

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**

Applications of the Large Investor Owned Utilities for Approval of Their 2009-2011 Low Income Energy Efficiency and California Alternate Rates for Energy Programs and Budgets.	Application 08-05-022 (Filed May 15, 2008)
Application of San Diego Gas & Electric Company (U 902 M) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009 – 2011.	Application 08-05-024 (Filed May 15, 2008)
Application of Southern California Gas Company (U 904 G) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009 – 2011.	Application 08-05-025 (Filed May 15, 2008)
Application of Southern California Edison Company (U 338-E) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009 – 2011.	Application 08-05-026 (Filed May 15, 2008)

**MONTHLY REPORT OF SAN DIEGO GAS & ELECTRIC COMPANY (U 902 M) ON  
LOW INCOME ASSISTANCE PROGRAMS FOR NOVEMBER 2008**

Kim F. Hassan

Attorney for  
San Diego Gas & Electric Company  
101 Ash Street, HQ12B  
San Diego, CA 92101-3017  
Telephone: (619) 699-5006  
Facsimile: (619) 699-5027  
E-Mail: KHassan@sempra.com

December 22, 2008

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**

Applications of the Large Investor Owned Utilities for Approval of Their 2009-2011 Low Income Energy Efficiency and California Alternate Rates for Energy Programs and Budgets.	Application 08-05-022 (Filed May 15, 2008)
Application of San Diego Gas & Electric Company (U 902 M) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009 – 2011.	Application 08-05-024 (Filed May 15, 2008)
Application of Southern California Gas Company (U 904 G) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009 – 2011.	Application 08-05-025 (Filed May 15, 2008)
Application of Southern California Edison Company (U 338-E) for Approval of Low Income Assistance Programs and Budgets for Program Years 2009 – 2011.	Application 08-05-026 (Filed May 15, 2008)

**MONTHLY REPORT OF SAN DIEGO GAS & ELECTRIC COMPANY (U 902 M) ON  
LOW INCOME ASSISTANCE PROGRAMS FOR NOVEMBER 2008**

**I. INTRODUCTION**

In Ordering Paragraphs (OP) 14 through 17 of Decision (D.) 01-05-033, the California Public Utilities Commission (Commission) directs San Diego Gas & Electric Company (SDG&E) and the other Investor Owned Utilities (IOUs)<sup>1</sup> to provide monthly status reports on the costs and impacts of their Rapid Deployment (RD) efforts on their California Alternate Rates for Energy (CARE) and Low Income Energy Efficiency (LIEE) programs.

In Application (A.) 06-06-032, SDG&E proposed changes to the monthly Rapid Deployment reports in an effort to streamline the reports while maintaining their value. SDG&E, along with the other utilities, then worked closely with the Energy Division to further develop and update the tables used to report low income program activity on a monthly basis. In D.06-12-038 the utilities’

---

<sup>1</sup> The other IOUs include Southern California Gas Company, Southern California Edison Company, and Pacific Gas and Electric Company.

proposed changes for the monthly program reporting were approved. The reports will henceforth be referred to as the “Monthly Reports on Low Income Assistance Programs.”

In Ordering Paragraph 90 of Decision (D.) 08-11-031, the Commission directed utilities to begin reporting on the number of customer complaints they receive (either formal, informal, or wherever received) about their CARE recertification efforts and the nature of the Complaints. The utilities are to report this information in their monthly and annual reports beginning December 31, 2008. SDG&E has included its first report on CARE recertification complaints received from customers during November in the CARE section of this report below.

This eleventh monthly report on the 2008 Low Income Assistance Programs includes actual LIEE and CARE results and expenditures through November.

## **II. OUTREACH AND LEVERAGING FOR CARE AND LIEE**

### **Outreach Events**

SDG&E’s outreach efforts focus on providing customers with information on CARE, LIEE and FERA programs. SDG&E also conducts Lighting Turn-In events, which is offered through the general energy efficiency portfolio of programs, where free Compact Fluorescent Lamps (CFLs) are exchanged for every incandescent light bulb participating customer’s turn-in. At these CFL turn-in events, information is provided on SDG&E’s CARE, LIEE and FERA programs. During November, SDG&E conducted CARE, LIEE and FERA outreach at Lighting Turn In events held at the following locations:

- City of Oceanside
- City of San Marcos
- Cities of Santee & Lakeside

A total of 1,172 customers received CARE, LIEE and FERA information during these outreach events.

### **CARE Capitation Contracts**

SDG&E contracts with numerous “CARE Capitation Contractors” (CCCs) leveraging their client relationships to enroll eligible, non-participating customers in the CARE program. The CCCs employ various types of outreach approaches such as door-to-door solicitation, local community event participation, walk-in enrollment and program material distribution to enroll customers.

