

January 23, 2006

Docket Clerk
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, California 94102

RE: R.04-01-006

Dear Docket Clerk:

Enclosed for filing with the Commission are the original and five copies of the **SOUTHERN CALIFORNIA EDISON COMPANY'S (U 338-E) RAPID DEPLOYMENT - MONTHLY STATUS REPORT FOR DECEMBER 2005** in the above-referenced proceeding.

We request that a copy of this document be file-stamped and returned for our records. A self-addressed, stamped envelope is enclosed for your convenience.

Your courtesy in this matter is appreciated.

Very truly yours,

Larry R. Cope

[LRC:asLAW-#1267356](#)

Enclosures

cc: All Parties of Record
(U 338-E)

**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.

R.04-01-006
(Filed January 8, 2004)

**SOUTHERN CALIFORNIA EDISON COMPANY'S (U 338-E) RAPID DEPLOYMENT –
MONTHLY STATUS REPORT FOR DECEMBER 2005**

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Dated: **January 23, 2006**

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**SOUTHERN CALIFORNIA EDISON COMPANY'S (U 338-E) RAPID DEPLOYMENT -
MONTHLY STATUS REPORT FOR DECEMBER 2005**

Southern California Edison Company ("SCE") hereby submits a status report describing its activities for the Low-Income Energy Efficiency ("LIEE") and California Alternate Rates for Energy ("CARE") low-income assistance programs for December 2005. This monthly report includes a narrative that highlights the recent activities that SCE has undertaken to implement its low-income assistance programs and to leverage SCE's program with the services provided by Low-Income Home Energy Assistance Programs ("LIHEAP") providers.

SCE has worked with the other California utilities, the Energy Division, and the Office of Ratepayer Advocates ("ORA") in developing the format for this report and the accompanying tables. This report includes tables detailing SCE's December 2005 activities, as well as certain summary tables as requested by the Commission. All of these tables comply with the information requested in Ordering Paragraphs 14 and 17 of Decision 01-05-033, issued on May 3, 2001, as well as supplemental information requested by the Commission. The December 2005 tables are also submitted in accordance with the direction received from the Energy Division and the ORA on a May 22, 2002 conference call with the Joint Utilities in which it was determined that for certain months, the utilities should file an abbreviated set of tables, but on a quarterly basis, the utilities are to file a full set of tables. This month, SCE is filing the abbreviated set of tables, which includes Tables 1, 4, 6, 10, 11, 11A, 11B, and 16. As the information in these tables is dynamic, the figures submitted herein supersede results reported in prior months. Also,

since SCE has no remaining SBX1 5 funds, SCE has revised many of the tables to eliminate columns that had previously contained SBX1 5 information.

I.

NARRATIVE

A. Description of SCE's Activities for LIEE

In 2004, SCE strengthened the delivery of comprehensive services to low-income customers by maintaining an informed and experienced group of providers. December 2005 activities have continued that approach and reflect the new eligibility guidelines and eligible measures reflected in D.03-11-020. The following information reflects some of the measures completed and expensed in December 2005. For December 2005, SCE hereby reports on the paid installation of measures including 723 permanent evaporative coolers, 30,628 indoor compact fluorescent light bulbs, and 9,568 energy-efficient refrigerators.

In addition to the service delivery work completed in December 2005, SCE completed 6,610 assessments of customer homes and provided education to 32,068 customers.

1. LIEE Outreach and Leveraging Efforts

In 2005, SCE continued to permit any LIHEAP agency to leverage funds from the State Department of Community Services for installation of refrigerators provided at no cost by SCE with LIEE funds. SCE's LIEE contracts with LIHEAP agencies include requirements that refrigerators must be installed in SCE customer homes and completed applications must be returned. Other LIHEAP providers are contacted by phone and mail to provide them with information on this leveraging opportunity. SCE and SoCalGas have established a cooperative working relationship over the years. SCE continues to refer all customers receiving electric measures and whose assessment indicates gas space heating and three eligible weatherization measures to SoCalGas. In addition, through this cooperative relationship, customers assessed for SoCalGas' program, who are also SCE customers, get assessed for both gas and electric

measures. For the 2005 program year, SCE projected that 85% of customers assessed through the SoCalGas program would also qualify for SCE's program. Current numbers are at 47.6% enrollment of SoCalGas assessments. SCE has launched an aggressive outreach and marketing campaign to increase customer participation in the program and to make up for the shortfall of anticipated enrollments through SoCalGas' program.

