



**Pacific Gas and  
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June 4, 2007

**VIA HAND DELIVERY**

Administrative Law Judge Kim Malcolm  
California Public Utilities Commission  
505 Van Ness Ave., Room 5005  
San Francisco, CA 94012

Re: Order Instituting Rulemaking Regarding Policies, Procedures and Rules for the Low Income Energy Efficiency Programs of California's Energy Utilities (R.07-01-042)

Dear ALJ Malcolm:

Enclosed is a courtesy copy of Pacific Gas and Electric Company's filing of June 4, 2007 in Rulemaking 07-01-042.

**PACIFIC GAS AND ELECTRIC COMPANY'S COMMENTS IN RESPONSE TO ADMINISTRATIVE LAW JUDGE'S RULING ADDRESSING RENTER ACCESS TO LOW INCOME ENERGY EFFICIENCY PROGRAMS, AB 2104 IMPLEMENTATION REGARDING TENANTS OF MASTER-METER CUSTOMERS AND CONSIDERATION OF LIEE FURNACE PROGRAMS AND NATURAL GAS APPLIANCE TESTING**

This document was submitted to the Docket Office using the new e-filing system. In addition, the service of the document was accomplished by Electronic service on all parties on the official service list R.07-01-042.

Very truly yours,

/s/

Chonda J. Nwamu

CJN:pt

cc: Commissioner Dian Grueneich  
Mariana C. Campbell  
Jeanne Clinton  
ALJ Meg Gottstein  
Kelly Hymes  
Sarita Sarvate  
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**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking Regarding Policies,  
Procedures and Rules for the Low Income Energy  
Efficiency Programs of California's Energy Utilities

Rulemaking 07-01-042  
(January 25, 2007)

**PACIFIC GAS AND ELECTRIC COMPANY'S COMMENTS IN RESPONSE  
TO ADMINISTRATIVE LAW JUDGE'S RULING ADDRESSING RENTER  
ACCESS TO LOW INCOME ENERGY EFFICIENCY PROGRAMS, AB 2104  
IMPLEMENTATION REGARDING TENANTS OF MASTER-METER  
CUSTOMERS AND CONSIDERATION OF LIEE FURNACE PROGRAMS  
AND NATURAL GAS APPLIANCE TESTING**

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Dated: June 4, 2007

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Order Instituting Rulemaking Regarding Policies,  
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**I. INTRODUCTION**

Pacific Gas and Electric Company is committed to ensuring that all of its low income customers have access to the Low Income Energy Efficiency (LIEE) and California Alternate Rate for Energy (CARE) programs. Over the last seven years, the percentage of renters treated in PG&E's LIEE program is consistent with the percentage of the population of low income renters in PG&E's service area. PG&E appreciates the opportunity to comment on renter access issues and PG&E welcomes suggestions that will strengthen its low income programs and improve accessibility for its low income customers.

PG&E participated in the Renter Access Workshop on May 10, 2007. On May 22, 2007, Administrative Law Judge Malcolm issued *Administrative Law Judge's Ruling Addressing Renter Access to Low Income Energy Efficiency Programs, AB 2104 Implementation Regarding Tenants of Master-Meter Customers and Consideration of LIEE Furnace Programs and Natural Gas Appliance Testing*, soliciting comments on renter access issues and implementation of AB

2104 requiring that tenants of master-meter customers have accessibility to CARE discounts. PG&E's LIEE and CARE programs are accessible to renters and PG&E hereby responds to the specific questions posed in the ALJ Ruling. In addition, PG&E reiterates that it is in compliance with AB 2104. As required by AB 2014, PG&E's CARE program directly receives applications from tenants of sub-metered customers, and directly provides CARE renewal applications to existing CARE customers who are tenants of sub-metered customers is in compliance with the requirements of AB 2104. Below PG&E provides responses to the specific CARE-related questions posed in the ALJ Ruling.

As requested in the ALJ Ruling, a copy of the joint presentation of PG&E, Southern California Edison Company, San Diego Gas and Electric Company, and Southern California Gas Company is attached, as requested in the ALJ's Ruling of May 22, 2007. (Attachment A).

