

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

Applications of Pacific Gas and Electric Company for Approval of the 2009-2011 Low Income Energy Efficiency and California Alternate Rates for Energy Programs and Budget (U39M)	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, 2010 and 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 JULY 2009**

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August 21, 2009

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This is the fourth monthly report utilizing a new reporting template developed by Energy Division (ED) in coordination with the investor-owned utilities.¹ The purpose of the new template is to minimize the reporting requirements by combining the LIEE and CARE (Low-Income Assistance Programs) report into one consolidated report while still providing the ED with all the necessary information to assist in analyzing the low-income 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.

¹ Investor-owned utilities are Pacific Gas and Electric Company, San Diego Gas & Electric Company, Southern California Edison Company and Southern California Gas Company.

The utilities are to report this information in their monthly and annual reports beginning December 31, 2008.

This report presents actual year-to-date LIEE and CARE results and expenditures through July 2009.

Respectfully Submitted,

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LOW-INCOME ENERGY EFFICIENCY PROGRAM MONTHLY REPORT

1. LIEE Executive Summary

1.1 Low-Income Energy Efficiency Program Overview

Summary of the LIEE Program elements as approved in Decision (D.) 08-11-031:

LIEE Program Summary for Month			
	Authorized / Planning Assumptions	Actual to Date	%
Budget	\$21,184,008	\$8,009,017	38%
Homes Treated	20,000	10,398	52%
kWh Saved	8,887,914	3,046,872	34%
kW Demand Reduced	2,010	338	17%
Therms Saved	478,745	113,944	24%
GHG Emissions Reduced	7,661	2,342	31%

During the month of July, SDG&E enrolled 1,136 customers in the LIEE program and generated 3,359 leads in which it will work to convert to participants and homes treated in the upcoming months. As shown in the tables above, SDG&E has treated 10,370 homes to date, saved 3,046,872 kWh, reduced 338 kW of demand, saved 113,944 therms and reduced 2,342 tons of Green House Gases (GHG) emissions through the LIEE program. Advertising and outreach efforts have ramped up and contractor workforces have expanded to include new crews hired to promote LIEE to multi-family units.

The following sections describe the Marketing, Education and Outreach efforts that contributed to this month's results. Also included are descriptions of SDG&E's Whole Neighborhood Approach (WNA) and updates on Workforce Education & Training (WET) efforts.

1.2 Whole Neighborhood Approach

1.2.1 Summary of the geographic and customer segmentation strategy employed, (i.e. tools and analysis used to segment “neighborhoods,” how neighborhoods are segmented and how this information is communicated to the contractor/CBO).

SDG&E continues to refine the Whole Neighborhood Approach (WNA), working closely with contractors to optimize their efforts. The SDG&E service territory has been divided into 4 zones and contractors have been assigned work in the zones closest to their home base. This has helped to reduce travel time for crews and reduces carbon footprint. Additionally the SDG&E field service inspectors have also been, where practical, working in areas closest to their start point in the morning. This helps minimize their driving time as well. Marketing efforts continue to provide ample leads across the service territory, keeping contractors busy across all 4 zones.

1.3 LIEE Marketing, Education and Outreach

1.3.1 Summary of LIEE program marketing, education and outreach strategies deployed this month.

Direct marketing - In July, direct marketing efforts included direct mail, outbound calling campaigns and door-to-door canvassing.

- **Direct Mail** – SDG&E mailed LIEE program information to 40,902 households with high potential for LIEE eligibility during the month of July.

The first campaign launched July 5 and targeted 9,547 “Young Mobile²” households in the following communities:

² See Attachment A for more information on SDG&E residential market segments.

El Cajon (92019)	Lakeside (92040)
El Cajon (92020)	Santee (92071)
El Cajon (92021)	San Marcos (92078)

The second campaign launched July 10 and targeted 10,925 “Young Mobile, Established, and Challenged” households in the following communities:

La Jolla (92037)	Pacific Beach (92109)
Ocean Beach (92107)	

Campaigns were also launched on July 17 and July 24. Together, these mailings targeted 20,430 “Young Mobile, Established, and Challenged” households in the following communities:

Bay Park (92110)	University City (92122)
Clairemont (92117)	

A total of 904 leads were generated from July’s direct mail efforts and 199 households were in enrolled based on previous and current direct mail efforts.

- **Outbound Calling Campaigns** – Five calling campaigns were launched in July and a total of 25,732 low-income households were contacted as part of this effort.

The first campaign ran from July 1-2 and targeted 3,814 customers. Of the total customers called, 157 answered the call, listened to the information and chose to be directly connected to a representative to learn more about the LIEE program.

The second campaign ran from July 8-10 and targeted 4,577 customers. Of the total customers called, 175 chose to be directly connected to a representative.

The last three campaigns targeted a total of 17,341 customers. Of the total customers called, 639 chose to be directly connected to a

representative to learn more about the LIEE program.