During the month of November, SDG&E made 230 site visits to existing CCCs and 2 site visits to prospective CCCs in the service territory. The site visits included<sup>2</sup>:

**Existing CARE Capitation Contractors:**

AKA Headstart (2 visits)	Alpha of San Diego (1 visit)
American Red Cross (24 visits)	Bayside Community Center (1 visit)
African Alliance (3 visits)	Catholic Charities (7 visits)
Boys & Girls Club (5 visits)	Chicano Federation (1 visit)
Casa Familiar (4 visits)	Chula Vista Community Collaborative (1 visit)
Campeños Unidos Inc. (4 visits)	Clairemont Community Center (1 visit)
Chinese Service Center (2 visits)	Crisis House (7 visits)
Community Research Foundation (3 visits)	Foster Lift (1 visit)
Episcopal Community Services (2 visits)	Home Start (3 visits)
Family Health Centers (4 visits)	Hearts & Hands Working Together (1 visit)
Harmonium (4 visits)	Horn of Africa (6 visits)
Health & Human Services (1 visit)	International Rescue Committee (3 visits)
Interfaith Escondido (2 visits)	Mabuhay Alliance (4 visits)
Lutheran Social Services (2 visits)	Mountain Health Community Services (3 visits)
La Maestra Family Clinic (4 visits)	Neighborhood Healthcare (7 visits)
MAAC Project (3 visits)	San Diego State University WIC (29 visits)
Maximus (9 visits)	San Diego Office of Education (1 visit)
North County Health Project (14 visits)	Salvation Army (36 visits)
San Diego County Office of Education (1 visit)	Turning the Hearts Center (1 visit)
San Diego Youth & Comm. Services (3 visits)	Vista Community Clinic (3 visits)
Say San Diego (2 visits)	South Bay Community Services (2 visits)
San Ysidro Health Center (4 visits)	YMCA (9 visits)

<sup>2</sup> Some of the CCC's have multiple site locations therefore, the number of reported visits include visits to several site locations.

**Prospective CARE Capitation Contractors:**

Neighborhood House Association (2 visits)	
---	--

**III. CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE)**

**November CARE Enrollment Results**

Total CARE participation for the month of November was 238,482 or 73.5% of SDG&E’s estimated CARE-eligible population. To specifically increase participation in its CARE program, SDG&E has employed various proven marketing techniques. The following table summarizes the CARE enrollment activity for the month and year-to-date by specific marketing techniques employed:

	November	YTD
Direct Mail	413	8,532
Mass Media	48	273
Bill Inserts	79	3,959
Internet	725	6,747
LIEE Leveraging	437	3,291
System (Call Center)	1,096	8,126
Third Party Contractor	2,156	8,789
Other Sources	600	8,534
Total Gross Enrollments	5,554	54,783

**LIEE Leveraging**

SDG&E received 682 leads on likely eligible customers and was able to enroll 437 in CARE in November based on their predetermined eligibility for LIEE services.

**Direct Mail Enrollment**

Although SDG&E did not conduct a direct mail campaign during the month of November, applications from previous campaigns were processed during the month, adding 413 new enrollments for the program.

**Internet Enrollment**

SDG&E simplified the enrollment process for those customers who desire to use its website to apply for CARE. By providing the CARE application on line and enabling electronic

transmission, customers are not required to mail in the application which helps to expedite their enrollment in the program. During the month of November, 725 customers enrolled in the program via the internet. Year-to-date, SDG&E has enrolled 6,747 customers through its internet enrollment process.

### **Categorical Enrollment**

During November, SDG&E processed 9,853 eligible applications from customers; 3,894 of which declared their eligibility based on current enrollment in one or more public assistance programs. This resulted in 2,163 enrollments in the CARE program. This represents 39% of the total enrollments for the month of November.

### **CARE Customer Recertification Complaints**

SDG&E had no CARE customer recertification complaints for the month of November.

### **CARE Authorized Funding Versus Actual Expenditures**

In November, SDG&E spent approximately \$293,790 in outreach and other program management costs. Total program management costs through November represented 85% of the 2008 CARE authorized administrative budget. Actual expenses compared to budgeted figures for November are shown in Table 1C. The gas and electric CARE discounts cost for November totaled \$3.556 million.

## **IV. LOW INCOME ENERGY EFFICIENCY (LIEE)**

### **November Results - Installations**

During November SDG&E treated 2,566 homes and 34 units within master-metered complexes. SDG&E has treated year-to-date a total of 19,210 homes, 283 units within master-metered complexes, and has replaced 2,972 refrigerators. SDG&E will continue to conduct outreach to its customers throughout its service territory to identify potential customers eligible for program participation.

### **LIEE Marketing Activity**

In November, SDG&E marketed LIEE to multiple customer segments through the following channels: direct mail, print, television and radio. Direct mail cross-promoting LIEE to CARE customers was sent to 5,654 recently enrolled CARE participants. Bilingual (English/Spanish) print

ads ran in both the Union Tribune (targeted microzone circulation of 104,968) and the Pennysaver (circulation of 115,200). Television spots aired across 10 stations a total of 129 times each week for two weeks between November 2 and 16. And in-language radio ad-libs aired on Spanish and Vietnamese radio stations throughout the month of November.

### **LIEE Authorized Funding Versus Actual Expenditures**

SDG&E incurred \$2,369,619 in program costs during the month of November. Total year to date expenditures of \$14.68 million represents 111% of the 2008 authorized LIEE budget.

