



SOUTHERN CALIFORNIA
EDISON

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Laura A. Larks
Senior Attorney
laura.larks@sce.com

May 1, 2001

VIA U.S. MAIL

Mr. Kevin P. Coughlan
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102-3298

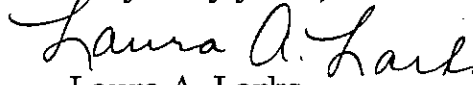

Re: Southern California Edison Company 2001 CARE
Report

Dear Mr. Coughlan:

In compliance with Decision 94-12-049, Decision 93-12-043, and Decision 01-01-03-028. The CARE Report covers the period January – December, 2000.

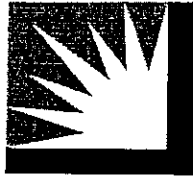
If you have any questions regarding the CARE Report, please contact Pete Zanzot at (626) 302-8595.

Very truly yours,


Laura A. Larks


LALjr:LW011210022

Enclosures: 6 copies



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**SOUTHERN CALIFORNIA EDISON COMPANY'S (U-338 E)
CARE ANNUAL PROGRESS REPORT FOR THE PERIOD
JANUARY - DECEMBER 2000**

May 1, 2001



**CARE ANNUAL PROGRESS REPORT
RESIDENTIAL AND EXPANDED PROGRAMS**

January 1, 2000 through December 31, 2000

CARE Residential Program

This section covers individual and sub-metered participants (tenants of qualifying master-meter customers).

I. Participant Information

A. Provide the total number of residential CARE customers, including sub-metered tenants, by month, by energy source, for the reporting period.

ANS. See Table 1.

TABLE 1		
Residential CARE Program		
Customers by Month¹		
<small>(electric usage)</small>		
2000	CARE Customers	Percentage Change
January	462,080	(7%)
February	441,647	(4%)
March	439,888	0%
April	440,204	0%
May	440,169	0%
June	445,757	1%
July	491,637	10%
August	503,115	2%
September	499,370	(1%)
October	494,871	(1%)
November	516,872	4%
December	542,175	5%

Notes:

1 - Total individually-metered and sub metered.



1. Explain any monthly variance of 5% or more in the number of participants.

ANS.

January	Enrollment decrease presumed to be caused by a larger than usual mailing of CARE recertification letters to customers during November and December and customers not returning the accompanying recertification application.
July	Enrollment increase due to CARE advertising and annual solicitation mailing with electric bills.
December	Enrollment increase due to CARE participant data sharing with Southern California Gas Company.

B. Describe the methodology, sources of data, and key computations used to estimate the utility's CARE penetration rates by energy source.

ANS. SCE first uses the 1990 Census Public Use Microdata Sample (PUMS). This file contains all the Census long form information from a sample of individuals and households, with each sample member identified at a sub-county level of geography. The file is reduced to SCE service territory geography by using the sub-county geographic areas and contains the number of members in a household and the dollar amount of annual household income. This Census information is used to classify households as CARE-eligible or not eligible, giving us an estimate of the number of CARE-eligible households in SCE's service territory in 1990.

SCE then uses a second data source, the Claritas demographic estimation data, that gives annual estimates of the number of households in SCE's service territory that fall in various income groups, starting with below \$15,000, \$15,000 to \$24,999, and so on. SCE multiplies the 1990 PUMS estimate of the number of eligible households by the ratio of recent-year households with income below \$25,000 to 1990 households at that income level. This adjusts the 1990 estimate by the overall change in near-poverty-level households in SCE's service territory and produces a recent-year estimate of the number of eligible households.

For 2000, this procedure was carried out at the county level, making some adjustments for differences between county boundaries, SCE boundaries, and PUMS coverage. Essentially, an estimate of the 1990 eligibility, in terms of 2000 dollars and 2000 household size requirements, is adjusted for changes in the size of the low income population in SCE territory. The aggregate number is reported in Table 2 below.



- 1. Describe how the estimates of current demographic CARE-eligibility rates, by energy source for the pre-June 1st and post-June 1st periods, were derived.**

ANS. Estimation methodology was the same throughout 2000.