Automated outbound calling continues to provide a solid number of leads at a lower cost than direct mail. These two outreach methods in conjunction with canvassing are the foundation of the SDG&E direct marketing efforts for the LIEE program. SDG&E will continue to evaluate the idea of expanding automated outbound calling efforts to drive higher enrollment numbers at a lower cost.

SDG&E has enrolled a total of **494 customers** in the LIEE program year-to-date (January through July 2009) as a result of outbound calling efforts.

- **Door-to-Door Canvassing** In July, SDG&E's door-to-door canvassing contractor, Richard Heath & Associates (RHA), called on approximately 4,000 low-income households in San Diego and neighboring communities with LIEE-eligible customers. Through RHA's door-to-door outreach efforts, SDG&E generated 1,316 leads for the LIEE program in July. Of the 1,316 leads generated, 750 resulted in enrollments.

Integration

SDG&E continues to cross-promote assistance programs, energy efficiency and other services where appropriate. One recent example of integration was the introduction of letterhead for all customer assistance direct mail letters. This letterhead cross-promotes internal SDG&E programs, such as CARE, LIEE and energy efficiency rebates, as well services like bill assistance and payment arrangements.

Additionally, Synergy Companies has begun marketing both energy efficiency rebates and LIEE in mobile home parks thereby ensuring customers are offered all available measures available under both

programs.³

1.4. Leveraging Success with CSD

1.4.1 Status of the leveraging effort with CSD.

SDG&E is working with Metropolitan Area Advisory Committee (MAAC), Campesinos Unidos, Inc. (CUI) and Community Action Partnership of Orange County (CAPOC) to ensure they begin offering measures from both LIEE and LIHEAP programs to eligible customers. The leveraging of these two programs will help increase overall energy savings for customers and reduce program outreach and marketing costs.

1.5 Workforce Education & Training

1.5.1 Summary of efforts to improve and expand LIEE workforce education and training.

SDG&E met with San Diego Community College District (SDCCD) to discuss the development of a sustainability curriculum at SDCCD. Cuyamaca Community College has also expressed interest in working with SDG&E on a similar curriculum. This curriculum would include training, such as how to perform energy audit and assessments, how to install weatherization measures and how to install and maintain photovoltaic systems. With the current statewide focus on green and sustainable energy, these skills may provide job opportunities in the future.

SDG&E continued to work with the San Diego Urban Corps in July as part of the Summer Youth Program that employs young adults to promote CARE and LIEE programs through canvassing efforts in low-income neighborhoods. These young adults distributed more than 18,000 LIEE flyers to households throughout the service territory.

³ In June, SDG&E signed a contract with Synergy Companies, Energy Management, to integrate the general energy efficiency and weatherization services to the low-income mobile home community through the LIEE program.

2. CARE Executive Summary

2.1.1. CARE Program Summary

CARE Budget Categories	Authorized Budget	Actual Expenses to Date	% of Budget Spent
Outreach	\$1,520,638	\$854,881	56%
Proc., Certification and Verification	\$216,219	\$122,418	57%
Information Tech./Programming	\$508,795	\$162,123	32%
Pilots	N/A		
Measurement and Evaluation	\$4,000	\$0	0%
Regulatory Compliance	\$184,015	\$91,566	50%
General Administration	\$399,065	\$229,321	57%
CPUC Energy Division Staff	\$102,900	\$26,546	26%
Cooling Centers		\$37,735	73%
Total Expenses	\$2,935,632	\$1,486,856	51%
Subsidies and Benefits	\$47,026,184	\$27,638,871	59%
Total Program Costs and Discounts	\$49,961,816	\$29,125,727	58%

2.1.2 CARE program penetration rate to date:

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
255,896	336,751	76%

In July, SDG&E increased participation in the CARE program from 253,223 to 255,896 participants. Penetration rose .6 percent from 75.4 percent to 76 percent.

The following sections describe the Marketing, Education and Outreach efforts that contributed to this month's results. Also included are the recertification complaints for the month.

2.2. CARE Marketing, Education and Outreach

2.2.1. Summary of CARE program marketing, education and outreach strategies deployed this month.

Direct Marketing - In July, direct marketing efforts included direct mail, automated outbound calling campaigns and door-to-door canvassing.

- **Direct Mail** – SDG&E launched three direct mail campaigns in July:
 1. Large-print CARE applications were mailed to approximately 5,000 visually-impaired customers in low-income households.
 2. Bilingual CARE applications were mailed to all residential customers in the SDG&E service territory through a bill insert.
 3. Notifications regarding changes to the CARE program recertification process were sent to managers and tenants of sub-metered facilities.

At the time of June’s report, results for the June 15 direct mail campaign that targeted “Young Mobiles” by using images chosen specifically to appeal and relate to this segment were not yet in. SDG&E generated over **500 enrollments** from this direct mail campaign.

- **Automated Outbound Calling** – SDG&E launched one automated outbound calling campaign to promote the CARE program in July. This campaign ran from July 11-18 and targeted 29,552 low-income households in the San Diego service territory. SDG&E enrolled 2 percent or 734 of these customers.