### **Customer Satisfaction Survey**

Improving customer satisfaction is a key element within all of SDG&E's program endeavors. SDG&E's LIEE program conducts telephone surveys to gauge LIEE participants' satisfaction with the services they received through the LIEE program. The current customer survey results indicate that 94% of all customers were satisfied with the work completed at their homes. The year-to-date rating is 92%, which exceeds the year-end goal. Examples of verbatim comments received from customers during the latest survey include:

- They were friendly and prompt. The service has helped us with keeping the house cooler in hot weather and warmer in cold weather. The light bulbs also help.
- The work was excellent and I liked that they came early. They gave me lamps and they checked my stove and I feel safer.
- They did a wonderful job. They were nice and polite. I seem to be using less electricity now.
- I am thoroughly satisfied with all that they did, including weatherstripping the front door, and installing a showerhead. It was excellent.

[Remainder of page intentionally left blank]

**V. CONCLUSION**

SDG&E continues to implement its LIEE and CARE program efforts with the goal of providing as many qualified customers as possible with services during program year 2008. SDG&E's ability to achieve success grows out of the interaction with its customers. SDG&E continues to strive to make it easy to provide the programs and services to its customers and to deliver not just a consistent customer experience, but also a customer experience that is consistently excellent.

Respectfully submitted,

/s/ KIM F. HASSAN

Kim F. Hassan

Attorney for  
San Diego Gas & Electric Company  
101 Ash Street, HQ12B  
San Diego, CA 92101-3017  
Telephone: (619) 699-5006  
Facsimile: (619) 699-5027  
E-Mail: KHassan@sempra.com

December 22, 2008

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Table 1L - LIEE Program Expenses - San Diego Gas &amp; Electric</b>												
2	<b>November 2008</b>												
3		<b>Authorized Budget</b>			<b>Current Month Expenses</b>			<b>Year-To-Date Expenses</b>			<b>% of Budget Spent Year-To-Date</b>		
4	<b>LIEE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
5	Energy Efficiency												
6	- Gas Appliances	\$ -	\$ 1,597,843	\$ 1,597,843		\$ 232,525	\$ 232,525	\$ -	\$ 1,100,080	\$ 1,100,080	0%	69%	69%
7	- Electric Appliances	\$ 4,775,778	\$ -	\$ 4,775,778	\$ 939,876		\$ 939,876	\$ 4,998,488	\$ -	\$ 4,998,488	105%	0%	105%
8	- Weatherization	\$ -	\$ 3,904,358	\$ 3,904,358		\$ 720,557	\$ 720,557	\$ -	\$ 4,574,322	\$ 4,574,322	0%	117%	117%
9	- Outreach and Assessment	\$ 600,059	\$ 600,058	\$ 1,200,117	\$ 148,540	\$ 148,540	\$ 297,079	\$ 1,033,070	\$ 1,033,070	\$ 2,066,140	172%	172%	172%
10	- In Home Energy Education	\$ 77,951	\$ 77,951	\$ 155,902	\$ 17,871	\$ 17,871	\$ 35,742	\$ 131,659	\$ 131,659	\$ 263,319	169%	169%	169%
11	- Education Workshops	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -	0%	0%	0%
12	- Pilot	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Cool Centers	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	<b>Energy Efficiency TOTAL</b>	<b>\$ 5,453,788</b>	<b>\$ 6,180,210</b>	<b>\$ 11,633,997</b>	<b>\$ 1,106,287</b>	<b>\$ 1,119,493</b>	<b>\$ 2,225,780</b>	<b>\$ 6,163,218</b>	<b>\$ 6,839,132</b>	<b>\$ 13,002,349</b>	<b>113%</b>	<b>111%</b>	<b>112%</b>
15													
16	Training Center	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -	0%	0%	0%
17	Inspections	\$ 22,072	\$ 22,072	\$ 44,144	\$ 1,086	\$ 1,086	\$ 2,173	\$ 17,936	\$ 17,935	\$ 35,871	81%	81%	81%
18	Marketing	\$ 160,496	\$ 160,496	\$ 320,992	\$ 22,030	\$ 22,030	\$ 44,060	\$ 162,564	\$ 162,563	\$ 325,127	101%	101%	101%
19	M&E Studies	\$ -	\$ -	\$ -	\$ 2,040	\$ 2,040	\$ 4,080	\$ 46,567	\$ 46,567	\$ 93,134	#DIV/0!	#DIV/0!	#DIV/0!
20	Regulatory Compliance	\$ 154,653	\$ 154,653	\$ 309,306	\$ 7,994	\$ 7,994	\$ 15,989	\$ 106,243	\$ 106,318	\$ 212,561	69%	69%	69%
21	General Administration	\$ 486,656	\$ 486,656	\$ 973,311	\$ 37,725	\$ 37,725	\$ 75,450	\$ 494,138	\$ 494,133	\$ 988,271	102%	102%	102%
22	CPUC Energy Division	\$ 10,500	\$ 10,500	\$ 21,000	\$ 1,044	\$ 1,044	\$ 2,088	\$ 9,508	\$ 9,508	\$ 19,016	91%	91%	91%
23													
24	<b>TOTAL PROGRAM COSTS</b>	<b>\$ 6,288,164</b>	<b>\$ 7,014,586</b>	<b>\$ 13,302,750</b>	<b>\$ 1,178,207</b>	<b>\$ 1,191,412</b>	<b>\$ 2,369,619</b>	<b>\$ 7,000,173</b>	<b>\$ 7,676,156</b>	<b>\$ 14,676,329</b>	<b>111%</b>	<b>109%</b>	<b>110%</b>
25	<b>Funded Outside of LIEE Program Budget</b>												
26	Indirect Costs				\$ 37,206	\$ 37,347	\$ 74,553	\$ 304,667	\$ 309,528	\$ 614,195			
27													
28	NGAT Costs				\$ 40,740	\$ 40,740		\$ 255,641	\$ 255,641				

