

**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 JUNE 2006**

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Dated: **July 21, 2006**

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**SOUTHERN CALIFORNIA EDISON COMPANY'S (U 338-E) RAPID DEPLOYMENT -  
MONTHLY STATUS REPORT FOR JUNE 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 June 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 June 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 June 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 abbreviated set of tables, which includes Tables 1, 4, 6, 10, 11, 11a, 11b, and 16. 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. June 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 June 2006. For June 2006, SCE hereby reports on the paid installation of measures including 875 permanent evaporative coolers, 34,963 indoor compact fluorescent light bulbs, and 3,323 energy-efficient refrigerators.

In addition to the service delivery work completed in June 2006, SCE completed 6,738 assessments of customer homes and provided education to 5,610 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 June 30, 2006, a total of 1,044,366 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 June 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 June. One such event was the Juneteenth Festival held in Ganesha Park in Pomona on June 17, 2006. This event targeted SCE's low-income African American population. CARE applications, conservation information, and energy efficiency rebate and program information was disseminated to all event attendees.

As part of the CARE Capitation Program, 13 agencies/organizations submitted 274 applications in June 2006. Of these, 179 customers were enrolled, 53 were found to be existing CARE enrollees and 42 applications were rejected. A total of \$2,139 was paid out as part of the Capitation Program in June 2006.

SCE's multi-lingual efforts produced 1,983 applications in June with 1,711 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 25,530 new CARE enrollments and 736 recertifications.

In April 2006, a direct mail solicitation was sent to approximately 275,000 income-qualified non-CARE customers. As of June 30, 2006, 4,237 applications have been processed, resulting in 3,453 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 June 30, 2006, 10,570 applications have been processed with 8,811 new CARE enrollees. A second direct mail solicitation to approximately 300,000 income-qualified customers is scheduled for July, and shared mailings will go out in August and September 2006.

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 Spanish recertification letters to customers that were enrolled via a Spanish-only application; (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 pilot program 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 pilot program was implemented on November 28, 2005 and outgoing calls started on December 1, 2005. As of June 30, 2006, information was successfully collected from 4,381 new and recertifying customers. SCE's recertification by phone through SCE's VRU pilot program entails allowing customers to recertify CARE eligibility over the telephone utilizing SCE's automated VRU. As of June 30, 2006, 8,619 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, the Commission issued its draft decision,<sup>1</sup> in which it grants SCE's request to continue these telephonic CARE processes.

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 customers to simply sign the application certifying their continued CARE eligibility. A notice is

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<sup>1</sup> *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.*

sent with this application detailing the current CARE income guidelines. Further, this new application is currently available in English and Spanish, and will be available in 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.

**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,

**MICHAEL D. MONTOYA  
STACIE SCHAFFER**

/s/ STACIE SCHAFFER

By: **Stacie Schaffer**

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July 21, 2006



**Table 1 - LIEE Program Expenses – Southern California Edison -  
As of June 30, 2006**

	Electric	Electric YTD	Budget	% YTD / Budget
LIEE Program:	Base Program	Base Program Jan to Date	Base Program <sup>[1]</sup>	Base Program
A	B	C	D	E
Energy Efficiency				
- Gas Appliances		\$ -	\$ -	n/a
- Electric Appliances [2]	\$ 1,953,217	\$ 5,502,826	\$ 20,971,520	26%
- Weatherization	\$ 5,601	\$ 18,093	\$ 394,450	5%
- Outreach & Assessment	\$ 189,036	\$ 925,470	\$ 2,817,745	33%
- In Home Energy Education	\$ 31,410	\$ 264,345	\$ 518,400	51%
- Education Workshops	\$ -	\$ -	\$ -	n/a
Energy Efficiency TOTAL	\$ 2,179,263	\$ 6,710,735	\$ 24,702,115	27%
Landlord Rebate Pilots				
- Refrigerator	\$ -	\$ -	\$ -	0%
- A/C Replacement - Room	\$ -	\$ -	\$ -	0%
- A/C Replacement - Central	\$ -	\$ -	\$ -	0%
Pilots				
- Pilot (A)	\$ -	\$ -	\$ -	0%
- Pilot (B)	\$ -	\$ -	\$ -	0%
Total Pilots	\$ -	\$ -	\$ -	0%
Training Center	\$ -	\$ -	\$ 20,000	0%
Inspections	\$ 13,200	\$ 47,736	\$ 555,000	9%
Advertising	\$ -	\$ -	\$ 15,000	0%
M&E Studies	\$ 35,241	\$ 67,537	\$ 195,000	35%
Regulatory Compliance	\$ 6,283	\$ 34,591	\$ 70,000	49%
Other Administration	\$ 224,427	\$ 871,665	\$ 1,772,885	49%
Indirect Costs*	\$ 16,324	\$ 145,222	\$ -	n/a
Oversight Costs				
- LIAB PY Past Year	\$ -	\$ -	\$ -	n/a
- LIAB PY Present Year	\$ -	\$ -	\$ -	n/a
- CPUC Energy Division	\$ -	\$ 16,962	\$ 70,000	24%
Total Oversight Costs	\$ -	\$ 16,962	\$ 70,000	24%
TOTAL COSTS	\$ 2,474,739	\$ 7,894,449	\$ 27,400,000	29%