Another campaign launched on July 8 in an effort to make all customers participating in the Medical Baseline Allowance and Temperature Sensitive programs aware of Cool Zone locations. The Cool Zones program is run by Aging and Independent Services of San Diego County and works to serve San Diego’s aging community. These calls were completed over a 10-day period.

- **Door-to-Door Canvassing** - In July, SDG&E's door-to-door canvassing contractor, "Energy Save", called on low-income households in Chula Vista, National City, San Ysidro, El Cajon, San Marcos, Spring Valley, Vista, Escondido, Oceanside and other communities in the service territory. Through Energy Save's outreach efforts, SDG&E generated **2,152** applications and enrolled **1,506** customers in the CARE program during the month of July. Year-to-date SDG&E has enrolled **10,954** customers through canvassing.

In July, SDG&E enrolled more than 100 customers in CARE through the Summer Youth Program with San Diego Urban Corps.

Integration

In July, SDG&E launched a summer preparedness campaign that included both radio advertising and direct mail.

The direct mail was sent to over 570,000 residential customers who are projected to have higher energy bills this summer due to changes in electricity rates over the last year. Three different letters were developed: moderate users (800 kWh+ users), high users (1000 kWh+ users) and CARE customers (500 kWh+ users). Included in the mailing was a brochure that showed energy costs for the use of different appliances and electronics at home. Also included was a brochure that discussed how much electricity costs by tier as well as information about how much a customer's bill would go down if usage was reduced by 25 percent. Twenty different versions of the brochure were created so the information was very specific to each of the three groups of customers based on usage, climate zone and type of home (all-electric vs. basic).

Summer communications radio traffic messages began running on 20 English and Spanish stations on July 13 and will continue through mid August.

2.3 CARE Capitation Contractors

SDG&E leverages the resources of CARE capitation contractors to enroll customers in CARE and LIEE. These contractors leverage existing relationships with low-income clients to extend CARE and LIEE program benefits as part of their total assistance offering. As a result of **238** calls on **37** agencies during the month of July, CARE capitation contractors enrolled **500** customers in CARE and generated **37** LIEE leads.

2.4 CARE Recertification Complaints

SDG&E did not receive any CARE recertification complaints during the month of July.

3. Customer Assistance Marketing and Outreach

3.1 Advertising

SDG&E launched an advertising campaign promoting awareness of all of SDG&E's customer assistance programs, including CARE and LIEE, on July 20. The campaign is focused on educating customers about the numerous ways that SDG&E provides customer assistance, particularly during these times of economic hardship. The campaign is targeted towards low-income English and Spanish speaking audiences. Tactics include radio spots, bus shelter posters and newspaper advertising in targeted community publications. All tactics are executed in both English and Spanish.

The campaign is scheduled to run for six weeks and will immediately be followed by the launch of two specific program campaigns---one for CARE and one for LIEE. Once general awareness of the fact that SDG&E does offer its customers assistance is increased, customers will be more likely to respond to more complicated messaging about specific assistance programs. The program campaigns will focus on generating enrollments and leads for CARE and LIEE.

3.2 Community Outreach

SDG&E conducted outreach in a variety of communities in July. Below is a list of organizations and the activities and results associated with each of these outreach efforts.

- **ResponseLink San Diego**

ResponseLink provides alert devices and monitoring services for disabled and senior clients with medical conditions and/or safety concerns requiring emergency assistance.

SDG&E has established a partnership with *ResponseLink San Diego* for outreach to disabled and senior customers. It has been determined that falling accidents account for a majority of injuries sustained by the disabled and elderly. However, nightlights will illuminate a hall or bathroom and help lessen the possibility of a fall. Therefore, SDG&E provided *ResponseLink* clients with SDG&E-branded nightlights as well as CARE, LIEE, and Medical Baseline applications to distribute to their clients.

- **Veterans Village San Diego (VVSD)**

July 2., 2009, San Diego

SDG&E presented all low-income customer assistance programs at VVSD and distributed CARE, LIEE and Medical Baseline Allowance program applications to its clients. VVSD provides assistance to needy and homeless veterans of all wars and eras and their families, offering housing, food, clothing, substance abuse recovery, mental health counseling, legal assistance, job training and job placement. Residential services include:

- Veterans Rehabilitation Center in downtown San Diego, a 300-bed facility with programs for homeless veterans;
- New Resolve in Escondido, transitional housing and programs for 44 veterans;
- “Welcome Home” – 28 apartments and programs for single veterans and families;
- Mahedy House in Golden Hill, 14 sober living units and programs;

- FOCUS – partnership with Crisis House for 6 single and 1 family dealing with addiction and mental health issues; and
- St Vincent de Paul Village partnership.

VVSD is very interested in becoming a CARE Capitation Agent and obtaining CARE benefits for their 501(c)(3) non-profit group homes and transitional housing apartments.

- **International Rescue Committee (IRC)**

July 23, 2009, Crawford High School, Community of City Heights

SDG&E toured and presented at the International Rescue Committee’s *Students Plus* after-school program at Crawford High School in City Heights. The IRC is a current CARE capitation contractor whose target clients are resettled immigrants primarily from African, Middle Eastern and Southeast Asian countries. IRC has twenty-four offices across the U.S. and established its San Diego office in 1975.