## **II. DISCUSSION**

### **A. PG&E's Responses to the Renter Issues Questions**

- 1) *How many houses, apartments, and mobile homes have not yet received LIEE measures? These figures should be broken down between rented units and those that are owned by customers who qualify for LIEE benefits.*

PG&E estimates that 1,372,377 low income customers in its service area are eligible to participate in the LIEE program in 2007. This number reflects the estimated number of LIEE income-eligible customers in PG&E's service area minus the number of customers that have participated in the LIEE program within the last 10 years. PG&E does not have this data broken down by housing type or home ownership status. However, distribution of California households by home ownership and dwelling type was collected by the Residential Appliance Saturation Survey(RASS) and the Home Energy Needs Survey (HENS), and reported in the KEMA Draft Needs Assessment by percent in each utility service area.

Tables 1 and 2 from the KEMA Draft Needs Assessment show the distribution of California households by home ownership and dwelling type from the 2003 RASS and 2004 HENS surveys.

**Table 1**  
**Distribution of California Households by Home Ownership**  
*(Source: RASS 2003, HENS 2004)*

Dwelling Type	Percent of All California Households	Percent of Low Income Households	Percent of Low Income Households by Utility				
			PG&E	SCE	SCE/SCG	SCG	SDG&E
Own	63%	35%	44%	28%	35%	21%	32%
Rent (individually metered)	36%	62%	53%	68%	64%	72%	65%
Rent (master-metered)	1%	3%	3%	4%	0%	7%	3%

**Table 2**  
**Distribution of California Households by Dwelling Type**  
*(Source: RASS 2003, HENS 2004)*

Dwelling Type	Percent of All California Households	Percent of Low Income Households	Percent of Low Income Households by Utility				
			PG&E	SCE	SCE/SCG	SCG	SDG&E
Single family	64%	43%	55%	21%	52%	28%	38%
Multi-family (2-4 Units)	8%	7%	10%	6%	6%	4%	6%
Multi-family (5+ Units)	23%	43%	28%	54%	41%	66%	50%
Mobile home	6%	6%	6%	18%	1%	0%	6%

Housing type and home ownership information is collected for all LIEE program participants. Over the last 10 years, 496,221 qualifying PG&E customers have participated in the LIEE program. Table 3 shows the number of treated dwellings between 2000 and 2006 that broken down by renter/ homeowner status.

**Table 3**  
**PG&E LIEE Treated Homes by Dwelling Type and Home Ownership**  
*(Source: PG&E LIEE Annual Reports)*

	Dwelling Type	2000-2006 Total Homes Treated	
		#	%
<b>Own</b>	SF	124,967	78.5%
	MF	2,741	1.7%
	MH	31,562	19.8%
	<b>Total Owners</b>	<b>159,270</b>	<b>44.6%</b>
<b>Rent</b>	SF	100,666	50.6%
	MF	94,392	47.5%
	MH	3,707	1.9%
	<b>Total Renters</b>	<b>198,766</b>	<b>55.5%</b>
<b>Total Units Treated</b>		<b>358,036</b>	

- 2) *Are there barriers to renter participation in LIEE programs that are more critical than the limits of utility LIEE budgets? If so, what are they and what can or should the Commission do to remove those barriers?*

The LIEE budget is the most significant barrier to increasing renter participation. PG&E is not currently experiencing any particular difficulties recruiting low income customers who rent their homes as opposed to customers who own their homes. As shown in Table 1, 56% of PG&E's low income-qualified customers are renters. Table 3 shows that the percentage of owners and renters treated by PG&E over the last 7 years for which PG&E has data on home ownership is consistent with the percentage of renters and homeowners in PG&E's low income population, with renters representing 55.5% of those treated.

- 3) *How detrimental is a landlord's refusal to permit LIEE installations to broaden LIEE participation by renters? Would legislation be needed or useful to overcome barriers caused by landlords? What if anything should the Commission do to promote landlords interest and cooperation?*

Although PG&E requires all renters to submit a signed property owner waiver before any work is done on the home through the LIEE program, this has not been a significant barrier. PG&E believes that most landlords that do not submit waivers are not opposed to permitting the rental unit to be treated by the LIEE program.