Appl. = Appliances

Base = Authorized

YTD = Jan 2006 through current month

\* Indirect costs are not charged to the LIEE program

**Table 4 - LIEE Measure Installations – Southern California Edison - As of June 30, 2006**

Measures  A	Units  B	Current Month			YTD
		Completed and Expensed	Completed but not Expensed	Initiated but not Completed	Completed and Expensed
		Base	Base	Base	Base Jan to Date
		C	D	E	F
Furnaces					
- Repair - Gas	Each				
- Replacement - Gas	Each				
- Repair - Electric	Each				
- Replacement - Electric	Each				
Infiltration & Space Conditioning					
- Duct Repair	Home				
- Cover Plates/Gaskets	Home	34	8		193
Weatherization					
- Evaporative Cooler/Air Cond. Covers	Home				
- Attic Insulation	Home				
- Water Heater Blanket	Each	2	2		9
- Low Flow Showerhead	Each	23	5		150
- Weatherstripping	Home	31	1		126
- Caulking	Home	20			43
- Minor Home Repairs	Home	21			72
- Attic Access Weatherstripping	Home				
- HVAC Air Filter Replacement	Home				
Water Heater Savings					
- Water Heater Pipe Wrap	Home				
- Faucet Aerators	Each	36	2		248
Miscellaneous Measures	Each				13
Permanent Evaporative Coolers	Each	875	374		1,734
Portable Evaporative Coolers	Each				
Compact Fluorescents (indoor)	Each	34,963	7,786		98,058
Compact Fluorescents (outdoor)	Each	54	12		121
Refrigerators	Each	3,323	1,173		9,622
Landlord Rebate Pilots					
- Refrigerators					
- Air Conditioner Replacement - Room					
- Air Conditioner Replacement - Central					
Pilots - Rapid Deployment					
- Air Conditioner Replacement - Room	Each	223	79		343
- Air Conditioner Replacement - Central	Each	4	20		4
- Duct Sealing and Repair	Home	3	34		3
- Whole House Fans	Each				
- Water Heater Replacement - Gas	Each				
- Water Heater Replacement - Electric	Each				
- Set-back Thermostats	Each		16		
- Evaporative Cooler Maintenance	Each				
Energy Education					
- Outreach & Assessment	Home	6,738	968		22,600
- In-Home Education	Home	5,610	7,406		27,332
- Education Workshops					
- Home Weatherized	Home	35	8		207
- Home Treated	Home	6,738	968		22,600

