LOW INCOME OVERSIGHT BOARD MEETING

California Public Utilities Commission
Auditorium
505 Van Ness Ave.
San Francisco, CA 94102

Wednesday, February 26, 2014

Low Income Oversight Board (LIOB)

February 26, 2014

California Public Utilities Commission - Auditorium
505 Van Ness Ave.
San Francisco, CA
10am – 4:00pm
www.liob.org

Call - In Number 1-866-687-1443 Passcode 1049466#

[10:00 a.m. – 10:15 a.m.]	1.	Welcome and Introductions— Jose Hernandez, LIOB Chair and Commissioner Catherine J.K. Sandoval (15 minutes) *Standing Item*
[10:15 a.m. – 10:20 a.m.]	2.	Announcement of the appointments to the LIOB Commissioner Catherine J.K. Sandoval (5 minutes) *Informational Item*
[10:20 a.m. – 10:35 a.m.]	3.	Public Comments— Facilitated by Jose Hernandez, LIOB Chair (15 minutes) *Informational/Standing item*
[10:35 a.m. – 10:40 a.m.]	4.	Approval of the November 6, 2013 LIOB Meeting Minutes, Facilitated by Jose Hernandez, LIOB Chair (5 minutes) *Action Item*
[10:40 a.m. – 11:00 a.m.]	5.	Lifeline Telephone Program Update – Benjamin Schein, CPUC - Consumer Programs –Communications Division - (20 minutes) *Informational/Standing Item* a) Lifeline Proceeding Update *(Standing Item)* b) Update on Lifeline Direct Application Project
[11:00 a.m. – 11:30 p.m.]	6.	Residential Rate Design - Order Instituting Ruling (OIR) Gabe Petlin - Energy Division (30 minutes) *Informational Item* a) AB 327
[11:30 a.m. –12:00 p.m.]	7.	Legislative Update – Nick Zanjani - CPUC- Office of Governmental Affairs – (30 minutes) Informational/Standing Item
		Lunch 12:00pm – 1:00pm
[1:00 p.m. – 1:20 p.m.]	8.	Highlights of Upcoming Activities for Low-Income Energy Programs – Energy Division Staff (20 minutes) *Standing Item*
[1:20 p.m. – 2:00 p.m.]	9.	Utilities' Reports— Utility Representative (40 minutes) *Standing /Action/Discussion Item* 1. Contractor's Practices and Procedures a) Lead and Asbestos Safety Practices b) Public Safety Practices Prior LIOB meeting follow up items 2. Update on IOU's Studies Reports a) Multi-Family Segment Study – PG&E b) Needs Assessment Study – SCE 3. Current Penetration Rates for CARE & ESAP

Low Income Oversight Board (LIOB)

February 26, 2014

California Public Utilities Commission - Auditorium
505 Van Ness Ave.
San Francisco, CA
10am – 4:00pm

[2:00 p.m. –2:30 p.m.]	10.	Subcommittees Reports and Updates – Facilitated by Jose Hernandez, LIOB Chair (30 minutes) *Update/Standing Item* a) Marketing & Outreach (Board Members Toledo, Kim, Gross and Watts) b) ESAP and CARE Implementation (Board Members Wimbley, Watts & Hobson) c) Workforce Education and Training (Board Members Kim, Hernandez & Hobson) d) Water Industry (Board Members Stephenson, Lopez & Hobson) e) Emerging Issues/Climate Change (Board Members Toledo & Kim)
[2:30 p.m. – 3:00 p.m.]	11.	Water Utilities' Current Issues – Rami Kahlon, Director, Division of Water and Audits (30 minutes) *Update/Informational/Standing Item*
[3:00 p.m. – 3:15 p.m.]	12.	Discussion Items for the May 22, 2014 LIOB meeting (15 minutes) *Standing Item*
[3:15 p.m. – 3:30 p.m.]	13.	Future Events/Meeting Dates – *Standing Item (15 minutes)* Thursday, May 22, 2014 LA City Hall - John Ferraro Council Chamber, Room 340 - 200 N. Spring St., Los Angeles, CA 90012 Wednesday, August 20, 2014 Sacramento New City Hall Council Chambers 915 I Street-First Floor Sacramento, CA November - TBD
		Meeting Adjourned

This is a public meeting. Those persons wishing to attend the meeting and who may require special accommodations pursuant to the provisions of the Americans with Disabilities Act are requested to contact Zaida Amaya at (916) 928-4702 or by 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. Teleconference Information: Call - In Number 1-866-687-1443 Passcode 1049466#

This meeting notice is being sent to all parties on the service lists of Applications A.08-05-022 et al, A.11-05-017, A.11-05-018, A.11-05-019, A.11-05-020 and A. 11-06-016 as well as the utilities, contractors and agency contacts. 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.08-05-022 et al, A.11-05-017, A.11-05-018, A.11-05-019, A.11-05-020 and A.11-06-016

Welcome and Introductions

LIOB MEMBERS

Jose Atilio Hernandez
LIOB Chair
IDEATE California
1901 Landis Street
Burbank, CA 91504
(818) 455-1942
jhernandez@ideatecal.com

Patricia Watts
LIOB Vice-Chair
President/CEO
FCI Management Consultants
3850 E Gilman St
Long Beach, CA 90815
(562) 719-9300
patwatts@fcimgt.com

Catherine J.K. Sandoval
Commissioner
California Public Utilities Commission
505 Van Ness Avenue, Room 5213
San Francisco, CA 94102
(415) 703-3700
CatherineJ.K.Sandoval@cpuc.ca.gov

Ortensia Lopez
Executive Director
El Concilio of San Mateo County
1419 Burlingame Ave. Suite N
Burlingame, CA 94010
(650) 373-1087
Fax (650) 373-1090
or10sia@aol.com

Jason Wimbley
Department of Community Services and Development
2389 Gateway Oaks Drive
Sacramento, CA 95833
(916) 576-7129
jwimbley@csd.ca.gov

Dave Stephenson
American Water Works Service Company
Rate Regulation Manager – Western Region
4701 Beloit Drive
Sacramento, CA 95838
(916) 568-4222
Fax (916) 568-4260
dstephenson@amwater.com

Janine L. Scancarelli
Crowell & Moring LLP
275 Battery Street, 23rd Floor
San Francisco, CA 94111
(415) 986-2800
Fax (4150 986-2827
jscancarelli@crowell.com

Larry Gross
Executive Director
COALITION for ECONOMIC SURVIVAL
514 Shatto Place, Suite 270
Los Angeles, CA 90020
(213) 252-4411 ext. 201
Fax: (213) 252-4422
contactces@earthlink.net

Jason A. Hobson
HOBSON BERNARDINO + DAVIS LLP
Los Angeles - San Francisco - Washington, D.C.
725 S. Figueroa Street, Suite 3230
Los Angeles, California 90017
(213) 235-9191
(310) 948-9977
jhobson@hbdlegal.com

Charlie Toledo
Director, Suscol Intertribal Council
P.O. Box 5386
Napa, CA 94581
(707) 256-3561
suscol@suscol.net

Alex Kim
Director of Energy Efficiency
Southern California Edison Company
2244 Walnut Grove Avenue
Rosemead, CA 91770
(626) 633-3133
fax (626) 633-3191
AKim@semprautilities.com

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

Public Comments

Approval of the November 6, 2013 Meeting Minutes

Low Income Oversight Board (LIOB)

November 6, 2013
San Diego County Operations Center Conference Ctr. Hearing Room
5520 Overland Ave.
San Diego, CA 92123
10am - 3pm
www.liob.org
Call - In Number 1-877-930 0524 - Passcode 3494395#
Draft Meeting Minutes

LIOB Board Members Present:
Chairman Jose Atilio Hernandez, Vice-Chairwoman Patricia Watts, Commissioner Catherine J.K. Sandoval, Jason Wimbley, Ortensia Lopez, Dave Stephenson, Janine Scancarelli, , Alex Kim and Larry Gross (quorum present)

LIOB Members Absent: Charlie Toledo and Jason A. Hobson

California Public Utilities Commission (CPUC) Staff Present:
Syreeta Gibbs and Zaida Amaya

Public Present:
Steve Hruby, Richard Villasenor, Lydia Flores, Mark Aguirre, Emma Ponco, Robert Castañeda, Mary O'Drain, Frances Thompson, Nickole Prodouz, Dave Canny, Paul Giles, David Ortiz, Dave Clark, Jackie Carreon, Michael Grimaud, Sandra Williams, Yvette Vasquez, Kiandra Andrews, Brenda Gettig, Pamela Wu, Arleen Novotney, Allen Fernandez Smith and Anna Solorio

Participants Via Conference:
Benjamin Schein, Joy Yamagata, Patti Landry, Carol Edwards & Hugh Yao

Meeting called to order by Chairman Hernandez at 10:10am.