2. Bulk Purchasing

SCE continues to competitively bid the purchase of energy-efficient refrigerators. By purchasing these appliances in bulk, SCE exercises a level of control over inventory that may not otherwise be possible. Contract terms are usually beneficial to SCE service providers. For example, refrigerators are shipped in small quantities and are warehoused in a number of locations convenient to service providers. Finally, SCE is able to obtain the best price possible through a competitive bid process.

B. Description of SCE's Activities for CARE

In December 2005, SCE partnered in numerous CARE outreach activities that targeted SCE's hard-to-reach customer base in conjunction with SCE's Consumer Affairs Department and Equal Opportunity. SCE hosted several events in the month of December targeted towards seniors and low-income customers through faith-based outreach.

As part of the CARE Capitation Program, 7 agencies/organizations submitted 106 applications in December. Of these, 58 customers were enrolled, 42 were found to be existing CARE enrollees and 6 applications were rejected. A total of \$646.00 was paid out as part of the Capitation Program in December 2005.

SCE's multi-lingual efforts produced 922 applications in December with 703 of those applications resulting in new CARE enrollments. SCE continues to share enrollment data with SoCalGas and Southwest Gas.

As of December 31, 2005, a total of 972,488 customers were participating in the CARE program. SCE's total number of customers participating in CARE has dropped slightly since the

first of the year. This is due primarily to the failure of existing customers to recertify after 2 years. SCE is working to develop new approaches that will increase customer response to recertification requests, thus reducing the customers that drop off of the CARE rate. Based on SCE's revised estimates of CARE eligible customers as submitted to the Commission in Table 16 of this report, which reflects the increased income eligibility to 200% of federal poverty guidelines, SCE's current enrollment equates to a penetration rate of approximately 73%.

1. Outreach Provided to California Indian Tribes So That Compliance With SBX1 5 Section 5(j) Can Be Monitored

SCE continued to work with the Southern California Indian Center in 2005 to provide important outreach to underserved Native Americans.

2. Discussion of SCE's 2005 CARE Program and Outreach Plan

In 2005, SCE continued its outreach efforts. These efforts include targeted direct-mail, Welcome Kit insertions, shared mail, door hangers and new recertification mailings. All efforts are bilingual (English/Spanish). In March 2005, SCE mailed 440,000 CARE direct-mail pieces to targeted customers and, as a result, has processed 18,641 CARE applications. Of the applications processed, 15,467 new customers were enrolled in CARE. A similar acquisition mailing was sent out in November 2005. As a result, 3,567 applications were processed and 3,012 new customers were approved through December 31. Additional enrollments are expected as new responses are processed. CARE applications were also distributed to new or transferring SCE customers through the SCE Welcome Kit, resulting in 13,044 new CARE enrollments and 462 recertifications. The shared mailings (ValPak) and door hanger efforts, which included a CARE application, resulted in 1,198 and 637 new CARE enrollees, respectively.

SCE's new recertification efforts include (1) mailing recertification letters and pre-populated applications to customers one month prior to their CARE anniversary date; (2) mailing letters and applications to customers that fell off of the CARE rate in 2005 due to failure to respond to recertification communications; (3) mailing Spanish recertification letters to

customers that were enrolled via a Spanish-only application; (4) recertification by phone using the automated voice response unit; and (5) telephone operator-assisted enrollment and recertification. In December, a letter and application was sent to 76,000 customers that fell off of the CARE rate in 2005 due to failure to respond to a recertification request. To date, almost 6,000 customers have been re-enrolled in the CARE program or recertified as a result of this mailing.

SCE continues to expand grassroots efforts through strategic alliances. SCE also plans to develop additional data systems and enhancements to CARE applications to improve the infrastructure of the system used to process applications and recertification documents.

In addition to implementing the high level marketing campaign and improving the infrastructure of the application processing/recertification/ verification process, SCE will fund the cost recovery for Phase II of the Low-Income Needs Assessment. SCE believes increased marketing and communication to multi-lingual customers is consistent with Commission policy and should lead to increased CARE enrollment.

