

**BEFORE THE CALIFORNIA PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking on the
Commission's Proposed Policies Governing
Post-2003 Low-Income Assistance Programs.

Rulemaking No. 04-01-006
(Filed January 8, 2004)

**GOLDEN STATE WATER COMPANY
DBA
BEAR VALLEY ELECTRIC SERVICE
(U 913-E)
LOW INCOME ASSISTANCE PROGRAMS
2010 ANNUAL REPORT**

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May 2, 2011

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(U 913-E)
LOW INCOME ASSISTANCE PROGRAMS 2010 ANNUAL REPORT**

Golden State Water Company, doing business as, Bear Valley Electric Service (Bear Valley) respectfully submits the attached 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).

DATED at San Dimas, California this 2nd day of May, 2011.

Respectfully submitted,

/s/ Nguyen Quan
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BEAR VALLEY ELECTRIC SERVICE

LOW-INCOME ASSISTANCE PROGRAMS 2010 ANNUAL REPORT

Reporting Period:
January 1, 2010 through December 31, 2010

Golden State Water Company
630 East Foothill Blvd.
San Dimas, California 91773

May 2011

**GOLDEN STATE WATER COMPANY (U 913-E)
BEAR VALLEY ELECTRIC SERVICE
ANNUAL PROGRESS REPORT
(Data Through December 31, 2010)**

I. PARTICIPANT INFORMATION

A. Number of participating low-income ratepayers, including sub-metered households, by month. The data should be provided in numerical tables and also in graph form.

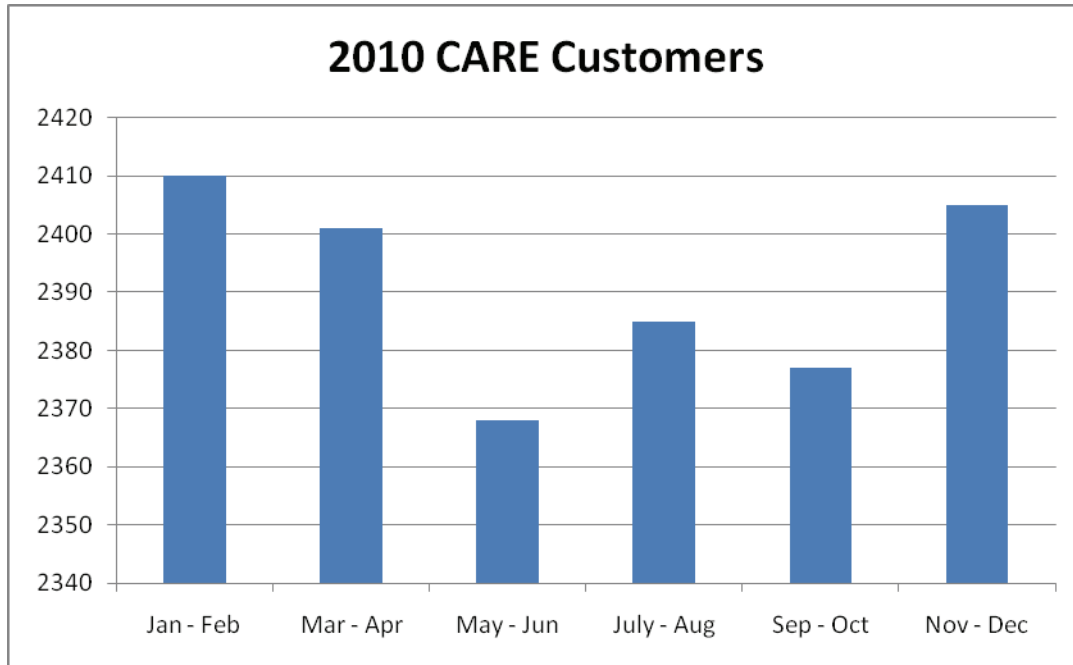
1. Provide an explanation of any significant fluctuations in numbers of participants. (The term "significant" means a variance of more than 5% from the previous month.)

RESPONSE: The number of participating low-income customers is tabulated below in bi-monthly billing format. There were no significant changes in the number of participants during this period.

Month	2010 CARE Customers
Jan - Feb	2410
Mar - Apr	2401
May - Jun	2368
July - Aug	2385
Sep - Oct	2377
Nov - Dec	2405

It should be noted that the above data are based on the number of customers who receives a bi-monthly bill directly from Bear Valley Electric Service (BVES). The number of customers under the CARE program is plotted on the chart shown below.

There are in addition 132 CARE customers who reside in mobile home parks, which are master-metered. Thus, the total number of customers served by BVES under the CARE program is 2,537.



B. Updated estimate of eligible ratepayers. State sources of figures.

1. How many total residential customers do you have?

RESPONSE: BVES served 21,709 residential customers as of December 31, 2010. Of these, only 8,240 or 38.0 percent were permanent residents.

2. What percent of total residential customers are estimated to be eligible for the CARE discount rate?

RESPONSE: It is estimated that about 33 percent of our permanent residential customers, or 2,719, are eligible for the CARE discount rate. This estimate is based on analysis using 2000 Census data.

3. How many CARE participants do you have and what percentage is that to the total eligible for CARE?

RESPONSE: As of December 31, 2010, 2,537 customers were on CARE. This represents a penetration rate of approximately 93 percent.