Item 1. Welcome and Introductions— Jose Hernandez, LIOB Chair and Commissioner Catherine J.K. Sandoval (10 minutes) ***Standing Item***

Chairman Hernandez and Commissioner Sandoval welcomed everyone to the final LIOB meeting of 2013. Chairman Hernandez thanked staff, the utilities, contractors and stakeholders for their work during 2013 and indicated that, there is still more work to be done but the board looks forward to a very successful 2014.

Commissioner Sandoval thanked the San Diego Operations Center staff for their hospitality. She stated that meeting throughout California offers the LIOB the opportunity to meet constituents and hear about their work, concerns, issues and successes.

Item 2. Public comments— Facilitated by Jose Hernandez, LIOB Chair (15 minutes) ***Informational/Standing item***

Ms. Jackie Carreon from the National Asian American Coalition (NAAC) informed the board that there are approximately three million low income constituents that are left out of CARE and other energy conservation programs in San Diego. The reason for this is because California is using an outdated and inaccurate poverty index. NAAC has written to the Legislator to request new legislation that will help

expand the number of persons eligible for CARE and other programs. NAAC urges the use of the index developed by the University of Washington that takes into account differences across the country and the cost of housing. As a recipient of the CARE program herself, Ms. Carreon knows the importance of these programs. Ms. Faith Bautista, the CEO of NAAC requests the support of the LIOB and looks forward to working with the Board, the utilities, the Commission and particularly with Commissioner Sandoval on a definition of poverty that works for all Californian's.

The Board thanked Ms. Carreon for her comments. Commissioner Sandoval encouraged Ms. Carreon to file NAAC's comments with the Commission in order to incorporate them into the record.

Mr. Robert Castañeda from Proteus, Inc. commented on the Energy Education Study, noting that there is room for improvement, although the report shows progress. Proteus encourages uniformity and statewide standardization for energy education, and encourages a close working relationship with community based organizations in order to reach all cultures in different languages and informing communities of the programs and benefits of energy efficiency.

Commissioner Sandoval stated that she had an opportunity to visit Proteus in Visalia and was extremely impressed by their effectiveness and commitment to the community. She encouraged fellow board members and anyone interested to also visit the facility.

Chairman Hernandez added that this is an item the Workforce Education and Training subcommittee will be focusing on.

Item 3. Approval of the August 21, 2013 LIOB Meeting Minutes, Facilitated by Jose Hernandez, LIOB Chair (5 minutes) ***Action Item***

A motion was made to approve the August 21, 2013 LIOB minutes with a minor correction on pg. 5 as noted by Commissioner Sandoval. The motion moved by Board Member Lopez and seconded by Board Member Gross (Motion passed unanimously).

Item 4. Highlights of Upcoming Activities for Low-Income Energy Programs – Energy Division Staff (15 minutes) ***Standing Item***

Ms. Gibbs provided an update on the highlights and upcoming activities for low-income energy programs. Ms. Gibbs' report can be viewed and downloaded at:

http://www.liob.org/docs/Item%204.%20ED%20highlights%20for%20November%202013%20LIOB_.ppt

Item 5. Utilities' Reports— Utility Representative (30 minutes) ***Standing /Action/Discussion Item***

a) **Update on IOU's Studies Reports**
   i. **Multi-family Segment Study – PG&E**
   ii. **Impact Evaluation – SDG&E**
   iii. **Energy Education Study - SCE**
   iv. **Needs Assessment Study – SCE**

Mary O'Drain of PG&E informed the Board that the ESA Program Energy Education Study and the ESA PY2011 Impact Evaluation have been completed. The Multi-Family Study and the Low-Income Needs Assessment study are currently in draft phase. Copies of the completed studies and draft studies can be accessed thru www.energydataweb.com

Carol Edwards of SCE provided an overview of the Energy Education Study. The energy education study found customers react and understand the content better during an interactive walk-thru of their home and confirmed that there is no formal energy education during the CARE enrollment process.

Member Wimbley asked if the study looked at the opportunities for education that can be delivered on the CARE side that can either complement or reinforce the current training. Ms. O'Drain explained that they didn't formally look at CARE during this process; however, she agreed that there are opportunities for education and PG&E has been looking for other ways to reach out and educate customers, but that the study looked specifically at the energy education as a component of ESA.

Vice Chairwoman Watts commented that if a home does not qualify under the 3 measure rule, there is no incentive for the contractor to continue with the customer education and that this may be a disservice to those customers who are interested in energy education. Ms. Edwards confirmed that under the 3 measure minimum rule, the contractor is not compensated and cannot perform the energy education.

Brenda Gettig of SDG&E provided an overview of the ESA Impact Evaluation Study. The study looked backed in time to measure the savings that resulted from the ESA program treatments during the program year 2011; the study was completed in August 2013. The purpose of the study was to produce savings estimates for electricity and gas for the measures that were installed in the program. SDG&E hired Evergreen Economics to conduct the study. A fixed effects billing regression model was used to develop energy savings estimates (both KWh and therms) at the measure level for each IOU. The billing regression model relied on weather data and monthly energy consumption data for both gas and electricity. All of this information was supplied by the IOUs. A phone survey was conducted on a sample of 600 participants that exhibited an increase in electricity usage directly after program participation. The goal of this survey was to collect information on customer behavior that would help understand why energy use was increasing. The study showed that despite the new measures and energy education received through the program, a significant number of households were found to be consuming more energy after participation. The phone survey did not provide any additional information as to what might be causing this increase in energy use and in many instances the customer was not aware that their consumption had increased.

Commissioner Sandoval asked if this study conducted bill analysis to see if the bills remained steady or if it decreased because of the CARE discount.

Ms. Gettig stated that this was not part of the Impact Evaluation Study; as it was looking only at consumption and not bills.

The utilities study report presentation can be viewed and downloaded at:
http://www.liob.org/docs/Item%205a.%20IOU%20ESA%20Studies%20Update%202013-Nov-06%20LIOB%20Final.ppt

b) Current Penetration Rates for CARE & ESAP

The penetration rates thru September 30, 2013 for CARE & ESAP can be viewed and downloaded at:

http://www.liob.org/docs/5b.%20IOU%20CARE%20Participation%202013-Nov-06%20LIOB.ppt

http://www.liob.org/docs/ACF2EB.ppt

The Board asked what source of information the utilities use to estimate the target populations for the eligible CARE participants in their area.

The utilities use the Census data and the threshold is 200% of Federal Poverty Guidelines as directed by the PU Code. Mr. Fasana clarified that the 30% relates to the discount and not the eligibility, the eligibility is still tied to the Federal poverty guidelines level.

Board Member Gross requested that the utilities provide a report on of the contractor's practices and procedures in terms of the ESA installation measures, including how their contractors are adequately trained and use lead safety work practices as well as ensuring public safety when treating households.