City Heights is the most diverse community in all of San Diego. Within the community’s four mile radius, there are 44 languages spoken and families from approximately 29 different countries. This community has the highest density per square block, the lowest incomes and the most sub-standard housing.

SDG&E will provide all students who participate in the after-school program with CARE and LIEE applications. CARE applications were left with the program director in the various languages and additionally the program translators were provided with a SDG&E contact person and telephone number in the event there are any questions related to the programs.

- **2-1-1- San Diego**

SDG&E leverages the resources of 2-1-1 San Diego to promote CARE, LIEE and Medical Baseline programs. 2-1-1 San Diego is a community disaster, health and human services center and resource providing information and referrals to customers in need. SDG&E works closely with 2-1-1 to train

staff on the details of SDG&E's assistance programs. In July, 2-1-1 San Diego provided 144 CARE enrollments and 92 LIEE leads.

4. Appendix: LIEE Tables and CARE Tables

LIEE- Table 1- LIEE Program Expenses

LIEE- Table 2- LIEE Expenses & Energy Savings by Measures Installed

LIEE- Table 3- LIEE Average Bill Savings per Treated Home

LIEE- Table 4- LIEE Homes Treated

LIEE- Table 5- LIEE Customer Summary

LIEE- Table 6- LIEE Expenditures for Pilots and Studies

LIEE- Table 7- Whole Neighborhood Approach

CARE- Table 1- CARE Overall Program Expenses

CARE- Table 2- CARE Enrollment, Recertification, Attrition, and Penetration

CARE- Table 3- CARE Verification

CARE- Table 4- Self Certification and Re-Certification

CARE- Table 5- Enrollment by County

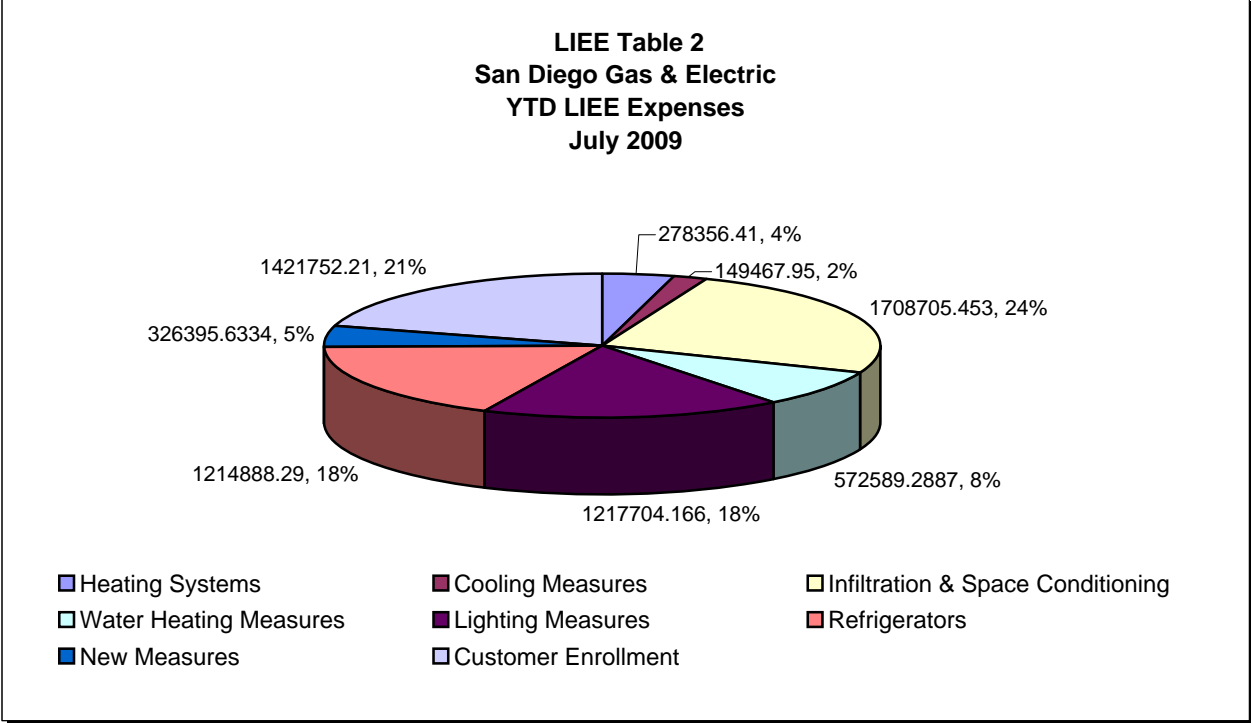
CARE- Table 6- Recertification Results

CARE- Table 7- Capitation Contractors

CARE- Table 8- Participants as of Month End

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	LIEE Table 1 - LIEE Program Expenses												
2	San Diego Gas & Electric												
3	July 2009												
4		Authorized Budget			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent Year-To-Date		
5	LIEE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Energy Efficiency												
