



Pacific Gas and
Electric Company™

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December 22, 2008

VIA HAND DELIVERY

Sarita Sarvate
California Public Utilities Commission
Energy Division
505 Van Ness Avenue
San Francisco, CA 94102-3214

Re: Ninety-First Status Report of Pacific Gas and Electric Company on the Results of
Its Low Income Energy Efficiency and CARE Program Efforts In Compliance With
Ordering Paragraph 17 of Decision 01-05-033, Issued May 7, 2001

Dear Ms. Sarvate:

In accordance with Ordering Paragraph 17 of Decision 01-05-033, the direction of Administrative Law Judge Gottstein at the July 11 and 28, 2001 status conferences, and the agreements reached between the utilities and the Energy Division on the format and content of the tables, Pacific Gas and Electric Company submits its attached ninety-first monthly status report on the results of its Low Income Energy Efficiency and CARE program efforts, showing results through November 2008.

The Joint Utilities, the Energy Division and the Division of Ratepayer Advocates worked together to update and streamline the reporting tables beginning with the January 2007 results. We are submitting the November 2008 report to the Energy Division and providing a courtesy copy to the service lists in R.08-07-011, A.08-05-022, etc., and A.08-06-031 pursuant to ALJ Thomas' September 8, 2008 email.

Very truly yours,

/s/

DANIEL F. COOLEY

DFC:pak
Enclosures

cc: ALJ Sarah R. Thomas
All Parties on Official Service Lists for R.08-07-011, A.08-05-022, etc.,
and A.08-06-031

PG&E Low Income Programs Monthly Report for November 2008

This Low Income Programs Monthly Report complies with Ordering Paragraphs 14 and 17 of Decision (D.) 01-05-033, requiring the utilities to comply with reporting and program evaluation requirements previously established for the California Alternate Rates for Energy (CARE) and Low Income Energy Efficiency (LIEE) programs, including the reporting of costs and effects from these programs on an annual basis using the Reporting Requirements Manual. Reporting categories are consistent with the definitions contained in the Reporting Requirements Manual filed on January 10, 2002, as revised with Energy Division, following the February 21, 2007 public workshop. Additionally, utilities are required to file regular monthly status reports on the results of their Low Income Programs.

A complete listing of the Low Income Programs Reporting Tables is included in Attachment A to this report.

Monthly Low Income Programs Reporting

This Low Income Programs Report includes actual LIEE and CARE results and expenditures through November 2008. *All results reported in this monthly report update and supersede data reported in previous reports.*

2008 Reporting. D.06-12-038 authorized PG&E's CARE and LIEE programs and budgets for 2007-2008. The authorized CARE administration budget is \$7,557,000 for 2007 (plus \$287,500 for PG&E's 2007 Cooling Center Pilot Program) and \$7,732,000 for 2008. The authorized LIEE program budget is \$77,733,500 per year, plus any unspent carryover from previous years.

The Joint Utilities, the Energy Division and the Division of Ratepayer Advocates worked together on a proposal to update and streamline low income reporting tables for 2007. Some of the previous reporting tables were specific to California State Senate Bill X1-5, enacted in 2001, which required Low Income Rapid Deployment Program funding restrictions and criteria that are no longer relevant to the current programs. Additionally, there have been many changes to the low income programs since 2001 that were not adequately represented in program reports.

D.06-12-038, Ordering Paragraph 9, specified that the Joint Utilities should collaborate with the Energy Division on reporting and comply with reporting requirements set forth by the Energy Division. The Joint Utilities, in consultation with the Energy Division and the Division of Ratepayer Advocates, are using the new reporting criteria agreed to in a November 8, 2006 conference call, beginning with the January 2007 report submitted February 21, 2007. A public workshop to discuss low income program reporting was held at the California Public Utilities Commission (Commission) on February 21, 2007. Workshop participants reviewed and reached consensus on the LIEE monthly reports and reporting categories.

PG&E is using the most recent measure energy savings by climate zone developed in the

Joint Utility 2001 LIEE Program Evaluation and the Standardization Team's Cost Effectiveness Report for all measures where these are available. For measures not included in the program year (PY) 2001 Evaluation, PG&E is using the best data available from the Database of Energy Efficiency Resources (DEER) or other sources. An impact evaluation of the PY2005 LIEE program was completed on December 19, 2007.

D.08-11-031, Ordering Paragraph 90, directed the IOUs to report in their monthly and annual reports, the number of customer complaints received about CARE recertification efforts and the nature of the complaints beginning with the first report due on or about December 31, 2008.

Customer Eligibility. In March 2003, the Joint Utilities updated and revised the penetration rate calculation methodology in compliance with D.02-07-033 and Assigned Commissioner's Ruling (ACR) dated December 27, 2002, as described in previous reports.¹

To qualify for the CARE and LIEE programs, a residential customer's household income must be at or below 200 percent of Federal Poverty Guidelines, as required in D.05-10-044.

The Joint Utilities updated their annual customer eligibility estimations as required in a June 24, 2004 Commission Scoping Memo and filed these new annual estimates of the number of CARE-eligible customers for 2008 on October 15, 2007 (as later authorized going forward by D.06-12-038, Ordering Paragraph 10). PG&E uses these new eligibility estimates in these 2008 reports. As a result of this annual demographic adjustment, the estimated CARE and LIEE-eligible populations in PG&E's service area have both slightly decreased. As a result of the decrease in eligible population, PG&E's 2008 CARE and LIEE penetration rates have increased slightly from the penetration rate reported at the end of 2007 and are thus not comparable to penetration rates reported for 2007.