Item 6. Subcommittees Reports and Updates – Facilitated by Jose Hernandez, LIOB Chair (40 minutes)
Update/Standing Item

a) **Marketing & Outreach (Board Members Toledo, Kim, Gross and Watts)**
b) **ESAP and CARE Implementation (Board Members Wimbley, Watts & Hobson)**
c) **Workforce Education and Training (Board Members Kim, Hernandez & Hobson)**
d) **Water Industry (Board Members Stephenson, Lopez & Hobson)**
e) **Emerging Issues/Climate Change (Board Members Toledo & Kim)**

None of the subcommittees met during this period. Chairman Hernandez encouraged the sub-committees to be proactive in the coming year and engage in more dialogue about these important issues and to revisit the goals and purpose of the each committee.

Board Member Wimbley took this opportunity to provide an update on the activity of the four pilots that were identified and the meetings that have been held between the Governor's office, CSD, CPUC staff and the IOU's. **Solar Water Heater** – the goal is to install 1,000 Solar Water Heaters for low-income, single-family households. The utilities are issuing outreach mailers to potential clients, within their gas service territories and customers who have been former ESA participants, and reside in the targeted zone. **IOU/CSD Bulk Purchase Cooperative** - through this process SCE is able to purchase appliances at a reasonable cost. This cooperative explores the opportunity for CSD Local Service Providers (LSPs) to obtain the same pricing and appliance options available to IOU's through existing IOU purchase orders. This pilot does not look promising at this time and is being considered for elimination. **Geographic Coordination- Targeting High Energy Users/Underserved Populations** – This pilot is specific to PG&E and the geographic areas of Butte County and Fresno Counties. This pilot looks to facilitate successful cross sharing and leveraging of ESA weatherization offerings with the federal weatherization offerings to customers. This pilot is underway. **Data Sharing Pilot** – SCE and SCG offer comparable services to similar households in overlapping areas. As a result of this overlap resources are sometimes directed by both programs to the same client or customer. This pilot looks very promising and it might be something that can be further explored to replicate in all areas of the state.

The Board discussed the commitment it has to meet in different locations around the State and to hear from a range of customers and communities. Sometimes it is difficult to predict the technical challenges the Board might encounter at the different meeting locations, therefore, the Board strongly requested that all presenters be physically present during their presentation, this will give the Board and those present the opportunity to have a quality and productive discussion about the subject matter. The Board will make exceptions under very special circumstances.

Item 7. Legislative Update - Lynn Sadler, CPUC- Office of Governmental Affairs – (30 minutes)
Informational/Standing Item

a) **Update on AB 1407**
b) **Update on AB 327**

Ms. Lynn Sadler from the office of Governmental Affairs presented an update on the current low-income related bills

AB 217 – Bradford- This bill would, upon the expenditure or reservation of those funds reserved for low-income residential housing, authorize the surcharge collected by the electrical corporations for the CSI to continue to provide funding for the administration of the SASH and MASH programs. The bill would extend the operation to December 31, 2021.
http://www.leginfo.ca.gov/pub/13-14/bill/asm/ab_0201-0250/ab_217_bill_20131007_chaptered.htm

SB 129 – Wright – This bill would extend the sunset provision for collection of the Deaf and Disabled Telecommunications Program (DDTP) surcharge from January 1, 2014 to January 1, 2022.
Extension of the sunsets will ensure that people who are challenged using a standard telephone because of difficulty seeing, hearing, speaking, moving or remembering continue to receive health and safety impacting services connecting them by telephone to emergency, medical , business and other entities. This is a very important issue for the disabled community, elderly community and low income community in general.
http://www.leginfo.ca.gov/pub/13-14/bill/sen/sb_0101-0150/sb_129_bill_20130923_chaptered.htm

SB 740 – Padilla – This bill expands eligibility for California Advance Service Fund (CASF) to help roll out broadband to more areas that are not served or underserved throughout the State of California, this is very important for rural communities and low income communities, that don't have adequate broadband access. The bill would also extend an additional $90 million dollars' worth of funds to be used towards this purpose. This bill was doubled joint with AB 1299 by Senator Bradford which would establish the Broadband Public Housing Account within the CASF and would authorize the Commission to transfer $20,000,000 from the Broadband Infrastructure Grant Account and $5,000,000 from the Broadband Revolving Loan Account to the Broadband Public Housing Account if the Commission is otherwise authorized to collect funds for purposes of the CASF in excess of the $225,000,000 the Commission is authorized to collect through December 31, 2015, under existing law.
http://www.leginfo.ca.gov/pub/13-14/bill/sen/sb_0701-0750/sb_740_bill_20131003_chaptered.htm
http://www.leginfo.ca.gov/pub/13-14/bill/asm/ab_1251-1300/ab_1299_bill_20131003_chaptered.pdf

AB 300 – Perea - This bill would enact the Prepaid Mobile Telephony Service Surcharge Collection Act (act). The bill would establish a prepaid MTS surcharge, as defined, based upon a percentage of the sales price of each retail transaction that occurs in this state for prepaid mobile telephony services, as defined. The prepaid MTS surcharge would include the emergency telephone users' surcharge, as defined, and PUC surcharges, as defined. The bill would require a seller, as defined, to collect the prepaid MTS surcharge, as provided, from a prepaid consumer, as defined, and remit the amounts collected to the State Board of Equalization pursuant to the Fee Collection Procedures Law.
This Bill has been vetoed by the Governor.

Commissioner Sandoval commented that the Board of Equalization estimated that the new system that they would have to create to do the monitoring would have been costly. This bill had a huge net fiscal implication, which is part of the reason it was vetoed by the Governor.

DRAFT

AB 1407 – Bradford – This bill would permit wireless and other non-traditional voice service providers to voluntarily offer state Lifeline service, if they offer "voice telephony service" as defined by the FCC and collect lifeline surcharges. It would revise the state LifeLine program requirements to be more in line with the FCC Lifeline program, essentially repealing the requirement that LifeLine providers offer "lifeline basic service" as defined by the CPUC, and replacing it with a requirement that the providers offer "voice telephony service" as defined by the FCC, which would repeal the CPUC's authority to set a lifeline rate and instead it would codify the LifeLine discount at $11.85, which a lifeline customer could apply toward any voice service offered by a lifeline provider. It would also codify the connection charge at $10.00 (with the CPUC given the ability to increase both the discount and the connection charge based on increases in CPI-U). AB 1407 would have major impacts on the elements of the California lifeline service, such as ability to receive free unlimited incoming calls, free unlimited access to n11 numbers and free access to 800 or 800-like toll-free services. Bill 1407 along with AB 1409 have been vetoed by the Governor.

AB 327 – Perea – This bill would repeal the limitations upon increasing the electric service rates of residential customers, including the rate increase limitations applicable to electric service provided to CARE customers, but would require the Commission, in establishing rates for CARE program participants, to ensure that low-income ratepayers are not jeopardized or overburdened by monthly energy expenditures and to adopt CARE rates in which the level of discount for low-income electricity and gas ratepayers correctly reflects their level of need, as determined by a specified needs assessment. The bill would require that this needs assessment be performed not less often than every 3rd year. The bill would revise the CARE program eligibility requirements to provide that for one-person households, program eligibility would be based on 2-person household guideline levels. The bill would require the Commission, when establishing the CARE discounts for an electrical corporation with 100,000 or more customer accounts in California, to ensure that the average effective CARE discount be no less than 30% and no more than 35% of the revenues that would have been produced for the same billed usage by non-CARE customers and that the entire discount be provided in the form of a reduction in the overall bill for the eligible CARE customer. The bill would require that increases to rates and charges in rate design proceedings, including any reduction in the CARE discount, be reasonable and subject to a reasonable phase-in schedule relative to the rates and charges in effect prior to January 1, 2014.
http://www.leginfo.ca.gov/pub/13-14/bill/asm/ab_0301-0350/ab_327_bill_20131007_chaptered.htm

The Board thanked Ms. Sadler for the Legislative update.

