

**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

**MONTHLY REPORT OF SAN DIEGO GAS & ELECTRIC COMPANY (U902 M)
ON RAPID DEPLOYMENT EFFORTS FOR FEBRUARY 2004**

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I. INTRODUCTION

In Decision (D.) 01-05-033 the Commission directed San Diego Gas & Electric Company (SDG&E) and the other investor owned utilities (IOU) to provide monthly status reports on the costs and impacts of their Rapid Deployment (RD) efforts on their California Alternate Rates for Energy (CARE) and Low Income Energy Efficiency (LIEE) programs. On May 22, 2002, the IOUs held a conference call with the Energy Division and the Office of Ratepayer Advocates (ORA) to assess Rapid Deployment Reporting. The parties agreed that the utilities would submit a full monthly RD report to the Commission every three months -- with the first one being the previously-submitted May report and future reports due in August of 2002, November of 2002, and February of 2003, continuing every three months until such time that a change to RD reporting was made. It was also agreed that only certain tables and a brief narrative highlight of RD activities were required from the utilities in other months. Pending revision of these reporting requirements, SDG&E herein submits its report on its low-income programs for the month of February and has included the following tables:

- Table 1--LIEE Program Expenses
- Table 4--LIEE Measure Installations
- Table 6--CARE Program Expenses
- Table 10--CARE Rapid Deployment Progress
- Tables 11, 11A and 11B--CARE Random Verification Results
- Table 16--CARE Participation-Combined Urban and Rural

In D. 02-07-033, the Commission authorized the IOUs to update their CARE and LIEE eligibility customer estimates using Census 2000 data. In accordance with that Decision, SDG&E has updated its eligibility estimates for PY2004 and included them in the “Annual Estimate of CARE Eligible Customers,” filed November 3, 2003, with a subsequent supplemental filing made on December 16, 2003. Edison, on behalf of the IOUs, made both filings with the Commission. Pending action on these filings by the Commission, SDG&E is using this updated eligibility information to provide information on CARE and LIEE customer participation and penetration for PY2004.

II. LOW INCOME ENERGY EFFICIENCY (LIEE)

FEBRUARY RESULTS—INSTALLATIONS

During February, SDG&E completed and paid for outreach to 866 homes, weatherization of 592 homes and the replacement of 225 refrigerators in those homes.

OUTREACH AND LEVERAGING

In PY2004, SDG&E is continuing to combine its LIEE outreach with CARE outreach activities in order to leverage outreach efforts and to provide customers with knowledge of, and access to, all customer assistance programs offered by SDG&E. During February, SDG&E leveraged LIEE outreach with other customer assistance outreach efforts at the community

events discussed in the CARE Outreach & Leveraging section below. SDG&E is continuing the following LIEE directed outreach and leveraging efforts in PY2004:

- Identifying, qualifying, and enrolling customers for LIEE services by SDG&E's prime contractor.
- Using SDG&E's database of prior Direct Assistance Program (DAP) customers as an outreach tool to identify customers who qualify for additional measures and services authorized by RD.
- Using the CARE participant database information by the prime contractor when conducting LIEE outreach.
- Leveraging services through Memoranda of Understanding in order to leverage LIEE with funds provided by the Department of Community Services and Development.
- Partnering with the 17 Asian community based organizations to provide in-language information on the LIEE program in Chinese, Tagalog, and Vietnamese.
- Employing additional English/Spanish Energy Specialists, an English/Filipino Energy Specialist, an English/Vietnamese Energy Specialist, and an Arabic/Somali/English Energy Specialist to better serve the diverse population with the San Diego area.
- Presetting appointments with potentially qualified customers.

In addition to these continuing outreach efforts, SDG&E's LIEE program, together with other Customer Assistance programs, outreached at several community organizations including:

- The Point Loma Presbyterian Church –30 caregivers and relief workers
- The Braille Institute—22 sight-impaired, mostly senior, adults
- The Heartbeat Family Partnership Meeting—30 customers

Also, SDG&E held meetings with the City of Chula Vista and the San Diego Fair Housing Council to plan with them for future outreach events.