- 2. Describe how the estimates of current CARE-eligible meters were derived. Explain how total residential meters were adjusted to reflect CARE-eligible meters (including sub-metered tenants) and CARE-ineligible meters (i.e., master meters that are not sub-metered or other residential meter configurations that do not provide residential service.)**

ANS. No adjustment to total residential customers was made as only residential customers on CARE-eligible rates are counted.

- 3. Discuss how the estimates of current CARE-eligible households were developed.**

ANS. See the answer discussing the methodology used to estimate CARE penetration rates in I.B. above.

- 4. Describe how current CARE customers were counted.**

ANS. Individually-metered CARE customers are counted by service account (meter) but each sub-metered CARE customer is counted using a profile to identify them in SCE's billing system as a "low-income unit" as they are provided service through one master meter. The total number of CARE customers are referred to as CARE households.

- 5. Discuss how the elements above were used to derive the utility's CARE participation rates by energy source.**

ANS. CARE-participating residential households were divided by the estimated CARE-eligible households to calculate a penetration rate.



C. Provide the total number of CARE residential customers, CARE-eligible households, and CARE penetration rates, by energy source, by quarter.

ANS. See Table 2.

TABLE 2 ¹			
CARE Residential Penetration Rate Households (electric usage)			
2000 Quarter Ending	CARE Residential Households	CARE- Eligible Households	CARE Household Penetration Rate
March 31	439,888	851,200	52%
June 30	445,757	856,800	52%
September 31	499,370	848,675	59%
December 31	542,175	846,893	64%

Notes:

1 – Table format is from Table 2.4 of the RRM.

D. Provide the estimates of current demographic CARE-eligibility rates by energy source at year-end.

ANS. It is estimated that approximately 22% of SCE's 3,769,516 residential customers or 846,893 customers, were eligible for the CARE discount rate as of December 31, 2000.

E. Provide the estimates of current CARE-eligible sub-metered tenants of master-metered customers by energy source at year-end.

ANS. Using the 22% percent of total residential customers that are estimated eligible for the CARE discount rate, multiplied by the 153,118 master-metered units in SCE's service territory as of December 31, 2000, SCE estimates that 33,686 sub-metered tenants of master-metered customers were eligible for CARE participation in 2000.

F. Provide the current CARE sub-metered tenant counts by energy source at year-end.

ANS. As of December 31, 2000, there were 18,437 sub-metered tenants participating in CARE

G. Provide the current CARE sub-metered penetration rates by energy source at year-end.



ANS. As of December 31, 2000, 55% of the estimated CARE-eligible sub-metered tenants were participating in CARE.

H. Discuss any problems encountered during the reporting period administering the CARE program for sub-metered tenants and/or master-meter customers.

ANS. No significant problems were encountered.

II. Usage and Bill Information

A. Provide a comparison of CARE and non-CARE residential usage by tier (Baseline and Non-Baseline), excluding usage of residential master-meter customers, by energy source.

ANS. See Table 3.

TABLE 3			
Average Monthly Gas / Electric Usage Residential Non-CARE vs. CARE Customers ¹			
Customer	Gas Therms Tier 1*	Gas Therms Tier 2**	Total
Non-CARE	Not applicable.	Not applicable.	Not applicable
CARE	Not applicable.	Not applicable.	Not applicable
Customer	Electric KWh Tier 1	Electric KWh Tier 2	Total
Non-CARE	322	272	594
CARE	302	132	434

Notes:

1 – Excludes master-meter usage.

* – Baseline

** – Non-baseline



B. Provide a comparison of the average monthly bill for CARE and non-CARE residential customers, excluding bills of master-meter residential customers, by energy source.

ANS. See Table 4.

TABLE 4		
Average Monthly Gas / Electric Bill Residential Non-CARE vs. CARE Customers ¹ (Dollars per Customer)		
Customer	Gas	Electric
Non-CARE	Not applicable.	\$68.06
CARE	Not applicable.	\$41.42 ²

Notes:

1 – Excludes master-meter usage.

2 – After CARE discount.

III. Program Costs

A. Discount Cost

1. State the average monthly CARE discount received, in dollars per CARE customer, by energy source.

ANS. The average discount per CARE customer was \$8.17 per month.

2. State the annual subsidy (discount) for all CARE customers by energy source.

ANS. The annual subsidy (discount) for all CARE customers was \$45,140,457.