Chairman Hernandez commented that as previously discussed the role of the LIOB is to be able to provide recommendations or advice to the Commission on Legislative issues in particular when it comes to impact on low income households. The Board requested a timeline/schedule of when it would be the best time to address the Legislative issues and advice the Commission.

Ms. Sadler will consult with her staff about providing this information to the Board. Ms. Sadler also encouraged the Board to contact her office if there are Legislative issues OGA should be watching for.

Commissioner Sandoval informed the Board that Commissioner Peevey recently issued an Assigned Commissioner's Ruling (ACR) rulemaking inviting the IOU's to submit interim rate change and to file applications for interim residential rate changes. The Commission is interested in exploring improved residential rate design structures in order to ensure that rates are both equitable and affordable while meeting the Commission's rate and policy objectives for the residential sector.
http://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M079/K020/79020832.PDF

Commissioner Sandoval mentioned that the water bond will be closely monitored; one of the issues with this bond is whether or not low-income customers of IOUs and water utilities would be eligible for the water bond project or proceeds. Another issue to monitor is the interaction of Telecommunications and Broadband infrastructure. California Advanced Services Fund and the Teleconnect Fund. California has adopted the Federal Common Core Standards for education; this includes a new Federal testing standard that requires children to be tested on a computer using interactive software. One of the issues that have been raised is that many schools lack the number of computers for these tests or access to the broadband internet facilities especially in rural areas.

Board Member Wimbley brought the issue of the census poverty level and the criteria that is being used in the census to measure poverty. California has the highest level of poverty by any state in the Nation. If California is using a dated standard there needs to be a way to look at different standards to make sure that programs such as these and others are reaching those that are intended to serve.

Board Member Kim mentioned that the privacy issue can inadvertently create barriers for certain programs.

Chairman Hernandez indicated that the Board will have a better idea of possible Bills at the February meeting at which time the Board will have ample time to make recommendations to the Commission.

Item 8. Lifeline Telephone Program Update – Benjamin Schein, CPUC- Consumer Programs (20 minutes) ***Informational/Standing Item***

a) Lifeline Proceeding Update (Standing Item
   i. Report on Scoping Memo and Public Participation Hearings
b) Update on Lifeline Direct Application Project

Mr. Schein provided an update on the lifeline proceeding and the direct application project. Mr. Schein summarized the activity in the lifeline proceeding during 2013. Mr. Schein informed the Board that a Proposed Decision was released on October 30, 2013. This PD caps the price for California LifeLine wireline service for flat-rate local service at $6.84 and for measured-rate service at $3.66 through December 31, 2015. The subsidies paid to all carriers (SSA) are eligible to received $12.65 from January 1, 2014 through December 31, 2015 per month, plus $0.50 per month in administrative fees for each eligible lifeline participant. The PD includes service elements for wireline, wireless and VoIP.

Commissioner Sandoval thanked the Communications Division on the LifeLine team; Ryan Dulin, Jonathan Lakritz, Ben Schein, Fe Lazaro, Michaela Pangilinan, Sindy Yun, Helen Mickiewicz from Legal Division, Bill Johnston from her office and the public advisor's office for all of their hard work. The Commission held 8 LifeLine public workshops throughout the state, which created a robust record that has been very helpful in the decision making. Commissioner Sandoval also thanked the LIOB for their continued support for allowing the CPUC to continue the process of bringing this PD forth. This is a result of the LIOB's discussion at the last meeting and the Governor's subsequent decision to vetoed AB 1409. The PD also addresses the issue wireless family plans. One of the proposals is for the participating carrier to offer at least one plan that meets the LifeLine rules and only offered voice and may offered text. The PD would allow the LifeLine subscriber to apply the discount to any other plan, including family plans that meet the Commission's eligibility criteria. If a subscriber chooses a carrier that is both Federal ETC and a California LifeLine participant they could qualify for a total monthly support of up to $22.40 per eligible participant. Details of the PD can be viewed at: http://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M080/K274/80274744.PDF

Mr. Schein provided the board with an update on the Direct Application Process and Wireless. Mr. Schein's presentation can be viewed and downloaded at: http://www.liob.org/docs/Item%208.%20California%20LifeLine%20Presentation%20LIOB%20November%202013.ppt

Item 9. Water Utilities' Current Issues – Maria Carmen Rocha - CPUC Water Division (20 minutes) Update/*Informational/Standing Item*

Board Member Stephenson provided an update on the 3rd data sharing efforts that took place in September/October of 2013. Mr. Stephenson reported that the water utilities are experiencing a significant increase in their low-income assistance program. California American has seen an increase of approximately 1,200 more customers, San Gabriel with an increase of 15,000 low income customers, which translate to ½ of their base customers being on the low income water program. Golden State picked up about 3,000-4,000 customers. California Water Service picked up about 5%-6%, which brings them to almost 100,000 customers in their low income water program. Board Member Stephenson mentioned that the numbers are expected to continue to increase until all the data-sharing details are worked out in the program that have been put in place.

Commissioner Sandoval informed the Board that the Commission is proposing to include phase II in the OIR on the consolidated rate and look at some of the rate structure issues that might have an impact on affordability. Commissioner Sandoval looks forward to the Board's participation and their input. She also took this time to thank the Board and the California Water Association for coordinating the water tour of the Delta in August; the tour gave the attendees an understanding of the risks that California faces and the role of the Delta. Board members that attended the tour agreed that the tour was extremely informative and an eye opener.

Item 10. Future Events/Meeting Dates – Standing Item (20 minutes)

a) Proposed Dates for the LIOB Quarterly Meetings for year 2014

The Board took this opportunity to recognize and thank Ms. Frances Thompson of PG&E. Ms. Thompson will be retiring at the end of November after 33 years of service. The Board thanked Ms. Thompson for her contribution to the LIOB.

The Board discussed meeting in San Francisco, Sacramento, Southern California and possibly meeting in Bakersfield, Fresno, Visalia or Salinas. Chairman Hernandez & Commissioner Sandoval will meet to discuss possible meeting dates and possibly coordinating a facility tour.

Meeting Adjourned at 2:40pm

DRAFT

Lifeline Telephone Program Update

Benjamin Schein–Consumer Programs

a) Lifeline Proceeding Update
b) Update on Lifeline Direct Application Project

California LifeLine Program Update

Low Income Oversight Board

February 26, 2014

California LifeLine Program Update

- **CA LifeLine Proceeding – R. 11-03-013**
  - **Decision Approved January 16**
  - **Expands California LifeLine to Wireless Participants**
    - **$5.75 Reimbursement for plans between 501-999 minutes**
    - **$12.65 Reimbursement for plans of 1000+ minutes**
    - **May be combined with data/messaging, but not required**
    - **May be combined with Federal LifeLine benefits**
    - **Free calls to N11 (211,311, 411, 511, 611, 711, 911) services**
    - **In-language customer service support**
    - **Additional disclosure/service requirements for carriers**
  - **$12.65 Reimbursement extended to June 30, 2015**
  - **Seeks to Eliminate Social Security Number Requirement**

Direct Application Process and Wireless

- Statistics for the DAP program to date (2/8/2014):
  - A total of 133,579 transactions.
    - 106,937 were successful
    - 26,642 errors (customer already existed, usually due to multiple submission attempts)
- Wireless Participation in LifeLine (February, 2014)
  - Cricket – 33,609 Approved, 13,717 Pending
  - Nexus – 71,307 Approved, 21,096 Pending
  - Telscape Wireless – 722 Approved, 370 Pending
  - Assurance (Virgin Mobile) – 32,303 Approved, 16,190 Pending