Low Income Program Highlights

CARE Program Updates

On April 23, 2008, the Commission issued its annual update to the CARE and LIEE program income guidelines effective June 1, 2008 through May 31, 2009. PG&E incorporated the new CARE and LIEE income guidelines into its tariffs and all program materials, as described in Advice 2924-G/3268-E filed on May 14, 2008.

On November 6, 2008, the Commission issued D.08-11-031, which approved PG&E's requested CARE administrative budgets for 2009-2011. In response to Ordering Paragraph 90 of that decision, PG&E reports that it received no complaints about CARE

¹ The *Joint Utility Methodology for Calculating CARE Penetration* (February 6, 2002) and the *Joint Utility CARE Eligibility Update* (February 21, 2003) can be found as Attachments A and B in PG&E's *Nineteenth Annual Progress Report to the California Public Utilities Commission on the California Alternate Rates for Energy (CARE) Program, January 1, 2007-December 31, 2007*, submitted April 30, 2008.

recertification in November.

CARE Program Automatic Enrollment

PG&E currently exchanges data with Southern California Edison Company (SCE) and Southern California Gas Company (SCG) to automatically enroll their CARE customers who also receive PG&E service. PG&E also participates in data exchanges regarding qualified low income customers with the Sacramento Municipal Utility District (SMUD). PG&E provides natural gas in the SMUD electric service area and will automatically enroll qualified low income customers served by SMUD into CARE.

PG&E has resumed the automatic enrollment of LIHEAP customers, as authorized in D.02-07-033. 17,525 LIHEAP customers have been automatically enrolled in CARE in 2008.

CARE Program Outreach in November

PG&E's CARE Program rolled out this outreach direct mailing to increase enrollment of eligible customers:

- Recertification Direct Mail: 6,821 English/Spanish direct mail pieces were mailed to customers who failed to recertify.

Low Income Energy Efficiency Program

PG&E contracts directly with both community-based organizations and private contractors who provide a wealth of experience in the communities they serve. PG&E currently has 18 installation contractors and three appliance contractors who serve 48 counties and over 70,000 square miles in PG&E's service area.

PG&E has nine contracts with Low Income Home Energy Assistance Program (LIHEAP) agencies that are not working within PG&E's LIEE program. PG&E is coordinating with these LIHEAP agencies to install Energy Star® refrigerators in homes receiving PG&E electric service where the LIHEAP contractors have installed all other measures under the State Weatherization Program. This allows both the LIEE and LIHEAP programs to leverage their resources and help additional low income homes. Through November, 968 refrigerators have been installed, which equates to \$998,976 leveraged through this program.

LIEE leveraged with Rebuilding Together Peninsula (RTP) to provide energy efficient measures to 42 families who participated in this year's spring event. RTP is an organization that provides rehabilitation services to homes occupied by low income families throughout San Mateo County. RTP was able to stretch their funds further and provide a greater service to the families who participated because LIEE was able to install certain energy efficient measures, which otherwise would have been installed and funded

by RTP.

On April 30th LIEE participated in a rehabilitation effort which took place at the Laurel House in San Mateo, CA, which is a part of the Women's Recovery Association. The Laurel House is a nonprofit organization on CARE that provides services to live-in women who are suffering from substance and physical abuse. LIEE incorporated a number of energy efficiency measures to serve the facility.

PG&E's LIEE and multifamily programs recently collaborated on writing an article on multifamily rebates and LIEE services for multifamily living facilities. The article appeared in three magazines: *Rental Housing*, September 2008; *Apartment Management*, August 2008; and *San Francisco Apartment*, November 2008. The article talked about the benefits of energy efficiency and how to sign up for the programs.

In 2008, the LIEE team contracted with three community action agencies (CAA) to pilot the Energy Education Workshop program. The workshops address customers' energy usage, utility bill assessment and energy saving practices. The objective is to provide energy education to low income customers and have them adopt energy saving behaviors to lower their energy bills. In November 2008, 96 customers participated in the energy education workshops.

PG&E and its contractors use PG&E's Energy Partners Online database (EPO) for LIEE activities. The database shows which customers received LIEE services, what year they were provided, and which customers are participating in CARE. With this information, the contractors are better able to market to the community, e.g., contacting only those customers who have not received LIEE services in the past.

Through EPO, contractors are provided information about customers who have requested LIEE services (referrals). Each home that receives LIEE services where the customer is not on the CARE rate is then signed up for the CARE discount. In the month of November, 1,909 LIEE participants were enrolled in CARE.

LIEE program materials are provided in seven languages: English, Spanish, Vietnamese, Chinese, Russian, Korean, and Hmong.

In addition, PG&E continues to combine its LIEE and CARE outreach activities in order to leverage low income outreach efforts and provide PG&E low income customers with the knowledge and tools to access all of PG&E's free energy services.

Attachment A
Low Income Programs Monthly Reporting Tables

LIEE Tables

Table 1L – LIEE Program Expenses

Table 2L – LIEE Measure Installations & Savings

Table 3L – Average Bill Savings per Treated Home

Table 4L – LIEE Homes Treated by County

Table 5L – LIEE Customer Summary

CARE Tables

Table 1C – CARE Program Expenses

Table 2C – CARE Enrollment, Recertification, Attrition, and Penetration

Table 3C – CARE Standard Random Verification Results

Table 4C – CARE Enrollment by County

Table 5C – CARE Capitation Contractors

Table 6C – CARE Participants as of Month-End