

# **LOW INCOME OVERSIGHT BOARD MEETING**

**Sacramento New City Hall  
915 I Street - First Floor  
Council Chambers  
Sacramento, CA 95814**

**Thursday, May 28, 2015**

# Low Income Oversight Board (LIOB)

Thursday, May 28, 2015  
 Sacramento New City Hall  
 915 I Street  
 First Floor - Council Chambers  
 Sacramento, CA 95814  
 9:30am – 4:00pm

[www.liob.org](http://www.liob.org)

**Call - In Number 1-866-630-5989 - Passcode 3362110#**

[9:30 a.m. – 9:35 a.m.]	1.	Welcome and Introductions— Jose Hernandez, LIOB Chair and Commissioner Catherine J.K. Sandoval (5 minutes) <i>Standing Item</i> a) Announcement of Mr. Benito Delgado-Olson, Governor’s New Appointee to the LIOB
[9:35 a.m. – 9:40 a.m.]	2.	Election of LIOB Chair – Facilitated Chairman Hernandez (5 minutes) <i>Action Item</i>
[9:40 a.m. – 9:55 a.m.]	3.	Public Comments— Facilitated by Jose Hernandez, LIOB Chair (15 minutes) <i>Informational/Standing item</i>
[9:55a.m.]	4.	Approval of the February 19, 2015 LIOB Meeting Minutes, Facilitated by Jose Hernandez, LIOB Chair <i>Action Item</i>
[9:55 a.m. – 10:55 a.m.]	5.	Water Utilities’ Current Issues –(60 minutes) <i>Update/Informational/Standing Item</i> a) Fran Spivy-Weber, Vice Chair, State Water Resources Control Board b) Rami Kahlon – Director, Division of Water and Audits
[10:55 a.m. – 11:15 a.m.]	6.	Legislative Update – Nick Zanjani - CPUC- Office of Governmental Affairs – (20 minutes) <i>Informational/Standing Item</i>
[11:15 a.m. –11:55 a.m.]	7.	Utilities’ Reports— Utility Representative (40 minutes) <i>Standing /Action/Discussion Item</i> a) Current Penetration Rates for CARE & ESAP and % Budget Spent b) 2015 Cool Center Readiness – (Electric IOU’s) • Approximate number of centers in service territory • Plans to promote cooling center awareness c) Upcoming CARE Rate Impacts - due to recent PD in Rates Proceeding & AB 327 mandates
[11:55 a.m. – 12:10 p.m.]	8.	Energy Division Reports and Updates (15 minutes) a) Highlights of Upcoming Activities for Low-Income Energy Programs - <i>Standing Item</i> b) Update on the Low Income Needs Assessment - <i>Informational/Discussion Item</i>
[12:10 p.m. – 12:35 p.m.]	9.	Lifeline Telephone Program Update (25 minutes) – Anna Jew, CPUC - Consumer Programs –Communications Division - <i>Informational/Standing Item</i> a) Lifeline Proceeding Update ( <i>Standing Item</i> ) b) Update on Lifeline Direct Application Project c) Report of the LifeLine Carriers on the Marketing & Outreach Efforts including Ethnic and Ethnic Owned
[12:35 p.m. – 1:30 p.m.]		Lunch

# Low Income Oversight Board (LIOB)

Thursday, May 28, 2015

Sacramento New City Hall

915 I Street

First Floor - Council Chambers

Sacramento, CA 95814

1:30pm – 3:30pm

Prehearing Conference

A Prehearing Conference in the Lifeline Proceeding R.11-03-013 will be convened at this time.

(Judge MacDonald)

End of Prehearing Conference

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- [3:30 p.m. – 3:50 p.m.]      10.      Subcommittees Reports and Updates – Facilitated by Jose Hernandez, LIOB Chair (20 minutes) *Standing /Action/Discussion Item*
- a) Marketing & Outreach (Board Members Toledo, Gross, Watts & Pitcock)
  - b) ESAP and CARE Implementation (Board Members Castaneda, Pitcock, Wimbley, Watts and Lopez)
  - c) Workforce Education and Training (Board Member Hernandez & Castaneda)
  - d) Water Industry (Board Members Stephenson, Lopez and Castaneda)
  - e) Emerging Issues/Climate Change (Board Member Toledo)
  - f) AB 327 Subcommittee (Board Members Hernandez, Lopez, Wimbley & Pitcock)
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11.      Future Meetings Dates & Agenda Items for Future Meeting      Discussion Item

<b>Wednesday, August 19, 2015</b> City of Santa Ana Council Chambers 22 Civic Center Plaza Santa Ana, CA 92701 10:00am – 4:00pm	<b>Thursday, October 29<sup>th</sup>, 2015</b> Seaside City Hall Council Chambers 440 Harcourt Ave, Seaside, CA 93955 10:am – 4:00pm
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This is a public meeting. The meeting is accessible to the physical disabled. A person who needs a disability-related accommodation or modification in order to participate in the meeting may make a request by contacting Zaida Amaya at (916) 928-4702 or sending a written request to 180 Promenade Circle, Suite 115, Sacramento, CA 95834. Providing your request at least five (5) business days before the meeting will help ensure availability of the requested accommodation.

Interested parties may attend in person or via teleconference. Notice of the Low Income Oversight Board meeting can be accessed at: [www.liob.org](http://www.liob.org). Teleconference Information: Call - In Number 1-866-630-5989 Passcode 3362110#. All times indicated and the order of business is approximate and subject to change.

This meeting notice is being sent to all parties on the service lists of Applications (A.) A.14-11-007, A.14-11-009, A.14-11-010 and A.14-11-011, And solely for the purposes of Commission's Ex Parte Communication Requirements, this notice will be deemed a functional equivalent of the notice pursuant to Commission's Rules of Practice and Procedure, Rule 8.3 (c)(1) for the proceedings A.14-11-007, A.14-11-009, A.14-11-010 and A.14-11-011.