4. Provide the methodology by which your utility can estimate the number of eligible ratepayers in your service area:

a) State source of statistics, explain any modifications made. For

example, modifications to the U.S. Census data for undercounts of ethnic groups, such as Hispanics.

RESPONSE: The 33 percent figure cited in Response 2 above is based on the analysis of the 2000 Census data.

Master Metered Customers:

C. How many master metered customers do you have in your service territory?

RESPONSE: As of December 31, 2010, there were 7 master metered customers.

D. How many sub-metered tenants are estimated eligible?

RESPONSE: It is estimated that 122 (or 33%) of the 369 sub-metered tenants are eligible to receive the CARE discount rate.

E. How many sub-metered tenants are receiving the CARE discount?

RESPONSE: As of December 31, 2010, there were 132 sub-metered tenants receiving the CARE discount rate.

F. Discuss any problems between master metered ratepayers and sub-metered customers that were encountered during the reporting period.

RESPONSE: BVES personnel are not aware of any problems with master metered customers and sub-metered customers concerning the CARE program.

II. USAGE INFORMATION

(Note: A floppy disk can be submitted but must be accompanied by a hard copy of the data.)

A. Average Tier 1, Tier 2 and Tier 3 usage for all residential customers (excluding CARE participants) by baseline territory and on a total basis. Please provide this information for each month, if available. Do not include master metered consumption.

RESPONSE: BVES has only one baseline territory. Average Tier 1, Tier 2 and Tier 3 usage for residential customers is tabulated below (in kWh):

Month	Tier 1	Tier 2	Tier 3	Month	Tier 1	Tier 2	Tier 3
January	251	52	33	July	540	117	40
February	314	78	63	August	515	136	55
March	525	95	63	September	574	117	44
April	270	60	50	October	493	109	54
May	229	36	22	November	530	99	46
June	243	60	29	December	510	137	82

- B. CARE Participants' Tier 1, Tier 2 and Tier 3 average consumption by baseline territory and on a total basis. Please provide this information for each month, if available. Also provide the same information for summer and winter billing seasons. Do not include master metered consumption. (See example attached to this Questionnaire for format.)**

RESPONSE: Participants Tier 1, Tier 2 and Tier 3 usage on a total basis is tabulated below (in kWh). BVES has only one baseline territory.

Month	Tier 1	Tier 2	Tier 3	Month	Tier 1	Tier 2	Tier 3
January	182	35	92	July	473	65	117
February	276	52	139	August	523	72	113
March	418	58	140	September	482	64	106
April	343	60	146	October	526	73	127
May	194	32	70	November	497	76	136
June	248	38	71	December	561	93	211

- C. Summary of average consumption by residential customers (excluding CARE participants) vs. CARE participants for entire service territory.**

RESPONSE: For the year ended December 31, 2010, residential non-CARE customers consumed an average of 481 KWh per month over all 3 tiers, while residential CARE customers used an average of 526 KWh per month over all 3 tiers.

III. PROGRAM COSTS

- A. Average monthly bill per residential customer for each baseline territory and for the total service territory.**

RESPONSE: The average monthly bill per full-time residential customer received service on Tariff Schedule D is shown below. BVES has only one baseline territory.

Schedule No. D (Permanent Residents): \$81.02

B. Average monthly bill of CARE participants for each baseline territory and for the total service territory.

RESPONSE: The average monthly bill of a CARE participant (non-all electric) is \$58.76 per month. BVES has only one baseline territory.

C. Average monthly discount by baseline territory and 12 months ending December 31, 2010 in dollars per CARE participant.

RESPONSE: The average discount is approximately \$6.94 per month.

D. Total CARE administrative costs. Compute administrative costs per participating customers. Give a breakdown in the following categories: Outreach; Certification/Verification; Combined Verification and Certification by an outside agency, if applicable; Enforcement of Pass-through by Master Meter Customers; Billing; and General.

- 1. Provide a brief explanation of what is included in each of these categories.**
- 2. What are the Billing and General administrative costs incurred for non-CARE residential customers?**

RESPONSE: BVES only records incremental direct costs to the CARE Balancing Account. Currently, that includes the annual mailing of a CARE notification letter and CARE application, which are Outreach Costs. Work on the Annual Report, mid-year report, and other regulatory support performed by an outside contractor was \$750. All other administrative functions associated with the CARE program (i.e., certification and verification) are performed by the existing BVES office personnel. Their time is not tracked and recorded in the CARE Balancing Account since it is included in Operations and Maintenance (O&M). The total administrative cost for CARE is in the amount of \$1,836, including uncollectible and franchise fees.

E. Balancing account balance as of December 31, 2010. Provide an explanation for over/under collection balances. (Give a snapshot in time)

RESPONSE: As of December 31, 2010, the CARE balancing account had an under-collection of \$309,381.

F. Surcharge amount and percentage of average bill for each class of customers liable for the surcharge. Show all classes.

RESPONSE: Surcharges of \$236,608 were billed during the twelve months ended December 31, 2010. The following shows the surcharge as a percentage of the average bills:

Schedule D (Permanent Residents):	1.54%
Schedule DO (Part Time Residents):	0.72%
Schedules A (Commercial Customers):	0.91%

IV. OUTREACH

A. Describe the outreach activities for the past reporting period, and suggestions on how outreach activities could be improved.