7	- Gas Appliances	\$ -	\$ 2,496,401	\$ 2,496,401	\$ -	\$ 108,029	\$ 108,029	\$ -	\$ 648,320	\$ 648,320	0%	26%	26%
8	- Electric Appliances	\$ 7,724,611	\$ -	\$ 7,724,611	\$ 454,492	\$ -	\$ 454,492	\$ 2,440,070	\$ -	\$ 2,440,070	32%	0%	32%
9	- Weatherization	\$ -	\$ 4,081,115	\$ 4,081,115	\$ -	\$ 419,668	\$ 419,668	\$ -	\$ 2,379,717	\$ 2,379,717	0%	58%	58%
10	- Outreach and Assessment	\$ 1,096,914	\$ 1,096,914	\$ 2,193,828	\$ 144,340	\$ 144,340	\$ 288,679	\$ 609,773	\$ 609,773	\$ 1,219,546	56%	56%	56%
11	- In Home Energy Education	\$ 715,835	\$ 715,835	\$ 1,431,670	\$ 24,163	\$ 24,163	\$ 48,325	\$ 101,103	\$ 101,103	\$ 202,206	14%	14%	14%
12	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ 3,839	\$ 3,839	\$ 7,678	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Energy Efficiency TOTAL	\$ 9,541,199	\$ 8,394,104	\$ 17,935,303	\$ 622,994	\$ 696,198	\$ 1,319,193	\$ 3,150,946	\$ 3,738,914	\$ 6,889,859	33%	45%	38%
16													
17	Training Center	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
18	Inspections	\$ 29,474	\$ 29,474	\$ 58,948	\$ 1,448	\$ 1,448	\$ 2,896	\$ 12,570	\$ 12,569	\$ 25,139	43%	43%	43%
19	Marketing	\$ 378,735	\$ 378,734	\$ 757,469	\$ 25,342	\$ 25,342	\$ 50,684	\$ 66,653	\$ 66,653	\$ 133,307	18%	18%	18%
20	M&E Studies	\$ 56,902	\$ 56,902	\$ 113,804	\$ -	\$ -	\$ -	\$ 9,799	\$ 9,799	\$ 19,597	17%	17%	17%
21	Regulatory Compliance	\$ 135,720	\$ 135,719	\$ 271,439	\$ 5,590	\$ 5,590	\$ 11,180	\$ 45,009	\$ 45,009	\$ 90,018	33%	33%	33%
22	General Administration	\$ 1,001,049	\$ 1,001,048	\$ 2,002,097	\$ 57,572	\$ 57,571	\$ 115,143	\$ 419,861	\$ 419,859	\$ 839,720	42%	42%	42%
23	CPUC Energy Division	\$ 22,474	\$ 22,474	\$ 44,948	\$ -	\$ -	\$ -	\$ 5,688	\$ 5,688	\$ 11,377	25%	25%	25%
24													
25	TOTAL PROGRAM COSTS	\$ 11,165,553	\$ 10,018,455	\$ 21,184,008	\$ 712,946	\$ 786,150	\$ 1,499,095	\$ 3,710,526	\$ 4,298,491	\$ 8,009,017	33%	43%	38%
26	Funded Outside of LIEE Program Budget												
27	Indirect Costs				\$ 36,039	\$ 36,668	\$ 72,707	\$ 246,124	\$ 250,136	\$ 496,261			
28													
29	NGAT Costs					\$ 33,927	\$ 33,927		\$ 151,243	\$ 151,243			
30	Any required corrections/adjustments are reported herein and supersede results reported in prior months and reflect YTD adjustments.												