YTD = Jan 2006 through current month

**Table 6 - CARE Program Expenses – Southern California Edison - As of June 30, 2006**

	Electric YTD											Budget				% YTD / Budget			
	Current Month			Expenses – Southern			Base Program			Total		Base Program		Total		Base Program (PGC)		Total	
	CARE	[1] Other	Total	Jan to Date	*Other	Total	Jan to Date	*Other	Total	Jan to Date	*Other	Total	CARE	*Other	Total	CARE	*Other	Total	
	B	C	D	E	F	G	H	I	J	K	L	M							
Outreach																			
- Capitation Program	9,643		9,643	41,862		41,862	100,000		100,000		100,000	42%		n/a	42%		n/a	42%	
- Automatic Enrollment	3,068		3,068	13,445		13,445	60,000		60,000		60,000	22%		n/a	22%		n/a	22%	
- Other Outreach	67,160		67,160	501,778		501,778	1,533,000		1,533,000		1,533,000	33%		n/a	33%		n/a	33%	
Total Outreach	79,870		79,870	557,085		557,085	1,693,000		1,693,000		1,693,000	33%		n/a	33%		n/a	33%	
Processing/Certification/Verification	62,321		62,321	390,395		390,395	600,000		600,000		600,000	65%		n/a	65%		n/a	65%	
Billing System Programming	24,887		24,887	77,322		77,322	557,000		557,000		557,000	14%		n/a	14%		n/a	14%	
Pilots																			
- 2006 Cool Center	190		190	190		190	95,000		95,000		95,000	0%		n/a	0%		n/a	0%	
- Pilot (B)																			
Total Pilots	190		190	190		190	95,000		95,000		95,000	0%		n/a	0%		n/a	0%	
Measurement & Evaluation	41,430		41,430	44,056		44,056	58,000		58,000		58,000	76%		n/a	76%		n/a	76%	
Regulatory Compliance [2]	5,818		5,818	32,111		32,111	50,000		50,000		50,000	64%		n/a	64%		n/a	64%	
Other Administration [3]	98,010		98,010	246,799		246,799	1,063,300		1,063,300		1,063,300	23%		n/a	23%		n/a	23%	
Indirect Costs (P&B)		31,723	31,723	215,736		215,736	n/a		n/a		n/a	n/a		n/a	n/a		n/a	n/a	
Oversight Costs																			
- LLAB Start-up																			
- LLAB PY Past Year**																			
- LLAB PY Present Year**																			
- CPUC Energy Division [4]				56,202		56,202	82,700		82,700		82,700	68%		n/a	68%		n/a	68%	
Total Oversight Costs				56,202		56,202	82,700		82,700		82,700	68%		n/a	68%		n/a	68%	
TOTAL PROGRAM COSTS	312,527		312,527	1,404,161		1,404,161	4,199,000		4,199,000		4,199,000	33%		n/a	33%		n/a	33%	
CARE Rate Discount	11,063,041		11,063,041	83,939,984		83,939,984	168,100,000		168,100,000		168,100,000	50%		n/a	50%		n/a	50%	
Service Establishment Charge Discount																			
Total Program Costs & Customer Discounts	\$11,375,568	\$31,723	\$11,407,291	\$85,344,145	\$215,736	\$85,559,881	\$172,299,000	n/a	\$172,299,000		\$172,299,000	50%		n/a	50%		n/a	50%	

[1] Includes CARE activities absorbed by non-CARE funding sources.

[2] Includes Regulatory & Compliance and Law.

[3] Includes program management labor, overheads, and information technology support.

[4] Includes only invoices received from the Public Utilities Commission for LIEE reimbursements - 70% allocated to CARE and 30% to other LIEE.

Note: With the implementation of post PROACT rates on August 1, 2003, the 1-cent and 3-cent surcharge exemptions no longer are separate from the CARE discount. CARE customers continue to receive a discount in excess of the mandated 20%, based on post-PROACT rates adopted in D.03-07-029, but the full cost of this discount is now included in rates for recovery from other customers.

**TABLE 10**  
**CARE Enrollment, Recertification, and Attrition - Southern California Edison**  
**As of June 30, 2006**

	A	B	C	D	E	F	G	H	I	J
	Gross Enrollment From Automatic Enrollment <sup>1</sup>	Gross Enrollment From Capitation	Gross Enrollment Other Sources (Not Including Recertification Enrollment)	Gross Current Month Enrolled A+B+C	Gross Enrollment From Recertification <sup>2</sup>	Total Gross Enrollment D+E	Attrition (Drop Outs)	Net Enrollment F-G	Adjusted Net Enrollment = Net Enrollment - Recertification H-E	Total CARE Participants
January	3,254	90	25,831	29,175	25,222	54,397	910	53,487	28,265	1,000,753
February	4,008	35	17,968	22,011	19,746	41,757	6,448	35,309	15,563	1,016,316
March	4,754	288	21,436	26,478	29,839	56,317	12,896	43,421	13,582	1,029,898
April	3,169	118	10,605	13,892	11,056	24,948	15,457	9,491	-1,565	1,028,333
May	5,697	193	17,478	23,368	14,256	37,624	11,981	25,643	11,387	1,039,720
June	1,772	179	26,165	28,116	20,754	48,870	23,470	25,400	4,646	1,044,366
July										
August										
September										
October										
November										
December										
<b>Totals</b>	<b>22,654</b>	<b>903</b>	<b>119,483</b>	<b>143,040</b>	<b>120,873</b>	<b>263,913</b>	<b>71,162</b>	<b>192,751</b>	<b>71,878</b>	

Notes:

<sup>1</sup> Includes enrollment from data exchanges with SoCalGas, Southwest Gas, and State CSD.

<sup>2</sup> Recertifications completed regardless of month requested.