	A	B	C	D	E	F	G												
1	<b>Table 2L - LIEE Measure Installations &amp; Savings</b>																		
2	<b>San Diego Gas &amp; Electric</b>																		
3	<b>November 2008</b>																		
4			<b>Expensed Installations Year-To-Date</b>																
5	<b>Measures</b>	<b>Units</b>	<b>Month Quantity Installed</b>	<b>Year-To-Date Quantity Installed</b>	<b>kWh (Annual) [1]</b>	<b>kW (Annual) [2]</b>	<b>Therms (Annual)</b>												
6	<b>Furnaces</b>																		
6	- Repair - Gas	Each	172	936	-	-	-												
7	- Replacement - Gas	Each	46	159	-	-	9,993												
8	- Repair - Electric	Each	-	-	-	-	-												
9	- Replacement - Electric	Each	-	-	-	-	-												
11	<b>Infiltration &amp; Space Conditioning.</b>																		
12	- Outlet cover plate gaskets	Home	2,106	13,629	-	-	-												
13	- Duct Testing	Home	45	291	-	-	-												
14	- Duct Sealing	Home	4	36	100	-	55												
15	- Evaporative Coolers	Each	-	-	-	-	-												
16	- Evaporative Cooler Maintenance	Each	-	-	-	-	-												
17	- Evaporative Cooler/Air Cond. Covers	Each	47	147	4	-	25												
18	- A/C Replacement - Room	Each	178	393	44,015	40	-												
19	- A/C Replacement - Room (landlord)	Each	-	-	-	-	-												
20	- A/C Replacement - Central	Each	2	4	-	-	-												
21	- A/C Replacement - Central (landlord)	Each	-	-	-	-	-												
22	- A/C Tune-up - Central	Each	7	23	3,357	3	-												
23	- A/C Services - Central	Each	-	-	-	-	-												
24	- Heat Pump	Each	-	-	-	-	-												
26	<b>Weatherization</b>																		
27	- Attic Insulation	Home	61	343	2,003	2	8,011												
28	- Attic Access Weatherization	Home	-	-	-	-	-												
29	- Weatherstripping - Door	Home	2,217	14,323	70,061	64	31,291												
30	- Caulking	Home	2,105	13,683	45,005	41	27,910												
31	- Minor Home Repairs [3]	Home	1,197	7,462	38,570	35	27,803												
33	<b>Water Heater Savings</b>																		
34	- Water Heater Blanket	Home	157	1,048	3,444	1	10,928												
35	- Low Flow Showerhead	Home	2,232	14,593	46,114	13	105,853												
36	- Water Heater Replacement - Gas	Each	8	32	-	-	608												
37	- Water Heater Replacement - Electric	Each	-	-	-	-	-												
38	- Tankless Water Heater - Gas	Each	-	-	-	-	-												
39	- Tankless Water Heater - Electric	Each	-	-	-	-	-												
40	- Water Heater Pipe Wrap	Home	57	355	1,221	-	1,413												
41	- Faucet Aerators	Home	2,377	15,136	17,740	5	43,762												
43	<b>Lighting Measures</b>																		
44	- CFL	Each	14,528	103,438	1,995,331	194	-												
45	- Interior Hard wired CFL fixtures	Each	1,396	11,801	755,264	74	-												
46	- Exterior Hard wired CFL fixtures	Each	208	2,084	56,808	-	-												
47	- Torchiere	Each	696	4,029	769,539	75	-												
49	Refrigerators	Each	545	2,972	2,187,699	334	-												
50	Refrigerators (landlord)	Each	-	-	-	-	-												
52	Pool Pumps	Each	-	-	-	-	-												
54	<b>Pilots</b>																		
55	- A/C Tune-up - Central	Each	-	-	-	-	-												
56	- Interior Hard wired Compact Fluorescent	Each	-	-	-	-	-												
57	- Ceiling Fans	Each	-	-	-	-	-												
59	<b>Customer Enrollment</b>																		
60	- Outreach & Assessment	Home	2,535	19,026	-	-	-												
61	- In-Home Education	Home	2,499	18,822	-	-	-												
62	- Education Workshops	Participants	-	-	-	-	-												
64	<b>Total Savings</b>				<b>6,036,276</b>	<b>882</b>	<b>267,651</b>												
66	<b>Homes Weatherized [4]</b>	Home	2,466	16,072															
68	<b>Homes Treated</b>																		
69	- Single Family Homes Treated	Home	874	6,929															
70	- Multi-family Homes Treated	Home	1,640	12,003															
71	- Mobile Homes Homes Treated	Home	52	278															
72	- Total Number of Homes Treated	Home	2,566	19,210															
73																			
74	- Master-Metered Homes Treated	Home	34	283															
75																			
76	<p>[1] kWh based on 2001 Low Income Impact Evaluation Study, Cost Effectiveness Analysis conducted by Itron, Inc., Cost Effectiveness Analysis Conducted by Standardization Team, updated DEER.</p> <p>[2] Savings assumes consistent mix of dwelling types through all years.</p> <p>Since kW savings were not part of the 2001 Impact Evaluation of the Statewide Low-Income Energy Efficiency Program, a ratio of kW per kWh was used based on the San Diego Gas &amp; Electric Advice Letter 1789-E/1591-G, Attachment II Table 7: Projected Savings by End Use. These factors are as follows:</p> <table border="0"> <tr> <td>End Use</td> <td>kWh/kW</td> </tr> <tr> <td>Space Cooling/Heating</td> <td>0.000911356</td> </tr> <tr> <td>Lighting</td> <td>0.0000973466</td> </tr> <tr> <td>Refrigeration</td> <td>0.000152559</td> </tr> <tr> <td>Water Heating</td> <td>0.000291768</td> </tr> <tr> <td>Other</td> <td>0.000969537</td> </tr> </table>							End Use	kWh/kW	Space Cooling/Heating	0.000911356	Lighting	0.0000973466	Refrigeration	0.000152559	Water Heating	0.000291768	Other	0.000969537
End Use	kWh/kW																		
Space Cooling/Heating	0.000911356																		
Lighting	0.0000973466																		
Refrigeration	0.000152559																		
Water Heating	0.000291768																		
Other	0.000969537																		
77	Exterior fixtures are assumed off-peak.																		
78	[3] Minor Home Repairs predominately are Door Repair/Replacement, Window Repair/Replacement and Wall Repair.																		
79	[4] Weatherization consists of Attic Insulation, Attic Access Weatherization, Weatherstripping - Door, Caulking and Minor Home Repairs.																		
80																			