Please note: the CPUC will be limiting the amount of meeting packages provided at the LIOB meetings in an effort to conserve paper and curtail printing expenses. The electronic version of the LIOB meeting packet will be made available at: <http://www.liob.org/resultsmt.cfm?meetingtype=Board%20Meeting>.

*Welcome and Introductions*

## LIOB MEMBERS

**Jose Atilio Hernandez**  
LIOB Chair

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\* Per Article Six of the LIOB Charter, Officers shall serve a one year term.

## *Public Comments*

*Approval of the February 19, 2015  
LIOB Meeting Minutes*

# LOW INCOME OVERSIGHT BOARD (LIOB)

Thursday, February 19, 2015

California Public Utilities Commission

505 Van Ness Ave.

Auditorium

San Francisco, CA 94102

[www.liob.org](http://www.liob.org)

Call - In Number 1-866-630-5989 - Passcode 3362110#

Meeting called to order by Vice-Chairwoman Watts at 9:35am

## LIOB Board Members Present:

Vice-Chairwoman Patricia Watts, Commissioner Catherine J.K. Sandoval, Ortensia Lopez, Dave Stephenson, Jason Wimbley, Maril Pitcock, Charlie Toledo, Robert Castaneda, Janine Scancarelli & Larry Gross (quorum present)

LIOB Members Absent: Jose Atilio Hernandez

## California Public Utilities Commission (CPUC) Staff Present:

Joann Gubman, Rami Kahlon, Tory Francisco, Ava Tran, Amy Baker, Camille Watts-Zagha, Kyle Devine, Anna Jew, Christopher Chow, Alice Glasner, Dave Peck, Noel Obiora, Sepideh Khosrowjah, and Zaida Amaya, Amy Baker, Nick Zanjani, and Jamie Ormond

## Public Present:

Michael Callahan-Dudley, Mark Aguirre, Yvette Vasquez, Sandra Williams, Kelly Prasser, Carmen Rudshagen, Kim Hassan, Elizabeth Baires, Andrew Steinberg, Frances Thompson, Stephanie Borba, Tory Weber, Joy Yamagata, Alex Kim, Ron Garcia, Ty Tatum, Vanessa R. Melvin-quin, Paul Kubasek, John Fasana, Brian McDonald, Patti Landry, Mary O'Drain, Darren P. Roach, Kari Klobardanz, Nicole Prodouz, Karen Stathis, Allan Rago, Arleen Novotney, Lisa Schmidt, James Hodges, Ann Gressani, Hugh Yao, Noemi Gallardo, Melissa W. Kasnitz, Tina Nguyen, Sidney Dretz, David Clark, Eddie Ann, Steve Heim, Matt Freedman, Wayne Waite, and Carmelita Miller

## Participants via Conference:

Lisa Paulo, Richard Villasenor, RHA, inaudible

1. Welcome and Introductions— Vice-Chairwoman Watts and Commissioner Catherine J.K. Sandoval - *Standing Item*

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Vice-Chairwoman Watts welcomed all participants to the Low Income Oversight Board Meeting. Chairwoman Watts announced that item 6. Legislative Update and Item 10. Highlights of upcoming activities for low-income energy program will be moved and discussed during the morning session.

To comply with Bagley Keen Requirements, the Board announced that a new requirement for 2015 has been established: For all action items at board and committee meetings of three or more, the law now requires boards to record the vote or abstention of each member present for that action item.

- Announcement of the appointments to the LIOB



Commissioner Sandoval announced that at the December 18, 2014 Commission meeting, Board Member Charlie Toledo was unanimously approved for a two year re-appointment to the LIOB. Commissioner Sandoval also announced that at the January 18, 2015 Commission meeting, her re-appointment as the assigned Commissioner was also unanimously approved.

- Introduction of Joanna Gubman, New Supervisor for the Residential Energy Efficiency and Portfolio Approval Section

Ms. Gubman was introduced as the New Supervisor for the Residential Energy Efficiency and Portfolio Approval Section.

2. Election of LIOB Vice-Chair – Facilitated by Vice-Chairwoman Watts - Action Item

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The Board opened the nomination for the LIOB Vice-Chair position, as specified in Resolution E-4095, Article 6, 6.1. Board Member Pitcock moved to re-nominate Board Member Watts as the vice-chair. Her motion was seconded by Board Member Scancarelli (Yes; Members Lopez, Stephenson, Wimbley, Pitcock, Toledo, Castaneda, Watts, Scancarelli and Gross- motion passed)

3. Public Comments— Facilitated by Vice-Chairwoman Watts - Informational/Standing item

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Georganne Rogers of World Class Marketing Services, a subcontractor for Budget Mobile introduced her company and informed the Board that her company has assisted with the enrollment of approximately 370,000 Lifeline customers in the past 9 months. Ms. Rogers looks forward to continue outreach efforts and this important mission for the low income community.

The Board thanked Ms. Rogers for her comments.

The Board moved to discuss Item 6. Legislative Update

4. Approval of the October 28, 2014 LIOB Meeting Minutes, Facilitated by Vice-Chairwoman Watts - Action Item

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A motion was made to approve the October 28, 2014 LIOB minutes. The motion was moved by Board Member Stephenson and seconded by Board Member Castaneda (Yes; Board Members Stephenson, Castaneda, Pitcock, Wimbley, Toledo, Lopez and Gross. Abstained; Board Members Watts and Scancarelli – motion passed).

5. Utilities' Reports— Utility Representative (5 minutes)  
*Standing /Action/Discussion Item*

- a) Current Penetration Rates for CARE & ESAP and % Budget Spent YTD

Ms. O'Drain provided a report on the current IOU penetration rates for CARE & ESA as well as the % of YTD expenditures. The numbers presented were as of December 31, 2014. The most current numbers are reported in the monthly IOUs' reports. The utilities' reports can be viewed and downloaded at:

<http://www.liob.org/docs/Item%205.%20IOU%20CARE%20ESA%20Participation%202015-Feb-19%20LIOB%20Final.ppt>

The Board moved to discuss Item 10. Highlights of upcoming activities for low-income energy program.