Contact Information

- Andrew Lomeli– LifeLine Implementation
  - Andrew.lomeli@gmail.com ; (415) 703-2854
- Michaela Pangilinan – LifeLine Outreach
  - WOW@cpuc.ca.gov; (415) 703-1890
- RHA, Inc. (Outreach Contractor) – Vanessa Anderson
  - vanderson@rhainc.com; (559) 447-7000
- Consumer Affairs Branch
  - http://www.cpuc.ca.gov/puc/cec/e_complaint/; (800) 649-7570
- Xerox State and Local Solutions, Inc. (LifeLine Public Call Center)
  - https://www.californialifeline.com/en
  - (866) 272-0349 – English
  - (866) 272-0350 – Spanish
  - (866) 272-0351 – Lao/Hmong
  - (866) 272-0352 – Khmer
  - (866) 272-0353 – Tagalog
  - (866) 272-0354 – Korean
  - (866) 272-0355 – Vietnamese
  - (866) 272-0356 – Chinese
  - (866) 296-0860 – Japanese

Residential Rate Design
Order Instituting Ruling (OIR)
Gabe Petlin – Energy Division

a) AB 327

Legislative Update
Nick Zanjani – Office of Governmental Affairs

Highlights of Upcoming Activities for Low-Income Energy Programs

Syreeta Gibbs – Energy Division

Energy Division Highlights of Upcoming Activities for Low Income Programs

LIOB MEETING
FEBRUARY 26, 2013
SAND DIEGO, CALIFORNIA

Summary of Upcoming Activity

- *1Q2014 - Ruling seeking comments regarding categorical eligibility and post-enrollment verification*
- *1Q2014 – Low Income Phase Two /Guidance Proposed Decision (PD)*
- *2Q2014 – CARE, ESA, and FERA Income Guideline Updates (effective June 1, 2014)*
- *May 22, 2014 Next LIOB Meeting, Los Angeles CA*
- *July 1, 2014 2015-2017 Low Income IOU Budget Application Filings*

Utilities' Reports - Utility Representative

1. *Contractor's Practices and Procedures*

a) *Lead and Asbestos Safety Practices*

b) *Public Safety Practices*

2. *IOU's Studies Reports*

a) *Multi-Family Segment Study – PG&E*

b) *Needs Assessment Study SCE*

3. *Current Penetration Rates for CARE and ESAP*

ESA Program
Lead and Asbestos Safety Practices

Presentation to the
Low Income Oversight Board
February 26, 2014
San Francisco, CA

A Presentation by:

- Pacific Gas & Electric
- Southern California Edison
- Southern California Gas Company
- San Diego Gas & Electric
- RHA Inc.

Purpose

To provide an overview of how the following health and safety items are addressed in the Installation Standards and the Policies and Procedures documents for the ESA Program:

- Lead-based paint
- Asbestos
- Cal-OSHA
- Prop 65

Lead-Based Paint

- **Lead Policy**
  - Lead policies included in the IS and P&P are based on the following regulations:
    - EPA's *Renovation, Remodeling, and Painting (RRP) Rule*
    - HUD's *Lead-Safe Housing Rule*
    - Cal. Dept. of Public Health (DPH) Title 17
    - Cal-OSHA Section 1532.1
    - Cal-EPA
    - Local regulations (San Diego, San Francisco, Los Angeles County)

Lead-Based Paint

- **EPA RRP Requirements**
  - EPA Certified Firm
    - All ESA Program contractors are certified firms
    - List maintained by each IOU Program
  - EPA Certified Renovator
    - At least one individual from each "firm" is an EPA-Certified Renovator
    - Train crew members in lead-safe weatherization practices.
  - Enforced by EPA

Lead-Based Paint

- **HUD's *Lead-Safe Housing Rule***
  - Applies to:
    - Federally-funded housing
    - Pre-1978
    - Disturbing more than *de minimis* levels
  - Requires:
    - Lead-safe practices
    - Occupant protection
    - Clearance inspection by certified inspector/assessor
  - Enforced by
    - HUD and Public Housing Authorities (PHAs)

Lead-Based Paint

- **California DPH Regulations (Title 17)**
  - Applies to:
    - All pre-1978 housing
    - Lead-based paint and presumed lead-based paint
    - Any "lead activity" and any amount of disturbance
  - Requires:
    - Containment
    - Cleaning
    - Compliance
  - Enforced by:
    - DPH, code enforcement, building depts., and health depts.

California Department of Public Health CDPH

Lead-Based Paint

- **Local Lead Regulations**
  - City of San Diego
    - Requires lead documentation when working on pre-1979 homes.
    - Lead-safe practices at any level of disturbance
  - Los Angeles County
    - Lower lead-based paint threshold
  - San Francisco
    - Exterior work that disturbs paint requires permit and lead-safe practices.

Lead-Based Paint

- **ESA Program Lead Policy**
  - All ESA Program installation contractors, who may disturb paint on pre-1978 buildings during the installation of energy efficiency measures are required by law to:
    - Comply with all local, state, and federal lead regulations.
    - Be responsible for any and all required training and certifications for their employees and firm.
    - Equip their installation crews with all required tools, materials, and safety equipment to work in a lead-safe manner.

Lead-Based Paint

- **ESA Program Lead Policy Options**
  - ESA Program installation contractors, can opt to:
    - Install paint disturbing measures on pre-1978 residences using lead-safe practices and following all requirements; or
    - Consider a measure "non-feasible" if it cannot be installed without incurring substantial costs to comply with local, state, or federal lead regulations.

Lead-Based Paint

- **IS Appendix E – Lead Safe Weatherization**
  - Modified in latest revisions to include RRP Rule.
  - Risk Factors, each ESA measure is identified as:
    - High Risk – high potential to disturb lead
    - Low Risk – low potential to disturb lead
    - No Risk – will not disturb lead

Lead Paint Risk Factor
LOW - HIGH

Lead-Based Paint

- **IS Lead-Based Paint Risk Factors**
  - **High-Risk Measures**
    - Compliance with all lead regulations required in pre-1978 homes when:
      - >6 sq. ft. of interior or >20 sq. ft. of exterior painted surfaces disturbed, and/or
      - Painted surfaces are in deteriorated condition, and disturbance is inadvertent, and/or
      - Paint dust generating work activities.
      - High compliance costs.

Lead Paint Risk Factor
HIGH

Lead-Based Paint

- **IS Lead-Based Paint Risk Factors**
  - **Low-Risk Measures**
    - Compliance with regs (lead-safe practices) may be required pre-1978 homes when:
      - Minor disturbance of painted surfaces, and/or
      - < 6 sq. ft. on interior surfaces disturbed as part of work activity, and/or
      - No significant paint dust generating activity or pulverizing work activity.
      - Low compliance costs.

Lead Paint Risk Factor
LOW

Lead-Based Paint

- **IS Lead-Based Paint Risk Factors**
  - **No-Risk Measures**
    - Compliance with regs not required:
      - Pre-1978 homes, if:
        - » No painted or coated surfaces disturbed.
        - » If tested, no lead-painted surfaces are disturbed.
        - » Certified lead-free by an inspection.
      - Post-1977 residential structures
      - Pre-1978 factory-painted mobile or manufactured homes

Lead Paint Risk Factor
NO

Asbestos

- **Installation Standards requirements:**
  - Duct systems
    - If asbestos or presumed asbestos containing materials are present in duct systems; duct testing and sealing is considered "non-feasible".
  - Ceiling Insulation
    - The presence of vermiculite or asbestos insulation prohibits the installation of additional ceiling insulation.

Asbestos

- **Asbestos Policies**
  - Contractors are required to:
    - Take precautions to minimize exposure to asbestos fibers in any building materials.
    - Avoid disturbing asbestos or presumed asbestos.
    - Learn to recognize and avoid suspected asbestos-containing materials (ACMs).
  - Weatherization personnel or appointed representatives shall not remove or dispose of asbestos without proper training, certification, and authorization.

