

**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.)

R.04-01-006
(Filed January 8, 2004)

**SOUTHERN CALIFORNIA EDISON COMPANY'S (U 338-E) RAPID DEPLOYMENT –
MONTHLY STATUS REPORT FOR JULY 2006**

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Dated: **August 21, 2006**

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**SOUTHERN CALIFORNIA EDISON COMPANY'S (U 338-E) RAPID DEPLOYMENT -
MONTHLY STATUS REPORT FOR JULY 2006**

Southern California Edison Company ("SCE") hereby submits a status report describing its activities for the Low-Income Energy Efficiency ("LIEE") and California Alternate Rates for Energy ("CARE") low-income assistance programs for July 2006. This monthly report includes a narrative that highlights the recent activities that SCE has undertaken to implement its low-income assistance programs and to leverage SCE's program with the services provided by Low-Income Home Energy Assistance Programs ("LIHEAP") providers.

SCE has worked with the other California utilities, the Energy Division, and the Division of Ratepayer Advocates ("DRA") in developing the format for this report and the accompanying tables. This report includes tables detailing SCE's July 2006 activities, as well as certain summary tables as requested by the Commission. All of these tables comply with the information requested in Ordering Paragraphs 14 and 17 of Decision 01-05-033, issued on May 3, 2001, as well as supplemental information requested by the Commission. The July 2006 tables are also submitted in accordance with the direction received from the Energy Division and the DRA on a May 22, 2002 conference call with the Joint Utilities in which it was determined that for certain months, the utilities should file an abbreviated set of tables, but on a quarterly basis, the utilities are to file a full set of tables. This month, SCE is filing the full set of tables. As the information in these tables is dynamic, the figures submitted herein supersede results reported in prior months. Also, since SCE has no remaining SBX1 5 funds, SCE has revised

many of the tables to eliminate columns that had previously contained SBX1 5 information.

I.

NARRATIVE

A. Description of SCE's Activities for LIEE

In 2005, SCE strengthened the delivery of comprehensive services to low-income customers by maintaining an informed and experienced group of providers. July 2006 activities have continued this approach and reflect the eligibility guidelines and eligible measures as set forth in D.05-12-026. The following information reflects some of the measures completed and expensed in July 2006. For July 2006, SCE hereby reports on the paid installation of measures including 421 permanent evaporative coolers, 16,084 indoor compact fluorescent light bulbs, and 1,924 energy-efficient refrigerators.

In addition to the service delivery work completed in July 2006, SCE completed 5,780 assessments of customer homes and provided education to 2,015 customers.

1. LIEE Outreach and Leveraging Efforts

In 2006, SCE continues to permit any LIHEAP agency to leverage funds from the State Department of Community Services for installation of refrigerators provided at no cost by SCE with LIEE funds. SCE's LIEE contracts with LIHEAP agencies include requirements that refrigerators must be installed in SCE customer homes and completed applications must be returned. Other LIHEAP providers are contacted by phone and mail to provide them with information on this leveraging opportunity.

SCE and SoCalGas have established a cooperative working relationship over the years. SCE continues to refer all customers receiving electric measures and whose assessment indicates gas space heating and three eligible weatherization measures to SoCalGas. In addition, through this cooperative relationship, customers assessed for SoCalGas' program, who are also SCE customers, get assessed for both gas and electric measures.

SCE is also moving forward with several strategies to increase LIEE enrollment and expedite the delivery of services. Using census/demographic information, SCE continues with its targeted mail campaign to reach customers in areas with the highest concentration of low-income residents.

2. Bulk Purchasing

SCE continues to competitively bid the purchase of energy-efficient appliances. By purchasing these appliances in bulk, SCE exercises a level of control over inventory that may not otherwise be possible. Contract terms are beneficial to both SCE and service providers. For instance, appliances are shipped in small quantities and are warehoused in a number of locations convenient to service providers. Finally, SCE is able to obtain the best price possible through a competitive bid process.

B. Description of SCE's Activities for CARE

As of July 31, 2006, a total of 1,047,882 customers were participating in the CARE program. Based on SCE's revised estimates of CARE eligible customers as submitted to the Commission in Table 16 of this report, which reflects the increased income eligibility to 200% of federal poverty guidelines, SCE's current enrollment equates to a penetration rate of approximately 78%.

1. Outreach Provided to California Indian Tribes So That Compliance With SBX1 5 Section 5(j) Can Be Monitored

SCE continues to work with the Southern California Indian Center in 2006 to provide important outreach to underserved Native Americans.