PG&E does not believe that landlords should be forced to participate in the LIEE program for the same reason that other homeowners are not required to participate in the program. All LIEE participants always have the option of declining to participate, or of refusing specific measures and services. PG&E believes it would be more productive would to work to educate landlords about the benefits of this program for their tenants and their property rather than to force their unwilling participation.

- 4) *Would increased focus on marketing LIEE installations in public housing or housing owned by non-profit organizations improve renter participation? Is so, does the Commission need to take any actions to promote this?*

PG&E does not believe that its renter participation is out of line with its low income population, and notes that renter participation in the LIEE program is consistent with the proportion of renters in its service area, as shown in Tables 1, 2 and 3. PG&E does not believe parties to this proceeding are suggesting qualifying low income home owners be excluded from participation just because they do not own their dwelling.

PG&E believes that many low income renters are residing in privately-owned apartments and houses rather than public housing, especially outside of the larger cities. PG&E and its implementation contractors currently recruit as participants residents of all types of housing: single family, multifamily, and mobile homes. These include both public housing and privately-owned housing. PG&E tries to ensure that its contractors do not focus exclusively on any particular type of housing, and that the mix of housing types treated over time is representative of the areas served.

PG&E currently treats qualifying public housing units under the LIEE program. PG&E is currently looking at ways to target participation from non-profit housing organizations, as well as participation from other housing market segments as part of this proceeding. PG&E has discussed LIEE projects involving facilities in Sacramento, Yolo County, and the South Bay, and continues to explore projects with other agencies in its service area.

- 5) *Are there ways to improve access to LIHEAP funds or other funding sources that would complement the LIEE program? What should the Commission do to promote their availability?*

PG&E currently leverages with other agencies in its service area. LIEE contractors who are also LIHEAP providers are able to leverage the two programs directly, choosing which measures to charge against which program to help make the funding of both programs stretch further. PG&E also has special refrigerator leveraging contracts directly with LIHEAP agencies that are not PG&E LIEE contractors, under which PG&E's LIEE program pays for refrigerators that are

installed by the LIHEAP agencies. PG&E LIEE contractors who are not LIHEAP providers also refer customers to their local LIHEAP agency to receive additional measures and services that are not available to them through the LIEE program. Since the programs offer many of the same measures, this is most common for customers who use propane or other non-PG&E heating.

PG&E's LIEE program also works with other local agencies, such as the Alameda County LEAD Poisoning Prevention "Healthy Homes" Project. Children diagnosed with asthma and other respiratory issues are referred to the LEAD Prevention group for remediation. If the family is low income, they are referred to PG&E's LIEE program for services. PG&E and its contractors continue to explore and encourage new leveraging opportunities through the LIEE program.

- 6) *Are there other ways to improve the LIEE program to increase renter participation or make the program more fair or accessible to renters?*

PG&E believes that the program is currently serving renters fairly and in proportion to their incidence in the population. PG&E is always interested in new and more effective ways to increase participation and to continue to serve its low income communities. Although the property owner waiver is an additional barrier to renters who need to have a landlord sign it before work can commence, this is not often a problem. PG&E is looking at ways to help the renter get waivers signed through follow-up with landlords and property agents.

## **B. PG&E's Responses to the AB 2104 CARE Questions**

- 1) *How can a sub-metered tenant apply for CARE discounts? If the application is incomplete, what should the utility do to follow-up with the applicant to complete enrollment? What information does the sub-metered tenant need to provide in order to enroll in CARE?*

A sub-metered tenant applies for the CARE discount by submitting a CARE Program Application for Tenants of Sub-Metered Residential Facilities. If the application is incomplete, a letter is mailed to the tenant indicating the additional information that is needed. The tenant has 90 days to respond to the letter before their application expires. To complete the application, the tenant must provide their property manager/landlord's name, address, phone number, and PG&E account number in addition to their own name, address, phone number, number of people in household, total annual household income and source, and signature.

- 2) *How does the utility keep track of sub-metered tenants?*

PG&E tracks the name, address, and CARE certification date of sub-metered tenants in an Access database. The tenant information is also linked to the property manager/landlord information of the sub-metered customer.