3. 2005 Winter Initiatives

On October 27, 2005, the Commission issued D.05-10-044, Interim Opinion Approving Various Emergency Program Changes in Light of Anticipated High Natural Gas Prices in the Winter of 2005-2006. D.05-10-044 sets forth a number of program changes and recommendations to mitigate bill impacts on low-income customers during the winter months of November 1, 2005 through April 30, 2006, including, among other things, expanding income eligibility for the CARE program from 175% of the Federal poverty income guidelines to 200%, expanding income eligibility for LIEE in the same manner, permitting CARE enrollment and recertification by telephone, prohibiting CARE customers from being dropped from the program during the winter months for failure to recertify, simplifying LIEE enrollment, accelerating weatherization services, and increasing and improving outreach efforts.

a) **CARE**

Internally, SCE has taken several steps to implement D.05-10-044. In order to accelerate enrollment of and retain CARE customers, SCE has implemented a telephone operator-assisted enrollment and recertification pre-pilot program and a recertification by phone pilot program.

The operator-assisted enrollment and recertification pre-pilot program includes contacting those customers who have mailed in signed CARE applications or recertification forms with missing income and/or number of household information. These customers will be given the option of enrolling in the CARE program over the telephone. The pre-pilot program was implemented on November 28, and outgoing calls started on December 1. Information was successfully collected from 846 new and recertifying customers. SCE's recertification by phone pilot program entails allowing customers to recertify CARE eligibility over the telephone utilizing the VRU ("voice response unit").

SCE will not drop any CARE customers from the CARE rate for failure to respond to a verification or recertification request from November 1, 2005 through April 30, 2006. In addition, if SCE determines that a customer enrolled in CARE does not qualify for the discount, SCE will not rebill that customer for the amount of the discount received from November 1, 2005 through April 30, 2006.

Additionally, SCE plans to further streamline recertification efforts by providing a "Sign and Mail" Recertification application that will be personalized with the customer's name, address, and account number. This new application will allow current CARE customers to simply sign the application certifying their continued CARE eligibility. A notice will be sent with this application detailing the current CARE income guidelines. This new application will be in English and Spanish.

Further, SCE mailed 1,649,196 bilingual (English/Spanish) Winter Savings Kits in December. The kits were mailed to all CARE and FERA customers as well as all residential customers with a household income of \$50,000 or less. The kit included a

personalized letter, brochure and CARE application; (the application was not sent to current CARE customers). Applications were also mailed to FERA customers since some may now qualify for CARE due to the expanded income eligibility guidelines set forth in D.05-10-044. The brochure contains information about money and energy saving solutions such as CARE, FERA, LIEE (EMA), Energy Assistance Fund, Medical Baseline and Level Pay Plan. The brochure also includes a section with help phone numbers in large 16 point font and the TTY phone number.

Finally, pursuant to Ordering Paragraph 17 of D.05-10-044, all residential customers received the bilingual (English/Spanish) Winter Savings Bill Insert through the December billing cycle. The bill insert provides information on energy savings solutions such as CARE, FERA, LIEE (EMA), Energy Assistance Fund and Medical Baseline. The new CARE income guidelines and TTY phone are also listed in this insert.

b) LIEE

SCE is also moving forward with several strategies to increase LIEE enrollment and expedite the delivery of services. In October 2005, using census/demographic information, SCE mailed approximately 188,000 LIEE direct-mail pieces to targeted customers in areas with the highest concentration of low-income residents. SCE will use this targeted mailer in a manner consistent with D.05-10-044, including permitting customers in those areas to self-certify their income eligibility for LIEE services.

Additionally, SCE is moving forward with its program to automatically qualify CARE customers for LIEE services who have not previously been served under the LIEE program.

II.

CONCLUSION

SCE appreciates this opportunity to provide the Commission with updated information about the successes SCE has achieved in its LIEE and CARE programs through the Rapid Deployment effort.

Respectfully submitted,

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January 23, 2006

CERTIFICATE OF SERVICE

I hereby certify that, pursuant to the Commission's Rules of Practice and Procedure, I have this day served a true copy of SOUTHERN CALIFORNIA EDISON COMPANY'S (U 338-E) RAPID DEPLOYMENT - MONTHLY STATUS REPORT FOR DECEMBER 2005 on all parties identified on the attached service list(s). Service was effected by one or more means indicated below:

- Transmitting the copies via e-mail to all parties who have provided an e-mail address. First class mail will be used if electronic service cannot be effectuated.
- Placing the copies in sealed envelopes and causing such envelopes to be delivered by hand or by overnight courier to the offices of the Commission or other addressee(s).
- Placing copies in properly addressed sealed envelopes and depositing such copies in the United States mail with first-class postage prepaid to all parties.
- Directing Prographics to place the copies in properly addressed sealed envelopes and to deposit such envelopes in the United States mail with first-class postage prepaid to all parties.

Executed this **23rd day of January, 2006**, at Rosemead, California.

Christine Sanchez
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