RESPONSE: Because of the small size of our service area, the most cost-effective outreach method is notices through bill inserts or direct mailers. BVES takes advantage of every opportunity to promote both the CARE and LIEE programs. During 2010, BVES participated in a number of community events and provided information on both programs to attendees.

B. Provide a narrative discussion of the following:

1. Sharing information in overlapping service territories

RESPONSE: BVES has been working with Southwest Gas by sharing electronic lists of customers on the CARE program. In 2010, the eligibility requirements are the same as in 2009 and data updating between the two companies lists of customers is on-going.

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

RESPONSE: The BVES CARE and LIEE programs work together to identify eligible customers in both programs. Since BVES does not have energy efficiency programs other than the LIEE program, no other information sharing is applicable.

3. Leveraging CARE funds with other utility assistance programs

RESPONSE: Whenever possible BVES tries to leverage its outreach efforts to promote both CARE and LIEE programs. The implementation contractor used by BVES for LIEE also promotes the CARE program as part of its function as a community action organization.

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

RESPONSE: None

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

RESPONSE: In addition to the annual notice/application of the CARE program, BVES plans to do expand its outreach as described in its outreach/marketing plan approved in Advice Letter 228-E, effective April 1, 2009.

V. PROGRAM MANAGEMENT

A. How many applications were received during the reporting period, and of those applications, how many were approved?

RESPONSE: There were approximately 1,680 applications received during this reporting period in 2010, 1,026 were approved and 524 were re-qualified for 2010 for a total of 1,550 customers under the CARE program.

B. Described any problems encountered during the reporting period with program management efforts, and suggestions on how program management could be improved.

RESPONSE: There were no problems encountered during this period.

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.

RESPONSE: BVES recertifies its CARE customers on odd years.

2010	No. of Applications Received	New CARE Customers	Denied CARE Customers	Returned for Proof of Income	Requalified CARE Customers
January	52	36	1	0	26
February	148	96	4	0	48
March	141	99	2	0	40
April	49	15	0	0	34
May	218	78	1	0	30
June	122	90	1	0	31
July	108	79	0	0	29
August	209	143	7	0	55
Sept.	164	87	7	0	70
Oct.	178	123	2	0	53
Nov.	128	85	2	0	41
Dec.	163	95	1	0	67
TOTAL	1680	1,026	28	0	524

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.

RESPONSE: See above table of 2010 CARE program activity.

Beginning 2009, BVES no longer returns new applications with a request for Proof of Income. All first time applicants are accepted and placed on the CARE program. Then a sample of 10 percent of the applicants is randomly selected for income verification.

C. Describe the process for recertifying sub-metered tenants of master metered complexes. Discuss any problems between master metered ratepayers and

sub-metered customers that were encountered during the reporting period.

RESPONSE: The master-metered ratepayers are mailed CARE applications in English and Spanish to distribute to the sub-metered customers for re-certification. Owners are instructed to mail all completed applications back to BVES. The master-metered ratepayers are notified of all approved and rejected (if any) applications. BVES is unaware of any problems that existed between the master-metered ratepayers and the sub-metered customers during the 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.

RESPONSE: Third parties are not used. All work is performed "in-house" by BVES personnel.

VII. OTHER TOPICS

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

RESPONSE: There were no significant changes from the previous reporting period.

B. Any other comments, recommendation or issues that need to be addressed?

RESPONSE: No, not at this time.

OUTLINE FOR CARE - EXPANSION PROGRAM
COVERING GROUP LIVING FACILITIES

I. PARTICIPATION INFORMATION

A. Number of participating group living facilities, by month. The data should be provided in numerical tables and also in graph form, as follows:

- 1. Give total number of facilities receiving the CARE discount.**
- 2. The number of residents at each facility, excluding caregivers.**

RESPONSE: There is only one group living facility participating in the CARE program. The primary purpose of this shelter is to rehabilitate battered woman and provide housing for up to five month. This shelter can accommodate eighteen women at any given time.

II. DISCOUNT INFORMATION

A. Give average annual discount per residential facility.

RESPONSE: This residential facility saved approximately \$1,320.87 by participating on the CARE program during this period.

B. Give average annual discount per commercial facility.

RESPONSE: Not applicable

III. PROGRAM COSTS

A. Total CARE administration costs. Compute administrative costs per participating group living facility. Give a breakdown in the following categories: Outreach; Certification/Verification; Combined Verification and Certification by an outside agency, if applicable; Billing; and General.

1. What are the Billing and General administrative costs incurred for non-CARE group living facilities?

2. Explain program cost for the CARE Expansion program.

RESPONSE: There is no separate accounting for the Expanded CARE program. All

the cost associated with the CARE program, Expanded or Regular is maintained in the same balancing account.

3. Surcharge amount and percentage of average bill for each class of customers liable for the surcharge.

RESPONSE: Surcharges of \$236,608 were billed during the twelve months ended December 31, 2010. The following shows the surcharge as a percentage of the average bills:

Schedule D (Permanent Residents):	1.54%
Schedule DO (Part Time Residents):	0.72%
Schedules A (Commercial Customers):	0.91%

IV. OUTREACH

A. Describe outreach activities for group living facilities during the past reporting period.

RESPONSE: Because of the size of our service territory we were able to identify the only potential Expanded CARE customer. We mailed information as well as communicated with operators of the facility by telephone to inform them of program changes.