	A	B
1	<b>Table 3L - Average Bill Savings per Treated Home</b>	
2	<b>San Diego Gas &amp; Electric</b>	
	<b>November 2008</b>	
3	Year-to-date Installations - Expensed	
4		
5	Annual kWh Savings	6,036,276
6	Annual Therm Savings	267,651
7	Lifecycle kWh Savings	64,403,511
8	Lifecycle Therm Savings	2,355,577
9	Current kWh Rate	\$ 0.13
10	Current Therm Rate	\$ 1.09
11	Number of Treated Homes	19,210
12	<b>Average 1st Year Bill Savings / Treated Home</b>	<b>53.78</b>
13	<b>Average Lifecycle Bill Savings / Treated Home</b>	<b>449.05</b>

	A	B	C	D	E	F	G
1	<b>Table 4L - LIEE Homes Treated</b>						
2	<b>San Diego Gas &amp; Electric</b>						
	<b>November 2008</b>						
3	County	Eligible Customers			Homes Treated Year-To-Date		
4		Rural	Urban	Total	Rural	Urban	Total
5	Orange County	0	15,314	15,314	0	10	10
6	San Diego	16,203	313,764	329,967	506	18,694	19,200
7							
8	<b>Total</b>	<b>16,203</b>	<b>329,078</b>	<b>345,281</b>	<b>506</b>	<b>18,704</b>	<b>19,210</b>
9							
10							
11							

**Table 5L - LIEE Customer Summary  
San Diego Gas & Electric  
November 2008**

Month	Gas & Electric				Gas Only				Electric Only				Total			
	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW
Jan-08	248	635	30,302	3	0	0	0	0	18	0	1,833	0	266	635	32,135	4
Feb-08	1,604	23,747	546,862	75	0	0	0	0	94	0	39,299	8	1,698	23,747	586,162	82
Mar-08	3,617	51,267	1,152,023	156	0	0	0	0	173	0	71,868	13	3,790	51,267	1,223,891	169
Apr-08	5,890	85,893	1,823,982	243	0	0	0	0	262	0	110,624	21	6,152	85,893	1,934,606	264
May-08	1,858	113,158	2,412,227	322	0	0	0	0	82	0	128,051	25	1,940	113,158	2,540,277	347
Jun-08	1,819	138,542	2,973,828	398	0	0	0	0	95	0	154,176	30	1,914	138,542	3,128,004	428
Jul-08	12,017	171,847	3,721,210	505	0	0	0	0	505	0	187,458	39	12,522	171,847	3,908,668	544
Aug-08	13,631	195,187	4,188,657	581	0	0	0	0	576	0	211,891	43	14,207	195,187	4,400,548	624
Sep-08	15,361	220,282	4,692,982	656	0	0	0	0	639	0	233,639	48	16,000	220,282	4,926,621	705
Oct-08	15,949	225,255	4,826,266	678	0	0	0	0	695	0	238,140	49	16,644	225,255	5,064,406	727
Nov-08	18,436	267,651	5,759,692	825	0	0	0	0	774	0	276,584	57	19,210	267,651	6,036,276	882
Dec-08																

Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2L.