Cal-OSHA

- **Cal-OSHA Policies**
  - Contractors are required to follow all applicable Cal-OSHA Construction Safety Orders, including:
    - General Cal-OSHA Requirements
    - Code of Safe Practices (§1938)
    - Injury and Illness Protection Program (§1509)
    - Hazard Communication Program (§5194)
    - Respiratory Protection Program (§1528, §5144)
    - Airborne Contaminants (§5155)

Cal-OSHA

- **Cal-OSHA Policies**
  - Continued
    - Lead (§1532.1)
    - Asbestos (§1529)
    - Fiberglass Insulation (voluntary standard)
    - Ladder Safety (§1675)
    - Fall Protection (§1671.1)
    - Heat Illness Prevention (§3395)
    - Others as required.

Proposition 65

- **Prop 65 Requirements**
  - Businesses must provide a "clear and reasonable" warning before “knowingly and intentionally” exposing anyone to a Prop 65 listed chemical.
  - Reasonable warnings include:
    - Post Prop 65 labels on site
    - Notify IOU customers through newspaper ads
    - Include notification in utility bills flyers

Asbestos and Lead Awareness

- Asbestos
  - Through initial and periodic dialogue, contractors are made aware of the hazards of asbestos and the importance of not disturbing Asbestos Containing Material (ACM)
  - Some ESA Program contractors have taken the additional step of obtaining an Asbestos Certification from the Contractor’s State License Board (CSLB)

- Lead
  - Through initial and periodic dialogue, contractors are made aware of the hazards of lead based paint and the importance of following lead safe work practices
  - The ESA Program addresses lead based paint in Appendix E (Lead Safe Weatherization Risk Factors) in the Installation Standards Manual
  - Each IOU verifies that their contractors are EPA certified firms and at least one field person is a certified renovator
  - Some ESA Program contractors have taken the additional step of certifying their entire field staff and have facilitated private training

Asbestos and Lead Awareness

- A joint IOU Lead Safe Practices Workshop was held last year for their respective ESA Program staffs
- IOUs periodically conduct field observations of installations to ensure contractors are complying with installation standards and program policies and procedures

ESA Program Requirements

- The IOUs have similar requirements in their contracts for contractors to be in compliance with all local, state and federal laws as they perform work related to the ESA Program
- In addition, contractors are required to be properly licensed, experienced and qualified to perform the contracted work

IOU's Studies Reports

a) Multi-Family Segment Study – PG&E

b) Needs Assessment Study – SCE

Utilities' Update on Energy Savings Assistance Program Studies Ordered in D.12-08-044

LIOB Meeting

February 26, 2014

San Francisco, California

Studies Ordered in D.12-08-044

CPUC Decision (D.)12-08-044 directed IOUs to conduct four Energy Savings Assistance (ESA) Program Studies during the 2012-2014 program cycle.

- Proposals were solicited in October 2012 through a public bidding process.
- Research plans and Draft Reports were posted at www.energydataweb.com for review and comment prior to public meetings for each study.
- Final Reports are posted at www.energydataweb.com .

Study	Consultant	Managing IOU	Project Initiation	Public Meetings	Final Report
ESA Multifamily Segment Study	Cadmus	PG&E	1/18/2013	3/5/2013 9/25/2013 11/13/2013	12/4/2013
ESA Energy Education Study	Hiner / KEMA	SCE	1/24/2013	3/7/2013 10/17/2013	10/31/2013
Low Income Needs Assessment Study	Evergreen Economics	SCE	2/22/2013	3/19/2013 12/3/2013	12/16/2013
ESA PY2011 Impact Evaluation	Evergreen Economics	SDG&E	1/23/2013	2/20/2013 8/7/2013	8/31/2013

* With the support of Energy Division, the IOUs submitted requests to the ALJ and Assigned Commissioner to extend the final report delivery for the Multifamily, Energy Education, and Needs Assessment Studies. Extensions were approved.
**This date applies to Phase 1 of the study.

Low Income Studies Overview

- **Multifamily Segment** → Understanding of market; esp various submarkets
- Energy Education → Improvements to Energy Ed – materials and training, Rationale to offer
- **Needs Assessment** → Info on customer needs, penetration, opportunities,
- Impact Evaluation → Savings Estimates for existing measures

All research plans, workshop presentations, draft and final reports are available on CPUC's www.energydataweb.com. Search on "ESA"

ESA Multifamily Segment Study - OVERVIEW

- **Study goals:**
  - Develop market segment profile information
  - Use the information to investigate promising comprehensive multifamily segment strategies for the ESA Program
- **Areas of Focus:**
  1. Gather CA MF housing data relevant for low income customer programs
  2. Catalog existing MF energy efficiency programs relevant for low income customers
  3. Review and evaluate MF programs and research relevant for low income customers
  4. Identify and assess alternative program designs and delivery strategies
  5. Identify financing and funding options
  6. Solicit public comment at key decision points
- **Data Sources:**
  - IOU program manager interviews
  - Stakeholder Interviews
  - Phone surveys with property owners and operators
  - Literature Review of low income MF programs
  - Review of Financing opportunities
  - Analyses of census data

ESA Multifamily Segment Study - OVERVIEW

Chief Areas of Learning / Insights

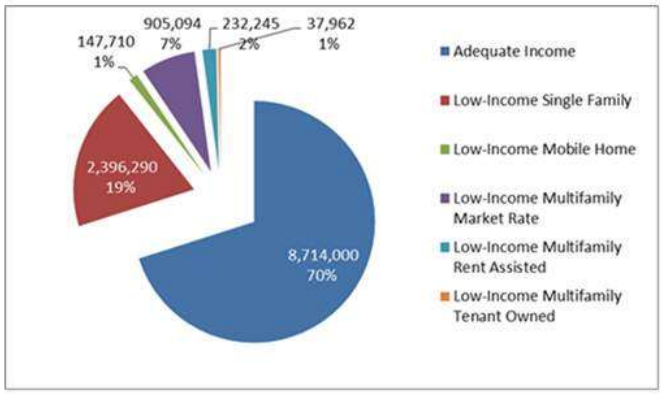
- General Market characterization
- Understanding of some key property owner barriers, issues and needs
- Understanding of other program design options from other jurisdictions
- Understanding of measure gaps and potential opportunities

Limitations / Gaps

- Mostly secondary research
- Emphasis on property owner needs / issues; Little on tenant needs/issues
- Difficulty getting property owners to participate in survey
- Less information on needs of Market Rate property owners relative to property owners serving Affordable Market
- Limited comparison to non-low income
- Not able to get property size distributions and locations from MF characterization
- Nothing on "savings potential" for the market
- Different definitions of MF for EE and Low Income Programs

ESA Multifamily Segment Study - KEY FINDINGS

- Roughly 1/3 of CA residential market is LI
- CA LI MF HHs are ~9% of Total CA residential HHs
- Roughly 2/3 of the LI market are renters
- Of those renters, 1/3 of those are MF the remaining 2/3 are SF renters.
- Roughly 4/5 of the LI MF households will have moved at least once by 2020
- More than 2/3 LI MF HHs are living in pre-1980 buildings
- Older shells and equipment are more common in market rate properties.