B. Provide an analysis of your most cost-effective outreach for the group living facilities.

RESPONSE: Public agencies (Welfare Office, Social Security Office, etc.) were notified of the Expanded CARE group living program. Since there is only one CARE non-profit group living facility located in our service territory, public agencies were not relied upon to solicit applicants for our Expanded CARE – group living program.

C. What public agencies are used to solicit potential eligible CARE non-profit group living facilities? How are they affected?

RESPONSE: Our customer service representatives were aware of the only non-profit group living facility operating in our service territory.

D. Describe and document your utility's efforts to use resources that reach eligible non-profit group living facilities.

RESPONSE: Southwest Gas Corporation provides gas service to customers in our electric service area. Because of the size of our service territory and having only

one Expanded CARE participant in our service area, sharing customer information with Southwest Gas was not necessary.

E. Has your utility developed any plans for joint outreach with overlapping energy utilities? If so, how effective has it been? Include any cost savings.

RESPONSE: There is only one customer located within BVES service territory that operates a non-profit group living facility in our service territory.

F. State how frequently bill notices are issued. Do you make separate billing notices to potentially qualified group living facilities?

RESPONSE: Bill notices are mailed annually to the only potentially qualified group living facility. Telephone calls are made, if necessary, to further explain any changes to the program.

G. Describe how outreach activities for group living facilities could be improved.

RESPONSE: No comment or recommendation at this time.

V. PROGRAM MANAGEMENT

A. How many applications were received during the reporting period?

RESPONSE: None.

B. State the reasons CARE applications may not be approved. Reasons include at least the following:

1. Application returned to ratepayer as incomplete, and revised application not resubmitted.
2. Contents of application reviewed and applicant found to be eligible.
3. Application reviewed, but verification efforts show misrepresentation of facts.

RESPONSE: 0 application was returned for verification.

C. Describe how program management activities could be improved.

RESPONSE: No comment or recommendation at this time.

VI. OTHER TOPICS

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

RESPONSE: None.

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

RESPONSE: No comment or recommendation at this time.

ATTACHMENTS

TABLE III D.2 - 2010 BVES CARE EXPENSES

CARE Program:	First Quarter	Second Quarter	Third Quarter	Fourth Quarter			
	Jan-March	April-June	July-Sept	Oct-Dec	YTD	Annual Budget	Percentage of Budget
Outreach							
Capitation Fees							
Applications/Inserts		\$1,212	\$284		\$1,496		
Media *							
Other Outreach ⁽¹⁾							
Other Outreach subsumed in GRC ⁽⁵⁾							
Subtotal Outreach	\$0	\$1,212	\$284	\$0	\$1,496		
Processing/Certification/Verification							
Internal							
Outside Services ⁽²⁾							
Subtotal Processing/Certification/Verification	\$0	\$0	\$0	\$0	\$0		
General							
Billing System/ Programming							
Consulting Services ⁽³⁾		\$375	\$375		\$750		
Regulatory Compliance							
Travel							
Filings							
Labor Costs (including overhead) ⁽⁴⁾							
Incremental							
Other general (please specify) ⁽¹⁾							
General costs subsumed in GRC (please specify) ⁽⁵⁾							
Subtotal General	\$0	\$375	\$375	\$0	\$750		
TOTAL PROGRAM COSTS (including costs subsumed in GRC)	\$0	\$1,587	\$659	\$0	\$2,246		
TOTAL PROGRAM COSTS (excluding costs subsumed in GRC)	\$0	\$1,587	\$659	\$0	\$2,246		
CARE Program Discount	\$53,983	\$55,912	\$37,683	\$52,661	\$200,239		
GRAND TOTAL PROGRAM COSTS (including costs subsumed in GRC) & CUSTOMER DISCOUNTS	\$53,983	\$57,499	\$38,342	\$52,661	\$202,485		
GRAND TOTAL PROGRAM COSTS (excluding costs subsumed in GRC) & CUSTOMER DISCOUNTS	\$53,983	\$57,499	\$38,342	\$52,661	\$202,485	\$0	\$0

(1) Other Outreach/General costs are defined as any direct costs that do not fall into the listed subcategories.
(2) Outside services should include third party entity contracts to process applications and perform certification and verification activities.
(3) Identify if consulting services are one time costs or ongoing and include a description of the provided services.
(4) Ratepayer funded overhead is to include labor overhead only, pursuant to D. 89-09-044 and D. 01-05-033.
(5) Outreach and general costs that are subsumed in the GRC and therefore excluded from CARE program budgets and applications.

Note: Estimated labor subsumed in General Rates _____ is not included in program budgets, per D.89-09-044 and D.01-05-033. However, they are reported here in order to provide a total picture of program costs.

* Radio, TV, Print of general circulation.