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## ALL PARTY MEETING SECTION (10:00am)

As noticed, Commissioner Sandoval convened the All Party Meeting in the consolidated CARE/ESA application proceedings A.14-11-007, A.14-11-009, A.14-11-010 & A.14-11-011. The video webcast archive can be viewed at:

[http://streaming.aanet.org/ramgen/cpuc/CPUC\\_APM021915-1.rm](http://streaming.aanet.org/ramgen/cpuc/CPUC_APM021915-1.rm)

[http://streaming.aanet.org/ramgen/cpuc/CPUC\\_APM021915-2.rm](http://streaming.aanet.org/ramgen/cpuc/CPUC_APM021915-2.rm)

Presentations on behalf of the utilities can be viewed and downloaded at:

PG&E:

<http://www.liob.org/docs/Item%205.%20PG&E%20ESA%20%20CARE%202-19-2015%20All%20Party%20Meeting.pdf>

SCE:

<http://www.liob.org/docs/Item%205.%20SCE%20ESA%20%20CARE%202-19-2015%20All%20Party%20Meeting.pdf>

SDG&E:

<http://www.liob.org/docs/Item%205.%20SDGE%20Final%20Feb%2019%20ESA-CARE%20All%20Party%20Meeting%20Presentation.pdf>

SoCalGas:

[http://www.liob.org/docs/Item%205.%20SoCalGas\\_LIOB%20Presentation\\_02192015\\_final.pdf](http://www.liob.org/docs/Item%205.%20SoCalGas_LIOB%20Presentation_02192015_final.pdf)

## END OF ALL PARTY MEETING SECTION (12:55pm)

### 6. Legislative Update – Nick Zanjani - CPUC- Office of Governmental Affairs – (10 minutes) Informational/Standing Item

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Mr. Zanjani of the Office of Governmental Affairs (OGA) informed the Board the bill introduction deadline is February 27, 2015. Specific to the CPUC's jurisdiction for low-income, OGA is monitoring AB 88 (Gomez), this bill would exempt from sales and use taxes for the purchases made by IOUs for ESA program related equipment, which in turn would free up funds to purchase more ESA equipment. SB 350 (De Leon) is referred as the 50-50-50 goal and it sets a new set of objectives in clean energy, clean air and pollution reduction for 2030 and beyond. The objectives consist of increasing from 33% to 50% the procurement of electricity from renewable sources; to reduce today's petroleum in cars and truck by 8% to 50% and double the efficiency of existing buildings. SB 32 (Pavley) would require the state board to approve a statewide greenhouse gas emissions limit that is equivalent to 80% below the 1990 level to be achieved by 2050. OGA continues to monitor low-income related bills and will report back at the next LIOB meeting.

### 7. Water Utilities' Current Issues – Rami Kahlon – Director, Division of Water and Audits Update/Informational/Standing Item

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Rami Kahlon, Director of Division of Water and Audits reported on 4 topics, the low-income programs, water conservation, utility cost mapping project and water action plan. Mr. Kahlon reported that all large class A water utilities offer low-income bill assistance programs and that over 256,000 customers participate in these programs. He also noted that the participation rates leveled off in 2014, with a significant increase in 2013 as a result of data exchange efforts between the energy and water utilities. Data exchange activity occurs twice annually in March and September. California is in its 4<sup>th</sup> year of

drought conditions and as previously reported, on January 17, 2014 Governor Brown declared a Drought State of Emergency calling for a 20% voluntary reduction in water use. In July 2014, the State Water Resources Control Board put implemented mandatory restrictions. Monthly mandatory reporting began in August, 2014 for larger water suppliers that serve over 3,000 customers. As of December 2014, there was a 22% reduction in water use compared to December 2013. This is the first time the 20% target was achieved and California has seen reductions in monthly water.

Mr. Kahlon also shared details regarding the utility cost mapping project; he explained that this project is being conducted by the CPUC's policy and planning division. The goal of this project is to get an average of electric/gas/water bill and broadband availability by zip code and determine the impact of utility bills on low-income households, identify the areas in need of rate relief, increase conservation outreach and promote efficiency measures. Lastly, Mr. Kahlon mentioned that the [Water Action Plan](#), adopted in 2005 and updated in 2010, was the last of the six objectives is to assist low income ratepayers, and within this project objective are four actionable action items, establish low income programs, increase penetration rates, work closely with the LIOB, and standardization of discounts across the utilities, which is still a work in progress.

The board asked how much education is being provided to educate the public about the severe drought.

Mr. Kahlon stated that there are a number of state agencies led by the Department of Water Resources have the "save our water campaign" that has been effect since last year. Also, a number of water agencies throughout the state, public and private are also promoting conservation measures and the conservation dollars that are allocated to the investor owned utilities has increased.

Mr. Kahlon's report can be view and downloaded at:

<http://www.liob.org/docs/ACF481.pdf>

8. Lifeline Telephone Program Update – Anna Jew, CPUC -Consumer Programs –Communications Division - Informational/Standing Item
  - a) Lifeline Proceeding Update (*Standing Item*)
  - b) Update on Lifeline Direct Application Project
  - c) Streamline Process for the Enhanced LifeLine Program

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Due to time constraints, this item was tabled to the May 28, 2015 meeting.

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#### ALL PARTY MEETING SECTION (2:00pm)

As noticed, Commissioner Sandoval convened the All Party Meeting in the CPUC Residential Rate Design Proceeding R.12-06-013. Commissioners Present: President Michael Picker, Commissioner Liane M. Randolph and Commissioner Mike Florio.

