

**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 DECEMBER 2003**

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I. INTRODUCTION

In D. 01-05-033 the Commission directed San Diego Gas & Electric Company (SDG&E) and the other investor-owned utilities (IOUs) 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 utilities 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, and continuing at three-month intervals -- and that only certain tables and a brief narrative highlight of RD activities were required from the utilities in other months. Pursuant to this agreement, this twelfth report for PY2003 contains information on SDG&E's activities and low-income programs during the month of December 2003 and includes 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

A final PY 2003 report, inclusive of all tables, is to be filed with the Commission on February 23, 2004.

In D.02-07-033, the Commission authorized the IOUs to update their CARE and LIEE eligibility customer estimates using Census 2000 data. Pursuant to this Decision and a subsequent Assigned Commissioner Ruling dated 12/27/02, SDG&E completed an update of its CARE and LIEE eligibility estimates and is using this updated information to provide information on CARE and LIEE customer participation and penetration for PY2003, although we are awaiting Commission action on these estimates. An explanation of this update was filed with SDG&E's February 21, 2003 RD Report. On November 3, 2003, the Joint Utilities filed their "Annual Estimate of CARE Eligible Customers" with the Commission and proposed benchmarks for PY2004, and are awaiting direction on that filing from the Commission.

II. LOW INCOME ENERGY EFFICIENCY (LIEE)

DECEMBER RESULTS—INSTALLATIONS

During December, SDG&E outreached to 2,490 homes, weatherized 1,915 homes, and replaced 387 refrigerators. Year-to-date, SDG&E has treated 15,670 homes of which 11,971 were weatherized and 4,948 received refrigerators.

OUTREACH AND LEVERAGING

In PY2003, SDG&E continued 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. During December, 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 also continued the following LIEE directed outreach and leveraging efforts in PY2003:

- Identifying, qualifying, and enrolling customers for LIEE services by SDG&E's prime contractor
- Using SDG&E's database of prior LIEE 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 RD LIEE with funds provided by the Department of Community Services and Development
- Partnering with 17 Asian community based organizations to provide in-language information on the LIEE program in Chinese, Tagalog, and Vietnamese
- Leveraging of LIEE funds with CARE and other utility programs to sponsor community events

- Employing additional English/Spanish Energy Specialists, an English/Filipino Energy Specialist, an English/Vietnamese Energy Specialist, and an Arabic/Somali/English Specialist to better serve the diverse population within the San Diego area

During December, SDG&E's LIEE program supported 13 community outreach efforts including:

- A Customer Assistance presentation at the San Diego Navajo Community Service Center in Dan Diego
- Several Lighting Turn-In Events with a combined attendance of over 1,700 customers
- A Customer Assistance and Street Lighting presentation at the El Cajon Police Department's Crime-Free Multi-Housing Program in El Cajon
- The Holiday Celebration at City Heights which was co-sponsored with the City of San Diego

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 this month from customers include:

- Everyone was friendly and efficient.
- The Energy Team did an excellent job. Thank you for your work.
- SDG&E should be very proud.

LIEE AUTHORIZED FUNDING VERSUS ACTUAL EXPENDITURES

As of the end of the PY2002, SDG&E had expended all of its SBX1 5 appliance and low-income energy efficiency funds authorized by the Commission. In PY2003, SDG&E spent \$12,920,098 million or 90.4% of its LIEE program budget.

III. CALIFORNIA ALTERNATE RATES FOR ENERGY

DECEMBER CARE ENROLLMENT RESULTS

New enrollments in SDG&E’s electric service CARE program during December totaled 6,558. New enrollments in SDG&E’s gas service CARE program during December totaled 4,151. Net increase to the number of participants was 1,915 for the electric service CARE program and 973 for the gas CARE service, for a CARE penetration rate of 75.5% and 66.4%, respectively.

DECEMBER OUTREACH AND LEVERAGING

SDG&E has implemented targeted mailings to neighborhoods where CARE-eligible customers not enrolled in CARE are living. The mailings have generated a strong response rate and have positively contributed to the increased penetration seen in the last few months of this year. The table below shows details of these mailings.

DATE	Mailed	Responded	Processed	Enrolled	Recertified or Duplicate	Ineligible or Incomplete
September Mailing	22,000	3,445 16%	3,445 100%	2,844 83%	155 4%	446 13%
November Mailing	38,000	1,157 3%	1,077 93%	886 82%	32 3%	138 13%
December Mailing	40,000	3,007 8%	3,007 100%	2,536 84%	107 4%	364 12%

During December, SDG&E representatives made 14 CARE program presentations and provided CARE sign up assistance at community events or local agency meetings including:

- 2nd Annual Santa’s Magical Village (San Marcos Civic Center Dr) – 300 Residents of San Marcos

- South Bay Family YMCA – 200 South Bay Family YMCA customers and City of Chula Vista Residents
- Sonrise Community Church – 100 Santee and East County Residents
- Navajo Community Service Center Senior Day – 500 Seniors

In partnership with Mama’s Kitchen, a meal service for AIDs patients, SDG&E mailed 400 CARE applications and 400 bilingual DAP brochures during the month of December to those patients.

DAP Energy Specialists assisted 130 customers in filling out CARE applications during the month. Year-to-date, Specialists have assisted 2,364 customers.

CARE AUTHORIZED FUNDING VERSUS ACTUAL EXPENDITURES

SDG&E expended all of its remaining CARE rapid deployment funding, \$184 thousand, by May 2003. In December, SDG&E spent \$291 thousand in outreach and administrative expenses. CARE discount charges for December are \$3.1 million combined gas and electric discounts. Total CARE expenditures for PY2003 of \$32 million are 110.40% of the 2003 CARE budget. Actual expenses are compared to budgeted figures for December and YTD in Table 6.

IV. CONCLUSION

SDG&E implemented its LIEE and CARE program during 2003 with the goal of providing as many qualified customers as possible with services. As a result of SDG&E's efforts, 10,213 new CARE customers were added to the program and 15,670 qualified customers were provided LIEE program services.

Respectfully submitted,

By: _____/s/_____

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January 21, 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 December 2003** on parties of record in R.04-01-006 on the attached service list by U. S. mail and electronic mail.

Dated at San Diego, California, this 21st day of January 2004.

/s/

Lisa Fucci-Ortiz



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