B. Administrative Cost

1. Show the CARE Residential Program's administrative cost by category.

ANS. See Table 5A. Cost is only available for categories where these costs were tracked in 2000.

Table 5A CARE Residential Program Administrative Costs by Category and Surcharge*	
Category	Cost
Outreach	\$411,057
Processing, Certification, and Verification	\$427,343
Billing System /Programming	\$0
Measurement & Evaluation	\$2,970
Regulatory Compliance	\$34,650
General Administration	\$288,476
LIAB Funding	\$21,325
CPUC Energy Division Staff Funding	\$0
TOTAL PROGRAM COSTS	\$1,255,610
Subsidies and Benefits	\$45,140,457
TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$46,326,278

* The amounts in Table 5A represent 99% of SCE's total CARE administrative costs. (See Table 5B for the remaining 1% of CARE administrative costs.)



2. Explain what is included in each administrative cost category.

ANS. See table below.

Category	Description
Outreach	Includes: Bill inserts, advertising, applications (printing and mailing), posters, brochures, flyers, postage, sub-meter, non-profit, and agricultural housing outreach, information technology (technical support and software licensing), call center labor, staff labor, out bound dialing, 800#, and outreach pilot.
Processing, Certification, and Verification	Includes: Staff labor, information technology (technical support and software licensing), application processing, training, programming labor, and sub-meter certification.
Billing System /Programming	Includes: Manual rebilling and programming and billing labor.
Measurement & Evaluation	Includes: Needs assessment study and customer satisfaction survey.
Regulatory Compliance	Includes: Applications, advice filings, comments and reply comments, hearings, reports and studies, working group meetings, public input meetings, and tariff revisions.
General Administration	Includes: Office supplies, market research, program management labor, and information technology (technical support and software licensing).
LIAB Funding	Includes: Low Income Advisory Board (LIAB) reimbursed expenditures.
CPUC Energy Division Staff Funding	Includes: CPUC Energy Division Staff expenditures.
Subsidies and Benefits	Includes: Rate discounts.



C. Provide the year-end December 31 balance for the CARE balancing account.

ANS. SCE's CARE balancing account was eliminated as a result of the AB 1890 rate freeze and the establishment of the Transition Revenue Account (TRA).

D. Describe which cost categories are recorded to the CARE balancing account and which are included in base rates.

ANS. As indicated in SCE's response in question III.C above, SCE does not have a CARE balancing account. The CARE discount is reflected in distribution rates and the authorized CARE administrative costs are reflected in Public Purpose Program rates and both the discount and administrative costs are recorded in the TRA each month. The operation of the TRA facilitates the matching of the CARE discount with the CARE surcharge revenues, as well as recovery of no more or no less than the authorized administrative costs.



E. Provide a table showing, by customer class, the CARE surcharge paid, the average bill paid, the percentage of CARE surcharge paid relative to the average bill, the total CARE surcharge collected, and the percentage of total CARE revenues paid.

ANS. See Table 6.

TABLE 6					
CARE Surcharge and Revenue Collected by Customer Class (2000)					
Customer Class	Average Monthly CARE Surcharge	Average Monthly Bill	CARE Surcharge as Percent of Bill	Total Annual CARE Surcharge Revenue Collected	Percentage of Total Annual CARE Surcharge Revenue Collected
Residential	\$1,583,254	\$250,181,557	0.6%	\$18,999,051	30.7%
Commercial	\$2,357,599	\$251,715,063	0.9%	\$28,291,187	45.7%
Industrial	\$759,618	\$55,620,368	1.4%	\$9,115,416	14.7%
Agricultural	\$71,382	\$8,374,452	0.9%	\$856,578	1.4%
Public Authority	\$382,269	\$37,226,850	1.0%	\$4,587,225	7.4%
Railroads	\$2,373	\$296,118	0.8%	\$28,478	0.1%
Interdepartment ¹	\$48	\$5,505	0.9%	\$578	Less than 1%
Totals	Not applicable.	Not applicable.	Not applicable.	\$61,878,513	100.0%

Notes:

1 -SCE operations.

IV. Outreach

A. Discuss utility outreach activities and those undertaken by third parties on the utility's behalf.

ANS. In June, two months prior to its high demand season, SCE conducted its annual solicitation for CARE participation by mailing a CARE application to residential customers with their electric bills.

