



JOINT UTILITY LOW INCOME PUBLIC MEETING

California Alternate Rates for Energy (CARE) Programs

Southern California Gas Company
San Diego Gas & Electric Company
Pacific Gas and Electric Company
Southern California Edison Company

Energy Resource Center, Downey
May 20, 2008



CARE Eligibility

There are two ways to qualify for the CARE discount:

- Categorical eligible
 - Household receives benefits from Medi-Cal, Food Stamps, TANF, WIC, Healthy Families, and/or LIHEAP
- Income eligible
 - Maximum household income less than 200% of Federal Poverty Guidelines



New CARE Income Guidelines

Effective June 1, 2008 through May 31, 2009

Size of Household	Annual Income (before taxes)
1	\$30,500
2	\$30,500
3	\$35,800
4	\$43,200
5	\$50,600
6	\$58,000
For Each Additional Person, Add:	\$7,400



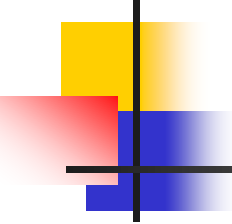
SoCalGas Program Updates 2007 and 2008

- Categorical eligibility for CARE
- Four-year recertification for fixed income customers
- Probability Model for verification and recertification
- Internet enrollment and recertification
- Recertification by phone
- Outbound telephone campaign
- Enhance LIHEAP/GAF/CARE data exchange
- Third party outreach program



SoCalGas – 2009-2011 Application

- Filed May 15, 2008
- Continue current best practices, with increased budgets for the most cost effective outreach efforts CARE and operation enhancements
- Administrative budgets requested
 - PY2008: \$4.7 million
 - PY2009: \$6.3 million
 - PY2010: \$6.5 million
 - PY2011: \$6.6 million
- Expand phone enrollment, third party outreach, and new leveraging opportunities
- Propose program requirement changes
 - Two year recertification cycle for sub-Metered tenants, except four-year for fixed income tenants
 - Two year recertification cycle for CARE Expanded Programs
- Continue four year recertification using probability method
- Include Section 8 and Public Housing participant as CARE categorical eligibility



SoCalGas – 2009-2011 Application

- Phone system enhancements
 - Full-service CARE 1-800 number
 - Allow customers to enroll using an Interactive Voice Response (IVR)
 - IVR calls to customers who have not responded to recertification requests
- Reduce application process costs:
 - Promote paperless internet and phone enrollment/recertification
 - Improve recognition of handwritten CARE applications
- Real-time approval for web applications and recertifications



SDG&E Program Updates 2007 and 2008

- Program Implementation 2007
 - Implementation of Categorical Eligibility
 - On-line CARE Enrollment
 - CARE Outbound Telephone Enrollment using Automated Voice Messaging (AVM)
- 2008 Program Implementation
 - Fixed Income Recertification



SDG&E 2009-2011 Application

- Propose same residential program requirements for Sub-Metered
 - Two year recertification cycle
 - Anniversary date renewal
 - Fixed Income Recertification
- Two year recertification cycle for Expanded CARE Facilities
- Continuation of four year recertification using probability modeling
- Telephone Enrollment
 - Addition of Inbound Telephone Enrollment
 - Continuation of Recertification Telephone Enrollment
- Addition of Section 8 & Public Housing to Categorical Enrollment
- CARE Administrative budgets requested
 - \$2.75 Current 2008 Budget
 - \$2.9 million for PY 2009
 - \$3.0 million for PY 2010
 - \$3.1 million for PY 2011



PG&E Program Updates

2007-2008

- Categorical Enrollment: Implemented June 1, 2007
- Four-year recertification for fixed-income participants: Implemented June 1, 2007
- On-line enrollment: Implemented 1st quarter 2008



PG&E 2009 – 2011 Application

- Filed on May 15, 2008
- Propose same residential program requirements for Sub-Metered tenants
- Propose two-year certification for CARE Expanded Programs
- Propose survey of customers not responding to Recertification and Post Enrollment Verification requests
- CARE Administrative budgets requested
 - \$7,732,000 Current 2008 budget
 - \$8,761,000 for PY 2009
 - \$9,216,000 for PY 2010
 - \$9,521,000 for PY 2011



SCE

A Look Back at 2007-08 ...
A Look Ahead at 2009-11



SCE

2007 & 2008

*** * * * ***

Innovation & Outreach!



SCE Program Updates 2007 – Leading the Way

- **Enhancements implemented in 2007:**
 - Implementation of Real Time Online Enrollment, Recertification and De-Enrollment Applications
 - English, Spanish, Chinese, Korean, & Vietnamese
 - Implementation of simplified Recertification Application
 - Quarterly bill message enrollment notification to CARE participants
 - Direct communication with sub-metered tenants
 - Continued VRU Recertification
 - Continued Phone Enrollment



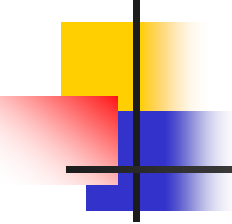
SCE Program Updates 2008

- **Enhancements to be implemented in 2008:**
 - Categorical Eligibility & Fixed Income, May 2008
 - Revision of CARE/FERA Applications to coincide with Categorical Eligibility, May 2008
 - Transit Video Streaming Outreach, May 2008
 - Customer CARE/FERA Enrollment Notification, 1st Quarter 2009
 - Implementation of Probability Model for Verification and Recertification, 1st Quarter 2009
 - Enhancement of SCE/So Cal Gas Datashare, 1st Quarter 2009



SCE 2009 – 2011 Application

- **2009-11 Planned Proposal Recommendations:**
 - Same residential program requirements for sub-metered tenants
 - Two-year certification for CARE Expanded Programs
 - Probability Model for recertification
 - Multilingual program awareness campaign
 - Spanish, Chinese, Korean, Vietnamese, and Cambodian
 - Work with Public Housing Authority and Section 8 agencies within SCE service territory to incorporate CARE application into agency intake process
 - Expanded outreach
 - CARE/FERA Administrative Budget Requested
 - \$4.2 Current 2008 Budget
 - \$5.5 million for PY 2009
 - \$5.4 million for PY 2010
 - \$5.5 million for PY 2011



Public Input – New items



Next Steps

- Next Meeting to be scheduled in
 - Available dates: