

**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.

R. 07-01-042
(Filed January 25, 2007)

Southern California Edison Company's (U 338-E)
Application for Approval of SCE's "Change A Light,
Change The World," Compact Fluorescent Lamp
Program.

A. 07-05-010
(Filed May 10, 2007)

**COMMENTS OF PACIFICORP (U 901 E) 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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Pursuant to the Commission's Rules of Practice and Procedure and *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* dated May 22, 2007 (the "Ruling"), PacifiCorp respectfully submits these comments in response to the Commission's request that all respondent utilities answer a series of questions to explore renter access and AB 2104 implementation matters. PacifiCorp appreciates the opportunity to comment in this matter and looks forward to working with Commission staff and other interested parties.

I. INTRODUCTION

As the Commission is aware, PacifiCorp is a small multi-jurisdictional utility that

provides electric service to retail customers in six states, including California, Idaho, Oregon, Utah, Washington and Wyoming. PacifiCorp serves approximately 46,500 residential customers located in Shasta, Modoc, Del Norte and Siskiyou counties. PacifiCorp offers a LIEE program for its residential customers with a budget for 2007 and 2008 of \$168,000 annually, including weatherization services to qualifying low-income customers administered locally through community-based organizations (“CBOs”). This program has been in effect since 1986 and has treated over 1,950 homes. PacifiCorp also provides a bill discount to 7,554 customers through the California Alternate Rates for Energy (“CARE”) program.¹

II. DISCUSSION

As discussed in the Commission’s Ruling, a workshop was held on April 17, 2007, to address the implementation of AB 2104, and a subsequent workshop was held on May 10, 2007, to discuss renter access. PacifiCorp participated in both workshops and contributed to the preparation of associated presentations, which are attached hereto as Attachments A and B. Based on the information discussed and presented at these workshops, the Commission’s Ruling directs each respondent utility to answer a series of questions to explore renter access and AB 2104 implementation issues.

A. Renter Access

PacifiCorp supports the Commission’s objective to improve renter access to LIEE programs in a cost-effective manner. Accordingly, PacifiCorp provides the following responses to the Commission regarding renter access:

¹ PacifiCorp’s CARE program provides for a 20 percent discount on bills to eligible customers where household income does not exceed 175 percent of the federal poverty income guidelines.

Question 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.

Based on CARE eligibility of approximately 34.5% of the residential population in PacifiCorp's service territory, PacifiCorp estimates that 80% of residential dwellings have not been treated through LIEE programs at this time. This estimate does not take into account the facts that (1) a number of these homes may be treated through other Pacific Power weatherization programs or (2) that some homes may have been built since efficiency standards for building codes were updated. In the past three years, approximately 72% of completed LIEE homes were owner occupied dwellings and approximately 28% were renter occupied.

Question 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?

PacifiCorp does not perceive any barriers to renter participation in LIEE programs at this time.

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

PacifiCorp contracts with CBOs to provide weatherization services. According to the CBOs, incidents of landlord refusal to permit weatherization services to renters are limited. As a result, legislative action is not necessary at this time to broaden participation.

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

PacifiCorp and the CBOs are unaware of any public housing or housing owned by non-profit organizations in its service territory at this time.

Question 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?

PacifiCorp contracts with CBOs to provide low income weatherization services. The CBOs are able to leverage LIHEAP funds with other funding sources to provide more dollars available per household for weatherization services.

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

PacifiCorp estimates that 38.6% of residential households in PacifiCorp's service territory that qualify for the LIEE program are renter occupied. As stated in PacifiCorp's response to Question 1, over the last three years, of the homes that have been weatherized, approximately 28% of those are renter occupied. LIEE programs appear fair and accessible to renters.

B. AB 2104 Implementation

PacifiCorp has implemented several initiatives to increase the participation of tenants of master-metered accounts in LIEE and CARE programs. Specifically, PacifiCorp developed a new CARE program information letter and application targeting landlords of master-metered accounts to make landlords aware of the LIEE and CARE program benefits available to their tenants. PacifiCorp is also in the process of finalizing a billing program that will be available to assist master-metered customers in the preparation of bills for sub-metered tenants. This tool will be available on PacifiCorp's web site. These outreach efforts are in addition to PacifiCorp's traditional outreach activities, including bill inserts, direct mail solicitations, and newspaper and

radio advertisements.

PacifiCorp anticipates continued success in increasing tenant participation in these important programs in a cost-effective manner. Accordingly, PacifiCorp provides the following responses to the Commission regarding implementation of AB 2104:

Question 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 submetered tenant need to provide in order to enroll in CARE?

If a customer has not received a CARE application from their landlord, they can contact PacifiCorp at 1-888-221-7070 to request an application. If the application is incomplete, PacifiCorp will contact the applicant to obtain complete information. The tenant is required to provide the following information: name, address, phone number, number of people in the household, and a completed signature form stating that they are within the income guidelines for the program. The landlord also is required to complete the application with the account number, address and phone number.

Question 2: How does the utility keep track of sub-metered tenants?

PacifiCorp has 16 master-metered accounts with sub-meters at this time. These accounts are manually tracked.

Question 3: How does the utility renew sub-metered tenants' participation in CARE?

A packet is mailed annually to the landlords of master-metered accounts to update the information PacifiCorp has on record. CARE applications are included in the packet for landlords to distribute to their tenants. A customer service representative follows up by contacting the landlords to confirm the number of electric units served by the meter and the number of CARE qualified tenants.

Question 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 request notification of change of ownership assist the utility company in managing ownership turnover?

PacifiCorp provides the master-metered customers the names of CARE sub-metered tenants when they enroll in the CARE program. PacifiCorp has not experienced a problem with turnover of mobile home park management or owners in PacifiCorp's service territory.

Question 5: How many master-metered tenants does each utility serve?

PacifiCorp has 16 master-metered accounts with 314 tenants at this time.

Question 6: How many sub-metered tenants are eligible for the CARE program in California?

PacifiCorp estimates that there are approximately 108 tenants eligible for the CARE program at this time.

Question 7: How many sub-metered tenants are enrolled in CARE?

There are 13 sub-metered tenants enrolled in the CARE program at this time.

Question 8: How do the utilities contact sub-metered customers or tenants to inform and enroll them in the CARE program?

PacifiCorp currently does not contact the tenant. The landlords are notified when a sub-metered tenant has enrolled in the CARE program.

Question 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

At the request of the tenant, PacifiCorp will inform the tenant if they are enrolled in the CARE program. PacifiCorp informs the tenant that they need to contact their landlord regarding billing issues.

b. Enrollment assistance

PacifiCorp will mail an application to a sub-metered tenant if they call to inquire about the CARE program.

c. Verification that the CARE discount is given to the Master-Metered Account

PacifiCorp will contact the landlord on behalf of the sub-metered tenant for further information on customer billing if necessary.

d. Verification that the CARE discount has been given to the sub-metered tenant if the bill is provided.

At the request of the tenant, PacifiCorp will review the bill to determine if the CARE discount has been applied correctly.

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

PacifiCorp is in the process of finalizing a billing program that will be available on PacifiCorp's web site to assist master-metered customers in billing sub-metered tenants.

Question 11: Do the utilities coordinate the outreach conducted under the LIEE program?

PacifiCorp provides outreach materials, including information about the CARE program and the Low Income Weatherization program.

Question 12: What remedial actions do the utilities take if it learns 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?

PacifiCorp has not worked with County Weights and Measures on issues surrounding the CARE discount not being passed on to tenants. PacifiCorp contacts and communicates with the landlord if PacifiCorp learns that a CARE discount has not been passed along to the sub-metered tenant.

Question 13: What can or should the Commission do to promote the CARE program among sub-metered tenants?

The Commission can be most effective by continuing to support the utilities in their efforts to communicate the availability of the CARE program, including providing utility contact information to both master-metered customers and their tenants.

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

Please refer to the company's comments provided in response to question 13.

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

Please refer to the company's comments provided in response to question 13.

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

Please refer to the company's comments provided in response to question 13.

III. CONCLUSION

For the foregoing reasons, PacifiCorp respectfully submits these comments in response to the Commission's Ruling directing respondent utilities to address certain issues relating to renter access and AB 2104 implementation. PacifiCorp looks forward to working with Commission staff and other interested parties to improve LIEE program objectives.

Respectfully submitted this June 1, 2007 at Portland, Oregon.

By /s/ Ryan Flynn
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ATTACHMENT A

CARE Program AB 2104 Workshop

Presenting on Behalf of

Alpine Gas
PacifiCorp
Sierra Pacific
Bear Valley
Southwest Gas
West Coast Gas

April 17, 2007

SMJU AB2104 Target Population

Utility Company	Master Meter Accounts	Sub-meter units	Sub-meter Units on CARE
Alpine	None	None	None
PacifiCorp	26	373	12
Sierra Pacific	42	870	70
Bear Valley	7	543	134
Southwest Gas	59	3,112	825
West Coast Gas	No Response	No Response	No Response

AB2104 Requirements

- Directly Accept CARE applications from submetered customers
- Directly notify and provide renewal applications to sub-metered customers
- Provide Master-meter with list of those approved to receive the discount

Directly Accept CARE Applications from Sub-meter Customers

Utility	Meet this requirement?
<i>Alpine</i>	N/A
<i>PacifiCorp</i>	Yes
<i>Sierra Pacific</i>	Yes
<i>Bear Valley</i>	Yes
<i>Southwest Gas</i>	Yes
<i>West Coast Gas</i>	No Response

Directly Notify and Provide Renewal Applications to Sub-meter Customers

Utility	Meet this requirement?
<i>Alpine</i>	N/A
<i>PacifiCorp</i>	No, sends to MM account.
<i>Sierra Pacific</i>	Yes, CSD notifies submetered tenants.
<i>Bear Valley</i>	No, to Park Managers
<i>Southwest Gas</i>	No, process of changing
<i>West Coast Gas</i>	No Response

Provide Master-meter with List of those Approved to Receive the Discount

Utility	Meet this requirement?
<i>Alpine</i>	N/A
<i>PacifiCorp</i>	Yes, w/ annual letter
<i>Sierra Pacific</i>	Yes, MM customer's monthly bill.
<i>Bear Valley</i>	No, MM provides BVES with monthly list.
<i>Southwest Gas</i>	Yes, annually, and when new customer enrolls.
<i>West Coast Gas</i>	No Response

SMJU Extra Steps taken to ensure Sub-meter Tenant Enrollment

Utility	Action
<i>Alpine</i>	N/A
<i>PacifiCorp</i>	Developing written communication with Master Meter accounts, i.e. sample billing instructions
<i>Sierra Pacific</i>	<ul style="list-style-type: none"> -Monthly bill statement with list of CARE recipients -Master meter billing calculator on website -Would like to explore Master-Meter account education
<i>Bear Valley</i>	Annual meeting with park managers
<i>Southwest Gas</i>	Annual letter to manager/owner
<i>West Coast Gas</i>	No Response

Concerns with AB 2104

Utility	Concerns
<i>Alpine</i>	N/A
<i>PacifiCorp</i>	-Possible privacy concerns regarding submetered tenants information.
<i>Sierra Pacific</i>	-Master meters obligation to provide information submetered tenants
<i>Bear Valley</i>	-Expanding customer database, and accounting. -Privacy concerns with releasing account information.
<i>Southwest Gas</i>	-Not reaching all submetered tenants due to mobility, and no notice to utility -Mastermeter should provide utility with list
<i>West Coast Gas</i>	No Response

ATTACHMENT B



LIEE Renter Access Workshop

Presented by Southwest Gas Corporation

On Behalf of:

Alpine Natural Gas Company

Bear Valley Electric Service

Pacific Power

Sierra Pacific Power Company

Southwest Gas Corporation

West Coast Gas Company

May 10, 2007

Current Renter Issues

- Overview of Program
- Difference in Measures Installed
 - Owner vs. Renter
- Budget Allocation for Measures
- Participation Rates for Owners and Renters

Overview of Program

<u>Utility</u>	<u>Measures Installed</u>
Alpine	Measures installed as defined in the 2006 LIEE Program Statewide Policy and Procedures Manual*
Bear Valley	Measures installed as defined in the 2006 LIEE Program Statewide Policy and Procedures Manual* Portable lighting fixtures installed for PY 2007 – 2008 (D.06-12-036)
Pacific Power	Measures installed per LIHEAP/DOE WAP requirements
Sierra Pacific	Measures installed as defined in the 2006 LIEE Program Statewide Policy and Procedures Manual*
Southwest Gas	Measures installed as defined in the 2006 LIEE Program Statewide Policy and Procedures Manual*
West Coast Gas	N/A

*As outlined in Section 2.7. - Treatment of Rental Units

2006 LIEE Statewide Policy and Procedures Manual

■ Section 2.7 Treatment of Rental Units

2.7.1. *Property Owner Approval*

- Rental units may not be treated until a written Property Owner Waiver has been received. This approval must cover the participation of the unit in the Program as well as the installation of specific measures. Such approval is valid for a period of 12 months from the date it is provided by the property owner. If approval of the legal owner is not received prior to the installation of measures, the Contractor will be required to reimburse the utility for all payments received from the utility for treating the unit(s) in question.

Differences in Measures Installed Owner vs. Renter

<u>Utility</u>	<u>Differences</u>
<i>Alpine</i>	No furnace or water heater repair or replacement for renters*
<i>Bear Valley</i>	No difference for measures*
<i>Pacific Power</i>	No difference for measures
<i>Sierra Pacific</i>	No difference for measures*
<i>Southwest Gas</i>	No furnace or water heater repair or replacement for renters*
<i>West Coast Gas</i>	N/A

* As outlined in the 2006 LIEE Program Statewide Policy and Procedures Manual, Section 2.7.2 - Eligibility of Rental Units for Certain Measures.

2006 LIEE Program Statewide Policy and Procedures Manual

■ Section 2.7 Treatment of Rental Units 2.7.2 *Eligibility of Rental Units for Certain Measures*

Assuming that the permission of the property owner has been approved and that other eligibility conditions are met, rental units may be treated under the Program. However, the following policies relating to specific measures shall be applied.

- Rental units are eligible for evaporative coolers, air conditioners, refrigerators and hard-wired fixtures, to the extent that these measures continue to be provided under the LIEE Program.
- Rental units are not eligible for furnace replacements or major furnace repairs associated with the mitigation of NGAT fails. However, minor repairs and adjustments may be made to furnaces if these actions would improve the performance of the system at a minimal cost.
- Rental units are not eligible for water heater repairs and replacements associated with the mitigation of NGAT fails. However, services and adjustments may be made to water heaters if these actions would improve the performance of the system at a minimal cost.
- Evaporative coolers and hard-wired fixtures will be provided without charge to either tenant or the landlord. Refrigerators and air conditioner replacements will also be provided at no charge to either the tenant or the landlord, except in the instance where the landlord owns the refrigerator or air conditioning unit that is replaced and also pays the utility bill. In these instances, the utilities may make payments to installation contractors that cover only part of the cost of replacement.

Separate Budget Allocations for Renter Measures and Homeowner Measures

<u>Utility</u>	<u>Budget Allocation</u>
<i>Alpine</i>	No separate budget allocation
<i>Bear Valley</i>	No separate budget allocation
<i>Pacific Power</i>	No separate budget allocation
<i>Sierra Pacific</i>	No separate budget allocation
<i>Southwest Gas</i>	No separate budget allocation
<i>West Coast Gas</i>	N/A

Participation Rates

<u>Utility</u>	2005		2006	
	Owners	Renters	Owners	Renters
<i>Alpine</i>	83%	17%	100%	0%
<i>Bear Valley</i>	69%	31%	N/A	N/A
<i>Pacific Power</i>	66%	34%	81%	19%
<i>Sierra Pacific</i>	50%	50%	48%	52%
<i>Southwest Gas</i>	40%	60%	64%	36%
<i>West Coast Gas</i>	N/A	N/A	N/A	N/A



LIEE Renter Access Workshop

CERTIFICATE OF SERVICE

I hereby certify that on June 1, 2007, I caused to be served, a true and correct copy of the foregoing

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Executed on June 1, 2007, at Portland, Oregon.

/s/ Peggy Ryan
Peggy Ryan
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Service List – R07-01-042 & A.07-05-010 (Updated May 31, 2007)

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