



SOUTHWEST GAS CORPORATION

**LOW-INCOME ASSISTANCE PROGRAMS
2004 ANNUAL REPORT**

**Reporting Period:
January 1, 2004 through December 31, 2004**

**Southwest Gas Corporation
5241 Spring Mountain Road
P.O. Box 98510
Las Vegas, Nevada 89193-8510**

May 2005

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)

Rulemaking 04-01-006
(Filed January 8, 2004)

SOUTHWEST GAS CORPORATION
(U 905 G)
LOW-INCOME ASSISTANCE PROGRAMS
2004 ANNUAL REPORT

INTRODUCTION

Southwest Gas Corporation (Southwest) respectfully submits its Annual Report on low-income assistance programs as directed in the June 24, 2004 Scoping Memo of Assigned Commissioner Carl W. Wood and Administrative Law Judge Sarah R. Thomas, rendered in Rulemaking (R.) 04-01-006. The reporting follows the requirements set forth in the Second Energy Division Workshop Report (Report) on the Review of the Accounting and Reporting Requirements for the California Alternate Rate for Energy (CARE) and Low-Income Energy Efficiency (LIEE) programs of the Small and Multi-Jurisdictional Utilities (SMJU), filed on April 5, 2004.

Rate Recovery

Expenses listed in this report are consistent with the amounts approved by the Commission in Decision (D.) 03-12-016.

Part 1

**Low-Income Assistance Programs
2004 Annual Report**

– CARE Residential Program –

**Southwest Gas Corporation
(U 905 G)
Low-Income Assistance Programs
2004 Annual Report
January 1, 2004 – December 31, 2004**

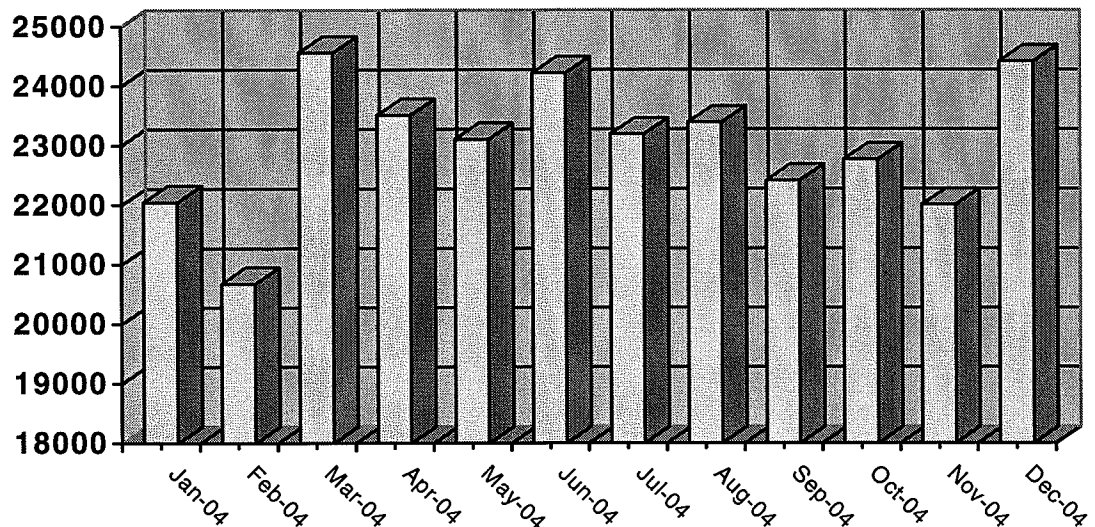
CARE Residential Program

I. PARTICIPANT INFORMATION

- A. Number of participating low-income households, including submetered households, by month. The data should be provided in a numerical table and in graph form.**

See Table I.A for the number of CARE Participants, including submetered participants, by month. Figure 1.A.1 is a graph depicting the same information.

***CARE Participants by Month
Figure 1.A.1***



- 1. Provide an explanation of any variance in the number of participants of 5% or more from the previous month.**

Fluctuations are due to customer migrations, improved economic situations for program participants, expirations of eligibility, and cycle billing effects.

- 2. Provide an explanation of a variance in the number of participants, calculated as the difference between participation at the beginning of the year compared to the end of the year, of 5% or more.**

The significant increase in CARE participation in 2004 was largely due to the Southwest/Southern California Edison data share.

SOUTHWEST GAS CORPORATION
Summary of CARE Data

TABLE I. A. - PARTICIPANT INFORMATION

Table I. A. Number of participating low-income ratepayers, including submetered households, by month													
DISTRICT	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Monthly Average
Barstow 11	1,965	1,887	2,167	2,023	2,155	2,183	2,122	2,090	2,094	2,106	2,209	2,320	2,110
Victorville 12	17,978	17,057	19,943	19,377	18,747	20,121	19,120	19,218	18,509	18,870	18,453	20,259	18,971
Big Bear 13	1,445	1,073	1,701	1,271	1,420	1,386	1,298	1,296	1,232	1,224	1,134	1,276	1,313
N. Calif. 14	192	203	205	197	177	217	172	206	161	141	93	139	175
Truckee 15	176	102	255	199	142	159	176	151	147	132	110	130	157
Needles 19	290	352	284	443	463	155	301	427	271	294	7	291	298
All Districts	22,046	20,674	24,555	23,510	23,104	24,221	23,189	23,388	22,414	22,767	22,006	24,415	23,024
Table I. A. Variance in number of participating low-income ratepayers, including submetered households, from previous month													
DISTRICT	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Annual Increase/Decrease (1)
Barstow 11	2.2%	-4.0%	14.8%	-6.6%	6.5%	1.3%	-2.8%	-1.5%	0.2%	0.6%	4.9%	5.0%	20.6%
Victorville 12	1.6%	-5.1%	16.9%	-2.8%	-3.3%	7.3%	-5.0%	0.5%	-3.7%	2.0%	-2.2%	9.8%	14.5%
Big Bear 13	8.2%	-25.7%	58.5%	-25.3%	11.7%	-2.4%	-6.3%	-0.2%	-4.9%	-0.6%	-7.4%	12.5%	-4.4%
N. Calif. 14	-4.0%	5.7%	1.0%	-3.9%	-10.2%	22.6%	-20.7%	19.8%	-21.8%	-12.4%	-34.0%	49.5%	-30.5%
Truckee 15	-8.3%	-42.0%	150.0%	-22.0%	-28.6%	12.0%	10.7%	-14.2%	-2.6%	-10.2%	-16.7%	18.2%	-32.3%
Needles 19	-0.7%	21.4%	-19.3%	56.0%	4.5%	-66.5%	94.2%	41.9%	-36.5%	8.5%	-97.6%	4057.1%	-0.3%
All Districts	1.9%	-6.2%	18.8%	-4.3%	-1.7%	4.8%	-4.3%	0.9%	-4.2%	1.6%	-3.3%	10.9%	12.9%

(1) To adjust for cycle billing effects, the annual increase/decrease for the 2004 program year is derived by comparing December 2003 customer counts to December 2004 customer counts.

B. Provide an updated estimate of potentially eligible households and state source of figures. Questions 2 through 5 should be completed using Table I. B.

1. What is the total number of residential customers.

Total Primary and Secondary Residential Customers as of December 31, 2004:

Southern California	114,593
Northern California	21,231
Total	135,824*

*Secondary Residential Customers are excluded when calculating Total Estimated Eligible CARE participants and Total Actual Participants as stated in succeeding responses.