PIE CHART 1- Expenses by Measures Category For July 2009



	A	B
1	LIEE Table 3 - Average Bill Savings per Treated Home San Diego Gas & Electric July 2009	
2	Year-to-date Installations - Expensed	
3		
4	Annual kWh Savings	3,046,872
5	Annual Therm Savings	113,944
6	Lifecycle kWh Savings	29,358,545
7	Lifecycle Therm Savings	1,230,411
8	Current kWh Rate	\$ 0.13
9	Current Therm Rate	\$ 1.09
10	Number of Treated Homes	10,398
11	Average 1st Year Bill Savings / Treated Home	49.53
12	Average Lifecycle Bill Savings / Treated Home	397.67
13	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	LIEE Table 4 - LIEE Homes Treated San Diego Gas & Electric July 2009						
2	County	Eligible Customers			Homes Treated Year-To-Date		
3		Rural	Urban	Total	Rural	Urban	Total
4	Orange County	0	14,781	14,781		9	9
5	San Diego	17,171	311,908	329,079	322	10,067	10,389
6							
7	Total	17,171	326,689	343,860	322	10,076	10,398
8	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	LIEE Table 5 - LIEE Customer Summary San Diego Gas & Electric July 2009																
2		Gas & Electric				Gas Only				Electric Only				Total			
3		# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes	Therm	kWh	kW	# of YTD Homes	Therm	kWh	kW	# of YTD Homes	Therm	kWh	kW
4	Month																
5	Jan-09	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	Feb-09	1,248	11,255	404,969	52	0	0	0	0	30	0	17,859	3	1,278	11,255	422,828	55
7	Mar-09	3,252	39,066	1,017,536	114	0	0	0	0	77	0	54,805	8	3,329	39,066	1,072,341	123
8	Apr-09	4,531	55,398	1,411,081	155	0	0	0	0	113	0	75,680	11	4,644	55,398	1,486,761	167
9	May-09	6,403	73,843	1,934,578	213	0	0	0	0	176	0	90,634	14	6,579	73,843	2,025,212	226
10	Jun-09	7,745	91,620	2,333,778	254	0	0	0	0	233	0	131,885	20	7,978	91,620	2,465,663	274
11	Jul-09	10,045	113,944	2,866,579	311	0	0	0	0	353	0	180,294	27	10,398	113,944	3,046,872	338
12	Aug-09																
13	Sep-09																
14	Oct-09																
15	Nov-09																
16	Dec-09																
17	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.																
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	LIEE Table 6 - Expenditures for Pilots and Studies												
2	San Diego Gas & Electric												
3	July 2009												
4		Authorized 3-Year Budget			Current Month Expenses			Expenses Since January 1, 2009			% of 3-Year Budget Spent		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots:												
7	CPUC WE&T	\$ 81,570	\$ 81,570	\$ 163,140	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
8	In Home Display (IHD)	\$ 120,910	\$ 120,910	\$ 241,820	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	Programmable Communicating Thermostat (PCT)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
10													
11													
12													
13													
14	Total Pilots	\$ 202,480	\$ 202,480	\$ 404,960	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15													
16	Studies:												
17	Non-Energy Benefits	\$ 15,000	\$ 15,000	\$ 30,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
18	Process Evaluation	\$ 18,750	\$ 18,750	\$ 37,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
19	Impact Evaluation	\$ 45,000	\$ 45,000	\$ 90,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
20	Household Segmentation	\$ 33,334	\$ 33,333	\$ 66,667	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
21	Refrigerator Degradation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
22	High Usage Needs Assessment		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
23													
24	Total Studies	\$ 112,084	\$ 112,083	\$ 224,167	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%

	A	B	C	D	E	F	G
1	LIEE Table 7						
2	Whole Neighborhood Approach						
3	San Diego Gas & Electric						
4	July 2009						
5	A	B	C	D	E	F	G
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted ^[1]	Total Residential Customers ^[2]	Total Estimated Eligible ^[3]	Total Treated 2002-2008	Remain to be Treated	Total Treated Year-to-	Penetration
7					(C-D)		(F/E)
8	91910-34	201	117	161	(44)	16	(0.36)
9	91977-40	370	198	108	90	50	0.55
10	91977-41	523	294	170	124	73	0.59
11	92020-50	447	264	204	60	2	0.03
12	92020-54	370	215	51	164	12	0.07
13	92020-61	410	198	182	16	1	0.06
14	92020-66	418	218	148	70	2	0.03
15	92020-74	530	208	140	68	1	0.01
16	92020-76	537	251	179	72	6	0.08
17	92021-47	472	231	136	95	8	0.08
18	92021-55	408	145	95	50	4	0.08
19	92021-56	312	118	76	42	11	0.26
20	92021-61	429	236	212	24	7	0.29
21	92021-68	555	321	326	(5)	44	(8.46)
22	92028-31	429	226	114	112	3	0.03
23	92028-32	374	188	44	144	5	0.03
24	92040-17	177	50	9	41	4	0.10
25	92078-36	318	91	37	54	52	0.96
26	92078-37	491	237	132	105	14	0.13
27	92101-67	763	228	-	228	5	0.02
28	92101-68	575	229	3	226	19	0.08
29	^[1] Neighborhood defined as zip+7 area (or zip+2).						
30	^[2] All active residential customers in zip+7.						
31	^[3] Total estimated eligible per Athens Research. Calculated by multiplying the percent eligible by the total residential population in zip+7.						
32	^[4] Total units treated 2002-2009 year-to-date. D+total treated 2009 year-to-date.						