SCE also initiated a number of activities to test new methods to effectively enroll more eligible customers in CARE. Since the beginning of an intensive campaign begun in June, CARE enrollment increased by 100,000, nearly 23%, to approximately 543,000 at the end of December. Among the most significant CARE activities undertaken were the following:



- SCE collaborated with Southern California Gas (SoCal Gas) to electronically share CARE participant data to assist customers to enroll in each utility's program. 50,000 customers were added to SCE's CARE roll in December through this ongoing effort.
- In a targeted media campaign, SCE placed CARE advertising in PennySaver magazines based on statistics indicating its readers are likely to be eligible for the program. Although requests for CARE applications were not specifically tracked to PennySaver readers, the number of applications received after the ad campaign averaged about twice the number typically received during this time period.
- In November 2000, a postage-paid CARE application and solicitation letter was mailed by SCE to 100,000 customers meeting a "profile" of a typical CARE participant. Over 10,000 CARE applications were received back, a 10 percent response.
- SCE is participating in the Statewide CARE Outreach and Enrollment Pilot whereby nine community-based organizations use different techniques to inform and enroll "hard-to-reach" and "underserved" customers. This project runs June 1, 2000 through May 31, 2001.
- SCE's Public Affairs organization conducted outreach effort to promote CARE by contacting each city and county in SCE's service territory and 700 community-based organizations. In addition, over 70 presentations were done, nearly 30 CARE articles appeared in community publications, and CARE enrollment literature was developed and distributed in Spanish, Korean, Chinese, Vietnamese, and Cambodian.

B. Discuss each of the following:

1. Most effective outreach method, including a discussion of how success is measured.

ANS. An evaluation of the most effective outreach method for 2000 has not been done. However, it appears that a very cost-effective method to enroll customers was the collaborative data exchange between SCE and SoCal Gas.

2. How CARE customer data and other relevant program information is shared by the utility with other utilities sharing its service territory.

ANS. As discussed in IV.A, SCE collaborated with SoCal Gas to electronically share CARE participant data to assist customers to enroll in each utility's program. 50,000



customers were added to SCE's CARE roll in December through this ongoing effort. The utilities plan to continue this collaboration in 2001.

3. How CARE customer data and other relevant program information is shared within the utility, for example, between its LIEE and other appropriate low-income programs.

ANS. In 2001, SCE plans to compare CARE enrollment against LIEE participation to determine if LIEE customers are on CARE and initiate the CARE enrollment process if they are not. This was not done in 2000.

4. Attach a copy of the utility's agreement with CSD. Describe the process for cross-referral of low-income customers between the utility and CSD. Describe how the utility's CARE customer discount information is provided to CSD for inclusion in its federal funds leveraging application.

ANS. See Attachment A for copy of SCE's agreement with CSD that describes how SCE provides CARE customer discount information to CSD for inclusion in its federal funds leveraging application. In 2000, SCE did not have a process for cross-referral of low-income customers with CSD.

5. Discuss barriers to participation encountered during the reporting period and steps taken to mitigate them.

ANS. No formal study has been conducted to identify barriers to participation. Anecdotal information suggests that there are a number of barriers that do exist, including lack of knowledge about the availability of CARE, language/cultural barriers, and geographical barriers to reach potentially-eligible customers. SCE conducted a number of initiatives in 2000 to attempt to overcome these barriers as discussed in IV.A. concerning outreach activities.

C. Discuss any recommendations to improve cost-effectiveness, processing of applications, or program delivery. Discuss methods investigated or implemented by the utility or third parties under contract to the utility to improve outreach and enrollment services to non-participating households in the prior year. Provide cost-effectiveness assessments, if available.

ANS. As discussed in Section IV.A, SCE conducted a number of initiatives in 2000 to increase CARE enrollment. SCE is also participating in the Statewide CARE Outreach and Enrollment Pilot whereby nine community-based organizations use different techniques to inform and enroll "hard-to-reach" and "underserved" customers. This project runs



June 1, 2000 though May 31, 2001. Pursuant to Resolution E-3601, a report will be submitted to the CPUC discussing the results of the Pilot at its conclusion.