2. Discussion of SCE's CARE Program and Outreach Plan

In July 2006, SCE partnered in numerous CARE outreach activities that targeted SCE's hard-to-reach customer base in conjunction with SCE's Consumer Affairs Department

and Equal Opportunity Department. SCE hosted several events in the month of July. One such event was held at St. Anne Catholic Church in San Bernardino on July 23, 2006. This event targeted SCE's low-income Spanish-speaking population. Bi-lingual volunteers were on hand to assist attendees with CARE enrollment. Another event was held at Christ the King Church in San Bernardino also targeting SCE's low-income Spanish-speaking population. These events were held as part of SCE's faith-based outreach in conjunction with Equal Opportunity, L.E.A.D., VOICE, and CARE administration.

As part of the CARE Capitation Program, 12 agencies/organizations submitted 82 applications in July 2006. Of these, 49 customers were enrolled, 23 were found to be existing CARE enrollees and 10 applications were rejected. A total of \$586.00 was paid out as part of the Capitation Program in July 2006.

SCE's multi-lingual efforts produced 2,339 applications in July with 1,956 of those applications resulting in new CARE enrollments. SCE also continues to share enrollment data with SoCalGas and Southwest Gas.

Additional outreach efforts include targeted direct-mail, Welcome Kit insertions, shared mail, and recertification mailings. All efforts are bilingual (English/Spanish).

CARE applications are distributed to new or transferring SCE customers through the SCE Welcome Kit, which has resulted in 26,811 new CARE enrollments and 746 recertifications.

In April 2006, a direct mail solicitation was sent to approximately 275,000 income-qualified non-CARE customers. As of July 31, 2006, 4,484 applications have been processed, resulting in 3,649 new CARE enrollments. The annual CARE solicitation bill insert was included in approximately 3.9 million residential customers' bills in June 2006. As a result, through July 31, 2006, 30,135 applications have been processed with 24,918 new CARE enrollees. A second direct mail solicitation to approximately 300,000 income qualified non-CARE customers originally scheduled for July has been moved to August. SCE partnered with ValPak, a shared mail vendor, to include two million CARE applications in low-income zip

codes through August and September.

SCE's recertification efforts include (1) mailing recertification letters and pre-populated applications to customers one month prior to their CARE anniversary date; (2) mailing in-language recertification letters to customers that were enrolled via an in-language application (for the languages that SCE supports); (3) recertification by phone using the automated Voice Response Unit (VRU); and (4) telephone operator-assisted enrollment and recertification.

The operator-assisted enrollment and recertification process includes contacting those customers who have mailed in signed, but incomplete, CARE applications or recertification forms. These customers are given the option of enrolling in or recertifying for the CARE program over the telephone. The operator-assisted process was implemented on November 28, 2005 and outgoing calls started on December 1, 2005. As of July 31, 2006, information was successfully collected from 5,527 new and recertifying customers. SCE's recertification by phone through SCE's VRU process entails allowing customers to recertify CARE eligibility over the telephone utilizing SCE's automated VRU. As of July 31, 2006, 9,680 customers successfully recertified by telephone using the VRU. On April 21, 2006, SCE filed with the Commission its *Motion to Extend Certain Low Income Energy Efficiency and CARE Program Policies Authorized in D.05-10-044 Beyond the Winter Initiative Period*, in which SCE sought the Commission's authorization to continue the CARE telephonic enrollment/recertification processes described above. On July 10, 2006, Administrative Law Judge Kim Malcolm issued a draft decision,¹ in which SCE's request to continue these telephonic CARE processes is granted.

SCE is further streamlining recertification efforts by providing a "Sign and Mail" recertification application that is personalized with the customer's name, address, and account number. This new application was implemented on May 25, 2006, and allows current CARE

¹ *Opinion Approving Augmentation to the 2006 Low Income Energy Efficiency Program Budget of Pacific Gas and Electric Company and Addressing the Compliance Filings of San Diego Gas & Electric Company, Southern California Gas Company and Southern California Edison Company Regarding Low Income Energy Efficiency Program Budgets.*

customers to simply sign the application certifying their continued CARE eligibility. A notice is sent with this application detailing the current CARE income guidelines. Further, this new application is also available in English, Spanish, Korean, Cambodian, Vietnamese and Chinese.

SCE continues to expand grassroots efforts through strategic alliances. SCE also plans to develop additional data systems and enhancements to CARE applications to improve the infrastructure of the system used to process applications and recertification documents.

In addition to implementing the high level marketing campaign and improving the infrastructure of the application processing/recertification/verification process, SCE will fund the cost recovery for Phase II of the Low-Income Needs Assessment. SCE believes increased marketing and communication to multi-lingual customers is consistent with Commission policy and should lead to increased CARE enrollment.

