

**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; A.04-06-038; A.04-07-002;
A.04-07-010; A.04-07-011; A.04-07-012;
A.04-07-013; A.04-07-014; A.0407015;
A.04-07-020; A.04-07-027; A.04-07-050.

**MONTHLY REPORT OF SAN DIEGO GAS & ELECTRIC COMPANY (U902 M)
ON RAPID DEPLOYMENT EFFORTS FOR JUNE 2005**

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July 19, 2005

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A.04-07-020; A.04-07-027; A.0407050.

**MONTHLY REPORT OF SAN DIEGO GAS & ELECTRIC COMPANY
ON RAPID DEPLOYMENT EFFORTS IN LOW-INCOME PROGRAMS FOR
JUNE 2005**

I. INTRODUCTION

In D.01-05-033 the Commission directed San Diego Gas & Electric Company (SDG&E) and the other Investor Owned Utilities (IOUs) 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.

On May 22, 2002, the IOUs held a conference call with the Energy Division and the Office of Ratepayer Advocates (ORA) to assess Rapid Deployment Reporting. The parties agreed that the utilities would submit a more thorough monthly RD report to the Commission every three months -- with the first one being the previously-submitted May report and future reports due in August of 2002, November of 2002 and February of 2003, continuing every three months until such time that a change to RD reporting was made. It was also agreed that only certain tables and a brief narrative highlighting RD activities were required from the

utilities in other months. This sixth report for PY2005 includes a narrative of June program activities narrative tables containing information on outreach activities, and detailed quantitative tables on year-to-date costs and results.

In April 2004, the utilities met with the Energy Division and ORA to discuss proposed changes to the reports, which would eliminate references to SBX1 5 and combine some information while retaining sufficient information for the programs to be assessed. Starting with the May 21, 2004 report, SDG&E has eliminated the references to SBX1 5 including Tables 3 and 9 as agreed to by the ED and ORA. Table numbering and column and row headings have not been changed to avoid confusion if comparisons are made with earlier reports.

In an Assigned Commissioner's Ruling dated May 5, 2004, the utilities were directed to include in their October report information on the implementation of automatic enrollment with the Department of Community Services and Development (DCSD), and then to continue to report on automatic enrollment on a quarterly basis. Table 10.1 is included in this report, however, there is nothing to report for the month of June.

In D.02-07-033, the Commission authorized the IOUs to update their CARE and LIEE eligibility customer estimates using Census 2000 data. In accordance with that Decision, SDG&E has updated its eligibility estimates for PY2005 and have included them in the "Revisions to the Annual Estimates of CARE Eligible Customers and Related Information" filed with the Commission on December 28, 2004, by Southern California Edison, on behalf of the IOUs. Pending Commission action on those filings, SDG&E is using the updated eligibility information to provide information on CARE and LIEE customer participation and penetration for PY2005.

II. LOW INCOME ENERGY EFFICIENCY (LIEE)

JUNE RESULTS—INSTALLATIONS

During June, SDG&E weatherized 416 homes, and replaced 222 refrigerators including only those invoices that are completed and paid.

OUTREACH AND LEVERAGING

In PY2005, SDG&E is continuing to combine its LIEE outreach with CARE outreach activities in order to leverage outreach efforts and to provide customers with knowledge of, and access to, all customer assistance programs offered by SDG&E. During June SDG&E leveraged LIEE outreach with other customer assistance outreach efforts at the community events discussed in the CARE Outreach & Leveraging section below. SDG&E is continuing the following LIEE directed outreach and leveraging efforts in PY2005:

- Identifying, qualifying, and enrolling customers for LIEE services by SDG&E's prime contractor;
- Using the CARE participant database information by the prime contractor when conducting LIEE outreach;
- Employing additional English/Spanish Energy Specialists, an English/Vietnamese Energy Specialist, an Arabic/English Energy Specialist and an English/Farsi Energy Specialist to better serve the diverse population with the San Diego area, and;
- Presetting appointments with potentially qualified customers.

Customer Satisfaction

One quality assurance procedure used in SDG&E's LIEE program requests customers fill out a survey on the program and the services completed in their homes. Comments received from customers for the month of June 2005:

- Very helpful during the whole process
- Very professional and friendly
- Very helpful program
- Everyone was nice

LIEE AUTHORIZED FUNDING VERSUS ACTUAL EXPENDITURES

SDG&E incurred \$875 thousand in program costs during June 2005. Total expenditures are 48% of the 2005 LIEE budget.

III. CALIFORNIA ALTERNATE RATES FOR ENERGY

JUNE CARE ENROLLMENT RESULTS

CARE enrollments in SDG&E's electric service CARE program during June totaled 2,736, and enrollments in SDG&E's gas service CARE program during June totaled 1,683. In January 2005, SDG&E began its targeted mailing campaign to low-income areas within its service territory. As a result of the mailing to 8,900 customers, we received 642 CARE Direct Mail applications and were able to enroll 538 customers in CARE. SDG&E's estimated penetration rate at the end of June for CARE electric customers was 69.7% and 70.8% for CARE gas customers.

JUNE OUTREACH AND LEVERAGING

During June 2005, SDG&E representatives made 15 presentations on SDG&E's customer assistance programs and assisted with CARE enrollments at community events or local agency meetings including:

- Vital Aging Conference – 1,800 San Diego Customers
- City Heights National Village Celebration – 1,000 San Diego Customers
- Terrific Tuesdays – 50 San Diego Seniors
- University City Senior Center – 36 San Diego Seniors

CARE AUTHORIZED FUNDING VERSUS ACTUAL EXPENDITURES

In June, SDG&E incurred approximately \$143 thousand in outreach and administrative expenses. CARE discount charges for June are \$2.5 million combined gas and electric discounts. Total expenditures are 50% of the 2005 CARE budget. Actual expenses are compared to budgeted figures for June in Table 6.

IV. 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 PY2005.

Respectfully submitted,

By: _____

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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 on Rapid Deployment Efforts for June 2005** on all parties identified in R.04-01-006 on the attached service list by U. S. mail and electronic mail, and by Federal Express to Commissioner Carl W. Wood and Administrative Law Sarah Thomas.

Dated at San Diego, California, this 19th day of July.

Laurie Delaney