V. Processing CARE Applications

A. Processing Self-Certification and Self-Recertification Applications (individual and sub-metered customers)

1. Provide the total number of third-party CARE applications received, approved, denied, pending/never completed, or duplicates in the reporting period)

ANS. See Table 7. (Note: Pursuant to Res. E-3601, a report will be submitted to the CPUC discussing the results of the CARE Outreach Pilot at its conclusion. The CARE Outreach Pilot runs from June 1, 2000, through May 31, 2001).

TABLE 7					
CARE Outreach Pilot					
June 1, 2000 through December 31, 2000					
Entity	CARE Applications Submitted				
	Received	Approved	Denied	Pending/Never Completed ¹	Duplicates
Armenian Relief Society	31	29	1	Not available.	1
Community Pantry	218	215	0	Not available.	3
Community Rehabilitation Services	74	73	0	Not available.	1
Filipino American Service Group	4	2	2	Not available.	
Family Resource Center Collaborative	690	676	5	Not available.	9
Foothill Unity Center	158	150	0	Not available.	8
Human Services Association	554	548	2	Not available.	4
Orange County Community Development Council	1,742	1,728	5	Not available.	9
Watts Labor Community Action Committee	374	315	49	Not available.	10
Total	3,845	3,736	64	Not available	45
Percentage	100%	97%	2%	Not available	1%

Notes:

1 Applications received but not meeting the requirements for completeness.



2. Provide the number of utility CARE self-certification and self-recertification applications provided, received, approved, denied, pending/never completed, or duplicates for the reporting period.

ANS. See Table 8.

	Provided ²	Received	Approved	Denied ³	Pending/Never Completed ⁴	Duplicates ³
Total	Not available.	413,772	296,088	77,868	39,816	Not available.
Percentage	Not available.	100%	72%	19%	9%	Not available.

Notes:

1 - Includes sub-metered customers.

2 - Applications are distributed/mailed through a wide variety of fulfillment and outreach methods making it impossible to determine an actual count.

3 - "Duplicates" were included in the count with "Denied".

4 - Applications received but not meeting the requirements for completeness.

3. Provide a table showing the number of customers removed from CARE by month due to the recertification process.

ANS. Customers may be removed due to a variety of reasons including non-response to a request to recertify, failure to complete the application process, ineligibility, or by customer request due to changed eligibility status. Data is not available for 2000 but will be tracked for 2001 in Table 9. SCE's software technology was not set up to track this information in 2000. SCE expects to be able to provide this information to the Commission in 2001.



TABLE 9			
Residential CARE Program Customers ¹ Removed by Month through Recertification and Post-Enrollment Verification			
2000	Recertification	Post-Enrollment Verification	Total
January	Not available	Not available.	Not available.
February	Not available.	Not available.	Not available.
March	Not available.	Not available.	Not available.
April	Not available.	Not available.	Not available.
May	Not available.	Not available.	Not available.
June	Not available.	Not available.	Not available.
July	Not available.	Not available.	Not available.
August	Not available.	Not available.	Not available.
September	Not available.	Not available.	Not available.
October	Not available.	Not available.	Not available.
November	Not available.	Not available.	Not available.
December	Not available.	Not available.	Not available.
Total	Not available.	Not available.	Not available.

Notes:

1 Total individually-metered and sub-metered.

4. Describe the utility's process for recertifying sub-metered tenants of master-meter customers.

ANS. Annually, SCE mails a package of sub-meter tenant CARE applications to the master-meter accountholder as sub-metered tenants are required to reapply for CARE annually. The accountholder is responsible for obtaining a newly-signed CARE application for all sub-metered tenants participating in CARE.



B. Processing Random Post-Enrollment Verification Applications

- 1. Provide the total number of applications mailed, received, approved, denied, pending/never completed, or duplicates, for the reporting period.**

ANS. See Table 10.

TABLE 10						
CARE Random Post-Enrollment Verification Applications						
	Mailed	Received	Approved	Denied	Pending/Never Completed ²	Duplicates ¹
Total	Not available.	2,729	1,671	987	71	Not available
Percentage	Not available.	100%	61%	36%	3%	Not available

Notes:

1 – “Duplicates” were not counted.

2 – Applications received but not meeting the requirements for completeness.