	A	B	C	D	E	F	G	H	I	J	K	L	M	
1	CARE Table 1 - CARE Program Expenses													
2	San Diego Gas & Electric													
3	July 2009													
4		Authorized Budget			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent Year-To-Date			
5	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	
6	Outreach ^[1]	\$ 1,110,066	\$ 410,572	\$ 1,520,638	\$119,932	\$35,824	\$155,756	\$ 651,540	\$ 203,341	\$854,881	59%	50%	56%	
7	Automatic Enrollment	\$ -	\$ -	\$ -	\$0	\$0	\$0	\$ -	\$ -	\$0	0%	0%	0%	
8	Processing/ Certification/Verification	\$ 157,840	\$ 58,379	\$ 216,219	\$12,923	\$3,860	\$16,783	\$ 93,001	\$ 29,417	\$122,418	59%	50%	57%	
9	Information Technology / Programming	\$ 371,420	\$ 137,375	\$ 508,795	\$11,205	\$3,347	\$14,552	\$ 123,785	\$ 38,339	\$162,123	33%	28%	32%	
10														
11	Pilots													
12	- Pilot SB 580	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%	
13	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%	
14	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%	
15	Total Pilots	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%	
16														
17	Measurement & Evaluation ^[2]	\$ 2,920	\$ 1,080	\$ 4,000	\$0	\$0	\$0	\$ -	\$ -	\$ -	0%	0%	0%	
18	Regulatory Compliance	\$ 134,331	\$ 49,684	\$ 184,015	\$10,951	\$3,271	\$14,222	\$ 69,642	\$ 21,924	\$ 91,566	52%	44%	50%	
19	General Administration	\$ 291,317	\$ 107,748	\$ 399,065	\$24,213	\$7,232	\$31,445	\$ 173,937	\$ 55,385	\$ 229,321	60%	51%	57%	
20	CPUC Energy Division	\$ 75,117	\$ 27,783	\$ 102,900	\$0	\$0	\$0	\$ 20,128	\$ 6,418	\$ 26,546	27%	23%	26%	
21														
22	SUBTOTAL MANAGEMENT COSTS	\$ 2,143,011	\$ 792,621	\$ 2,935,632	\$ 179,223	\$ 53,534	\$ 232,758	\$ 1,132,033	\$ 354,823	\$ 1,486,856	53%	45%	51%	
23														
24	CARE Rate Discount	\$ 34,329,114	\$ 12,697,070	\$ 47,026,184	\$3,368,947	\$547,305	\$3,916,252	\$ 21,192,862	\$ 6,446,009	\$ 27,638,871	62%	51%	59%	
25	Service Establishment Charge Discount	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%	
26														
27	TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$ 36,472,126	\$ 13,489,690	\$ 49,961,816	\$ 3,548,170	\$ 600,839	\$ 4,149,010	\$ 22,324,895	\$ 6,800,832	\$ 29,125,727	61%	50%	58%	
28														
29	Other CARE Rate Benefits													
30	DWR Bond Charge Exemption				\$511,451			\$511,451	\$ 3,355,637			\$ 3,355,637		
31	CARE PPP Exemption				\$251,038	\$86,106	\$337,144	\$ 1,650,883	\$ 970,637			\$ 2,621,520		
32	California Solar Initiative Exemption ^[3]				\$0			\$0	\$ -			\$ -		
33	kWh Surcharge Exemption				\$1,569,147			\$1,569,147	\$ 7,897,238			\$ 7,897,238		
34	TOTAL - OTHER CARE RATE BENEFITS				\$2,331,636	\$ 86,106	\$2,417,742	\$ 12,903,758	\$ 970,637			\$ 13,874,395		
35														
36	Indirect Costs				\$40,639	\$12,139	\$52,779	\$ 296,231	\$ 94,463			\$ 390,694		
37														

^[1] Outreach includes costs associated with Capitation Fees, Other Outreach and Mass Media.

^[2] There are no Measurement & Evaluation expenses for April 2009.

^[3] Based on CPUC D.08-12-004, SDG&E is to temporarily suspend 2009 CSI collections from ratepayers as the program is adequately funded to support 2009 incentive payments for those who participate in the program.

Any required corrections/adjustments are reported herein and supersede results reported in prior months and reflect YTD adjustments.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																	
2	San Diego Gas & Electric																	
3	July 2009																	
4		Gross Enrollment										Attrition (Drop Offs)	Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (P/Q)	
5		Automatic Enrollment					Capitation	Other Sources ⁵	Total (G+H+I)	Recertification	Total Adjusted (J+K)		Net (L-M)	Net Adjusted (N-K)				
6	Inter- Utility ¹	Intra- Utility ²	Leveraging ³	One-e-App ⁴	SB580	Combined (B+C+D+E+F)												
7	2009						499	5,399	5,898	7,736	13,634	5,268	8,366	630	241,826	335,680	72.0%	
8	January						312	6,190	6,502	7,218	13,720	5,132	8,588	1,370	243,196	335,680	72.4%	
9	February						324	7,501	7,825	5,010	12,835	4,985	7,850	2,840	246,036	335,680	73.3%	
10	March	0	325	7	0	0	332	592	6,669	7,593	6,358	13,951	4,772	9,179	2,821	248,857	335,680	74.1%
11	April	0	276	3	0	0	279	479	6,693	7,451	6,950	14,401	4,281	10,120	3,170	252,027	336,058	75.0%
12	May	0	165	2	0	0	167	416	6,844	7,427	7,309	14,736	6,231	8,505	1,196	253,223	336,058	75.4%
13	June	0	184	0	0	0	184	500	6,687	7,371	9,002	16,373	4,698	11,675	2,673	255,896	336,751	76.0%
14	July																	
15	August																	
16	September																	
17	October																	
18	November																	
19	December																	
20	Total for 2009						3,122	45,983	50,067	49,583	99,650	35,367	64,283	14,700				
21	¹ Enrollments via data sharing between the IOUs.																	
22	² Enrollments via data sharing between departments and/or programs within the utility.																	
23	³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																	
24	⁴ One-E-App is a pilot program set up by The Center to Promote Healthcare Access (the Center) and PG&E. The pilot will occur within two PG&E counties and looks to implement a strategy of automatic enrollment for low-income customers into the CARE program based on the customers' applications or reapplications for related low-income health and social welfare services. (e.g. MediCAL, Healthy Families, CALKids, etc.) The goal is to develop another means by which low income families can be introduced into the CARE program and,																	
25	⁵ Not including Recertification.																	
26	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																	

