

**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

**MONTHLY REPORT OF SAN DIEGO GAS & ELECTRIC COMPANY (U902 M)
ON RAPID DEPLOYMENT EFFORTS FOR NOVEMBER 2004**

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December 21, 2004

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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 eleventh report for PY2004 includes a narrative of November program activities and the following tables:

- Table 1 – LIEE Program Expenses

- Table 4 – LIEE Measure Installations
- Table 6 – CARE Program Expenses
- Table 10 – CARE Rapid Deployment Progress
- Table 11 – CARE Random Verification Results
- Table 16 – CARE Participation-Combined Urban and Rural

In the Assigned Commissioner's Ruling dated 5/5/04, 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. SDG&E will continue to include Table 10.1 on automatic enrollment in each of its quarterly rapid deployment reports.

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 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 PY2004 and included them in the "Annual Estimate of CARE Eligible Customers" filed November 3, 2003, and in a subsequent supplemental filing made on December 16, 2003. Southern California Edison, on

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behalf of the IOUs, made both filings with the Commission. 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 PY2004.

II. LOW INCOME ENERGY EFFICIENCY (LIEE)

NOVEMBER RESULTS—INSTALLATIONS

During November, SDG&E conducted outreach and education at 1,694 homes, weatherized 1,271 homes, and replaced 551 refrigerators in those homes. Year-to-date, SDG&E has outreached to, and educated, 12,760 households, weatherized 9,645 homes and replaced 4,968 refrigerators.

OUTREACH AND LEVERAGING

In PY2004, 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 November 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 PY2004:

- Identifying, qualifying, and enrolling customers for LIEE services by SDG&E's prime contractor
- Using SDG&E's database of prior Direct Assistance Program (DAP) customers as an outreach tool to identify customers who qualify for additional measures and services authorized by RD
- Using the CARE participant database information by the prime contractor when conducting LIEE outreach

- Leveraging services with funds provided by the Department of Community Services and Development
- 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
- Presetting appointments with potentially qualified customers—targeted number of appointments between July and December is 10,000

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 November 2004 include:

- Very nice and on time and explained everything.
- Great job!
- You guys do a good job.

LIEE AUTHORIZED FUNDING VERSUS ACTUAL EXPENDITURES

SDG&E incurred \$193 thousand in administration costs in November and spent \$1.2 million on program services and installations. Year-to-date, SDG&E has spent \$12 million on its LIEE program, including CO test costs.

III. CALIFORNIA ALTERNATE RATES FOR ENERGY

NOVEMBER CARE ENROLLMENT RESULTS

CARE enrollments in SDG&E's electric service CARE program during November totaled 4,304, and enrollments in SDG&E's gas service CARE program during November totaled 2,787. SDG&E's penetration rate for the electric service CARE program at the end

of November increased .7% to 72.7% and the gas CARE service program increased .9% to 72.2%.

NOVEMBER OUTREACH AND LEVERAGING

During November 2004, 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:

- Enviro Fair – 5,000 in attendance
- Race for the Cure – 15,000 racers
- Males as Positive Forces – 600 customers
- Dia de los Muertos – 400 Oceanside residents


CARE AUTHORIZED FUNDING VERSUS ACTUAL EXPENDITURES

In November, SDG&E incurred approximately \$315 thousand in outreach and administrative expenses. CARE discount charges for November are \$2.6 million combined gas and electric discounts. Total expenditures are 107% of the 2004 CARE budget. Actual expenses are compared to budgeted figures for November 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 PY2004.

Respectfully submitted,

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