ESA Multifamily Segment Study - KEY FINDINGS

Overall Low Income Market Characterization

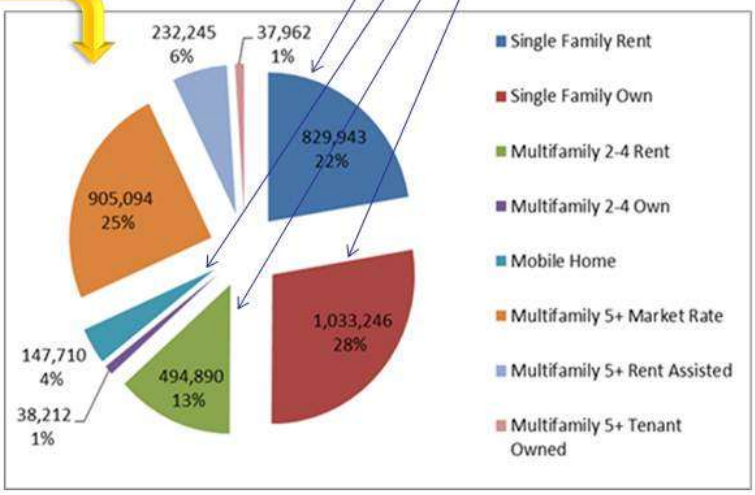
Affordable/Subsidized LI MF

- 6% of total LI market
- 20% of LI MF market

Market Rate LI MF

- 25% of total LI market
- 75% of LI MF market

For ESA all of these sectors are treated as Single Family



Key Stats:

- 30% of CA res market is LI
- Roughly 2/3 are renters
- Of those renters, 1/3 of those are MF the remaining 2/3 are SF renters.
- In Low Income MF sector, Affordable Market is much smaller market

ESA / CARE Needs Assessment - OVERVIEW

- **Overall Study Goal:**
  - Identify and understand key issues regarding customer participation and needs relevant to the CARE and ESA programs.
- **Areas of Focus:**
  - Identify and understand relevant characteristics and energy efficiency related needs of the low income customers
  - Identify and understand factors related to program participation, including willingness and barriers to participate.
  - Examine marketing, outreach and delivery practices to facilitate reaching and enrolling eligible customers
- **Data Sources:**
  - Literature Review
  - Program Staff and Contractor In-Depth Interviews
  - Secondary Data Analyses
  - Customer Telephone Survey
  - Multivariate Analyses
  - In-Home Visits
  - Low Income Program Review

ESA / CARE Needs Assessment - OVERVIEW

Chief Areas of Learning / Insights

- General Market characterization
- General Needs and Relative comparison of needs to 2005 LI pop statistics
  - *Measure needs & benefits*
  - *Barriers*
  - *Willingness to participate*
  - *Penetration*
  - *Energy Burden/Insecurity*
- ESA/CARE Program Service areas of "success" and "gaps"

Limitations / Gaps

- MANY objectives... As such, more cursory information/data on some.
- "Savings potential"
- Detailed needs of some submarkets (e.g., other language speakers, rural markets, etc)
- Field staff feedback (assessor & installer contractors)
- Comparisons to general population
- Energy Burden & Energy Insecurity

ESA Needs Assessment - KEY FINDINGS

Size of market

- Size of market relatively unchanged from prior study
  - Single Family renters = 1/3 of the market
  - Multifamily renters = 1/3 of the market
  - Single Family owners = 1/3 of market

	Percent of California Population		Percent of California Low Income Population		Percent of California Low Income Population			
	Total	Total	Total	Total	PG&E	SCE	SDG&E	SoCalGas
Year	2011	2004	2011	2004	2011	2011	2011	2011
Single-Family	66%	66%	51%	49%	55%	51%	45%	50%
Multi-Family (2-4 Units)	8%	8%	11%	12%	13%	11%	10%	11%
Multi-Family (5+ Units)	23%	22%	32%	32%	26%	32%	40%	33%
Multi-Family (Total)*	31%	30%	43%	44%	39%	43%	50%	44%
Mobile Home	4%	4%	6%	6%	7%	6%	5%	6%

ESA Needs Assessment - KEY FINDINGS

Eligibility & Penetration

- Roughly 1/3 of California's residential population is eligible for CARE & ESA
- Over 90% of the eligible households enrolled on CARE as of 12/31/2012*
- Almost 60% of the eligible households have been treated by ESA 2002-2012
- Both the CARE and ESA have been effectively reaching households in areas with higher rates of key eligible (sub) markets in need *(e.g., single parent HH, HH with seniors, larger households, Hispanic & African American HH, etc)*
- Households with single-source IOU fuel are less likely to be treated by ESA
- The ESA program has been less successful reaching areas with more renters, extreme poverty and higher energy usage.

Willingness to participate

- Just over half of the non-participants are willing to participate in ESA.
- This is significantly fewer than was estimated by the previous Needs Assessment (95%).

ESA Needs Assessment - KEY FINDINGS

Program Benefits

- The average CARE customer saves $29/mo (33% savings) on electric bill and $6/mo (18% savings) on gas bill.
- Most ESA participants notice a reduction in their energy bills. The energy savings results are consistent with actual changes in bills.
- Roughly 2/3 of the participants report noticing improvements in health, comfort and safety
- Self-report data suggests that HVAC and weatherization measures are more likely to generate savings and improvements in health, comfort and safety.
- The next most beneficial measure was a refrigerator.

Key Barriers

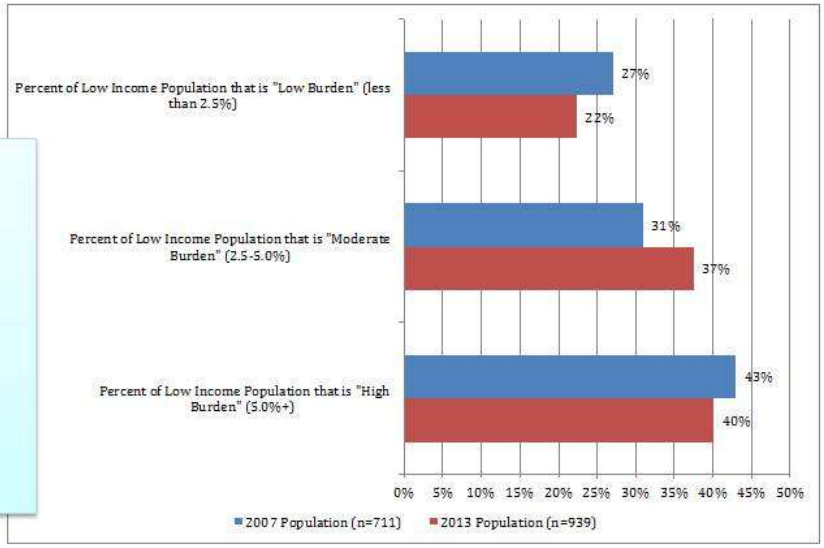
- Consistent with previous Needs Assessment, key barriers to ESA participation include trusting a contractor; getting the landlord's approval; Being home for appointments; and needing something the program offers.
- Providing income documents was not found to be a barrier.
- Single-family renters have greater energy-related needs and more barriers to participation relative to single-family homeowners and multi-family dwellers.

ESA Needs Assessment - OVERALL FINDINGS

Energy Burden & Insecurity

- The mean energy burden (the ratio of actual energy expenditures to total self-reported income) is estimated at 8.0 percent.
- This is statistically unchanged from 2005 data collected for the prior Needs Assessment study.

- Multifamily households have relatively fewer energy needs & lowest burden.
- Central Valley reports greatest burden;
- South inland the least.
- Among IOU territories, PG&E most burden.



Current Penetration Rates for CARE & ESAP

CARE Participation

CARE Enrollment and Penetration by Utility, as of December 31, 2013

Utility	Customers Enrolled	Estimated Eligible Customers	Penetration Rate
Pacific Gas & Electric	1,386,070	1,574,844	88.0%
Southern California Edison	1,335,607	1,410,534	94.7%
Southern California Gas	1,604,411	1,798,002	89.2%
San Diego Gas & Electric	300,554	353,997	84.9%

ESA Program

Number of Homes Treated by Utility, as of December 31, 2013[1]

Utility	Homes Treated	2013 GOAL	% of Goal
Pacific Gas & Electric	120,408	119,940	100%
Southern California Edison	69,031	87,389	79%
Southern California Gas	98,225	136,836	72%
San Diego Gas & Electric	13,034	20,316	64%

Homes Treated totals are from IOU Monthly Reports for December 2013 (submitted January 21, 2014). These totals are preliminary and may differ from the final 2013 year-end results that will be submitted on May 1, 2014 in the 2013 ESA-CARE Annual Reports.