C. Description of SCE's Activities for Cool Centers

In response to the heat wave during late July 2006, SCE entered into a partnership with a Cool Center/LIHEAP agency located in one of the hottest regions within SCE's service territory to offer the loan of portable air conditioners to homebound customers to be used when the customer's cooling system was down due to replacement or repair. This effort was in direct response to the heat wave. SCE is interested in a marginal expansion of this effort with other LIHEAP agencies in order to assist customers in need during a heat crisis.

II.

CONCLUSION

SCE appreciates this opportunity to provide the Commission with updated information about the successes SCE has achieved in its LIEE and CARE programs through the Rapid Deployment effort.

Respectfully submitted,

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August 21, 2006

**Table A-SCE LIEE Leveraging & Outreach Initiatives
As of July 31, 2006**

<p>LIHEAP Organizations</p>	<p>In Decision 01-05-033, dated May 3, 2001, the CPUC ordered California IOUs to implement their LIEE programs as a “leveraging vehicle” with Community Based Organizations (CBOs) who deliver similar services through the Low Income Home Energy Assistance Program (LIHEAP), administered by the California State Department of Community Services and Development.</p> <p>In compliance with D01-05-033 and to assist in the installation of refrigerators for PY2004, SCE contracts with seven LIHEAP organizations within SCE’s service territory.</p> <p>SCE continues to offer leveraging contracts to <u>all</u> LIHEAP agencies throughout SCE’s service territory.</p>	<p>July 2006</p>	<p>12 contractors are currently installing refrigerators for SCE under the regular SCE contract. Of these 12 contractors, 7 are LIHEAP funded.</p> <p>As of July 31, 2006, there have been 117 refrigerators installed through LIHEAP leveraging.</p>
<p>Southern California Gas (SCG) Data Sharing</p>	<p>SCE continues its contracts with service providers in SCG territory to provide comprehensive assessment services to joint customers of SCG and SCE. Customers outreached in SCG service territory who are also SCE customers are assessed for all gas and electric measures they may qualify for.</p>	<p>Ongoing</p>	<p>Ongoing</p>

Table B – SCE CARE Leveraging and Outreach Initiatives – As of July 31, 2006

Initiative	Summary	Timeline	Status
EAF/CARE Training	Host training for EAF agencies on the EAF and CARE programs.	January 10-12, 17-18, 24-25, and 27, 2006	Completed.
Good Neighbor Events	Host training for community-based organizations, social workers, FSRs, etc. to provide education to assist in the support of medical baseline and CARE customers.	January 12, 17-19, and 26, 2006	Completed.
Los Angeles Tet Festival	CARE outreach event held in Montebello. The event targeted the Vietnamese community. The event was staffed by SCE Vietnamese volunteers and in-language CARE materials were disseminated to event attendees.	February 4, 2006	Completed.
Catholic Charities Presentation	SCE's Equal Opportunity and SCE's CARE department hosted several Catholic Charity organizations to inform them about SCE's programs and services. This event was held at SCE's general office facility in Rosemead.	March 13, 2006	Completed.
Norco Senior Town Hall Meeting	SCE's Public Affairs and CARE administration hosted a town hall meeting in Norco to inform seniors of SCE's program offerings. CARE was discussed with all event attendees.	March 15, 2006	Completed.

Table B – SCE CARE Leveraging and Outreach Initiatives – As of July 31, 2006

Initiative	Summary	Timeline	Status
Cambodian New Year Celebration	CARE Outreach event hosted in conjunction with the Cambodian Coordinating Council targeting SCE's low-income Cambodian population. CARE was discussed with all event attendees who came to SCE's booth.	April 15, 2006	Completed.
Consumer Awareness Safety Forum	This forum was coordinated in conjunction with Congresswoman Hilda Solis and her staff. The event was held at the El Monte Jack Crippen Senior Center and was attended by over 100 seniors. SCE's presentation was made in English and Spanish. Over 100 senior packets with a CARE application, Medical Baseline application, and energy conservation sheet, were disseminated to all attendees.	April 19, 2006	Completed.
2 nd Zion Travelers Missionary Baptist Church Wellness, Literacy & Job Fair	SCE participated in Second Zion Travelers Missionary Baptist Church's Wellness, Literacy, and Job Fair. This was a community event targeted low-income and seniors. SCE hosted a booth at this event where CARE was discussed with event participants coming to SCE's booth.	April 20, 2006	Completed.

