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August 22, 2005

HAND DELIVERED

Docket Clerk  
Docket Office  
Public Utilities Commission  
of the State of California  
505 Van Ness Avenue, Room 2001  
San Francisco, CA 94102

Re: Order Instituting Rulemaking on the Commission's Proposed Policies and Programs  
Governing Post-2003 Low-Income Assistance Programs – R.04-01-006

Dear Docket Clerk:

Enclosed for filing in the above-captioned matter are an original and five (5) copies of  
“Fifty-First Status Report of Pacific Gas and Electric Company (U 39 M) 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.

Please file the original document, date-stamp a copy, and return the endorsed copy in the  
stamped, self-addressed envelope provided for this purpose.

Very truly yours,

/s/

CHONDA JORDAN NWAMU

CJN:sl

cc: Sarah R. Thomas, Administrative Law Judge  
Susan E. Brown, LIF  
Jessica T. Hecht, ORA  
George S. Tagnipes, ED  
Donna L. Wagoner, ED  
All Parties on Official Service List for R.04-01-006

Enclosures

BEFORE THE  
PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA

Order Instituting Rulemaking on the Commission's  
Proposed Policies and Programs Governing Post-2003  
Low-Income Assistance Programs.

Rulemaking 04-01-006  
(Issued January 8, 2004)

**FIFTY-FIRST STATUS REPORT  
OF PACIFIC GAS AND ELECTRIC COMPANY (U 39 M)  
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**

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August 22, 2005



## **PG&E Low Income Programs Monthly Report For July 2005**

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 January 10, 2002. 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. The full report (including selected tables 1-30 and Leveraging Tables A-C) is required quarterly, in the months of February, May, August and November. The tables required monthly include: Tables 1, 4, 6, 10, 11, 11A, 11B, and 16. An End-of-Year Report for the previous year is required in February.

### **Monthly Low Income Programs Reporting**

This Low Income Programs Report includes actual LIEE and CARE results and expenditures for July 2005. *All results reported in this monthly report update and supersede data reported in previous reports.*

**2005 Reporting.** 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.

Beginning in October 2004, PG&E began to report California Department of Community Services and Development (CSD) Automatic Enrollment results per the Assigned Commissioner's Ruling (ACR) establishing provisions for CARE Automatic Enrollment, dated May 5, 2004. Automatic Enrollment expenditures are reported as a line item in Table 6. PG&E, San Diego Gas and Electric Company, Southern California Edison Company, and Southern California Gas Company developed Table 10.1 to fulfill the ACR's other automatic enrollment reporting criteria. Table 10.1 is filed as part of PG&E's regular quarterly Low Income Programs reports.

**Customer Eligibility.** In March 2003, the Joint Utilities updated and revised the penetration rate calculation methodology in compliance with D.02-07-033 and ACR 12/27/02, as described in previous reports.

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 CARE-eligible customers on October 15, 2004. Revised estimates were filed on December 28, 2004. These new estimates are being used by the Joint Utilities in their 2005 filings. As a result of this demographic adjustment, the estimated CARE-eligible population in PG&E's service territory has increased and PG&E's CARE penetration

rates have decreased and are thus not comparable to penetration rates reported before 2005.

### **Low Income Program Highlights**

**CARE Automatic Enrollment.** In October and November 2003, PG&E began to exchange data regarding low income qualified customers with the Turlock and Modesto Irrigation Districts (TID and MID). PG&E provides natural gas in the TID and MID electric service areas. PG&E automatically enrolls qualified low income customers served by the two irrigation districts into CARE. PG&E also provides CARE customer data on shared customers to TID and MID so that these customers can be enrolled in their programs.

PG&E is currently in discussion with the Sacramento Municipal Utility District (SMUD) about exchanging data to automatically enroll low income qualifying SMUD customers that receive gas service from PG&E. PG&E currently exchanges data with Southern California Electric Company and Southern California Gas Company to automatically enroll their CARE customers who also receive PG&E service.

On May 5, 2004, the ACR on Automatic Enrollment authorized that Automatic Enrollment between the utilities and CSD be implemented. PG&E received three batches of CSD Automatic Enrollment customers from Energy Division during 2004. A total of 21,835 customers were automatically enrolled in CARE in 2004. PG&E received its first 2005 file of CSD Automatic Enrollment customers from Energy Division at the end of July. Of the 40,488 Low Income Energy Assistance Program (LIHEAP) customer records provided, 4,142 had non-active or ineligible PG&E accounts and 32,364 customers were already on PG&E's CARE rate. In early August, PG&E mailed Commission-authorized opt-out letters to the remaining 3,982 active non-CARE accounts. At the end of the 30-day waiting period, PG&E will automatically enroll all eligible customers who do not opt-out of the CARE program.

D.05-04-052 ordered the utilities to create a new application for migrant farmworker housing centers (MFHCs), and to use their best efforts to begin to enroll all residents of these California Office of Migrant Services (OMS) and other non-profit managed migrant centers into the CARE program, in compliance with Assembly Bill 868. PG&E has worked with the other utilities to consistently revise its agricultural housing CARE applications and has filed its new MFHC and revised agricultural housing applications by advice letter filing with the Commission. PG&E is already in contact with the OMS centers in its service area to help them automatically enroll with the new MFHC application. Additionally, PG&E is working in the community to seek and enroll any other qualifying non-profit-run MFHCs.