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Table 1C - CARE Program Expenses - San Diego Gas &amp; Electric</b>												
2	<b>November 2008</b>												
3		Authorized Budget			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent Year-To-Date		
4	<b>CARE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
5	Outreach <sup>[1]</sup>	\$1,160,502	\$429,227	\$1,589,729	\$130,423	\$53,271	\$183,695	\$836,817	\$338,449	\$1,175,267	72%	79%	74%
6	Automatic Enrollment	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	#DIV/0!	#DIV/0!	#DIV/0!
7	Processing/ Certification/Verification	\$204,290	\$75,559	\$279,849	\$18,206	\$7,436	\$25,642	\$174,978	\$70,174	\$245,152	86%	93%	88%
8	Information Technology / Programming	\$224,917	\$83,189	\$308,106	\$20,371	\$8,321	\$28,692	\$275,926	\$111,959	\$387,885	123%	135%	126%
9													
10	Pilots												
11	- Pilot SB 580	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
12	- Pilot	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
13	- Pilot	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
14	Total Pilots	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
15													
16	Measurement & Evaluation <sup>[2]</sup>	\$43,399	\$16,052	\$59,451	\$0	\$0	\$0	\$126	-\$68	\$58	0%	0%	0%
17	Regulatory Compliance	\$119,337	\$44,139	\$163,476	\$9,746	\$3,981	\$13,727	\$130,763	\$52,481	\$183,243	110%	119%	112%
18	General Administration	\$219,400	\$81,148	\$300,548	\$26,385	\$10,777	\$37,162	\$254,116	\$101,936	\$356,052	116%	126%	118%
19	CPUC Energy Division	\$38,264	\$14,152	\$52,416	\$3,460	\$1,413	\$4,873	\$29,251	\$11,794	\$41,044	76%	83%	78%
20	<b>SUBTOTAL MANAGEMENT COSTS</b>	<b>\$2,010,110</b>	<b>\$743,465</b>	<b>\$2,753,575</b>	<b>\$208,591</b>	<b>\$85,199</b>	<b>\$293,790</b>	<b>\$1,701,977</b>	<b>\$686,724</b>	<b>\$2,388,701</b>	<b>85%</b>	<b>92%</b>	<b>87%</b>
21													
22													
23	CARE Rate Discount	\$35,209,110	\$13,022,548	\$48,231,658	\$2,558,761	\$703,907	\$3,262,668	\$29,098,665	\$11,595,419	\$40,694,084	83%	89%	84%
24	Service Establishment Charge Discount	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
25													
26	<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	<b>\$37,219,220</b>	<b>\$13,766,013</b>	<b>\$50,985,233</b>	<b>\$2,767,352</b>	<b>\$789,106</b>	<b>\$3,556,458</b>	<b>\$30,800,642</b>	<b>\$12,282,143</b>	<b>\$43,082,785</b>	<b>83%</b>	<b>89%</b>	<b>85%</b>
27													
28	<b>Other CARE Rate Benefits</b>												
29	DWR Bond Charge Exemption				\$428,038		\$428,038	\$5,124,152		\$5,124,152			
30	CARE PPP Exemption				\$148,064	\$83,138	\$231,202	\$1,681,517	\$1,080,359	\$2,761,876			
31	California Solar Initiative Exemption				\$169,917		\$169,917	\$2,330,729		\$2,330,729			
32	kWh Surcharge Exemption				\$661,377		\$661,377	\$4,278,693		\$4,278,693			
33	<b>TOTAL - OTHER CARE RATE BENEFITS</b>				<b>\$1,407,396</b>	<b>\$83,138</b>	<b>\$1,490,534</b>	<b>\$13,415,091</b>	<b>\$1,080,359</b>	<b>\$14,495,450</b>			
34													
35	Indirect Costs				\$39,038	\$15,945	\$54,983	\$343,785	\$138,196	\$481,981			
36													
37	<sup>[1]</sup> Outreach costs include the following events: City of Oceanside Lighting Turn-In/Customer Assistance Event, City of San Marcos Lighting Turn-In/Customer Assistance Event and the Cities of Santee and Lakeside Lighting Turn-In/Customer Assistance Event. 1,172 customers received CARE, LIEE and FERA information. There were 230 visits to the CBO's, including: American Red Cross (24 visits), Crisis House (7 visits), Chinese Service Center (2 visits), YMCA (9 visits), Salvation Army (36 visits), Family Health Centers (4 visits), La Maestra Family Clinic (4 visits), Mabuhay Alliance (4 visits), Neighborhood Health Center (7 visits), North County Health Project (14 visits), San Diego County Office of Education (1 visit), SAY San Diego (2 visits), MAAC Project (3 visits), SDSU WIC (29 visits), Vista Community Clinic (3 visits), Campesinos Unidos Inc. (4 visits), Catholic Charities (7 visits), Chicano Federation (1 visit), Community Research Foundation (3 visits), Hearts and Hands Working Together (1 visit), AKA Headstart (2 visits), Chula Vista Community Collaborative (1 visit), Clairmont Community Center (1 visit), Casa Familiar (4 visits), Horn of Africa (6 visits), Episcopal Community Services (2 visits), Mountain Health Community Services (3 visits), San Diego Youth and Community Services (3 visits), Southbay Community Services (2 visits), Bayside Community Center (1 visit), Boys & Girls Clubs (5 visits), Health & Human Services (1 visit), Monte Vista High School (1 visit), Alpha of San Diego (1 visit), African Alliance (3 visits), Interfaith Escondido (2 visits), Lutheran Social Services (2 visits), Home Start (3 visits), International Rescue Committee (3 visits) and Turning the Hearts Center (1 visit).												
38	<sup>[2]</sup> There are no Measurement & Evaluation expenses for November 2008.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	
1	<b>Table 2C - CARE Enrollment, Recertification, Attrition, and Penetration - San Diego Gas &amp; Electric</b>																	
2	<b>November 2008</b>																	
3		Gross Enrollment											Enrollment					
4		Automatic Enrollment																
5		Inter-Utility	CPUC	Inter-Agency	SB 580	Combined (B+C+D+E)	Capitation	Other Sources [1]	Total (F+G+H)	Recertification	Total Adjusted (I+J)	Attrition (Drop Offs)	Net (K-L)	Net Adjusted (M-J)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (O/P)	
6	Jan-08	-	-	-	-	-	227	3,090	3,317	3,508	6,825	6,791	34	-3,474	226,285	323,473	70.0%	
7	Feb-08	-	-	-	-	-	520	2,576	3,096	3,123	6,219	3,278	2,941	-182	226,103	323,515	69.9%	
8	Mar-08	-	-	-	-	-	460	3,583	4,043	2,756	6,799	3,553	3,246	490	226,593	323,621	70.0%	
9	Apr-08	-	-	-	-	-	675	5,780	6,455	4,281	10,736	4,079	6,657	2,376	228,969	323,706	70.7%	
10	May-08	-	-	-	-	-	615	5,289	5,904	4,910	10,814	4,641	6,173	1,263	230,232	323,772	71.1%	
11	Jun-08	-	-	-	-	-	401	5,617	6,018	3,629	9,647	4,086	5,561	1,932	232,164	323,943	71.7%	
12	Jul-08	-	-	-	-	-	392	4,923	5,315	5,499	10,814	4,191	6,623	1,124	233,288	324,126	72.0%	
13	Aug-08	-	-	-	-	-	396	4,659	5,055	3,031	8,086	3,970	4,116	1,085	234,373	324,170	72.3%	
14	Sep-08	-	-	-	-	-	1167	4,865	6,032	2,994	9,026	3,943	5,083	2,089	236,462	324,389	72.9%	
15	Oct-08	-	-	-	-	-	1821	3,200	5,021	2,727	7,748	3,330	4,418	1,691	238,153	324,496	73.4%	
16	Nov-08	-	-	-	-	-	2156	3,400	5,556	4,297	9,853	5,227	4,626	329	238,482	324,603	73.5%	
17	Dec-08	-	-	-	-	-			0		0		0	0			#DIV/0!	
18	<b>Total Annual</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8,830</b>	<b>46,982</b>	<b>55,812</b>	<b>40,755</b>	<b>96,567</b>	<b>47,089</b>	<b>49,478</b>	<b>8,723</b>				
19																		
20																		
21	<sup>1</sup> Not Including Recertification Enrollment																	