2. How many potential CARE eligible households are in your service territory?

Southwest estimates the following potential CARE eligible households by service territories:

Estimated Eligible CARE Participants	
Southern California	32,391
Northern California	392
Total Estimated	32,783

Please see Table I.B for a monthly breakdown of CARE Program participation numbers.

3. What percentage of the customer base for this utility, as defined by the income and household size criteria, is estimated eligible for the CARE discount?

Percent Estimated Eligible for the CARE Program discount:

Southern California	28.1%
Northern California	4.4%

Please see Table I.B for a monthly breakdown of CARE Program participation numbers.

4. How many CARE participants, including submetered tenants, are signed up for CARE, and what percentage is that to the total number of customers eligible for CARE?

As of December 31, 2004, there were 24,415 Southwest customers participating in the CARE Program, which represents 74% of the total estimated for eligibility.

Please see Table I.B for a monthly breakdown of CARE Program participation numbers.

Table I.B – CARE Participation

Month	Enrolled by Non-Capitation	Enrolled by Capitation	Total Enrolled [1]	Total CARE Participants	Estimated Eligible	Participation Rate
January	1,233	22	1,255	22,046	32,783	67%
February	1,096	11	1,107	20,674	32,783	63%
March	931	62	993	24,555	32,783	75%
April	1,709	18	1,727	23,510	32,783	72%
May	1,287	4	1,291	23,104	32,783	70%
June	507	20	527	24,221	32,783	74%
July	696	16	712	23,189	32,783	71%
August	1,100	1	1,101	23,388	32,783	71%
September	1,651	30	1,681	22,414	32,783	68%
October	2,936	11	2,947	22,767	32,783	69%
November	1,842	9	1,851	22,006	32,783	67%
December	1,353	15	1,368	24,415	32,783	74%

[1] Total enrolled by month include both first-time CARE customers and those re-enrolled on the CARE rate.

5. Provide the methodology used to estimate the number of eligible households in this utility's service area.

(a) State the source of statistics and, explain any modifications made. For example, modifications to the U.S. census data for undercounts of ethnic groups, such as Hispanics.

Current estimates of the number of potentially eligible participants in the CARE Program were calculated by utilizing economic and demographic survey data collected by Southwest. Specifically, cross-tabulations of income and persons per household information provided the basis for the estimates. Most recent Census data was reviewed as a reasonableness check of the estimates.

Submetered Participants (Master Metered Customers)

C. How many master metered customers with submetered tenants are in this utility's service territory as of the end of the reporting period?

There are 80 master-metered accounts in Southwest's service areas – 48 with submetering and 32 without submetering.

D. How many submetered tenants are estimated to be CARE eligible?

Southwest estimates 783 submetered tenants are potentially eligible for CARE.

1. How many submetered tenants are participating in CARE as of the end of the reporting period and what is the participation rate as compared to the estimated number eligible?

Southwest had 653 submetered CARE Program participants as of December 31, 2004, which represents 83% of the total estimated for eligibility.

2. Discuss any problems encountered during the reporting period in administering CARE for submetered tenants and/or master metered customers.

Southwest has few master-metered accounts with submetered tenants in its California service territories. Southwest works with tenants and landlords to explain the program and how discounts should be applied. There were no reported instances of problems encountered during this reporting period.

II. USAGE INFORMATION

A. Provide tables showing monthly average Tier 1 and Tier 2 consumption for all residential customers (excluding CARE participants) by baseline territory (climate zone) and on a total basis. This information should be provided for summer and winter billing seasons. Do not include master metered consumption.

Please see Table II.A for average residential usage (excluding CARE Program participants and master metered usage).

B. Provide tables showing monthly average Tier 1 and Tier 2 consumption for CARE participants by baseline territory and on a total basis. Provide this information for summer and winter billing seasons. Do not include master metered consumption.

Please see Table II.B for average CARE Program participant usage

C. Provide a graph illustrating average consumption by residential customers (excluding CARE participants) vs. CARE participants for the utility's entire service territory. Do not include master metered consumption.

Please see Table II.C for average usage for non-CARE residential customers vs. CARE Program participants.

III. PROGRAM COSTS

A. Provide a table showing the average monthly bill per residential customer for each baseline territory and for the total service territory.

Please see Table III.A for the average monthly bill per residential customer.

B. Provide a table showing the average monthly bill for CARE participants for each baseline territory and for the total service territory.

Please see Table III.B for the average monthly bill per CARE Program participant.

C. Provide a table showing the average monthly discount by baseline territory and 12 months ending (end of reporting period) in dollars per CARE participant.

Please see Table III.C for the average monthly discount by baseline territory for the 12 months ending December 31, 2004.

D. For total CARE administrative costs, compute a table showing administrative costs per participating customer.

Please see Table III.D.1 for the administrative costs per CARE Program participant.

E. Complete Table III. D.2 which gives a breakdown of administrative costs in the following categories: Outreach; General Administration; Processing, Certification and Verification; Billing System Programming; Regulatory Compliance.

Please see Table III.D.2 for the breakdown of CARE Program administrative costs.

1. Provide the amount and a brief explanation of what is included in each of these categories.

Outreach

A total of \$59,086 was spent on activities including capitation fees, bill inserts, applications, and a variety of other activities summarized in Table IV.A. In addition, a small portion of the outreach costs were used for direct contact (phone and personal) with customers inquiring about CARE, along with the mailing of applications to customers unable to visit local business offices to obtain applications.

Processing, Certification and Verification

Processing – Creation of customer service system orders to initiate or remove an applicant from the CARE program.

Certification – Review of application for completeness, conformance with established income parameters, and comparison with customer service system for customer of record.

Verification – Review of application for income eligibility, requests for proof of eligibility, repeat contacts with applicants for additional information, and random sampling of applications.

Billing System Programming

Programming to create and modify system program to gather and track customer data for multiple purposes, including recertification notification, data sharing and reports required by the CPUC. In addition, a Consultant was hired to complete CARE data share match between Southwest and Bear Valley Electric.

Regulatory Compliance

Regulatory Compliance – Includes costs related to the annual budget filing, attendance at hearings and workshops, along with the annual and mid-year status reports.

General Administration

General – Activities related to filing, logging, and reporting of: applications received; applications returned for incomplete information; research and review of CARE computer reports; examination for duplicate applications; and updates to master-meter accounts for number of qualifying tenants. Includes costs related to annual program reporting and regulatory compliance.

2. What are the Billing and General administrative costs incurred for non-CARE residential customers?

While not specifically quantified, Billing and General administrative costs for a non-CARE account, intuitively, would be below the average cost reported for CARE applicants. A regular applicant requires less labor-intensive review and tracking of the application process. An extra customer service system change order and continuing maintenance of the CARE information is avoided with non-CARE accounts.