#3 Consulting services for work on 2010 CARE Annual Report, and program management - Corona Consulting Q3 Mark McNulty and Associates Q2 (hourly)

TABLE IV.A. - 2010 BVES CARE OUTREACH ACTIVITIES				
Activity	Summary	Timeline	Status (In Progress/Completed)	Cost
Participate in HEAP events	BVES participates in all HEAP events in the service area. BVES generally Host the events at its Garstin . BVES offers on-the-spot	March, April, May, June, September, October & November	On-going	\$0
Annual CARE Program Announcement	Annual bill insert to provide customers information regarding the CARE program and new	June/July 2010	Complete	\$1,496
Lobby Display	BVES has a CARE program display in the Garstin office lobby that includes CARE enrollment	On-going	On-going	\$0
(1) All no cost activities involve staff Indirect costs that were recovered in GRC				

TABLE I.B. - 2010 BVES CARE PARTICIPATION

Month	Enrolled by Non-Capitation	Enrolled by Capitation	Total Enrolled	Total CARE Participants	Total CARE Participants w/MH Customers	Estimated * Eligible	Participation Rate
January	36		36	2,410	2,542	2,719	93%
February	96		96	2,410	2,542	2,719	93%
March	99		99	2,401	2,533	2,719	93%
April	15		15	2,401	2,533	2,719	93%
May	78		78	2,368	2,500	2,719	92%
June	90		90	2,368	2,500	2,719	92%
July	79		79	2,385	2,517	2,719	93%
August	143		143	2,385	2,517	2,719	93%
September	87		87	2,377	2,509	2,719	92%
October	123		123	2,377	2,509	2,719	92%
November	85		85	2,405	2,537	2,719	93%
December	95		95	2,405	2,537	2,719	93%

*Footnote source for calculating estimated eligible

Source is US Census 2000 which is 33% of full-time eligible customers

Table 4: CARE Program Balance for Twelve month Period Jan-Dec 2010

Beginning balance @ Jan 01	(\$343,190)	
Program benefits	(\$200,238)	
Interest accrual	(\$725)	
Recoveries through surcharges	\$236,608	
Administrative costs, uncollectible and franchise fees	(\$1,836)	
Net balance @ Dec 31	(\$309,381)	

TABLE VIII. A. - 2010 BVES LIEE PROGRAM SUMMARY

LIEE EXPENDITURES	Jan-March	April-June	July-Sept	Oct-Dec	YTD	Budget	Percentage of Budget
Program Costs							
Weatherization	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,663	0%
Appliance Replacement	\$ -	\$ 6,334	\$ 28,093	\$ 48,836	\$ 83,263	\$ 163,569	51%
Education, Assessment and Income Verification		\$ 846	\$ 4,123	\$ 10,012	\$ 14,981	\$ 13,418	112%
Total Program Costs	\$ -	\$ 7,180	\$ 32,216	\$ 58,848	\$ 98,244	\$ 178,650	55%
Administrative Costs							
Outreach/Assessment					\$ -	\$ 8,100	
Inspections					\$ -	\$ 4,500	
General					\$ -	\$ 38,375	0%
Total Administrative Costs		\$ 3,698	\$ 2,750	\$ 8,854	\$ 15,302	\$ 50,975	30%
Grand Total	\$0	\$10,878	\$34,966	\$67,702	\$113,546	\$229,625	49%

Footnote any variance

Program cost includes 9% admin fee SBCAP in all quarters

General Administrative Costs:

Includes 9% admin fee SBCAP in all quarters -

2nd Qtr: Mark McNulty & Assoc. costs for preparing Annual report, mailing/outreach and program management

3rd Qtr: Corona Consulting Tracking System

4th Qtr: Mark McNulty and Associates for program management, LIEE program support, outreach/direct mailing

McNulty & Associates are hourly fees

TABLE VIII B - 2010 BVES LIEE ADMINISTRATIVE EXPENSES

LIEE Program:	Jan-March	April-June	July-Sept	Oct-Dec	YTD	Budget	Percentage of Budget
Outreach							
Applications/Inserts							
Media							
Other Outreach ⁽¹⁾					\$0		
Other outreach subsumed in GRC ⁽⁵⁾							
Subtotal Outreach	0	0	0	\$ -	\$ -		
Inspections							
Internal							
Outside Services							
Subtotal Inspections							
General							
Billing System/ Programming					\$0		
Consulting Services ⁽²⁾					\$0		
Regulatory Compliance							
Travel							
Filings					\$0		
Labor Costs (including overhead) ⁽³⁾							
Incremental							
Other Outside Services		\$ 3,698	\$ 2,750	\$ 8,854	\$ 15,302		
Other General ⁽⁴⁾							
General costs subsumed in GRC (please specify) ⁽⁵⁾							
Subtotal General	\$ -	\$ 3,698	\$ 2,750	\$ 8,854	\$ 15,302		
TOTAL LIEE ADMINISTRATION COSTS (including costs subsumed in GRC)	\$ -	\$ 3,698	\$ 2,750	\$ 8,854	\$ 15,302	\$50,975	30%
TOTAL LIEE ADMINISTRATION COSTS (excluding costs subsumed in GRC)							

(1) Other Outreach/General costs are defined as any direct costs that do not fall into the listed subcategories.
(2) Utilities should describe the services and indicate if they are on-going or one time expenditures.
(3) Labor costs are defined as incremental labor costs charged to LIEE that are not recovered in general operations. If the utility allocates annual incremental labor costs to each category instead of tracking labor costs for each category separately, please indicate such and explain the allocation factor used.
(4) Utilities should describe the other administrative services received and the companies or agencies that provide them.
(5) Outreach and general costs that are subsumed in the GRC and therefore excluded from LIEE program budgets and applications.

