairs	Home	0.0	693.0	0.0	0.0	0.0	693.0	0.0	13,860.0	0.0	0.0	0.0	13,860.0
Low Flow Shower Device	Home	0.0	840.0	0.0	32,380.0	0.0	33,220.0	0.0	8,400.0	0.0	323,800.0	0.0	332,200.0
Minor Envelope Repair	Home	0.0	0.0	0.0	7,299.0	0.0	7,299.0	0.0	0.0	0.0	145,980.0	0.0	145,980.0
Water Heater Pipe Wrap	Home	0.0	130.0	0.0	3,002.5	0.0	3,132.5	0.0	1,300.0	0.0	30,025.0	0.0	31,325.0
Sink Faucet Aerator	Home	0.0	800.0	0.0	13,292.0	0.0	14,092.0	0.0	8,000.0	0.0	132,920.0	0.0	140,920.0
Water Heater Blanket	Home	0.0	672.0	0.0	4,886.0	0.0	5,558.0	0.0	6,720.0	0.0	48,860.0	0.0	55,580.0
Weatherization Mileage	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Furnaces													
Repair - Gas	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Replacement - Gas	Each	0.0	160.0	0.0	2,366.0	0.0	2,526.0	0.0	3,200.0	0.0	47,320.0	0.0	50,520.0
Repair - Electric	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Replacement - Electric	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other Incidentals		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Miscellaneous Measures													
Door Replacement	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Glass Replacement	Each	0.0	0.0	0.0	1,003.5	0.0	1,003.5	0.0	0.0	0.0	20,070.0	0.0	20,070.0
Duct Sealing/Testing	Home	0.0	2,624.4	0.0	14,482.2	0.0	17,106.7	0.0	26,244.5	0.0	144,822.0	0.0	171,066.5
Duct Wrap	Home	0.0	18.0	0.0	0.0	0.0	18.0	0.0	179.7	0.0	0.0	0.0	179.7
Duct Register	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Storm Windows - Glass Fixed	SqFt	0.0	802.8	0.0	0.0	0.0	802.8	0.0	16,055.5	0.0	0.0	0.0	16,055.5
Storm Windows - Glass Operable	SqFt	0.0	1,222.6	0.0	0.0	0.0	1,222.6	0.0	24,452.1	0.0	0.0	0.0	24,452.1
Vinyl Retro Window	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Set Back Thermometer	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Filter Alert Device	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Foam Tape	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Gas Water Heater Repair/Replace	Each	0.0	0.0	0.0	224.9	0.0	224.9	0.0	0.0	0.0	2,923.4	0.0	2,923.4
Ele Water Heater Repair/Replace	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Reusable Filter/Replacement Signal	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Solar Screens	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Compact Fluorescent Bulbs	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Refrigerators	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Geo Exchange Heat Pumps	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Microwaves	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
CF Fixtures Interior	Each	0.0	0.0	0.0	0.0	0.0	0.0	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	0.0	0.0	0.0	0.0	0.0	0.0
NGAT	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Administration	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Outreach/Assessment	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other (labor, materials, supplies)	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Education													
In-home Education	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Education Workshops		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other (please specify)		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
TOTAL		0.0	13,958.9	0.0	88,547.2	0.0	102,506.2	0.0	217,467.1	0.0	1,048,205.7	0.0	1,265,672.8

[1] Estimated annual energy savings are based upon the Impact Evaluation of the 2001 Statewide Low-Income Energy Efficiency Program completed April 8, 2003