The video webcast archive can be viewed at:

[http://streaming.aanet.org/ramgen/cpuc/CPUC\\_APM021915-1.rm](http://streaming.aanet.org/ramgen/cpuc/CPUC_APM021915-1.rm)

[http://streaming.aanet.org/ramgen/cpuc/CPUC\\_APM021915-2.rm](http://streaming.aanet.org/ramgen/cpuc/CPUC_APM021915-2.rm)

Presentation of the Residential Rate Design can be viewed and downloaded at:

[http://www.liob.org/docs/Item%20%209.%20Residential%20Rate%20Design%20R1206013\\_RROIR\\_presentation\\_APM\\_2-19-15.pdf](http://www.liob.org/docs/Item%20%209.%20Residential%20Rate%20Design%20R1206013_RROIR_presentation_APM_2-19-15.pdf)

END OF ALL PARTY MEETING SECTION (4:45pm)



9. High Energy Audits – Remote Energy Audit Presentation  
Lisa Schmidt – HEA - *Informational Item*

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Ms. Schmidt representing High Energy Audits (HEA) presented a study and analysis on the impact of low income energy efficiency programs, which she stated can increase the effectiveness of low-income energy efficiency programs by an order of magnitude (10x) by using existing technology, reducing the cost of program delivery and by increasing the measured energy reductions. HEA has worked with various communities on the peninsula, Alameda County, and other counties in the central valley area to provide software to community energy efficiency programs with very successful results. HEA's software analyzes residential energy use in a quick, accurate and cost effective way. Ms. Schmidt added that this is particularly applicable to low-income communities and HEA offers a way to use technology to increase the impact of low-income programs, adding that reducing energy use should not require a big investment. HEA's software was designed to remotely and accurately analyze a home's energy use and estimate the savings based on implementing cost-effective recommendations and to accurately track how much is being saved. Ms. Schmidt reported that using this technology, the Silicon Valley Energy Watch in San Jose ran a program that targeted low-income seniors living in single apartments, the program showed an average reduction of 10.2% in kWh and 12.2% average reduction in therms. Ms. Schmidt commented that California invested \$6B in smart- meters; however, users are not seeing the benefits of this technology. Ms. Schmidt strongly encourages a pilot of smart meter diagnosis and testing this theory out on low-income households. It was clarified that customers do not need to have internet service to participate. The smart meter data are taken from the user's meter and analysis is based on techniques that have been used on over 3,700 homes. These data can be used by experts to assist customers in accurately estimating home energy use.

Board Member Wimbley stated that CSD is in the process of implementing a weatherization program to examine different ways of accessing the energy consumption and this technology sounds like a promising prospect.

The Board thanked Ms. Schmidt for her presentation. Ms. Schmidt's report can be viewed and downloaded at:

<http://www.liob.org/docs/Item%2010.%20%20High%20Energy%20Audits.pdf>

10. Highlights of Upcoming Activities for Low-Income Energy Programs – Energy Division Staff -  
*Standing Item*

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Ms. Syreeta Gibbs introduced Administrative Law Judge Anthony Colbert, the new assigned judge in the low income proceeding. Ms. Gibbs provided the preliminary proposed proceeding schedule, noting that the Small and Multi-Jurisdictional Utilities (SMJU's) filed their applications on February 2, 2015 and protests are due March 2, 2015. The SMJU's will follow a similar schedule as the larger utilities.

The highlights of the upcoming activities can be viewed and downloaded at:

<http://www.liob.org/docs/Item%2011.%20ED%20highlights%20for%20Feb%2019%20LIOB%20final.ppt>

11. Subcommittees Reports and Updates – Facilitated by Jose Hernandez, LIOB Chair - *Standing /Action/Discussion Item*

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a) Marketing & Outreach (Board Members Toledo, Gross, Watts & Pitcock)

The Marketing & Outreach subcommittee did not meet. There will be a presentation by Lifeline at the May 28, 2015 LIOB meeting.

b) ESAP and CARE Implementation (Board Members Castaneda, Pitcock, Wimbley, Watts and Lopez)

The ESAP and CARE Implementation Subcommittee met on February 4, 2015. Mr. Castaneda reported that the subcommittee reviewed the utility applications and the responses from stakeholders and participants. One of the issues raised was the assignment of activities to working groups. There was valuable input by EEC in terms of CPUC sanctioned working groups as opposed to LIOB. There was discussion about ESA post 2020. The notes for this subcommittee have been posted at:

<http://www.liob.org/docs/LIOB%20sub-committee%20notes%202%204%2015.doc>

c) Workforce Education and Training (Board Member Hernandez & Castaneda)

The Workforce Education and Training met on November 5, 2014. Mr. Castaneda reported that WE&T discussed wages and employment as well as existing career ladders. Some of the discussion focused on the integration of a successful contractor working group in ESA and the Energy Upgrade California. There was mention of ongoing deliberations regarding the Energy Efficiency portfolio and inclusion of ESA contractors, which Mr. Castaneda added, would be well received as it impacts employment opportunities and work force training and job placement programs.

d) Water Industry (Board Members Stephenson, Lopez and Castaneda)

Water Industry met on December 16, 2014 and February 4, 2015. Mr. Stephenson reported that the energy companies reported on their water energy nexus and water measures contained in their applications. The February meeting was based on the various water issues that we are facing throughout the state. There was also discussion about the number of low income participants and concerns about the penetration rates.

e) Emerging Issues/Climate Change (Board Member Toledo)

No report provided.

f) AB 327 Subcommittee (Board Members Hernandez, Lopez, Wimbley & Pitcock)

The AB 327 subcommittee did not meet.

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12. Discussion Items for the upcoming 2015 LIOB meetings

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Presentation from Lifeline providers

Broadband and the impact and gap that currently exist for low-income customers.