SOUTHWEST GAS CORPORATION
Summary of CARE Data

TABLE II. A. – USAGE INFORMATION

Table II. A. Usage Information (In Therms)												
Average Tier 1 usage for all residential customers (excluding CARE participants master metered consumption)												
DISTRICT	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04
Barstow 11	55.08	47.74	43.67	23.53	16.36	11.63	10.98	9.81	11.07	10.65	23.85	51.62
Victorville 12	62.45	53.81	51.45	29.32	19.59	13.44	12.82	11.91	12.27	13.16	28.90	59.37
Big Bear 13	76.78	64.03	65.50	47.78	38.54	22.70	14.75	13.01	14.49	26.59	58.08	73.75
N. Calif. 14	84.83	66.82	77.08	61.80	49.59	29.42	16.60	15.33	17.82	37.39	68.98	81.16
Truckee 15	73.88	68.97	66.16	54.43	45.81	28.99	15.54	13.08	15.33	27.89	60.84	72.65
Needles 19	24.00	13.51	23.34	13.36	8.56	8.17	7.66	6.95	7.42	6.90	2.29	20.57
All Districts	64.03	54.52	53.57	32.80	23.35	15.60	13.05	11.94	12.67	15.79	33.97	60.97
Table II. A. Usage Information (In Therms)												
Average Tier 2 usage for all residential customers (excluding CARE participants master metered consumption)												
DISTRICT	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04
Barstow 11	37.95	26.95	12.36	0.48	3.89	5.52	4.04	4.18	3.88	4.87	15.70	26.37
Victorville 12	36.68	28.01	16.69	0.83	4.88	7.24	4.97	3.96	5.05	7.14	18.30	27.86
Big Bear 13	42.57	40.51	27.67	6.67	2.88	4.82	5.34	5.17	6.14	7.53	14.61	36.97
N. Calif. 14	43.52	37.27	31.14	9.48	3.15	7.71	5.60	4.06	8.74	6.99	20.85	32.69
Truckee 15	58.94	53.72	37.16	10.84	4.54	7.49	6.99	4.76	7.26	10.59	21.43	46.82
Needles 19	12.07	15.13	9.30	0.53	2.01	2.83	2.71	2.22	2.44	3.66	1.57	5.14
All Districts	38.38	30.28	18.91	2.20	4.44	6.89	5.02	4.09	5.27	7.08	17.98	29.35
Table II. A. Usage Information (In Therms)												
Average Tier 1 and Tier 2 usage for all residential customers (excluding CARE participants master metered consumption)												
DISTRICT	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04
Barstow 11	93.03	74.68	56.02	24.01	20.25	17.15	15.02	13.98	14.95	15.53	39.55	78.00
Victorville 12	99.13	81.82	68.14	30.15	24.47	20.68	17.78	15.87	17.32	20.30	47.20	87.23
Big Bear 13	119.35	104.54	93.17	54.45	41.41	27.52	20.08	18.18	20.64	34.12	72.70	110.72
N. Calif. 14	128.35	104.09	108.22	71.28	52.74	37.14	22.20	19.39	26.56	44.28	89.84	113.85
Truckee 15	132.82	122.68	103.32	65.27	50.35	36.47	22.53	17.83	22.59	38.49	82.27	119.48
Needles 19	36.07	28.64	32.63	13.89	10.57	11.00	10.36	9.17	9.86	10.57	3.86	25.71
All Districts	102.41	84.80	72.48	35.00	27.79	22.49	18.07	16.03	17.94	22.87	51.95	90.32
Table II. A. Usage Information (In Therms)												
Average Tier 1 usage for all residential customers (excluding CARE participants master metered consumption)												
DISTRICT	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04
Barstow 11	317.62	26.33	40.92	11.75	11.75	11.75	11.75	11.75	11.75	11.75	11.75	11.75
Victorville 12	366.87	30.71	47.55	13.87	13.87	13.87	13.87	13.87	13.87	13.87	13.87	13.87
Big Bear 13	513.39	43.00	56.38	16.24	16.24	16.24	16.24	16.24	16.24	16.24	16.24	16.24
N. Calif. 14	602.82	50.57	65.96	19.79	19.79	19.79	19.79	19.79	19.79	19.79	19.79	19.79
Truckee 15	539.05	45.30	58.83	18.24	18.24	18.24	18.24	18.24	18.24	18.24	18.24	18.24
Needles 19	151.01	11.89	16.18	7.61	7.61	7.61	7.61	7.61	7.61	7.61	7.61	7.61
All Districts	390.88	32.69	47.64	14.58	14.58	14.58	14.58	14.58	14.58	14.58	14.58	14.58
Table II. A. Usage Information (In Therms)												
Average Tier 2 usage for all residential customers (excluding CARE participants master metered consumption)												
DISTRICT	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04
Barstow 11	146.15	12.18	19.97	4.40	4.40	4.40	4.40	4.40	4.40	4.40	4.40	4.40
Victorville 12	159.07	13.47	21.40	5.54	5.54	5.54	5.54	5.54	5.54	5.54	5.54	5.54
Big Bear 13	199.46	16.74	22.43	5.37	5.37	5.37	5.37	5.37	5.37	5.37	5.37	5.37
N. Calif. 14	209.69	17.59	23.12	6.53	6.53	6.53	6.53	6.53	6.53	6.53	6.53	6.53
Truckee 15	265.77	22.55	30.51	6.63	6.63	6.63	6.63	6.63	6.63	6.63	6.63	6.63
Needles 19	61.69	4.97	7.29	2.65	2.65	2.65	2.65	2.65	2.65	2.65	2.65	2.65
All Districts	167.53	14.16	20.79	5.19	5.19	5.19	5.19	5.19	5.19	5.19	5.19	5.19
Table II. A. Usage Information (In Therms)												
Average Tier 1 and Tier 2 usage for all residential customers (excluding CARE participants master metered consumption)												
DISTRICT	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04
Barstow 11	463.77	38.51	60.88	16.15	16.15	16.15	16.15	16.15	16.15	16.15	16.15	16.15
Victorville 12	525.94	44.17	68.95	19.40	19.40	19.40	19.40	19.40	19.40	19.40	19.40	19.40
Big Bear 13	712.85	59.74	78.81	21.61	21.61	21.61	21.61	21.61	21.61	21.61	21.61	21.61
N. Calif. 14	812.51	68.16	89.08	26.32	26.32	26.32	26.32	26.32	26.32	26.32	26.32	26.32
Truckee 15	804.81	67.84	89.34	24.86	24.86	24.86	24.86	24.86	24.86	24.86	24.86	24.86
Needles 19	212.70	16.86	23.47	10.26	10.26	10.26	10.26	10.26	10.26	10.26	10.26	10.26
All Districts	558.41	46.84	68.42	19.77	19.77	19.77	19.77	19.77	19.77	19.77	19.77	19.77

TABLE II. B. – USAGE INFORMATION

DISTRICT	2000	2004	2008	2012	2016	2020	2024	2028	2032	2036	2040	2044	2048	2052	2056	2060
Barstow 11	56.86	48.42	44.79	25.44	17.80	11.23	11.51	11.08	11.48	11.08	11.08	25.10	52.31			
Victorville 12	62.29	52.76	50.07	29.52	19.66	13.19	13.29	12.24	13.04	13.75	27.94	58.43				
Big Bear 13	77.06	67.45	66.33	49.38	37.53	24.25	15.18	14.77	15.54	28.00	60.72	75.29				
N. Calif. 14	83.41	64.16	74.64	60.59	48.82	30.46	16.32	14.36	17.58	34.45	61.32	78.41				
Truckee 15	68.79	67.97	60.96	47.43	36.43	24.65	15.43	2.15	15.71	28.33	55.84	70.00				
Needles 19	25.60	14.34	25.65	13.33	9.14	8.54	7.83	7.20	7.80	7.42	9.43	22.85				
All Districts	62.45	52.67	50.70	30.36	20.62	13.83	13.20	12.73	13.01	14.37	29.54	58.45				

