



# Winter Initiatives Update

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San Diego Gas and Electric  
Southern California Gas Company  
February 17, 2006



# CARE Enrollments

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- Income Guidelines at 200% FPG
  - Estimated additional eligible customers
    - SDG&E – 47,000
    - SoCalGas – 212,000
  - Additional customers enrolled under new guidelines (Nov-Jan)
    - SDG&E – 4,200
    - SoCalGas – 20,000
- Overall enrollment higher than last year due to increased outreach/communications



# CARE Phone Enrollments

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- Estimated additions from phone enrollments (Nov–April)
  - SDG&E – 2,400
  - SoCalGas – 5,000
- Phone enrollments (Nov-Jan)
  - SDG&E – 1,100
  - SoCalGas – 780



# CARE Recertification and Verification

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- Estimated retained customers from suspension (Nov–Apr)
  - SDG&E – 5365
  - SoCalGas – 73,682
- Retained customers (Nov-Jan estimated)
  - SDG&E – 2,500
  - SoCalGas – 37,100



# LIEE Self Certification for Targeted Areas

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- Estimated additional units to be served (Nov–April)
  - SDG&E – 1,300
  - SoCalGas – 5,000
- Units weatherized through self-certification (Nov-Jan)
  - SDG&E – 1,400
  - SoCalGas – 1,100

# LIEE Central Furnace Replacements



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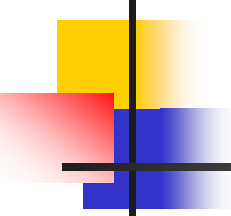
- Estimated furnace replacements (Nov–April)
  - SDG&E – 490
  - SoCalGas – 1,750
- Furnace replacements (Nov-Jan)
  - SDG&E – 0
  - SoCalGas – 120
- Refrigerator replacements (SDG&E)
  - 650 estimated additional replacements
  - 700 replacements (Nov-Jan)



# Outreach/Communications

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- News Releases – Over 20 issued on winter prices, conservation and energy efficiency, resulting in over 35 television news reports, several radio interviews and over 70 different print articles in several languages
- Bill Inserts – Articles over four months, will continue through winter season
- Print Advertising – 75 publications

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- Radio/TV – Ads on English, Spanish, African-American and Asian stations
  - Websites – Links to information on winter prices, energy efficiency, conservation tips, payment arrangements
  - Flyers – In stores, distributed by field employees, in branch offices and payment locations

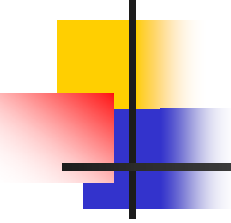




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## ■ Direct Mail

- Letters to over 330,000 low-income customers with high winter gas usage, to 33,000 Medical Baseline customers
- Letters to potentially eligible CARE/LIEE customers
- Letters to over 1300 agencies and contractors
- Letters to third parties who manage bills for others
- Letters to master-metered CARE customers

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- Customer Calls – Calls to CARE, FERA, Medical Baseline customers with payment issues
  - Presentations – For agencies, customer groups, elected officials and staffs



# Bill Payment Assistance

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- Gas Assistance Fund (SoCalGas)
  - Started early (November)
  - Additional shareholder funds
  - \$414,000 distributed to 4,251 customers November through January
- Neighbor-to-Neighbor (SDG&E)
  - Additional shareholder funds
  - \$77,000 distributed to 544 customers November through January



# Shut Off Protection Customer Communications

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- News, radio and website communications all reference availability of winter payment assistance
- Customers with delinquent balances are being informed of the revised winter collection policies through bill messages, collection notice inserts, brochures, phone contacts and direct mail if phone contact is not made.



# Customer Contact Center Communications

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- English and Spanish language phone numbers appear on all customer bills and notices. (Asian language is included for SoCalGas).
- Outbound dialer calls and inbound calls can be transferred to a language appropriate CSR.
- Interpreter services can also be utilized if necessary.
- Customers are notified of the special payment arrangements that are available while on hold when they call the Customer Contact Center toll free number.
- All CSRs are aware of the minimum payment options available to residential customers and readily offer them if customers indicate that they are having difficulty paying their energy bills.



# Shut Off Protection

## Customer Payment Trends

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- It does not appear that customers have experienced significant difficulty, to date, in paying their energy bills. This is largely due to the weather being relatively temperate and gas prices not being as high as previously anticipated.
- Comparison of the accounts receivable balances in arrears between the current winter period and the same period in prior years shows only slight changes.



# Non-pay Shut-offs

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- It is difficult to make a meaningful comparison between this winter and last.
  - Moratoriums in effect November and part of December this winter.
  - January this year included backlog “catch-up” work from the moratoriums.
  - February should be the first month that can be meaningfully compared to the same month last winter.