Note: Estimated labor subsumed in General Rates of _____ is not included in costs above, per D.89-09-044 and D.01-05-033.

General Administrative Costs:
2nd Qtr: Mark McNulty & Assoc. costs for preparing Annual report, mailing/outreach and program management
3rd Qtr: Corona Consulting Tracking System
4th Qtr: Mark McNulty and Associates for program management, LIEE program support, outreach/direct mailing
McNulty & Associates are hourly fees

T VIII. C - 2010 BVES LIEE OUTREACH ACTIVITIES				
Activity	Summary	Timeline	Status (In Progress/Completed)	Costs
Mailing	Prepared and Mailed a program summary and bounce back card to CARE customers	April	Complete	\$698
Mailing	Prepared and Mailed a program summary and bounce back card to CARE customers	June	Complete	\$1,231
Mailing	Prepared and Mailed a program summary and bounce back card to CARE customers	Sept/Oct	Complete	\$926

TABLE VIII. D. - 2010 BVES LIEE INSTALLATIONS AND COSTS		First Quarter: January-March						Second Quarter: April-June					
Measures*	Units	Completed			Costs			Completed			Costs		
		Region 1	Region 2	Total	Region 1	Region 2	Total	Region 1	Region 2	Total	Region 1	Region 2	Total
Infiltration & Space Conditioning													
Cooler Cover	Home												
Outlet Switch Gaskets	Home												
Shell Infiltration	Home												
Threshold	Home												
Weatherization													
Attic Insulation	Home												
Attic Venting	Home												
Ceiling Insulation	Home												
Floor Insulation	Home												
Kneewall Insulation	Home												
Weatherstripping	Home												
Caulking	Home												
Home Repairs	Home												
Low Flow Shower Device	Home						\$ -						
Minor Envelope Repair	Home									0			\$ -
Water Heater Pipe Wrap	Home												
Sink Faucet Aerator	Home						\$ -						
Water Heater Blanket	Home												
Furnaces													
Repair - Gas	Each												
Replacement - Gas	Each												
Repair - Electric	Each												
Replacement - Electric	Each												
Miscellaneous Measures													
Door Replacement	Each												
Glass Replacement	Each												
Duct Wrap	Home												
Duct Register	Home												
Storm Windows - Glass Fixed	Each												
Storm Windows - Glass Operable	Each												
Vinyl Retro Window	Each												
Set Back Thermometer	Each												
Filter Alert Device	Each												
Foam Tape	Home												
Gas Water Heater Repair/Replace	Each												
Elec Water Heater Repair/Replace	Each												
Reusable Filter/Replacement Signal	Each												
Solar Screens	Each												
Compact Fluorescent Bulbs	Each			0			\$ -	31		31	\$ 350.00		\$ 350.00
Refrigerators	Each			0			\$ -	4		6	\$ 5,351.00		\$ 5,351.00
Geo Exchange Heat Pumps	Each												
CF Fixtures Interior	Each			0			\$ -	11		11	\$ 633.00		\$ 633.00
CF Fixtures Exterior	Each												
Other (please specify)													
Assessment	Home			0				0		0	262		262
Education													
In-home Education	Home			0			\$ -	8		8	\$ 131.00		\$ 131.00
Education Workshops													
Income Verification	Home			0				0		8	453		453
TOTAL HOMES													
				0				8		8			
Total Number of Homes Treated				0	\$ -		\$ -	8		8	\$ 7,180.00		\$ 7,180.00
Total Number of Homes Weatherized								0		0			

Each SMJU will define Region 1 and Region 2 as applicable (e.g. SWG Region 1 is Desert and Region 2 is Mountain)