Average Tier 1 and Tier 2 usage for CARE participants (excluding master metered consumption)		Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04
DISTRICT													
Barstow 11		91.83	73.70	57.19	25.96	23.52	17.89	16.61	15.56	16.54	17.52	42.59	77.73
Victorville 12		90.09	73.90	62.38	30.25	24.49	20.90	18.18	16.40	17.72	21.05	44.24	79.91
Big Bear 13		105.43	95.54	84.81	54.48	41.66	29.36	20.02	17.89	20.92	35.00	70.85	101.60
N. Calif. 14		105.22	85.40	92.28	64.41	49.75	34.31	20.12	16.10	22.78	39.05	71.29	96.42
Truckee 15		98.64	101.74	79.62	52.65	39.14	32.10	22.99	17.59	24.75	36.10	67.81	99.59
Needles 19		36.95	29.01	34.58	13.82	11.19	11.85	10.83	9.37	10.65	11.14	13.29	28.40
All Districts		90.64	74.48	63.49	31.37	25.39	21.24	18.09	16.28	17.77	21.51	45.60	80.37

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SOUTHWEST GAS CORPORATION
Summary of CARE Data

TABLE II. C. – USAGE INFORMATION

Table II. C. CARE Participant Versus NonCARE
AVERAGE USAGE – NONCARE (In Therms)

All Districts	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Average Monthly Usage	Average Winter Usage	Average Summer Usage
Customers	90,352	79,682	102,494	93,428	85,705	93,333	90,468	94,673	93,320	91,753	82,308	92,072	90,799	90,024	91,800
Avg. Tier 1 Use	64.03	54.52	53.57	32.80	23.35	15.60	13.05	11.94	12.67	15.79	33.97	60.97	32.69	47.64	14.58
Avg. Tier 2 Use	38.38	30.28	18.91	2.20	4.44	6.89	5.02	4.09	5.27	7.08	17.98	29.35	14.16	20.79	5.19
Total Avg. Use	102.41	84.80	72.48	35.00	27.79	22.49	18.07	16.03	17.94	22.87	51.95	90.32	46.85	68.43	19.77

Table II. C. CARE Participant Versus NonCARE
AVERAGE USAGE – CARE PARTICIPANTS (In Therms) (Does not include master meter)

All Districts	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Average Monthly Usage	Average Winter Usage	Average Summer Usage
Customers	21,348	20,078	23,865	22,923	22,371	23,530	22,513	22,685	21,681	22,156	21,298	23,767	22,351	22,197	22,511
Avg. Tier 1 Use	62.45	52.67	50.70	30.36	20.62	13.83	13.20	12.13	13.01	14.37	29.54	58.45	30.94	47.16	14.36
Avg. Tier 2 Use	28.19	21.81	12.79	1.01	4.77	7.41	4.89	4.15	4.76	7.14	16.06	21.92	11.24	14.85	5.36
Total Avg. Use	90.64	74.48	63.49	31.37	25.39	21.24	18.09	16.28	17.77	21.51	45.60	80.37	42.18	62.01	19.72

Table II. C. CARE Participant Versus NonCARE
CARE PARTICIPANTS Average Usage Greater Than/(Less Than) NONCARE Average Usage (In Therms) (Does not include master meter)

All Districts	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Average Monthly Usage	Average Winter Usage	Average Summer Usage
Avg. Tier 1 Use	(1.58)	(1.85)	(2.87)	(2.44)	(2.73)	(1.77)	0.15	0.19	0.34	(1.42)	(4.43)	(2.52)	(1.75)	(0.48)	(0.22)
Avg. Tier 2 Use	(10.19)	(8.47)	(6.12)	(1.19)	0.33	0.52	(0.13)	0.06	(0.51)	0.06	(1.92)	(7.43)	(2.92)	(5.94)	0.17
Total Avg. Use	(11.77)	(10.32)	(8.99)	(3.63)	(2.40)	(1.25)	0.02	0.25	(0.17)	(1.36)	(6.35)	(9.95)	(4.67)	(6.42)	(0.05)

Table II. C. CARE Participant Versus NonCARE
CARE PARTICIPANTS Average Usage Greater Than/(Less Than) NONCARE Average Usage (as Percentage) (Does not include master meter)

All Districts	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Average Monthly Usage	Average Winter Usage	Average Summer Usage
Avg. Tier 1 Use	(2.5%)	(3.4%)	(5.4%)	(7.4%)	(11.7%)	(11.3%)	1.1%	1.6%	2.7%	(9.0%)	(13.0%)	(4.1%)	(5.4%)	(1.0%)	(1.5%)
Avg. Tier 2 Use	(26.6%)	(28.0%)	(32.4%)	(54.1%)	7.4%	7.5%	(2.6%)	1.5%	(9.7%)	0.8%	(10.7%)	(25.3%)	(20.6%)	(28.6%)	3.3%
Total Avg. Use	(11.5%)	(12.2%)	(12.4%)	(10.4%)	(8.6%)	(5.6%)	0.1%	1.6%	(0.9%)	(5.9%)	(12.2%)	(11.0%)	(10.0%)	(9.4%)	(0.3%)