CUSTOMER SATISFACTION

One quality assurance procedure used in SDG&E's LIEE program requests customers fill out a survey on the program and the services completed in their homes. Comments received from customers for the month of February 2004 include:

- All members of the team were very polite and knowledgeable. Thank you so much.
- No improvement necessary. Everything went very well.
- Excellent

LIEE AUTHORIZED FUNDING VERSUS ACTUAL EXPENDITURES

SDG&E incurred \$354 thousand worth of administration costs in February and spent slightly over \$1 million on program services and installations for a total cost of \$1.36 for the month. Year-to-date expenditures of \$1.47 million are 10% of the PY2004 planned budget.

III. CALIFORNIA ALTERNATE RATES FOR ENERGY

FEBRUARY CARE ENROLLMENT RESULTS

SDG&E had suspected a data collection error in the system used to capture the number of active residential electric accounts during the course of last year but was unable to correct until this year. Further refinement to that correction was made during February, slightly impacting the CARE eligibility and penetration rates for January.¹ CARE enrollments in SDG&E's electric service CARE program during February totaled 4,824. Enrollments in SDG&E's gas service CARE program during February totaled 3,248. The net increase to the number of participants

¹ Table 16 has been corrected for January.

was 852 for the electric service CARE program and 758 for the gas CARE service program resulting in penetration rates of 70% and 66% respectively.

FEBRUARY OUTREACH AND LEVERAGING

SDG&E has developed media plans for the first quarter of 2004. Starting in February and running into March, SDG&E will conduct an ethnically diverse radio and print campaign (Vietnamese, Filipino, Chinese, African-American, Hispanics, and seniors) supported by a television ad campaign in both English and Spanish. A print ad was directed to military families using navy publications.

During February 2004, SDG&E representatives made 17 CARE program presentations and/or provided CARE sign up assistance at community events or local agency meetings including:

- SDG&E Branch Office CARE sign-up event—53 applied or recertified for CARE
- YMCA “Meet the Pharmacist Health and Safety Event”—150 seniors
- 6th Annual North County Latino and Migrant Parent Conference—2,000 residents
- Bethel Evangelical Church—60 Hispanic customers
- Meals on Wheels Metro Volunteer Event—120 volunteers

Also, SDG&E initiated a direct mailing in December 2003 with a reminder mailing sent out in January 2004. Out of 40,000 customers who received the mailing, 4,259 (or 10.5%) have responded, and of those respondents, 3,547 (or 83%) have been enrolled in CARE.

SDG&E implemented a new DAP assessment application form during January 2004 that allows qualified customers to indicate if they want to be enrolled into the CARE program by the utility. Customers’ requests are forwarded to SDG&E’s CARE processing staff and qualified customers are enrolled in the CARE program without having to complete a CARE application.

If the applicant on the LIEE assessment form requesting to enroll in the CARE program is different from the customer of record, a CARE application is left at the residence for completion by the customer of record. During February, SDG&E was able to enroll 184 customers in CARE as a result of this new process.

CARE AUTHORIZED FUNDING VERSUS ACTUAL EXPENDITURES

In February, SDG&E spent a total of \$162 thousand in outreach and administrative expenses. CARE discount charges for February are \$3 million combined gas and electric discounts. Total expenditures are 23% percent of the 2004 CARE budget. Actual expenses are compared to budgeted figures for February in Table 6.

IV. CONCLUSION

SDG&E continues to implement its LIEE and CARE program efforts with the goal of providing as many qualified customers as possible with services during PY2004.

Respectfully submitted,

By: _____

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March 22, 2004

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a copy of the foregoing **Monthly Report of San Diego Gas & Electric Company on Rapid Deployment Efforts for February 2004** on all parties identified in R.04-01-006 on the attached service list by U. S. mail and electronic mail, and by Federal Express to Commissioner Carl W. Wood and Administrative Law Sarah Thomas.

Dated at San Diego, California, this 22nd day of March 2004.

Laurie Delaney


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