**Table 11 - CARE Standard Program Random Verification Results -  
Southern California Edison - As of June 30, 2006**

	Total CARE Population less Capitation Enrollments	Participants Requested to Verify	% of Population Total	Participants Dropped (No Response)	Participants Dropped (Verified as Ineligible)	Total Dropped <sup>1</sup>	% Dropped through Verification	% of Total Population Dropped
January-06	1,000,663	652	0.07%	0	9	9	1.38%	0.00%
February-06	1,016,281	616	0.06%	0	13	13	2.11%	0.00%
March-06	1,029,610	737	0.07%	0	15	15	2.04%	0.00%
April-06	1,028,215	673	0.07%	479	8	487	72.36%	0.05%
May-06	1,039,527	731	0.07%	9	5	14	1.92%	0.00%
June-06	1,044,187	740	0.07%	2	4	6	0.81%	0.00%
July-06								
August-06								
September-06								
October-06								
November-06								
December-06								
Total YTD PY2006	1,044,187	4,149	0.40%	490	54	544	13.11%	0.05%

<sup>1</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.

**Table 11A - CARE SBX1 5 Outreach Verification Results -  
Southern California Edison - As of June 30, 2006**

	Total SBX1 5 Outreach Enrollment	Participants Requested to Verify	% of Outreach Total	Participants Dropped (No Response)	Participants Dropped (Verified as Ineligible)	Total Dropped	% Dropped through Verification <sup>1</sup>	% of Total SBX1 5 Population Dropped
January-06	90	2	2.22%	0	0	0	0.00%	0.00%
February-06	35	0	0.00%	0	0	0	0.00%	0.00%
March-06	288	2	0.69%	0	0	0	0.00%	0.00%
April-06	118	0	0.00%	0	0	0	0.00%	0.00%
May-06	193	1	0.52%	0	0	0	0.00%	0.00%
June-06	179	0	0.00%	0	0	0	0.00%	0.00%
July-06								
August-06								
September-06								
October-06								
November-06								
December-06								
Total YTD PY2006	903	5	0.55%	0	0	0	0.00%	0.00%

<sup>1</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.

**Table 11B - Combined CARE Standard Program and SBX1 5 Outreach Verification Results -  
Southern California Edison - As of June 30, 2006**

	Total CARE Population	Participants Requested to Verify	% of Population Total	Participants Dropped (No Response) <sup>2</sup>	Participants Dropped (Verified as Ineligible)	Total Dropped	% Dropped through Verification <sup>1</sup>	% of Total Population Dropped
January-06	1,000,753	654	0.07%	0	9	9	1.38%	0.00%
February-06	1,016,316	616	0.06%	0	13	13	2.11%	0.00%
March-06	1,029,898	739	0.07%	0	15	15	2.03%	0.00%
April-06	1,028,333	673	0.07%	479	8	487	72.36%	0.05%
May-06	1,039,720	732	0.07%	9	5	14	1.91%	0.00%
June-06	1,044,366	740	0.07%	2	4	6	0.81%	0.00%
July-06								
August-06								
September-06								
October-06								
November-06								
December-06								
Total YTD PY2006	1,044,366	4,154	0.40%	490	54	544	13.10%	0.05%

<sup>1</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.

TABLE 16 CARE PARTICIPATION -- COMBINED RURAL & URBAN - SOUTHERN CALIFORNIA EDISON - AS OF JUNE 30, 2006							
A	B	C	D	E	F	G	H
	Estimated Eligible	Monthly Enrolled by Capitation	Monthly Enrolled By Non-Capitation	Total Enrolled by Month	YTD Enrolled	Total # of CARE Participants	Penetration Rate
2006							
January	1,329,734	90	29,085	29,175	29,175	1,000,753	75%
February	1,329,734	35	21,976	22,011	51,186	1,016,316	76%
March	1,329,734	288	26,190	26,478	77,664	1,029,898	77%
April	1,339,509	108	13,784	13,892	91,556	1,028,333	77%
May	1,339,509	193	23,175	23,368	114,924	1,039,720	78%
June	1,339,509	179	27,937	28,116	143,040	1,044,366	78%
July							
August							
September							
October							
November							
December							

**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 JUNE 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 July, 2006**, at Rosemead, California.

/s/ CHRISTINE SANCHEZ

Christine Sanchez  
Project Analyst  
SOUTHERN CALIFORNIA EDISON COMPANY

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**R.04-01-006**

Friday, July 21, 2006

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Friday, July 21, 2006

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