	A	B	C	D	E	F	G	H	I
1	<b>Table 3C - CARE Standard Random Verification Results - San Diego Gas &amp; Electric</b>								
2	<b>November 2008</b>								
3		Total CARE Population	Participants Requested to Verify	% of Population Total	Participants Dropped (Due to no response)	Participants Dropped (Verified as Ineligible)	Total Dropped	% Dropped through Random Verification <sup>1</sup>	% of Total Population Dropped
4									
5	Jan-08	226,285	370	0.16%	258	35	293	79.19%	0.13%
6	Feb-08	226,103	271	0.12%	228	23	251	92.62%	0.11%
7	Mar-08	226,593	322	0.14%	154	36	190	59.01%	0.08%
8	Apr-08	228,969	365	0.16%	323	122	445	121.92%	0.19%
9	May-08	230,232	230	0.10%	216	11	227	98.70%	0.10%
10	Jun-08	232,164	450	0.19%	169	31	200	44.44%	0.09%
11	Jul-08	233,288	499	0.21%	125	49	174	34.87%	0.07%
12	Aug-08	234,373	483	0.21%	241	27	268	55.49%	0.11%
13	Sep-08	236,462	480	0.20%	222	55	277	57.71%	0.12%
14	Oct-08	238,153	485	0.20%	294	45	339	69.90%	0.14%
15	Nov-08	238,482	169	0.07%	249	32	281	166.27%	0.12%
16	Dec-08			0.00%			0	0.00%	0.00%
17	<b>Total Annual</b>	<b>0</b>	<b>4124</b>	<b>0.00%</b>	<b>2479</b>	<b>466</b>	<b>2,945</b>	<b>71.41%</b>	<b>0.00%</b>
18									
19	<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.								