	A	B	C	D	E	F	G	H	I
1	CARE Table 3 - Standard Random Verification Results								
2	San Diego Gas & Electric								
3	July 2009								
4	2009	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 ¹	% of Total Population Dropped
5	January	241,826	203	0.08%	125	17	142	69.95%	0.06%
6	February	243,196	403	0.17%	228	23	251	62.28%	0.10%
7	March	246,036	536	0.22%	342	22	364	67.91%	0.15%
8	April	248,857	533	0.21%	299	29	328	61.54%	0.13%
9	May	252,027	188	0.07%	109	11	120	63.83%	0.05%
10	June	253,223	561	0.22%	136	28	164	29.23%	0.06%
11	July	255,896	477	0.19%	0	0	0	0.00%	0.00%
12	August								
13	September								
14	October								
15	November								
16	December								
17	Total for 2009		2,901		1,239	130	1,369	47.19%	
18									
19	[¹] Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond								
20	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications¹ San Diego Gas & Electric July 2009						
2							
3							
4		Provided	Received	Approved	Denied	Pending/Never Completed	Duplicates
5	Total	64,730	16,373	15,182	439	406	346
6	Percentage		25.29%	92.73%	2.68%	2.48%	2.11%
7							
8	¹ Includes sub-metered customers.						

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County									
2	San Diego Gas & Electric									
3	July 2009									
4		Estimated Eligible			Total Participants			Penetration Rate		
5	County	Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
6	Orange County	14,965		14,965	7,719		7,719	52%		52%
7	San Diego	304,874	16,912	321,786	239,091	9,086	248,177	78%	54%	77%
8										
9	Total	319,839	16,912	336,751	246,810	9,086	255,896	77.2%	53.7%	76.0%
10										
11										
12	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results							
2	San Diego Gas & Electric							
3	July 2009							
4	2009	Total CARE Population	Participants Requested to Recertify	% of Population Total	Participants Recertified	Participants Dropped	Recertification Rate % (E/C)	% of Total Population Dropped (F/B)
5	January	241,826	4,242	1.75%	3,238	903	76.33%	0.37%
6	February	243,196	3,312	1.36%	2,352	795	71.01%	0.33%
7	March	246,036	3,665	1.49%	2,587	890	70.59%	0.36%
8	April	248,857	3,176	1.28%	2,234	823	70.34%	0.33%
9	May	252,057	2,419	0.96%	1,736	541	71.77%	0.21%
10	June	253,223	2,969	1.17%	1,749	334	58.91%	0.13%
11	July	255,896	2,084	0.81%	99	0	4.75%	0.00%
12	August							
13	September							
14	October							
15	November							
16	December							
17	Total for 2009							
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G	H
1	CARE Table 8 - Participants as of Month-End							
2	San Diego Gas & Electric							
3	July 2009							
4	2009	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change¹
5	January	163,436	N/A	78,390	241,826	335,680	72.0%	
6	February	165,207	N/A	77,989	243,196	335,680	72.4%	0.57%
7	March	167,349	N/A	78,687	246,036	335,680	73.3%	1.17%
8	April	169,021	N/A	79,836	248,857	336,058	74.1%	1.03%
9	May	171,167	N/A	80,860	252,027	336,058	75.0%	1.27%
10	June	172,266	N/A	80,957	253,223	336,058	75.4%	0.47%
11	July	174,152	N/A	81,744	255,896	336,751	76.0%	0.85%
12	August		N/A					
13	September		N/A					
14	October		N/A					
15	November		N/A					
16	December		N/A					
17	Total for 2009		N/A					
18								
19	¹ Explain any monthly variance of 5% or more in the number of participants.							
20	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

CERTIFICATE OF SERVICE

I hereby certify that a copy of **MONTHLY REPORT OF SAN DIEGO GAS & ELECTRIC COMPANY (U 902 M) ON LOW INCOME ASSISTANCE PROGRAMS FOR JULY 2009** has been electronically mailed to each party of record of the service list in A.08-05-022, A.08-05-024, A.08-05-025, and A.08-05-026. Any party on the service list who has not provided an electronic mail address was served by placing copies in properly addressed and sealed envelopes and by depositing such envelopes in the United States Mail with first-class postage prepaid.

Copies were also sent via Federal Express to the assigned Administrative Law Judges and Commissioner.

Executed this 21st day of August, 2009 at San Diego, California.

 /s/ Jenny Norin
Jenny Norin