SOUTHWEST GAS CORPORATION
Summary of CARE Data

TABLE III. A., B. & C. - PROGRAM COSTS

Table III. A. Program Costs												
AVERAGE BILL - NONCARE												
	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04
DISTRICT												
Barstow 11	\$ 96.91	82.48	62.29	28.05	28.77	26.24	23.99	22.42	23.30	23.36	53.42	107.38
Victorville 12	\$ 101.93	89.46	75.23	34.53	33.58	30.72	27.48	24.78	26.20	29.13	63.23	118.61
Big Bear 13	\$ 121.25	113.84	102.38	59.30	52.30	38.48	30.18	27.54	30.18	44.84	92.37	149.43
N. Calif. 14	\$ 142.88	119.63	124.74	91.01	84.61	65.38	40.94	36.15	47.63	74.38	154.20	202.69
Truckee 15	\$ 147.50	141.88	119.66	81.44	82.52	64.35	41.60	33.41	41.53	65.67	139.16	214.48
Needles 19	\$ 38.15	32.81	38.68	18.21	17.13	18.77	17.99	16.43	16.78	17.47	9.14	37.33
All Districts	\$ 106.35	93.42	80.61	40.73	39.10	34.29	28.61	25.61	27.82	33.61	72.00	127.67
Average Monthly Bill												
	\$ 48.22	71.76	80.50	91.96	124.27	45.22	23.24	29.05	17.43	59.15	86.93	32.52
Average Winter Bill												
	\$ 48.22	71.76	80.50	91.96	124.27	45.22	23.24	29.05	17.43	59.15	86.93	32.52
Average Summer Bill												
	\$ 48.22	71.76	80.50	91.96	124.27	45.22	23.24	29.05	17.43	59.15	86.93	32.52
Table III. B. Program Costs												
AVERAGE BILL - CARE Participants (Does not include master meter)												
	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04
DISTRICT												
Barstow 11	\$ 72.87	60.28	47.28	22.32	24.83	20.66	19.86	18.62	19.27	19.60	43.17	80.74
Victorville 12	\$ 70.39	59.69	50.95	25.79	25.33	23.47	21.25	19.35	20.26	22.72	44.74	81.89
Big Bear 13	\$ 81.12	76.39	68.22	44.21	39.25	30.59	22.83	20.52	23.08	34.34	67.65	102.76
N. Calif. 14	\$ 92.45	78.25	84.96	63.75	62.31	48.33	29.92	24.51	33.04	52.75	97.49	136.34
Truckee 15	\$ 87.87	93.90	73.93	54.56	52.51	45.82	33.84	25.27	35.96	49.31	92.87	142.66
Needles 19	\$ 30.67	24.55	30.34	13.79	13.55	15.17	14.20	12.74	13.57	13.83	16.41	30.83
All Districts	\$ 71.05	60.36	52.04	26.84	26.29	23.94	21.28	19.31	20.43	23.27	46.18	82.85
Average Monthly Bill												
	\$ 37.46	54.44	55.58	64.24	67.01	83.54	80.95	19.14	24.43	60.53	24.97	20.47
Average Winter Bill												
	\$ 37.46	54.44	55.58	64.24	67.01	83.54	80.95	19.14	24.43	60.53	24.97	20.47
Average Summer Bill												
	\$ 37.46	54.44	55.58	64.24	67.01	83.54	80.95	19.14	24.43	60.53	24.97	20.47
Table III. C. Average Monthly Discount in Dollars per CARE Participant												
	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04
DISTRICT												
Barstow 11	\$ 17.86	14.01	11.77	5.53	6.14	5.04	4.86	4.53	4.68	4.77	10.63	19.91
Victorville 12	\$ 17.54	14.51	12.63	6.41	6.30	5.76	5.21	4.75	4.97	5.60	10.98	20.22
Big Bear 13	\$ 20.19	18.47	17.07	11.01	9.76	7.54	5.63	5.08	5.77	8.42	17.11	25.49
N. Calif. 14	\$ 23.07	17.03	21.22	15.93	15.57	12.01	7.44	6.09	8.21	13.11	24.23	33.41
Truckee 15	\$ 21.93	23.45	18.47	13.63	13.12	11.39	8.41	6.58	8.94	12.25	23.08	35.47
Needles 19	\$ 7.62	5.07	7.58	3.45	3.38	3.77	3.51	3.16	3.36	3.43	4.07	7.64
All Districts	\$ 17.69	14.55	12.93	6.67	6.55	5.88	5.22	4.74	5.01	5.73	11.37	20.47
Average Monthly Discount												
	\$ 9.14	13.29	13.72	15.94	16.44	20.45	16.39	20.18	4.67	9.73	14.92	6.19
Average Winter Discount												
	\$ 9.14	13.29	13.72	15.94	16.44	20.45	16.39	20.18	4.67	9.73	14.92	6.19
Average Summer Discount												
	\$ 9.14	13.29	13.72	15.94	16.44	20.45	16.39	20.18	4.67	9.73	14.92	6.19

SOUTHWEST GAS CORPORATION
Summary of CARE Data

TABLE III. D.1. -- PROGRAM COSTS

Table III. D.1. Total CARE Administrative Costs

DISTRICT	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Total Program Costs
Barstow 11	\$ 0	0	0	0	0	0	0	0	0	0	0	0	\$ 0
Victorville 12	\$ 1,990	3,003	2,225	5,077	4,053	13,146	2,699	3,011	5,572	7,250	6,338	14,244	\$ 68,608
Big Bear 13	\$ 66	73	66	99	66	116	422	334	677	334	0	17	\$ 2,272
N. Calif. 14	\$ 0	0	0	0	0	0	0	0	0	0	0	0	\$ 0
Truckee 15	\$ 369	853	975	1,360	933	2,712	609	1,096	3,772	833	583	3,013	\$ 17,108
Needles 19	\$ 0	0	0	0	0	0	0	0	0	0	0	0	\$ 0
System	\$ 0	0	0	0	0	0	0	0	0	0	0	0	\$ 0
All Districts	\$ 2,424	3,929	3,266	6,536	5,052	15,974	3,730	4,441	10,022	8,418	6,921	17,274	\$ 87,988

Table III. D.1. Number of Participating Customers

DISTRICT	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Monthly Average
Barstow 11	1,965	1,887	2,167	2,023	2,155	2,183	2,122	2,090	2,094	2,106	2,209	2,320	2,110
Victorville 12	17,978	17,057	19,943	19,377	18,747	20,121	19,120	19,218	18,509	18,870	18,453	20,259	18,971
Big Bear 13	1,445	1,073	1,701	1,271	1,420	1,386	1,298	1,296	1,232	1,224	1,134	1,276	1,313
N. Calif. 14	192	203	205	197	177	217	172	206	161	141	93	139	175
Truckee 15	176	102	255	199	142	159	176	151	147	132	110	130	157
Needles 19	290	352	284	443	463	155	301	427	271	294	7	291	298
All Districts	22,046	20,674	24,555	23,510	23,104	24,221	23,189	23,388	22,414	22,767	22,006	24,415	23,024

Table III. D.1. Administrative Costs Per Participating Customers (System costs are allocated to districts based on number of customers)

DISTRICT	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Total
Barstow 11	\$ 0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	\$ 0.00
Victorville 12	\$ 0.11	0.18	0.11	0.26	0.22	0.65	0.14	0.16	0.30	0.38	0.34	0.70	\$ 3.62
Big Bear 13	\$ 0.05	0.07	0.04	0.08	0.05	0.08	0.33	0.26	0.55	0.27	0.00	0.01	\$ 1.73
N. Calif. 14	\$ 0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	\$ 0.00
Truckee 15	\$ 2.10	8.37	3.82	6.83	6.57	17.06	3.46	7.26	25.66	6.31	5.30	23.18	\$ 108.97
Needles 19	\$ 0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	\$ 0.00
All Districts	\$ 0.11	0.19	0.13	0.28	0.22	0.66	0.16	0.19	0.45	0.37	0.31	0.71	\$ 3.82

Table III.D.2 -- Program Administrative Cost Breakdown

Description	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	YTD	Annual Budget	% of Budget
Outreach							
Capitation Fees	\$ 576	\$ 1,356	\$ 288	\$ 804	\$ 3,024		
Applications/Inserts				4,489	4,489		
Media					0		
Other Outreach [1]	1,884	20,024	8,538	16,687	47,133		
Other Outreach subsumed in GRC [3]		4,440		4,440			
Subtotal Outreach	\$ 2,460	\$ 25,820	\$ 8,826	\$ 21,980	\$ 59,086	\$ 97,714	60.5%
Processing/Certification/Verification							
Internal	\$ 3,289	\$ 4,474	\$ 5,169	\$ 6,214	\$ 19,146		
Outside Services					\$ -		
Subtotal Processing/Certification/Verification	\$ 3,289	\$ 4,474	\$ 5,169	\$ 6,214	\$ 19,146	\$ 20,402	93.8%
General							
Billing System/ Programming				\$ 313	\$ 313		
Consulting Services [2]					0		
Regulatory Compliance					0		
Travel	1,187	186			1,373		
Filings					0		
Labor Costs (including overhead)					0		
Incremental	1,718	3,020	2,340	2,449	9,527		
Other general (please specify) [1]	838	1,369	1,292	1,657	5,157		
General costs subsumed in GRC [3]	2,861	2,861			5,722		
Subtotal General	\$ 6,605	\$ 7,436	\$ 3,632	\$ 4,419	\$ 22,092	\$ 5,100	
TOTAL PROGRAM COSTS (including costs subsumed in GRC)	\$ 12,354	\$ 37,730	\$ 17,627	\$ 32,613	\$ 100,324		
TOTAL PROGRAM COSTS (excluding costs subsumed in GRC)	\$ 9,493	\$ 30,429	\$ 17,627	\$ 32,613	\$ 90,162	\$ 123,216	73.2%
CARE Program Discount	\$ 1,024,828	\$ 451,425	\$ 345,234	\$ 882,810	\$ 2,704,297	\$ 3,332,600	81.1%
GRAND TOTAL PROGRAM COSTS (including costs subsumed in GRC) & CUSTOMER DISCOUNTS	\$ 1,037,182	\$ 489,155	\$ 362,861	\$ 915,422	\$ 2,804,621		
GRAND TOTAL PROGRAM COSTS (excluding costs subsumed in GRC) & CUSTOMER DISCOUNTS	\$ 1,034,321	\$ 481,854	\$ 362,861	\$ 915,422	\$ 2,794,459	\$ 3,455,816	80.9%

[1] Other Outreach/General costs are defined as any direct costs that do not fall into the listed subcategories.