Wednesday, August 19, 2015 City of Santa Ana Council Chambers 22 Civic Center Plaza Santa Ana, CA 92701 10:00am – 4:00pm	Thursday, October 29th, 2015 Seaside City Hall Council Chambers 440 Harcourt Ave, Seaside, CA 93955 10:am – 4:00pm
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Meeting Adjourned at 5:15pm

# *Water Utilities' Current Issues*

*Fran Spivy-Weber, Vice-Chair, State Water Resources  
Control Board*

*Rami Kahlon, Director, Division of Water and Audits*

*Legislative Update*  
*CPUC - Office of Governmental*  
*Affairs*

## *Utilities' Reports-Utility Representative*

- a) Current Penetration Rates for CARE & ESAP and % Budget Spent*
- b) 2015 Cool Center Readiness – (Electric IOU's)*
  - Approximate number of centers in service territory*
  - Plans to promote cooling center awareness*
- c) Upcoming CARE Rate Impacts - due to recent PD in Rates Proceeding & AB 327 mandates*



# CARE Participation

CARE Enrollment, Penetration and Expenditures by Utility, as of Mar. 31, 2015<sup>1</sup>

Utility	Customers Enrolled	Estimated Eligible Customers	Penetration Rate	Program Costs	% of Budget	Discounts
Pacific Gas & Electric	1,424,634	1,635,673	87%	\$2,495,111	16%	\$138,754,316
Southern California Edison	1,293,148	1,499,342	86%	\$1,058,168	15%	\$77,878,052
Southern California Gas	1,556,961	1,894,881	82%	\$1,693,033	10%	\$34,481,524
San Diego Gas & Electric	272,510	370,088	74%	\$1,582,170	29%	\$19,430,630

CARE totals are from IOU Monthly Reports for March 2015 (submitted April 21, 2015).


# ESA Program

Number of Homes Treated by Utility, as of March 31, 2015<sup>1</sup>

Utility	Homes Treated	2015 Goal <sup>2</sup>	% of Goal	2015 YTD Expenditures <sup>2</sup>	% of Budget
Pacific Gas & Electric	24,958	119,940	21%	\$30,769,970	19%
Southern California Edison	9,706	87,389	11%	\$9,243,161	13%
Southern California Gas	11,025	136,836	8%	\$17,334,553	13%
San Diego Gas & Electric	3,009	20,316	15%	\$4,485,936	19%

<sup>1</sup> Homes Treated totals are from IOU Monthly Reports for March 2015 (submitted April 21, 2015).

<sup>2</sup> 2015 is a bridge year, as authorized in D.14-08-030. Goals and budgets are based on authorized 2014 goals and budgets.

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# ***2015 IOU Cool Center & Cool Zone Program Overview***


*Presentation to Low Income Oversight Board (LIOB)*

*May 28, 2015*

## ***Program Background***

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- Cool Centers provide a safe, cool place for customers in extreme climate areas where few public facilities are available to offer relief from the summer heat
- D.12-08-044 reinstated D.05-04-052 Ordering Paragraph 8, disallowing numerous Cool Center budget categories: "budgets shall not include costs for rent; utilities; insurance; janitorial services; other overhead costs; transportation (bus passes, vehicle rental, fuel costs); staffing at Cool Centers; or snacks and beverages."
  - D.12-08-044 noted PG&E and SDG&E leveraged partnerships with local government entities, specifically financial support is provided to city and county agencies to fund cooling centers, while SCE worked primarily with community based organizations and faith based organizations
  - 2015 Program will be consistent across all 3 IOUs with each leveraging local government entities

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# ***Southern California Edison***

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## ***Cool Center Program***



# ***SCE Cool Center Program Overview***

- SCE will partner with the local government administrators of county cool centers in lieu of contracting with individual centers as SCE has done in past years
- 200+ locations\* across Los Angeles, San Bernardino, Riverside, Tulare, and Kern counties, largely:
  - Libraries
  - Senior Centers
  - Community Centers
  - Recreation & Visitors Centers
- List of Cool Centers available by:
  - Calling SCE Customer Contact Center and visiting [www.sce.com/coolcenter](http://www.sce.com/coolcenter)
  - Calling 211 or visiting county 211 websites



\*Local governments are still finalizing the cool center locations for the summer. The trigger temperature to open a cool center is determined by the local government/administrator for each cool center.

# SCE Cool Center Program Awareness

- SCE will include Cool Center Program messaging in Summer Readiness marketing, including
  - Press release
  - Customer Contact Center representative training
  - Social media
  - Bill onsert
- SCE plans to provide program (i.e. CARE, ESA, Medical Baseline) materials and personal fans to county administrators to distribute
  - SCE also plans to support the counties by providing Cool Center flyers and posters to display at cool center locations

Home > Outage Center > Planning and Safety > Cool Centers & Cooling Stations

## Cool Centers & Cooling Stations

Email Print Tweet



Some people may experience high heat-related distress ranging from intense discomfort to a health hazard. For those with medical conditions, including acute sensitivity to extreme temperatures, or those who just want to escape the heat during hot summer months, relief is available at your local Cool Center or Cooling Station.

### Cool Centers




### Stay Cool and Save

During the summer months, Southern California Edison's Cool Center Program provides safe, air-conditioned facilities where you can relax from the heat and avoid running your own cooling devices at home.

In addition to helping you save on your home's electric bill, Cool Centers offer other great benefits as well:

- Help minimize the harmful impact to the environment by using less energy
- Reduce health hazards by avoiding extremely hot and uncomfortable temperatures
- Learn more about energy efficiency tips, programs and services that can help you keep more "green" in your wallet

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# ***Pacific Gas and Electric***

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## ***Cool Center Program***



# Overview



- PG&E provides financial and informational support to 9 local government organizations, operating approximately 55 cool centers in 2015\*
  - Cool Centers consist of: libraries, senior centers, community centers, recreation centers, pools.
  - Cool Center partners are City of Sanger, City of Fresno PARCS, City of Fowler, Kern County, City of Arvin, Merced County OES, City of Madera, City of San Jose, Contra Costa County Area Agency on Aging
- Cool centers are generally open from late-May through mid-October, on days when temperatures forecasted by the National Weather Service (NWS) exceed triggered temperatures for an area(s)\*\*.