- 2. Provide a table showing the number of customers removed from CARE by month due to the verification process.**

ANS. Customers may be removed due to a variety of reasons including non-response to a request to verify income, failure to complete the verification process, ineligibility, or by customer request due to changed eligibility status. Data is not available for 2000 but will be tracked for 2001 (see Table 9 in V.A.3. above).

- C. Describe any contracts the utility has with third parties to conduct certification, recertification and/or verification on the utility’s behalf. Describe how these third-party efforts compare to the utility’s efforts in comparable customer segments, such as hard-to-reach or under-served. Include comparisons of effectiveness and cost-effectiveness of comparable customer segments, if available.**

ANS. As discussed in Section IV.A., SCE is participating in the Statewide CARE Outreach and Enrollment Pilot by contracting with nine community-based organizations to use different techniques to inform and enroll “hard-to-reach” and “underserved” customers. Pursuant to Res. E-3601, a report will be submitted to the CPUC discussing the results of the CARE Outreach Pilot at its conclusion. This project runs June 1, 2000 though May 31, 2001.



VI. Program Management

A. Discuss issues and/or events that significantly affected program management in the reporting period and how these were addressed.

ANS. The increase in SCE outreach initiatives, described in section IV.A., as well as CPUC data requests for CARE information, and CARE standardization efforts among SCE, SoCal Gas, San Diego Gas and Electric Company, and Pacific Gas and Electric Company, have required significant additional workload. This has impacted labor costs which have had to be absorbed outside of the CARE administrative budget.



CARE Expansion Program

This section covers the non-profit homeless shelters and group living facilities, migrant and farm worker housing centers, qualified privately-owned employee housing, and qualified non-profit housing for agricultural employees.

I. Participant Information

A. Provide the total number of residential and/or commercial facilities by month, by energy source for the reporting period.

ANS. See Table 11.

TABLE 11			
CARE Expansion Program			
Participating Facilities by Month			
2000	CARE Residential Facilities	CARE Commercial Facilities	Total
January	339	292	631
February	316	261	577
March	317	255	572
April	267	228	495
May	222	224	446
June	222	220	442
July	217	235	452
August	218	240	458
September	227	238	465
October	249	249	498
November	329	247	576
December	319	243	562

B. State the total number of residents (excluding caregivers) for residential facilities, and for commercial facilities, by energy source, at year-end.

ANS. The total number of residents (excluding caregivers) at the end of 2000 was:

Residential: | 2,373 | Commercial: | 10,142

Notes:



The residential and commercial counts are based on the number of facilities at year-end times the average number of residents per facility type.

II. Usage Information

A. Provide the average monthly usage by energy source per residential facility and per commercial facility.

ANS. See Table 12.

TABLE 12		
CARE Expansion Program		
Average Monthly Gas / Electric Usage ¹		
Customer	Gas Therms	Electric KWh
Residential Facilities ²	Not applicable.	1,162
Commercial Facilities	Not applicable.	4,790

Notes:

1 - Excludes master meter usage.

2 - Based on five months data only (September - December).



III. Program Costs

A. Administrative Cost

1. Show the CARE Expansion Program's administrative cost by category. See Table 5B, Standardized CARE Administrative Cost Reporting Categories.

ANS. Costs for the Expansion Program are not tracked separately from total CARE administrative costs but are allocated as a percentage of the total costs.

Table 5B	
CARE Expansion Program	
Administrative Costs by Category and Surcharge*	
Category	Cost
Outreach	<u>\$4,152</u>
Processing, Certification, and Verification	\$4,317
Billing System /Programming	\$0
Measurement & Evaluation	\$30
Regulatory Compliance	\$350
General Administration	\$2,914
LIAB Funding	\$215
CPUC Energy Division Staff Funding	\$0
TOTAL PROGRAM COSTS	\$11,978
Subsidies and Benefits	\$242,394
TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$254,372

* The amounts in Table 5B represent 1% of SCE's total CARE Expansion Program administrative costs. (see also Table 5A in III.B.1 above.)



B. Discount Information

- 1. State the average annual CARE discount received per residential facility by energy source.**

ANS. \$282.25 (electric usage)

Notes:

1 - Based on five months data only (September – December).