3) *How does the utility renew sub-metered tenants' participation in CARE?*

A re-certification application is sent directly to the tenant annually. The tenant must re-apply within 90 days, or they will be dropped from CARE.

4) *Does the utility provide master-metered customers with the names of sub-metered tenants who are approved to receive the CARE discount? If so, how often does that occur? What other types of information does the list provide, if any? Who receives this list? How does the utility handle the turnover of mobile home park management or owner? Would a monthly list sent to the master-metered customer that requests notification of change of ownership assist the utility company in managing ownership turnover?*

PG&E provides its master-metered customers with a list of CARE-enrolled sub-metered tenants (CARE Certification Report), including their address and CARE certification date, every six weeks. This list is provided to the property manager/landlord. The list also contains the facility name, property manager/landlord's name, contact phone number, and mailing address. PG&E is notified upon the turnover of mobile home park management or owner in order to update the master-metered account information. The CARE Program database is updated monthly to reflect the current master-metered account information. Managing ownership turnover is a challenge for PG&E. PG&E relies on its master-metered customers to contact the CARE Program and update their landlord information as needed. Also, it's beneficial to educate the incoming facility managers about CARE and their sub-metered tenants enrolled on the program.

5) *How many sub-metered tenants does each utility serve?*

PG&E serves the following number of sub-metered tenants, as of March 31, 2007:

Electric:	103,914
Gas:	84,453

6) *How many sub-metered tenants are eligible for the CARE Program in California?*

Applying current eligibility estimates for the general population (29.63% electric, 28.38% gas), the following number of sub-metered tenants are estimated to be eligible for CARE in the PG&E service area:

Electric:	30,790
Gas:	23,968

7) *How many sub-metered tenants are enrolled in CARE?*

The following number of sub-metered tenants are enrolled in PG&E's CARE program, as of March 31, 2007:

Electric: 23,402  
Gas: 21,271

8) *How do the utilities contact sub-metered customers or tenants to inform and enroll them in the CARE Program?*

PG&E promotes the CARE Program by sending out two mass mailings of CARE applications each year to every master-metered customer with sub-metered tenants. PG&E also informs sub-metered tenants and other low income customers of the CARE Program through various community outreach events.

9) *How do utilities communicate with sub-metered customers/tenants when following up with customer service requests? If utilities do not provide this information, please explain why and possible methods to address these issues which may improve customer service to CARE recipients.*

- a. *CARE enrollment status*
- b. *Enrollment assistance*
- c. *Verification that the CARE discount is given to the Master-Metered Account*
- d. *Verification that the CARE discount has been given to the sub-metered tenant if the bill is provided.*

- a. PG&E communicates directly with sub-metered tenants regarding their CARE enrollment status. Upon enrollment, PG&E sends a certification letter to the sub-metered tenant and the previously-mentioned CARE Certification Report to the master-metered customer.
- b. A sub-metered tenant can receive CARE Program enrollment assistance by calling the phone number listed on the CARE application or by emailing the PG&E CARE Program.
- c. PG&E verifies that the CARE discount has been given to the master-metered account by mailing a CARE Certification Report to the facility manager of the master-metered account.
- d. PG&E verifies that the CARE discount has been given to the sub-metered tenant if the bill is provided.

10) *How do utilities provide education and outreach to master-metered customers about billing and CARE discounts?*

PG&E provides a current electric rate schedule (EL-1 -- Residential CARE Program Service) with the current CARE Certification Report that is mailed every six weeks. PG&E advises the master-metered customer to contact the CARE

Program directly with any questions about billing and CARE discounts.

- 11) *Do the utilities coordinate the outreach conducted under the LIEE Program?*

The LIEE Program does not conduct outreach similar to that of the CARE Program. PG&E regularly shares customer information between its LIEE and CARE Programs for outreach and enrollment purposes.