[2] Ongoing costs of software consultant hired to set up and maintain database of CARE and LIEE projects.

[3] For purposes of estimating the costs subsumed in general rates, Southwest included costs that would be avoided should the CARE/LIEE programs be eliminated.

F. Provide balancing account balance (for which balancing account CARE – LIEE or both as of (end of reporting period). Also provide an explanation for over/under collection balances. (Give a snapshot in time.)

Southwest's CARE account balance for the twelve months ending December 31, 2004:

Beginning Balance @ 01/01/04:	\$ 3,948,927
Program benefits:	\$ 2,704,297
Interest accrual:	\$ 33,429
Recoveries through surcharges:	\$ (5,237,307)
Administration costs:	\$ 87,988
Net balance @ 12/31/04:	\$ 1,537,334 ⁽¹⁾

Southwest's LIEE account balance for the twelve months ending December 31, 2004:

Beginning Balance @ 01/01/04:	\$ 263,763
Program Costs:	\$ 684,576
Interest accrual:	\$ (13,026)
Recoveries through surcharges:	\$ (770,659)
Administration costs:	\$ 111,000
Net balance @ 12/31/04:	\$ 275,654 ⁽¹⁾

(1) The ending balances above cannot be compared to the general ledger account balance for the CARE and LIEE Programs, as neither remittances to the Board of Equalization (BOE) nor refunds from BOE are included.

G. Describe in detail what costs are recorded in the balancing account(s) and what costs are included directly to base rates.

Incremental costs directly associated with the CARE and LIEE programs are recorded to the balancing accounts. Those costs that would remain in general rates should the CARE/LIEE programs be eliminated are not recorded to the balancing accounts.

H. Provide a table showing the surcharge amount and the percent responsibility for surcharge by customer class.

Table III.H	Surcharge Collected	Surcharge \$/Therm	% of Avg.	% of Total Surcharge
No. California:				
Residential	\$ 46,990	0.01212	0.96%	81.93%
Commercial	\$ <u>10,361</u>	0.01212	1.21%	<u>18.07%</u>
<i>Total Northern</i>	\$ 57,351			100.00%
So. California:				
Residential	\$2,199,551	0.08845	7.44%	59.56%
Commercial	\$ 583,486	0.08845	9.36%	15.80%
Industrial	\$ 55,012	0.08845	13.05%	1.49%
Transportation	\$ <u>855,071</u>	0.08845	13.24%	<u>23.15%</u>
<i>Total Southern</i>	\$3,693,120			100.00%
Total	\$3,750,471			

I. Provide the annual subsidy (discount) for all CARE participants.

Total annual CARE Program benefits provided as of December 31, 2004 were \$2,704,297.

J. Provide a table showing the percent of total CARE surcharge for each customer class.

See Table III.H above.

IV. OUTREACH

A. Complete Table IV.A. which shows the outreach activities undertaken, the number of customers reached (if known) and the number of applications returned as a result of the particular activity undertaken (if known).

Table IV.A in Appendix I summarizes the outreach activities undertaken in program year 2004.

B. Provide a narrative discussion of the following:

1. Sharing information in overlapping service territories.

Southwest began electronically sharing a list of each utility's CARE customers with Southern California Edison and Bear Valley Electric. Through this process, Southwest identified over 10,000 customers that may qualify for CARE. Special mailings, which included both an English and Spanish version of the CARE application, were sent to these customers.

2. Sharing information with LIEE and other utility programs (i.e. signing up LIEE customers not enrolled in CARE or working.

Southwest contracts with Community Based Organizations and outside contractors who are administering the LIEE program and the CARE capitation project for electric utilities in overlapping service territories to reach more customers in need and achieve economies of scale.

3. Leveraging CARE funds with other utility assistance programs.

When feasible, Southwest has joined with other California utilities to cooperatively and jointly administer and market the CARE program statewide.

4. Participation barriers encountered and steps taken to mitigate them.

No participation barriers were encountered during the reporting period.

C. Describe recommendations for improving outreach, including cost effectiveness and methods for reaching underserved households.

The application bill insert and data sharing projects have proven to be the most effective

and affordable ways of increasing CARE participation. Southwest is working on methods to improve and automate these projects in the future.

V. PROGRAM MANAGEMENT

- A. Provide a table showing the total number of applications received by month, the total approved, the total denied as ineligible, the total returned to applicants as incomplete, and the total of duplicate applications for the reporting period.**

Table V.A – CARE Applications

Month	Received	Approved	Denied As Ineligible	Incomplete	Duplicate
JANUARY	1,273	1,173	15	14	71
FEBRUARY	1,179	1,089	6	49	35
MARCH	1,065	962	10	64	29
APRIL	1,721	1,483	39	31	168
MAY	1,476	1,312	19	23	122
JUNE	521	480	10	12	19
JULY	920	841	9	37	33
AUGUST	1,556	1,512	6	17	21
SEPTEMBER	2,504	1,751	30	48	675
OCTOBER	3,939	2,981	143	112	703
NOVEMBER	2,361	1,907	84	85	285
DECEMBER	1,623	1,365	37	31	190
TOTALS	20,138	16,856	408	523	2,351

- B. Describe any problems encountered during the reporting period with program management efforts.**

No problems were encountered during the reporting period with program management.

VI. CERTIFICATION AND VERIFICATION PROCESSES

- A. Provide a table showing the total number of participants asked to recertify their eligibility during the reporting period. The table should show the total recertifications requested, the total recertification applications received, the total recertified, the total denied as ineligible, and the total returned to the participant as incomplete for the reporting period. Include the total number of participants who were removed from the program because they did not return the recertification application.**

The following table provides the number of participants sent a request letter to recertify and the number of participants removed based on their qualification expiration date in Southwest's Customer Service System by month. The remaining information was unavailable during the reporting period. Southwest is in the process

of make several programming changes to track and report this information in the future.

Table VI.A – CARE Recertification

MONTH	Applications Requested	Applications Received	Recertified	Denied As Ineligible	Incomplete	Removed
JANUARY	860					188
FEBRUARY	0					209
MARCH	0					180
APRIL	252					207
MAY	188					224
JUNE	192					312
JULY	792					293
AUGUST	2,027					587
SEPTEMBER	439					525
OCTOBER	273					928
NOVEMBER	344					641
DECEMBER	331					241
TOTALS	5,698					4,535

- B. Provide a table showing the total number of participants asked for income verification during the reporting period. The table should show the total verifications requested, the total verifications received, the total verified, the total denied as ineligible, and the total returned to the participant as incomplete for the reporting period. Include the total number of participants who were removed from the program because they did not respond to a request for income verification.**

A total of 2,982 participants provided income verification. The number of income verifications requested is unknown for the reporting period. Many participants voluntarily include this information with their initial application. The remaining information was unavailable during the reporting period. Southwest is in the process of make several programming changes to track and report this information in the future.