- 2. State the average annual CARE discount received per commercial facility by energy source.**

ANS. \$861.28 (electric usage)

IV. Outreach

- A. Discuss utility outreach activities and those undertaken by third parties on the utility's behalf.**

ANS. Potentially-eligible customers may become aware of the CARE Expansion Program through SCE's phone centers. SCE also conducts consumer outreach which includes presentations to community groups and contacts with community agencies through which customers may become aware of the Program. No outreach activities were specifically conducted by third parties.

- B. Discuss each of the following:**

- 1. Most effective outreach method, including a discussion of how success is measured.**

ANS. SCE has yet to find an effective outreach method to customers who could be potentially eligible for the Expansion Program. The primary problem is not having a good source of information to locate group living facilities. Ideally, a current governmental registry would be available and a targeted, cost-effective, solicitation for the Program could be made. A means to do this has not yet been developed.

- 2. How the CARE facility data and relevant program information is shared by the utility with other utilities sharing its service territory.**

ANS. SCE collaborated with SoCal Gas to electronically share CARE participant data to assist customers to enroll in each utility's program. In this first exchange, resources were used to match individually-metered customers only since the



number of customers in the Expansion Program comprises less than one percent of total CARE Program participation. Adding Expansion Program customers to the data exchange will be considered.

3. **Barriers to participation encountered in the prior year and steps taken to mitigate these, if feasible, or not, if infeasible.**

ANS. See answer to IV.B.1. discussing outreach activities.

- C. **Discuss any recommendations to improve the cost-effectiveness, processing of applications, or program delivery. Discuss methods investigated or implemented by the utility or third parties on the utility's behalf to improve outreach and enrollment services to non-participating facilities in the prior year. Provide cost-effectiveness assessments, if available.**

ANS. See answer to IV.B.1. discussing outreach activities.

V. Processing CARE Applications

B. Processing Self-Certification and Self-Recertification Applications

1. **Provide the total number of third-party CARE Expansion program applications received, approved, denied, pending/never completed, or duplicates.**

ANS. See Table 13.



2. Provide the total number of utility CARE Expansion program applications received, approved, denied, pending/never completed, or duplicates for the reporting period.

ANS. See Table 13.

TABLE 13					
CARE Expansion Program CARE Outreach Pilot, Other Outreach, and Utility CARE Applications					
Entity	Received	Approved	Denied	Pending/Never Completed ¹	Duplicates ²
Outreach Pilot	0	0	0	0	0
Third Parties	0	0	0	0	0
Utility	354	296	58	0	Not available.
Total	354	296	58	0	Not available.
Percentage	100%	84%	16%	0%	Not available.

Notes:

1 - Applications received but not meeting the requirements for completeness.

2 - "Duplicates" were included in the count with "Denied".

- C. Describe any contracts the utility has with third parties to conduct certification, recertification and/or verification on the utility's behalf. Describe how these third-party efforts compare to the utility's efforts in comparable customer segments such as hard-to-reach or under-served. Include comparisons of effectiveness and cost-effectiveness of comparable customer segments, if available.

ANS. SCE did not contract with third parties to outreach and enroll (certify), recertify, or verify eligibility of customers participating in the CARE Expansion Program.

VI. Program Management

- B. Discuss issues and/or events that significantly affected program management in the reporting period, and how these were addressed.

ANS. SCE will continue to seek a means to identify group living facility customers so a targeted, cost-effective, solicitation for the program can be made.

ATTACHMENT A



November 14, 2000

Ms. Diana Felden
 State of California
 Department of Community Services and Development
 700 North 10th Street, Room 258
 Sacramento, California 95814-0338

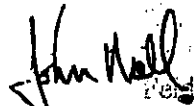
Dear Ms. Felden:

Enclosed is the Letter Agreement between your agency and Southern California Edison regarding leveraging our CARE program dollars with your LIHEAP activities.

I am enclosing two (2) originals for Tim Daytonot's signature. Please return one (1) executed copy to me and retain one for your files.

Please feel free to call me at (626) 302-8782 or Jack Parkhill at (626) 302-8040 if you have any questions.

Sincerely,


 John Nall

Enclosed is the Letter Agreement between your agency and Southern California Edison regarding leveraging our CARE program dollars with your LIHEAP activities.