- 12) *What remedial actions do the utilities take if they learn that the CARE discount has not been passed to the sub-metered tenant? Does the utility work with County Weights and Measures agencies to assure tenants receive the CARE discount owed to them?*

If PG&E learns that the CARE discount is not being passed on to an enrolled sub-metered tenant, PG&E first contacts the tenant's property manager/landlord to verify that they have received a current CARE Certification Report. If it is determined that the discount is still not being passed through to the tenant, PG&E asks the tenant to contact the CPUC Consumer Affairs Department. Consumer Affairs will then work with the County Weights and Measures agencies to resolve the issue. The CARE Program works with both Consumer Affairs and Weights and Measures to provide the necessary information to resolve the issue.

- 13) *What can or should the Commission do to promote the CARE Program among sub-metered tenants?*

PG&E has no recommendation at this time regarding how the Commission should promote the CARE Program among sub-metered tenants beyond its current efforts.

- 14) *What can or should the Commission do to assure sub-metered tenants receive the CARE discount the utility provides?*

PG&E recommends that the Commission include third-party billing companies, such as Park Billing Company, in discussions regarding the billing of CARE-enrolled sub-metered tenants.

- 15) *What can or should the Commission do to improve the communication between master-meter account holders and the utility company?*

PG&E believes there is already sufficient communication between master-metered account holders and the CARE Program through the use of telephone, email, regular mail, and face-to-face meetings.

- 16) *What can or should the Commission do to improve the communication between the sub-metered account holder and the utility company?*

PG&E believes that its CARE program effectively communicates directly with sub-metered tenants. PG&E is open to recommendations to strengthen existing communications with sub-metered CARE customers as well as all low income customers.

### III. CONCLUSION

PG&E's low income programs are designed to ensure accessibility to all low income customers including renters and tenants of sub-metered customers. PG&E appreciates the opportunity to provide these responsive comments on renter issues and AB 2104, and PG&E looks forward to developing stronger low income programs for its customers.

Respectfully Submitted,

PETER OUBORG  
CHONDA J. NWAMU

By: \_\_\_\_\_ /s/  
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Attorneys for  
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Dated: June 4, 2007

**CERTIFICATE OF SERVICE BY ELECTRONIC MAIL OR U.S. MAIL**

I, the undersigned, state that I am a citizen of the United States and am employed in the City and County of San Francisco; that I am over the age of eighteen (18) years and not a party to the within cause; and that my business address is Pacific Gas and Electric Company, Law Department B30A, 77 Beale Street, San Francisco, CA 94105.

I am readily familiar with the business practice of Pacific Gas and Electric Company for collection and processing of correspondence for mailing with the United States Postal Service. In the ordinary course of business, correspondence is deposited with the United States Postal Service the same day it is submitted for mailing.

On the 4<sup>th</sup> day of June 2007, I served a true copy of:

**PACIFIC GAS AND ELECTRIC COMPANY'S COMMENTS IN RESPONSE TO ADMINISTRATIVE LAW JUDGE'S RULING ADDRESSING RENTER ACCESS TO LOW INCOME ENERGY EFFICIENCY PROGRAMS, AB 2104 IMPLEMENTATION REGARDING TENANTS OF MASTER-METER CUSTOMERS AND CONSIDERATION OF LIEE FURNACE PROGRAMS AND NATURAL GAS APPLIANCE TESTING**

- By Electronic Mail – serving the enclosed via e-mail transmission to each of the parties listed on the official service list for R07-01-042 with an e-mail address.
- By U.S. Mail – by placing the enclosed for collection and mailing, in the course of ordinary business practice, with other correspondence of Pacific Gas and Electric Company, enclosed in a sealed envelope, with postage fully prepaid, addressed to all parties on the official service list for R.07-01-042 without an e-mail address.

I certify and declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Executed on this 4<sup>th</sup> day of June 2007 at San Francisco, California.

/s/

\_\_\_\_\_  
PAMELA TOM

# THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA SERVICE LIST

Downloaded June 4, 2007, last updated on May 31, 2007

Commissioner Assigned: Dian Grueneich on January 31, 2007; ALJ Assigned: Kim Malcolm on January 31, 2007

## CPUC DOCKET NO. R0701042 CPUC REV 05-31-07

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Downloaded June 4, 2007, last updated on May 31, 2007

Commissioner Assigned: Dian Grueneich on January 31, 2007; ALJ Assigned: Kim Malcolm on January 31, 2007

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