TABLE VIII. D. - 2010 BVES LIEE INSTALLATIONS		Third Quarter: July-Sept						Fourth Quarter: October-Dec						Year to Date Totals			
Measures*	Units	Completed			Costs			Completed			Costs			Completed YTD		Costs YTD	
		Region 1	Region 2	Total	Region 1	Region 2	Total	Region 1	Region 2	Total	Region 1	Region 2	Total	Region 1	Region 2	Region 1	Region 2
Infiltration & Space Conditioning																	
Cooler Cover	Home																
Outlet Switch Gaskets	Home																
Shell Infiltration	Home																
Threshold	Home																
Weatherization																	
Attic Insulation	Home																
Attic Venting	Home																
Ceiling Insulation	Home																
Floor Insulation	Home																
Kneewall Insulation	Home																
Weatherstripping	Home																
Caulking	Home																
Home Repairs	Home																
Low Flow Shower Device	Home						\$ -									\$ -	
Minor Envelope Repair	Home																
Water Heater Pipe Wrap	Home																
Sink Faucet Aerator	Home						\$ -										
Water Heater Blanket	Home																
Furnaces																	
Repair - Gas	Each																
Replacement - Gas	Each																
Repair - Electric	Each																
Replacement - Electric	Each																
Miscellaneous Measures																	
Door Replacement	Each																
Glass Replacement	Each																
Duct Wrap	Home																
Duct Register	Home																
Storm Windows - Glass Fixed	Each																
Storm Windows - Glass Operable	Each																
Vinyl Retro Window	Each																
Set Back Thermometer	Each																
Filter Alert Device	Each																
Foam Tape	Home																
Gas Water Heater Repair/Replace	Each																
Elec Water Heater Repair/Replace	Each																
Reusable Filter/Replacement Signal	Each																
Solar Screens	Each																
Compact Fluorescent Bulbs	Each	199		199	\$ 1,622.00		\$ 1,622.00	313		313	\$ 3,302.00		\$ 3,302.00	543		\$ 5,274	
Refrigerators	Each	26		26	\$22,855.00		\$22,855.00	39		39	\$38,844.00		\$38,844.00	71		\$ 67,050	
Geo Exchange Heat Pumps	Each																
CF Fixtures Interior	Each	40		40	\$ 3,616.00		\$ 3,616.00	73		73	\$ 6,690.00		\$ 6,690.00	124		\$ 10,939	
CF Fixtures Exterior	Each																
Other (please specify)																	
Assessment	Home	39		39	\$ 1,275.00		\$ 1,275.00	94		94	\$ 3,074.00		\$ 3,074.00	133		\$ 4,611	
Education																	
In-home Education	Home	39		39	\$ 638.00		\$ 638.00	99		99	\$ 1,553.00		\$ 1,553.00	146		\$ 2,322	
Education Workshops																	
Income Verification	Home	39		39	2211		\$ 2,211.00	95		95	\$ 5,385.00		\$ 5,385.00	142		\$ -	
TOTAL HOMES		39		39				99		99				146		\$ -	
Total Number of Homes Treated		39		39	\$32,217.00		\$32,217.00	99		99	\$58,848.00		\$58,848.00	146		\$ 98,245	
Total Number of Homes Weatherized				0													
Each SMJU will define Region 1 and Region 2 as applicable (e.g. SWG Region 1 is Desert and Region 2 is Mountain)																	

Measures*		TABLE VIII. E. - 2010 BVES LIEE ENERGY SAVINGS																							
		Annual Energy Savings *												Lifetime Energy Savings											
		First Quarter: Jan-March						Second Quarter: April-June																	
Units	Region 1		Region 2		Total		Region 1		Region 2		Total		Region 1		Region 2		Total		Region 1		Region 2		Total		
	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms			
Infiltration & Space Conditioning																									
Cooler Cover	Home																								
Outlet Switch Gaskets	Home																								
Shell Infiltration	Home																								
Threshold	Home																								
Weatherization																									
Attic Insulation	Home																								
Attic Venting	Home																								
Ceiling Insulation	Home																								
Floor Insulation	Home																								
Kneewall Insulation	Home																								
Weatherstripping	Home																								
Caulking	Home																								
Home Repairs	Home																								
Low Flow Shower Device	Home																								
Minor Envelope Repair	Home																								
Water Heater Pipe Wrap	Home																								
Sink Faucet Aerator	Home							0					0						0						
Water Heater Blanket	Home																								
Furnaces																									
Repair - Gas	Each																								
Replacement - Gas	Each																								
Repair - Electric	Each																								
Replacement - Electric	Each																								
Miscellaneous Measures																									
Door Replacement	Each																								
Glass Replacement	Each																								
Duct Wrap	Home																								
Duct Register	Home																								
Storm Windows - Glass Fixed	Each																								
Storm Windows - Glass Operable	Each																								
Vinyl Retro Window	Each																								
Set Back Thermometer	Each																								
Filter Alert Device	Each																								
Foam Tape	Home																								
Gas Water Heater Repair/Replace	Each																								
Ele Water Heater Repair/Replace	Each																								
Reusable Filter/Replacement Signal	Each																								
Solar Screens	Each																								
Compact Fluorescent Bulbs	Each												694				694		6,250				6,250		
Refrigerators	Each												4,270				4,270		64,044				64,044		
Geo Exchange Heat Pumps	Each																								
CF Fixtures Interior	Each												2,002				2,002		40,040				40,040		
CF Fixtures Exterior	Each																								
Other (please specify)																									
Education																									
In-home Education	Home																								
Education Workshops																									
Other (please specify)																									
TOTAL														6,966				6,966		110,334				110,334	