- C. Describe the process for recertifying submetered tenants of master metered complexes. Discuss any problems between master metered ratepayers and submetered customers that were encountered during the reporting period.**

Mid-summer a letter is sent to the managers/owners of master metered complexes to advise them that eligible residents must renew their CARE applications before September 30. A supply of CARE applications are enclosed with each letter. The sub-metered tenants return their applications directly to Southwest and are processed in the same manner as the primary CARE customers. No problems were encountered between master metered customers and sub-metered customers during this reporting period.

- D. Describe any third-party process used for CARE certification, recertification and verification processes. Describe how these processes compare with the utility's efforts as far as cost effectiveness and effectiveness in reaching underserved households.**

Southwest continues to self-certify and verify. Use of outside agencies for these purposes has not been determined, at this time, to be cost-effective.

VII. OTHER TOPICS

- A. What significant changes are there from the previous reporting period?**

Significant increases in CARE Program enrollments were largely due to the Southwest/SCE data share program as well as the continuing education regarding the program's availability provided by Southwest Customer Assistance to residential customers either via telephone or in-person contact.

- B. Are there any other comments, recommendations or issues that need to be addressed?**

Southwest has no comments or recommendations with respect to the CARE Program at this time.

Part 2

Low-Income Assistance Programs 2004 Annual Report

– CARE Expanded Program –

CARE Expanded Program

The CARE Expanded Program is an extension of the residential CARE program that covers non-profit homeless shelters and group living facilities, migrant farmworker housing centers, qualified privately-owned employee housing and qualified non-profit housing for agricultural employees.

I. PARTICIPANT INFORMATION

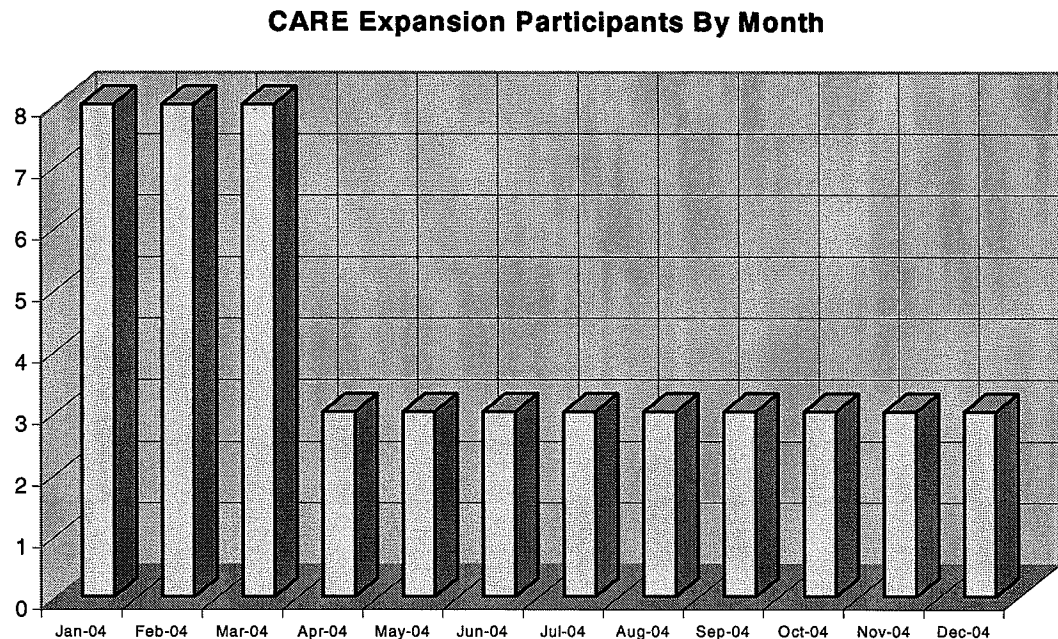
A. Number of participating non-profit facilities, by type, by month. The data should be provided in numerical tables and also in graph form as follows:

- 1. Give the total number of residential facilities and the total number of commercial facilities receiving the Expanded CARE discount.**

Southwest currently has three (3) group living facilities on the Expanded CARE Program discount. This information is demonstrated in the following table and graph.

CARE Expansion Program – Group Living Facilities			
January 2004	8	July 2004	3
February 2004	8	August 2004	3
March 2004	8	September 2004	3
April 2004	3	October 2004	3
May 2004	3	November 2004	3
June 2004	3	December 2004	3

Figure I.A.1.E is a graph depicting the same information.



There are currently no group residential facilities within Southwest's service areas that are participating in the CARE Expansion Program.

2. Provide the total number of residents (excluding caregivers) of residential and commercial non-profit Expanded CARE facilities.

The total number of residents at the group living facilities receiving the CARE Expansion rate is 37. The following table demonstrates the breakdown per facility.

Facility #1	25
Facility #2	6
Facility #3	6
Total Residents	37*

*Southwest experienced a large decrease in group living facility participation in March 2004. Five group living facilities did not renew their participation. Four out of the five non-renewing facilities are managed by a common entity. This managing entity did not renew participation, resulting in all four facilities leaving the program at one time.

Southwest made several attempts to contact the remaining facility regarding renewal of its participation. This facility, whose total qualifying residents and usage were the largest number of all the facilities, has not responded to any of Southwest's numerous communication efforts.

II. PROGRAM COSTS

A. Total Expanded CARE administrative costs. Compute administrative costs per participating facility. Give a breakdown in the following categories: Outreach; General Administration; Processing, Certification and Verification; Billing System Programming; Regulatory Compliance;

Based on the limited number of CARE Expansion Program participants, administrative costs were minimal and were not tracked separately from the residential program.

B. Provide the amount and a brief explanation of what is included in each of these categories: Outreach, General Administration; Processing, Certification and Verification; Billing System Programming; Regulatory Compliance.

Please see response to II.A above.

C. Provide discount information for the Expanded CARE program.

1. Give the average annual discount per residential facility.

There are currently no group residential facilities within Southwest's service areas that are participating in the CARE Expansion Program.

2. Give the average annual discount per commercial facility.

The total discount for all facilities for the reporting period ending December 31, 2004 is \$1,825. The average annualized discount per commercial facility is \$608.

III. OUTREACH

A. Provide a table showing the outreach activities undertaken, the number of customers reached (if known) and the number of applications returned as a result of the particular activity undertaken (if known).

Letters providing information on the availability of the CARE Expanded Program were mailed to group living and residential care facilities in Southwest's California service territories. The number of applications received as a result of this direct mailing is unknown.

B. Provide a narrative discussion of the following:

1. Provide an analysis of the utility's most cost-effective outreach for the group living facilities;

Southwest has determined that direct mailings to the group living and residential care facilities continue to be the most cost-effective outreach method.

2. Sharing information in overlapping service territories;

As noted previously in the CARE Program report, Southwest and Southern California Edison began an electronic data share of each utility's CARE participants. Southwest did not identify any new group living facilities in overlapping territory served by Southern California Edison.

3. Participation barriers encountered and steps taken to mitigate them;

Please see response to I.A.2 above.

4. Public agencies used to solicit potential Expanded CARE facilities;

Southwest utilized public agencies to directly solicit potential CARE Expanded Program participants. The availability of the CARE Expanded Program continues to be included in the presentations provided to the various public and non-profit organizations and agencies through Southwest's Speaker's Bureau and informal contacts.