*Cool Center Grant presentation to City of Fresno PARCS in 2014*


\*Local governments are still finalizing the cooling center locations for the summer.

\*\* The trigger temperature to open a cool center is determined by the local government/administrator for each cool center

# Outreach and Awareness



- PG&E conducts the following marketing and outreach efforts to promote the cool center program and inform customers regarding the availability and locations of the cool centers:
  - Bill Insert in May
  - Cooling Center brochure and Breathe Easy Solutions brochure
  - PG&E's Cool Center toll-free line at 1-877-474-3266
  - PG&E's Cool Center website [www.pge.com/coolingcenter](http://www.pge.com/coolingcenter)
  - Other outreach: local governments promote and inform customers about the availability of their cool centers via fliers, posters, and local media outlets such as TV, radio and/or local newspaper during the cool center season
- PG&E will hold outreach events at cool centers to promote CARE, ESA and other assistance programs

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# ***San Diego Gas and Electric***

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## ***Cool Zone Program***



# Cool Zone Program Overview

- Partnership with County of San Diego's department of Aging & Independence Services (AIS) for 13 years
- County Champion: Supervisor Diane Jacobs
- 115+ participating locations, largely:
  - Libraries
  - Senior Centers
  - Community Centers
  - Recreation & Visitors Centers
- County's involvement includes:
  - Fielding calls, directing to Cool Zones
  - Distributing portable fans & program materials
  - Messaging at County outreach events
  - Hosting community kick-off event in June



Cool Zones

San Diego County Supervisor Diane Jacob serves as program ambassador and champion.

# Cool Zone Program Awareness



- Cool Zones Leadership Training with SDG&E: June 1
- County Kick-off Event for the community: June 15 @ local senior center
- SDG&E efforts – education & materials:
  - Customer Assistance materials to Cool Zones
  - Posters & decals for locations to display
  - SDG&E messaging on website
  - Cool Zone website on SDG&E.com
- SDG&E efforts – outreach & engagement:
  - Enrollment day events at Cool Zone locations
  - You Tube video with County
  - Energy Solutions Partner Network messaging: e-blasts, social media postings



## *Energy Division Reports and Updates*

- a) Highlights of Upcoming Activities for Low-Income  
Energy Programs*
- b) Update on the Low Income Needs Assessment*



# ***Energy Division Highlights of Recent & Upcoming Activities for Low Income Programs***

**LIOB MEETING  
MAY 28, 2015  
SACRAMENTO, CALIFORNIA**





## Consolidated Application Proceeding Schedule

2015- 2017 Budget Applications Filed	November 18, 2014
Protests to Applications	January 12, 2015
Reply to Protests / Responses	January 22, 2015
Prehearing Conference	February 20, 2015
Prehearing Conference Statements	March 2, 2015
Scoping Memo Issued	April 10, 2015
Intervener Testimony and Deadline to File a Motion to Request Evidentiary Hearings*	April 27, 2015
Low Income Needs Assessment Public Workshop	<b>May 13, 2015</b>
Rebuttal Testimony	May 22, 2015
Joint Utilities Public Meeting for CARE and ESA Programs	June 11, 2015
Evidentiary Hearings/Workshops	June 17-19, 2015
Discovery cut-off	June 22, 2015
Opening Briefs	July 6, 2015
Reply Briefs	August 4, 2015
Commission Issues Proposed Decision	September 21, 2015
Comments on Proposed Decision	October 12, 2015
Replies to Comments on Proposed Decision	October 19, 2015
Final Decision	November 2015





# *Lifeline Telephone Program Update*

## *Anna Jew—Consumer Programs*

- a) Lifeline Proceeding Update*
- b) Update on Lifeline Direct Application Project*
- c) Report on the Lifeline Carriers on the Marketing & Outreach Efforts*

# California LifeLine Program Update

Presented by Communications Division



Low-Income Oversight Board

May 28, 2015

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# Participation Stats

## ■ Current California LifeLine Wireless Providers:

1. Telscape Communications, Inc.
2. Budget PrePay, Inc.
3. Assurance Wireless
4. Boomerang Wireless, LLC
5. Nexus Communications
6. TAG Mobile, LLC
7. i-wireless, LLC
8. Air Voice Wireless, LLC
9. Total Call Mobile, Inc.
10. Telrite Corporation

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## Participation Stats cont.

- **Recently approved federal Lifeline wireless providers:**

1. Sage Telecom

## Participation Stats cont.

### ■ Pending Wireless Providers (as of May 13, 2015)

California LifeLine	federal Lifeline
1. TracFone Wireless, Inc.	1. TracFone Wireless, Inc.
2. Blue Jay Wireless, LLC	2. Blue Jay Wireless, LLC
3. Curatel, LLC	3. Curatel, LLC
4. TC Telephone, LLC	4. American Broadband
5. American Broadband	
6. SelecTel, Inc.	
7. Mobile Net POSA, Inc.	
8. AmeriMex Communications Corp.	
9. Global Connections, Inc. of America	
10. Excess Telecom, Inc.	