Table B – SCE CARE Leveraging and Outreach Initiatives – As of July 31, 2006

Initiative	Summary	Timeline	Status
CARE and Town Hall Meeting, Inglewood	This event was hosted in conjunction with Councilman Horton's Office. SCE CARE Program Manager gave a presentation on CARE, FERA, Medical Baseline, EAF, and Friendly Reminder Programs. Three CARE Capitation agencies were enrolled as a result of this event. CARE applications and information were left with Councilman Horton's office for distribution to Inglewood residents.	April 21, 2006	Completed.
Consumer Awareness Safety Forum	This event was hosted in conjunction with Congresswoman Hilda Solis's office and SCE Public Affairs. A presentation on CARE, Medical Baseline, and energy conservation was given to over 100 seniors in attendance.	May 31, 2006	Completed.
Juneteenth 2006, Pomona	CARE Outreach event targeting SCE's low-income and African American population. The event was held at Ganesha Park in Pomona. There were over 5,000 attendees present at the event. CARE was discussed with all event attendees who participated.	June 17, 2006	Completed

Table B – SCE CARE Leveraging and Outreach Initiatives – As of July 31, 2006

Initiative	Summary	Timeline	Status
Juneteenth 2006, Long Beach	CARE Outreach event targeting SCE’s low-income and African American population. The event was held in conjunction with Partners of Parks in Long Beach. There were thousands of attendees present at the event; and, CARE was discussed with all event attendees who participated.	June 17, 2006	Completed.
Get Checking Education Pilot	Outreach event targeting SCE’s low-income and Spanish populations. This event provided information on CARE, FERA, Medical Baseline, and other SCE programs. Bi-lingual volunteers were on hand to assist event attendees.	July 22, 2006	Completed.
Christ The King	SCE CARE Administration and SCE’s Equal Opportunity Departments hosted a faith-based outreach targeting SCE’s low-income Spanish-speaking population. Bi-lingual volunteers were on hand to assist all event attendees with CARE enrollment.	July 23, 2006	Completed.

Table B – SCE CARE Leveraging and Outreach Initiatives – As of July 31, 2006

Initiative	Summary	Timeline	Status
St Anne Catholic Church	SCE CARE Administration and SCE's Equal Opportunity Departments hosted a faith-based outreach targeting SCE's low-income Spanish-speaking population. Bi-lingual volunteers were on hand to assist all event attendees with CARE enrollment.	July 23, 2006	Completed.

Table C – SCE CARE Media as of July 31, 2006

Communication Initiative	Summary	Timeline
Bilingual - English/Spanish	Welcome Kit – Included a CARE/FERA application to all new and transfer service customers within one month of turn on/transfer request In New Mover Welcome Kit. Quantity: 121,432 .	May-July 2006
	June Annual Solicitation: Included CARE/FERA application in all non-CARE/FERA residential bill statements. Quantity 3.9 million.	June 2006
	June Bill Statement Message: Included bill message in all non-CARE/FERA residential bill statements. Quantity 3.9 million	June 2006
African American	Radio	
	Television Spokesperson from SCE appeared on cable television programs to share information about the CARE program. These half-hour programs allowed Edison to promote various programs, including CARE and other SCE programs and services.	
	<i>Inside the Inland Valley - 5/18/06, Compton Inside/Out - 7/26/06</i>	5/18/06 7/26/06
	Print	
	Out-of-Home	
Cambodian	Radio	
	Print	
Chinese	Radio	
	Print	

Table C – SCE CARE Media as of July 31, 2006

Communication Initiative	Summary	Timeline
Filipino	Radio	
	Print	
Japanese	Radio	
	Print	
Korean	Radio	
	Print	
Hispanic	Radio KUNA Radio 96.7 FM - Telemundo (Palm Desert)	7/7/06
	<p>Television: Spokesperson from SCE appeared on two TV Network (Univision and Telemundo) in Palm Springs-area, providing information about the CARE program to this targeted audience.</p> <p>KVER TV - Univision (Palm Springs) aired during their 6pm and 11pm</p> <p>KUNA TV - Telemundo (Palm Desert) - aired during their 6pm and 11pm</p>	
	Print	
	Vietnamese	Radio
Print		

CERTIFICATE OF SERVICE

I hereby certify that, pursuant to the Commission's Rules of Practice and Procedure, I have this day served a true copy of SOUTHERN CALIFORNIA EDISON COMPANY'S (U 338-E) RAPID DEPLOYMENT - MONTHLY STATUS REPORT FOR JULY 2006 on all parties identified on the attached service list(s). Service was effected by one or more means indicated below:

Transmitting the copies via e-mail to all parties who have provided an e-mail address. First class mail will be used if electronic service cannot be effectuated.

Executed this **21st day of August, 2006**, at Rosemead, California.

/s/ CECILIA JONES

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R.04-01-006

Monday, August 21, 2006

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