I am enclosing two (2) originals for Tim Daytonot's signature. Please return one (1) executed copy to me and retain one for your files.

cc: **Jack Parkhill, SCE**
Pamela Harrison CSD (note to Connie: same address as above.)

LEVERAGING LETTER OF AGREEMENT

This Letter of Agreement is entered into by the Department of Community Services and Development (CSD) and Southern California Edison Company (SCE) for the purpose of ensuring integration and coordination of resources and benefits between CSD's Low-Income Home Energy Assistance Program (LIHEAP), SCE's California Alternative Rates for Energy (CARE) Program and SCE's Energy Assistance Fund (EAF). The existence of this Agreement places CSD within compliance of the Department of Health and Human Services' LIHEAP Leveraging Incentive Program requirement and enables California to claim the estimated \$4.4 million payment of CARE discounts and more than \$440,000 in EAF payments as leveraged resources. These programs all provide a form of energy assistance to low-income customers. It is mutually agreed that both parties will assist in the referral of their customers to the other energy assistance programs through written and/or verbal referrals of the program.

The eligibility criteria and income guidelines are specific to each program. LIHEAP income guidelines are set at 60% of the State Median Income; SCE's CARE income guidelines are 150% of the Federal Income Poverty Guidelines.

The levels of assistance for each program vary according to the respective program. The amount of Federal funding; the number of persons in the household; the applicant's geographical location and the household's income determine LIHEAP assistance levels. The EAF program offers one payment, up to a maximum of \$100 per calendar year, towards an applicant's electric bill. The CARE program offers a 15% reduction off the applicant's monthly electric bill.

The LIHEAP program is operated year round and provides one-time assistance, per household, per program year (January through December). Applicants must re-apply annually. The EAF program provides one-time assistance, per household, per program year (February and March). Applicants must re-apply annually. CARE provides a continuous 15% rate reduction throughout the year with the applicant re-certifying biennially.

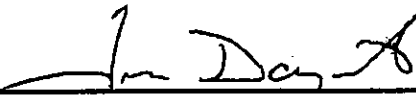
These programs are integrated/coordinated through the written/verbal referral of applicants/customers to the opposite program. Program applications will have the name and toll free telephone numbers of the other programs printed on the applications.

A report on the number of households assisted and the total amount of assistance will be provided to the LIHEAP program annually starting October 1, 2001.


SCE shall make available to the CSD or its representative all appropriate documents, papers and records pertinent to the referral process and leveraged amount for examination, copied or mechanical reproduction for a period of three

years from the date the information is submitted to CSD. Specifically, SCE will provide CSD with data necessary for completion of California's annual LIHEAP Leveraging Incentive Program Application. The data will be requested each October and will cover the preceding October through September timeframe. The information requested includes: 1) the total number of households currently receiving the reduced rate/energy payment; and 2) the total discount/payment received by all participating households.

AGREED TO:



Tim Dayonot, Director
State of California
Department of Community Services
and Development

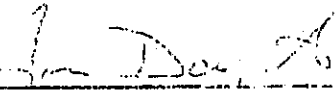


John Nall
Southern California Edison
Company

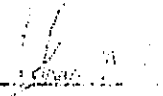
Dated: 11/21/00

Dated: November 21, 2000

On the date the information is submitted to CSD, SCE will provide CSD with data necessary for completion of California's annual LIHEAP Leveraging Incentive Program Application. The data will be requested each October and will cover the preceding October through September timeframe. The information requested includes: 1) the total number of households currently receiving the reduced rate/energy payment; and 2) the total discount/payment received by all participating households.

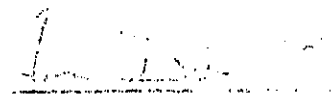


Tim Dayonot, Director
State of California
Department of Community Services
and Development

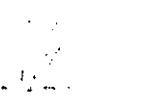


John Nall
Southern California Edison
Company

On the date the information is submitted to CSD, SCE will provide CSD with data necessary for completion of California's annual LIHEAP Leveraging Incentive Program Application. The data will be requested each October and will cover the preceding October through September timeframe. The information requested includes: 1) the total number of households currently receiving the reduced rate/energy payment; and 2) the total discount/payment received by all participating households.



Tim Dayonot, Director
State of California
Department of Community Services
and Development



John Nall
Southern California Edison
Company