### **LIEE Leveraging**

Currently, PG&E has contracts with LIHEAP agencies that are not working in PG&E's LIEE program. PG&E is leveraging with these LIHEAP agencies to install PG&E Energy Star refrigerators in PG&E electric homes where the LIHEAP contractors have installed all other measures under the State Weatherization Program.

PG&E provides a list of all residential customers to the contractors. From this list, the contractors can tell if the customer is on the CARE rate and if they have received LIEE services in the past. 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.

On a daily basis, 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. This month 6,802 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 Assistance Programs Quarterly Reporting Tables**

**Table A** – LIEE Leveraging and Outreach Initiatives – Columns are: A) LIEE Initiative; B) Summary; C) Timeline; and D) Status

**Table B** – CARE Leveraging and Outreach Initiatives – Columns are: A) CARE Initiative; B) Summary; C) Timeline; and D) Status

**Table C** – CARE Advertising – Columns are: A) Advertising Initiative; B) Summary; C) Timeline; and D) Status

**Table 1** – LIEE Program Expenses

**Table 2** – LIEE Installation Contractor Expenses

**Table 2A** – LIEE Direct Purchase and Installation Contractor Legend

**Table 3** – LIEE SBX1-5 Percentage of Expenditures for Direct Purchases and Administration  
No longer reported

**Table 4** – LIEE Measure Installations

**Table 4A** – LIEE Homes Treated by Dwelling Type

**Table 5** – LIEE kWh Savings, kW Demand Reduction and Therm Savings

**Table 5A** – Average Bill Savings per Customer for Installations Completed and Paid

**Table 5B** – Average Bill Savings per Customer for Installations Completed and Not Paid

**Table 5C** – Average Bill Savings per Customer for Installations Completed and Paid and Not Paid

**Table 6** – CARE Program Expenses

**Table 7** – CARE Leveraging and Outreach Contractor Expenses  
No longer reported

**Table 7A** – CARE Leveraging and Outreach Contractor Legend  
No longer reported

**Table 8** – CARE Capitation Fees

**Table 8A** – CARE Capitation Contractor Legend

**Table 9** – CARE SBX1-5 Percentage of Expenditures for Mass Marketing  
No longer reported

**Table 10** – CARE Enrollment, Recertification and Attrition

**Table 10.1** – DCSD CARE Automatic Enrollment

**Table 11** – CARE Standard Random Verification Results

**Table 11A** – CARE Random Verification Results for SBX1 5 Outreach

**Table 11B** – Combined CARE Standard Random Verification Results

**Table 12A** – Rural vs. Urban CARE Enrollments (Electric Only)

**Table 12B** – Rural vs. Urban CARE Enrollments (Gas Only)

**Table 12C** – Rural vs. Urban CARE Enrollments (Gas and Electric Combined)

**Table 13A** – Rural LIEE Installations (Gas Only)

**Table 13B** – Rural LIEE Installations (Electric Only)

**Table 13C** – Rural LIEE Installations (Gas and Electric Combined)

**Table 13D** – Urban LIEE Installations (Gas Only)

**Table 13E** – Urban LIEE Installations (Electric Only)

**Table 13F** – Urban LIEE Installations (Gas and Electric Combined)

**Table 14** – CARE Participation - Rural

**Table 15** – CARE Participation - Urban

**Table 16** – CARE Participation – Combined Rural and Urban

**Table 17** – Summary of Urban Homes Treated (Base Funding)

**Table 18** – Summary of Urban Homes Treated (SBX1-5 Appliance Funding)  
No longer reported

**Table 19** – Summary of Urban Homes Treated (SBX1-5 LIEE Funding)  
No longer reported

**Table 20** – Summary of Urban Homes Treated (Base and SBX1-5 Funding)  
No longer reported

**Table 21** – Summary of Rural Homes Treated (Base Funding)

**Table 22** – Summary of Rural Homes Treated (SBX1-5 Appliance Funding)  
No longer reported

**Table 23** – Summary of Rural Homes Treated (SBX1-5 LIEE Funding)  
No longer reported



Pacific Gas and Electric Company LIEE and CARE Monthly Report

**Table 24** – Summary of Rural Homes Treated (Base and SBX1-5 Funding)

No longer reported

**Table 25** – Summary Energy and Bill Savings Base Program (Base Funding)

**Table 26** – Summary Energy and Bill Savings Base Program (SBX1-5 Appliance Funding)

No longer reported

**Table 27** – Summary Energy and Bill Savings Base Program (SBX1-5 LIEE Funding)

No longer reported

**Table 28** – Summary Energy and Bill Savings Base Program (Base and SBX1-5 Funding)

No longer reported

**Table 29** – Rural and Urban Capitation Contractors

**Table 30** – LIEE Penetration

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

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

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

On the 22<sup>nd</sup> day of August 2005, I served a true copy of:

**FIFTY-FIRST STATUS REPORT  
OF PACIFIC GAS AND ELECTRIC COMPANY (U 39 M)  
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**

By Electronic Mail – serving the enclosed via e-mail transmission to each of the parties listed on the official service list for R.04-01-006 with an e-mail address.

By U.S. Mail – by placing the enclosed for collection and mailing, in the course of ordinary business practice, with other correspondence of Pacific Gas and Electric Company, enclosed in a sealed envelope, with postage fully prepaid, addressed to all parties on the official service list for R.04-01-006 without an e-mail address.

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

Executed on this 22<sup>nd</sup> day of August 2005 at San Francisco, California.

\_\_\_\_\_  
/s/  
STEPHANIE LOUIE