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# Total Participants

## (End of April 2015)

- California LifeLine and/or federal Lifeline Participants = 1,919,560
  - California LifeLine Wireless Participants = 1,151,166
    - Telscape 261,423 Participants
    - Budget 379,980 Participants
    - Assurance 276,380 Participants
    - Boomerang 62,640 Participants
    - Nexus 16,777 Participants
    - Tag Mobile 48,416 Participants
    - i-Wireless 103,659 Participants
    - Total Call Mobile 980 Participants
    - Telrite 911 Participants
  - California LifeLine Wireline Participants = 762,442

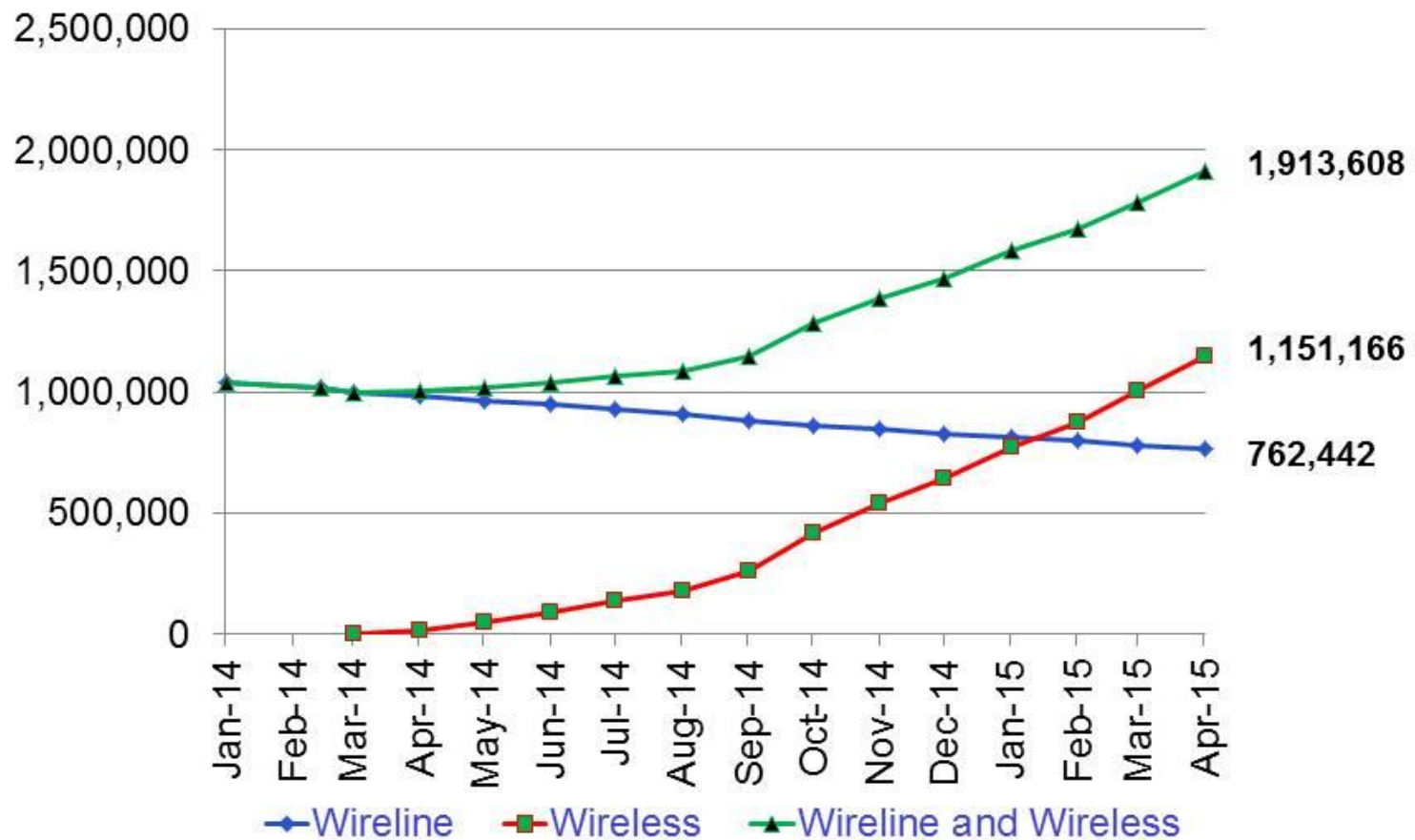
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# Total Participants cont.

(End of April 2015)

- Federal-only Lifeline Wireless Participants = 5,952
  - Cricket 3,239 Participants
  - Nexus 1,130 Participants
  - Telscape 12 Participants
  - Virgin Mobile 1,571 Participants