Pacific Gas and Electric Company

SOUTHERN CALIFORNIA EDISON
An EDISON INTERNATIONAL® Company

SDGE
A Sempra Energy utility

Southern California Gas Company
A Sempra Energy utility

1

Subcommittee Reports and Updates

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

b) ESAP Implementation (Board Members Wimbley, Watts and Hobson)

c) Workforce Education and Training (Board Members Kim, Hernandez and Hobson)

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

e) Emerging Issues/Climate Change (Board Members Toledo and Kim)

Water Utilities' Current Issues

Maria Carmen Rocha - CPUC Water Division

CPUC Low Income Programs for Water

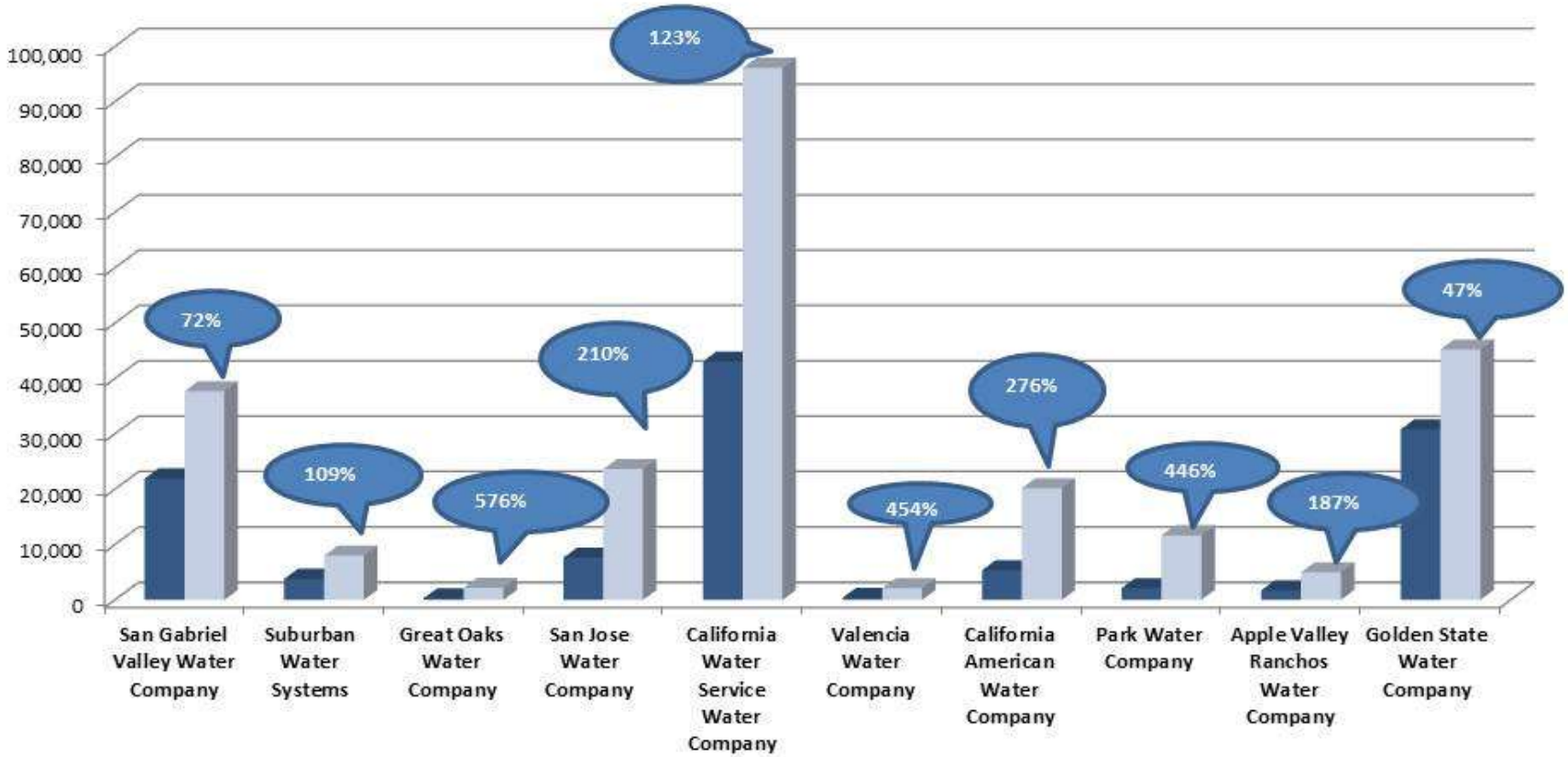
Update to the
Low Income Oversight Board Meeting

February 26, 2014

Carmen Rocha
Utilities Engineer
Division of Water and Audits

Low Income Programs for Water IOU's

	Name	Average Customer Savings	Discount Description	Number of Participating Customers (2013)	Decision
1.	Apple Valley	$6.65	Flat discount on monthly bill	4,975	D.13.09.005
2.	California American Water Company	$6 to $23	Lowest credit is $6 to highest of a $23 discount	20,188	D.12.06.016
3.	California Water Service Company	$12	50% of monthly service charge with a cap of $12	96,128	D.10.12.017
4.	Golden State Water Company	$3 to $18	15% on bill. A Flat rate of $20 on Non-profit group, agricultural employee housing, and migrant farm worker housing centers	45,272	D.13.05.011
5.	Great Oaks Water Company	$9.64	50% on Bi-Monthly Service charge	2,197	Res. W-4594 (AL 177-A)
6.	Park Water Company	$6.65	Flat discount on monthly bill	11,676	D.13.09.005
7.	San Gabriel Water Company	Fontana: $9.37 Fontana and Los Angeles: $10.50	50% of monthly service charge	37,718	D.11.11.018
8.	San Jose Water Company	$6.09	15% on Total Bill	23,629	D.06.11.014
9.	Suburban Water Company	$6.50	Flat discount on monthly bill	7,988	D.12.04.009 and AL 292-W
10.	Valencia Water Company	$14.50	50% on Monthly Service charge	2,143	D.06.11.051 and D.03.05.030



Currently, there is a tremendous growth of low income customers enrollment, after the Data Sharing (per Decision No. 11-05-004) between the Energy and Water Investor Owned Utilities (2013 Information Only Reports).

Water IOUs Recent Water Rate Increases

Utility Name	AVG. BILL (Present Rate)	$ Increase of AVG. BILL
Apple Valley	$82.83	$12.95
California American Water Co. Larkfield	$76.21	$26.14
Los Angeles	$50.5 to $59.49	$9.8
Monterey	$48.45	$10.38
Sacramento	$48.52	$12.38
San Diego	$44.86	$0.74
Toro	$82.94	$62.34
Ventura	$79.95	-$4.68
Golden State Water Co. Arden Cordova (Metered/Flat)	$20.74	$3.67
Bay Point	$60.91	-$2.63
Clearlake	$78.15	$1.69
Los Osos	$57.44	$10.69
Ojai	$72.57	-$2.99
Simi Valley	$49.86	$12.80
Santa Maria	$43.72	$3.38
Region II	$51.32	$7.18
Region III	$57.57	$6.30
Great Oaks Water Company	$41.40	$1.60
Park Water Company	$57.55	$10.24
Suburban Water Company	$ 61.10 to $ 61.50	$13.22 to $9.82

Changes happening now that may affect the Water IOUs Low Income Programs

- California Drought
- Chromium VI Regulation
- Transfer of Drinking Water Programs to the State Water Board

Questions?

Carmen Rocha
Utilities Engineer
Division of Water and Audits
California Public Utilities Commission
415-703-2162
mdc@cpuc.ca.gov

Agenda Items for Future Meetings