* Estimated energy savings assumptions are on separate worksheet

Measures*		TABLE VIII. E. - 2010 BVES LIEE ENERGY SAVINGS																							
		Third Quarter: July-Aug						Fourth Quarter: Oct-Dec																	
		Annual Energy Savings *						Lifetime Energy Savings						Annual Energy Savings *						Lifetime Energy Savings					
Units	Region 1		Region 2		Total		Region 1		Region 2		Total		Region 1		Region 2		Total		Region 1		Region 2		Total		
	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	
Infiltration & Space Conditioning																									
Cooler Cover	Home																								
Outlet Switch Gaskets	Home																								
Shell Infiltration	Home																								
Threshold	Home																								
Weatherization																									
Attic Insulation	Home																								
Attic Venting	Home																								
Ceiling Insulation	Home																								
Floor Insulation	Home																								
Kneewall Insulation	Home																								
Weatherstripping	Home																								
Caulking	Home																								
Home Repairs	Home																								
Low Flow Shower Device	Home	-																							
Minor Envelope Repair	Home																								
Water Heater Pipe Wrap	Home																								
Sink Faucet Aerator	Home	-																							
Water Heater Blanket	Home																								
Furnaces																									
Repair - Gas	Each																								
Replacement - Gas	Each																								
Repair - Electric	Each																								
Replacement - Electric	Each																								
Miscellaneous Measures																									
Door Replacement	Each																								
Glass Replacement	Each																								
Duct Wrap	Home																								
Duct Register	Home																								
Storm Windows - Glass Fixed	Each																								
Storm Windows - Glass Operable	Each																								
Vinyl Retro Window	Each																								
Set Back Thermometer	Each																								
Filter Alert Device	Each																								
Foam Tape	Home																								
Gas Water Heater Repair/Replace	Each																								
Ele Water Heater Repair/Replace	Each																								
Reusable Filter/Replacement Signal	Each																								
Solar Screens	Each																								
Compact Fluorescent Bulbs	Each	4,458				4,458		40,118				40,118		7,011				7,011		63,101				63,101	
Refrigerators	Each	18,502				18,502		277,524				277,524		27,752				27,752		416,286				416,286	
Geo Exchange Heat Pumps	Each																								
CF Fixtures Interior	Each	7,280				7,280		145,600				145,600		13,286				13,286		265,720				265,720	
CF Fixtures Exterior	Each																								
Other (please specify)																									
Education																									
In-home Education	Home																								
Education Workshops																									
Other (please specify)																									
TOTAL		30,240				30,240		463,242				463,242		48,049				48,049		745,107				745,107	

* Estimated energy savings assumptions are on separate worksheet

TABLE VIII. E. - 2010 BVES LIEE ENERGY SAVINGS													
Measures*	Units	Annual Energy Savings YTD *						Lifetime Energy Savings YTD					
		Region 1		Region 2		Total		Region 1		Region 2		Total	
		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
Infiltration & Space Conditioning													
Cooler Cover	Home												
Outlet Switch Gaskets	Home												
Shell Infiltration	Home												
Threshold	Home												
Weatherization													
Attic Insulation	Home												
Attic Venting	Home												
Ceiling Insulation	Home												
Floor Insulation	Home												
Kneewall Insulation	Home												
Weatherstripping	Home												
Caulking	Home												
Home Repairs	Home												
Low Flow Shower Device	Home	-				-		-				-	
Minor Envelope Repair	Home					-						-	
Water Heater Pipe Wrap	Home					-						-	
Sink Faucet Aerator	Home	-				-		-				-	
Water Heater Blanket	Home					-						-	
Furnaces													
Repair - Gas	Each					-						-	
Replacement - Gas	Each					-						-	
Repair - Electric	Each					-						-	
Replacement - Electric	Each					-						-	
Miscellaneous Measures													
Door Replacement	Each					-						-	
Glass Replacement	Each					-						-	
Duct Wrap	Home					-						-	
Duct Register	Home					-						-	
Storm Windows - Glass Fixed	Each					-						-	
Storm Windows - Glass Operable	Each					-						-	
Vinyl Retro Window	Each					-						-	
Set Back Thermometer	Each					-						-	
Filter Alert Device	Each					-						-	
Foam Tape	Home					-						-	
Gas Water Heater Repair/Replace	Each					-						-	
Ele Water Heater Repair/Replace	Each					-						-	
Reusable Filter/Replacement Signal	Each					-						-	
Solar Screens	Each					-						-	
Compact Fluorescent Bulbs	Each	12,163				12,163		109,469				109,469	
Refrigerators	Each	50,524				50,524		757,854				757,854	
Geo Exchange Heat Pumps	Each					-						-	
CF Fixtures Interior	Each	22,568				22,568		451,360				451,360	
CF Fixtures Exterior	Each					-						-	
Other (please specify)													
Education													
In-home Education	Home												
Education Workshops													
Other (please specify)													
TOTAL		85,255				85,255		1,318,683				1,318,683	
* Estimated energy savings assumptions are on separate worksheet													

Bear Valley Electric Service 2009-2011 LIEE Program Energy Savings

The energy savings associated with the 2007 LIEE program plan are shown, by measure, in the table below. Where available, the per unit kWh savings were obtained from: Impact Evaluation of the 2000 Statewide Low-Income Energy Efficiency (LIEE) Program

Description	Per Unit Energy Savings	Source	Measure Life
CFL Provide and Install	22.4	Xenergy pg 3-25	9
Porch Light Provide and Install	22.4	Xenergy pg 3-25	20
Interior Light Fixture Provide and Install	182	DEER pg 6-118	20
Low Flow Shower Head	133.62	DEER 2005	10
Refrigerator Replacement/Recycle	711.6	Xenergy pg 3-25	15
Install Faucet Aerators	100	DEER 2005	9

CERTIFICATE OF SERVICE

I certify that I have this day served a copy of GOLDEN STATE WATER COMPANY DBA BEAR VALLEY ELECTRIC SERVICE (U 913 E) LOW-INCOME ASSISTANCE PROGRAMS 2010 ANNUAL REPORT on all parties in proceedings R.04-01-006 and R.07-01-042 by electronic mail, or regular first class mail delivery for those parties where an electronic mail address was not available.

DATED at San Dimas, California this 2nd Day of May, 2011.

/s/ Nguyen Quan
An employee of Golden State Water Company

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