	A	B	C	D	E	F	G	H	I	J	K	L
1	<b>Table 4C - CARE Enrollment by County - San Diego Gas &amp; Electric</b>											
2	<b>November 2008</b>											
3		Estimated Eligible			Gross Enrollments		Total Participants			Penetration Rate		
4	County	Urban	Rural	Total	Current Month	YTD	Urban	Rural	Total	Urban	Rural	Total
5	Orange County	15,562	0	15,562	123	1,067	8,682	0	8,682	55.8%	0.0%	55.8%
6	San Diego	292,838	16,097	308,935	5,433	50,893	220,815	8,985	229,800	75.4%	55.8%	74.4%
7												
8	<b>Total</b>	<b>308,400</b>	<b>16,097</b>	<b>324,497</b>	<b>5,556</b>	<b>51,960</b>	<b>229,497</b>	<b>8,985</b>	<b>238,482</b>	<b>74.4%</b>	<b>55.8%</b>	<b>73.5%</b>

	A	B	C	D	E	F	G	H	I
1	<b>Table 5C - CARE Capitation Contractors - San Diego Gas &amp; Electric November 2008</b>								
2									
3									
4									
5		Contractor Type				Enrollments			Year-to-date
6	Contractor	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total	Expenditures
7	Contractor 1		X				1	1	\$ 5
8	Contractor 2		X				-	-	\$ -
9	Contractor 3		X				30	30	\$ 150
10	Contractor 4		X				-	-	\$ -
11	Contractor 5		X				219	219	\$ 1,095
12	Contractor 6		X				18	18	\$ 90
13	Contractor 7		X				-	-	\$ -
14	Contractor 8	X					1,976	1,976	\$ 29,640
15	Contractor 9		X				871	871	\$ 13,065
16	Contractor 10		X				10	10	\$ 50
17	Contractor 11		X				30	30	\$ 150
18	Contractor 12		X				7	7	\$ 35
19	Contractor 13		X				18	18	\$ 270
20	Contractor 14		X		X		26	26	\$ 390
21	Contractor 15		X				16	16	\$ 80
22	Contractor 16		X				154	154	\$ 2,310
23	Contractor 17		X		X		158	158	\$ 2,370
24	Contractor 18		X				3	3	\$ 15
25	Contractor 19		X				25	25	\$ 375
26	Contractor 20		X				23	23	\$ 115
27	Contractor 21	X					1,234	1,234	\$ 6,170
28	Contractor 22		X				105	105	\$ 525
29	Contractor 23		X				7	7	\$ 35
30	Contractor 24		X				14	14	\$ 210
31	Contractor 25		X				2	2	\$ 10
32	Contractor 26		X				68	68	\$ 1,020
33	Contractor 27		X		X		35	35	\$ 530
34	Contractor 28		X	X			-	-	\$ -
35	Contractor 29		X				1	1	\$ 5
36	Contractor 30		X				344	344	\$ 1,720
37	Contractor 31		X				-	-	\$ -
38	Contractor 32		X				176	176	\$ 880
39	Contractor 33		X				63	63	\$ 945
40	Contractor 34		X				2	2	\$ 10
41	Contractor 35		X				421	421	\$ 2,105
42	Contractor 36		X				19	19	\$ 95
43	Contractor 37		X				4	4	\$ 20
44	Contractor 38		X				439	439	\$ 2,195
45	Contractor 39		X				11	11	\$ 55
46	Contractor 40		X				5	5	\$ 25
47	Contractor 41		X				8	8	\$ 40
48							76	76	\$ 1,140
49	Contractor 42		X				36	36	\$ 180
50	<b>Total Enrollments and Expenditures</b>							<b>6,655</b>	<b>\$ 68,120</b>

<b>Table 6C - CARE Participants as of Month-End San Diego Gas &amp; Electric November 2008</b>				
Month	Gas & Electric	Gas Only	Electric Only	Total
Jan-08	154,005	N/A	72,280	226,285
Feb-08	153,943	N/A	72,160	226,103
Mar-08	154,449	N/A	72,144	226,593
Apr-08	155,957	N/A	73,012	228,969
May-08	156,671	N/A	73,561	230,232
Jun-08	158,273	N/A	73,891	232,164
Jul-08	158,703	N/A	74,585	233,288
Aug-08	159,295	N/A	75,078	234,373
Sep-08	160,308	N/A	76,154	236,462
Oct-08	161,226	N/A	76,927	238,153
Nov-08	161,274	N/A	77,208	238,482
Dec-08		N/A	0	

**CERTIFICATE OF SERVICE**

I hereby certify that I have this day served a copy of the foregoing **MONTHLY REPORT OF SAN DIEGO GAS & ELECTRIC COMPANY (U 902 M) ON LOW INCOME ASSISTANCE PROGRAMS FOR NOVEMBER 2008** on all parties identified in Docket No. A.08-05-022, A.08-05-024, A.08-05-025 and A.08-05-026 by U.S. mail and electronic mail, and by Federal Express to the assigned Commissioner(s) and Administrative Law Judge(s).

Dated at San Diego, California, this 22<sup>nd</sup> day of December, 2008.

/s/ JOEL DELLOSA

Joel Dellosa