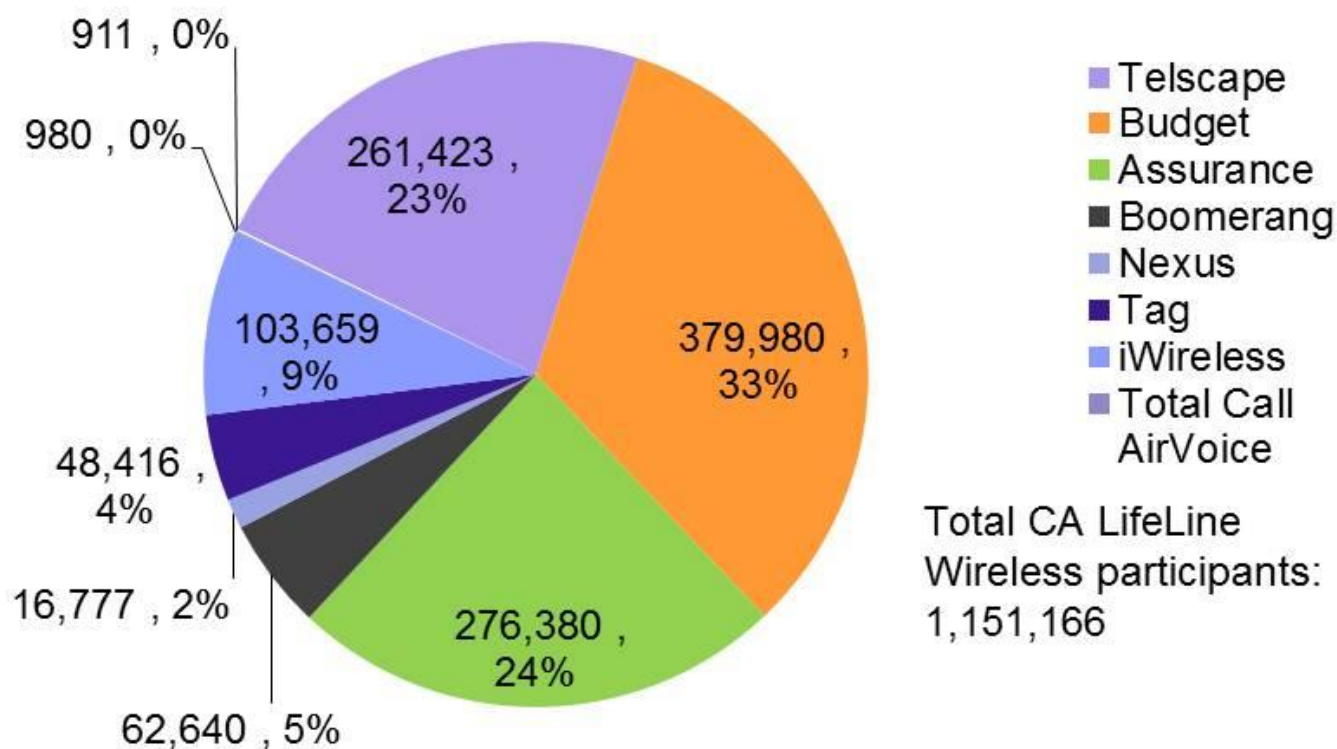
# CA LifeLine Participants





# CA LifeLine Wireless Participants

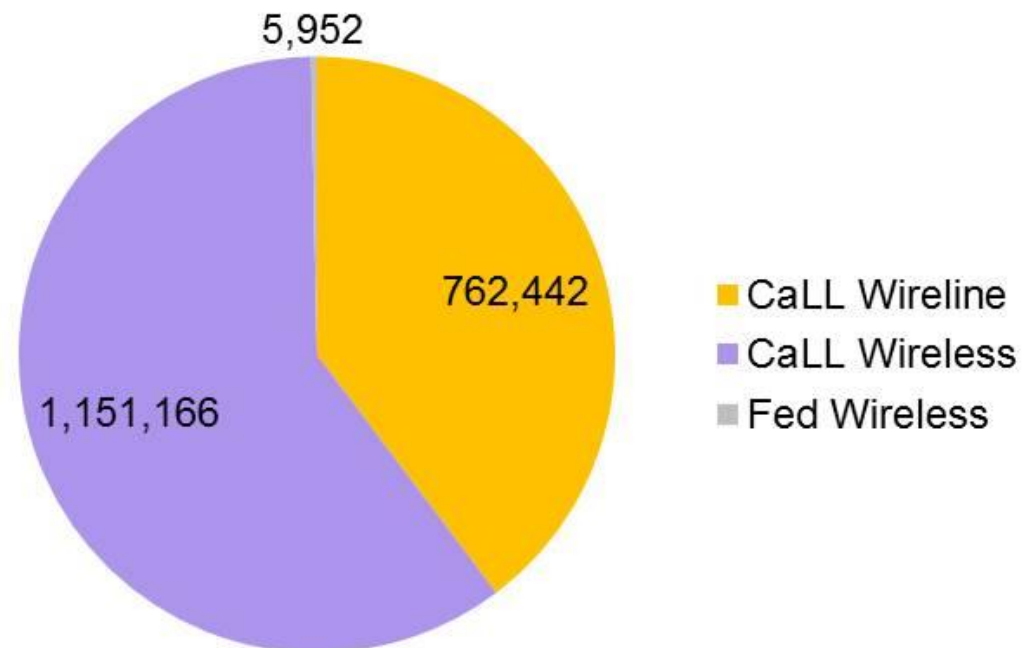
(end of April 2015)



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## CA LifeLine & Fed Lifeline Participants

(end of April 2015)



## CA LifeLine Participation Rate

(end of April 2015)

CA LifeLine	Approved Participants	Estimated Eligible Participants*	Participation Rate
Wireline	762,442	3,059,176	25%
Wireless	1,157,118	3,059,176	38%
Wireline + Wireless	1,913,608	3,059,176	63%

\* At or below 150% Federal Poverty Level, DOF provided based on the Census Data.

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# Contact Information

- Anna Jew – California LifeLine Implementation
  - AML@cpuc.ca.gov; (415) 703-3087
- Consumer Affairs Branch
  - [http://www.cpuc.ca.gov/puc/cec/e\\_complaint/](http://www.cpuc.ca.gov/puc/cec/e_complaint/); (800) 649-7570
- CA LifeLine Administrator
  - <https://www.californialifeline.com/en>
  - (866) 272-0349 – English (866) 272-0354 – Korean
  - (866) 272-0350 – Spanish (866) 272-0355 – Vietnamese
  - (866) 272-0351 – Lao/Hmong (866) 272-0356 – Chinese
  - (866) 272-0352 – Khmer (866) 296-0860 – Japanese
  - (866) 272-0353 – Tagalog

## *Subcommittee Reports and Updates*

- a) Marketing & Outreach (Board Members Toledo, Pitcock, Gross and Watts)*
- b) ESAP Implementation (Board Members Wimbley, Watts, Lopez and Castaneda)*
- c) Workforce Education and Training (Board Members Pitcock, Hernandez and Castaneda)*
- d) Water Industry (Board Members Stephenson, Lopez and Castaneda)*
- e) Emerging Issues/Climate Change (Board Members Toledo and Pitcock)*
- f) AB 327 (Board Members Hernandez, Lopez, Wimbley and Pitcock)*

## *Agenda Items for Future Meetings*