5. Barriers encountered in identifying or enrolling customers in the Expanded CARE program.

No barriers, other than those noted earlier, were encountered in enrolling or identifying customers in the CARE Expanded Program.

IV. PROGRAM MANAGEMENT

- A. Provide a table showing the total number of applications received, the total approved, the total denied as ineligible, the total returned to applicants as incomplete for the reporting period.**

Southwest received and approved three (3) applications.

Applications:	
Received	3
Approved	3
Denied	0
Return Incomplete	0

- B. State the reasons CARE applications are not approved.**

Although Southwest has not denied an application for the CARE Expanded Program, an application may not be approved if the information package is incomplete and lacks properly executed residential CARE application forms for the individuals living in the home or facility (if applicable) or if the income levels are exceeded. In addition, an application may not be approved if verification efforts reveal misrepresentations, or if required documentation is not provided.

- C. Describe any problems encountered during the reporting period with recertification and verification processes for Expanded CARE.**

Southwest did not encounter any problems with the recertification and verification processes for the CARE Expanded Program.

V. OTHER TOPICS

- A. What significant changes are there from the previous reporting period?**

Aside from the non-renewal by five out of eight participants, no significant changes have occurred during the 2004 program reporting period.

- B. Are there any other comments, recommendations or issues? Analyze the CARE Expansion program, progress over the past 12 months, identify issues that need work, identify areas that need improvements and make suggestions for improvement.**

Southwest has no comments or recommendations with respect to the CARE Expansion Program at this time.

Part 3

Low-Income Assistance Programs 2004 Annual Report

– Low-Income Energy Efficiency (LIEE) Program –

Low-Income Energy Efficiency (LIEE) Program

Appendix II contains the following tables for the LIEE program:

Table VIII.A – LIEE Expenditures

Table VIII.B – LIEE Administrative Expenses

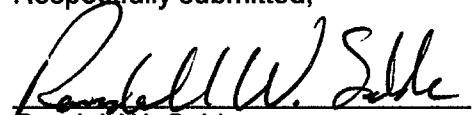
Table VIII.C – LIEE Outreach Activities

Table VIII.D – LIEE Installations and Costs

Table VIII.E – LIEE Energy Savings

Dated at Las Vegas, Nevada this 29th day of April, 2005.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Randall W. Sable", is written over a horizontal line.

Randall W. Sable
Manager, State Regulatory Affairs
Southwest Gas Corporation
5241 Spring Mountain Road
Las Vegas, Nevada 89150-0002

APPENDIX I

**SOUTHWEST GAS CORPORATION
2004 CARE OUTREACH ACTIVITIES
TABLE IV.A**

Sheet 1 of 3

TABLE IV.A - 2004 CARE OUTREACH ACTIVITIES

Activity	Summary	Timeline	Status	Cost [1]
Activity	Contracted with the following agencies: Community Action Partnership of San Bernardino County, Catholic Charities, Desert Mana Ministries, High Desert Center, St. John of God Health Care Services, and Tahoe Womens's Services. Agencies are paid a \$12 incentive fee for each new customer they assisted in enrolling in the program.	January 2004 - December 2004	Ongoing	\$ 3,024
CARE Capitation Fee Project	Exchanged CARE customer data electronically with Southern California Edison. Southwest identified 1,177 possible new CARE customers.	January 2004 - March 2004	Completed	
CARE Customer Data Share	Exchanged first quarter CARE customer data electronically with Southern California Edison. Southwest identified 1,584 possible new CARE customers.	April 2004	Completed	
CARE Customer Data Share	Exchanged second quarter CARE customer data electronically with Southern California Edison. Southwest identified 99 possible new CARE customers.	July 2004	Completed	
CARE Customer Data Share	Exchanged third quarter CARE customer data electronically with Southern California Edison. Southwest identified 1,756 possible new CARE customers.	October 2004	Completed	
CARE Customer Data Share	Exchanged CARE customer data electronically with Sierra Pacific Power Company. Southwest identified 51 possible new CARE customers.	December 2004	Completed	
Targeted Mailing	CARE applications sent to Southern California Edison's customers identified on CARE.	March 2004 - December 2004	Completed	
Targeted Mailing	CARE applications sent to Sierra Pacific Power Company's customers identified on CARE.	December 2004	Completed	
Targeted Mailing	Coordinated with Southwest's Customer Relations Staff (in-house) to create automated mailing for customers identified through data share project.	May 2004 - December 2004	In progress	

**SOUTHWEST GAS CORPORATION
2004 CARE OUTREACH ACTIVITIES
TABLE IV.A**

Sheet 2 of 3

TABLE IV.A - 2004 CARE OUTREACH ACTIVITIES

Activity	Summary	Timeline	Status	Cost [1]
Design	Met with Trimmer Agency (traveled from Oregon) to discuss and review proposals for possible projects in 2004.	March 2004	Completed	\$ 1,185
Design	In-house Graphic Artist updated Southwest's existing brochure for CARE and LIEE.	March 2004 - June 2004	Completed	
Design	Met with Consultants in Marketing (local agency) to discuss possible projects for 2004.	May 2004	Completed	
Research and Development	Consultants in Marketing researched and developed strategies to reach potential participants for CARE and LIEE.	June 2004 - November 2004	Completed	\$ 4,575
Posters	Consultants in Marketing developed posters to promote CARE and LIEE.	June 2004 - November 2004	Completed	\$ 3,900
Post Card	Consultants in Marketing developed post card to promote CARE and LIEE.	June 2004 - November 2004	Completed	\$ 2,740
Rack Cards	Consultants in Marketing developed rack cards to promote CARE and LIEE.	June 2004 - November 2004	Completed	\$ 2,200
Promotional Magnet	Consultants in Marketing developed promotional magnet to promote CARE and LIEE.	June 2004 - November 2004	Completed	\$ 1,500
Food Napkins	Napkins, promoting CARE, given to senior and community centers for meals. This was a joint project between Southwest, Southern California Edison and Bear Valley Electric Service.	January 2004 - February 2004	Completed	
Website	CARE and LIEE promoted on Southwest's website for customers to obtain program information.	January 2004 - December 2004	Ongoing	
On-hold Messages	CARE and LIEE promoted while Southwest customers wait for the next available call center representative.	April 2004 - December 2004	Ongoing	
Posters	Posters, with tear-off sheets, displayed throughout community. Tear-off sheets listed utility contact information. Funds leveraged with Sierra Pacific, Avista, Pacific Gas & Electric, Bear Valley Electric Services and Southern California Edison. Posters designed by Trimmer Agency.	January 2004 - February 2004	Completed	

**SOUTHWEST GAS CORPORATION
2004 CARE OUTREACH ACTIVITIES
TABLE IV.A**

Sheet 3 of 3

TABLE IV.A - 2004 CARE OUTREACH ACTIVITIES

Activity	Summary	Timeline	Status	Cost [1]
Posters	Posters displayed throughout service areas to promote CARE and LIEE. These were designed in-house.	January 2004 - December 2004	Ongoing	
Stuffers	Stuffers promoting CARE and LIEE distributed to welfare agencies and community-based organizations. Southwest leveraged with Sierra Pacific, Avista, Pacific Gas & Electric, Bear Valley Electric Services and Southern California Edison.	January 2004	Completed	

[1] Southwest included all costs by project when directly associated with a specific outreach project. In many cases, the costs were associated with several projects or subsumed in general rates.

APPENDIX II

SOUTHWEST GAS CORPORATION
2004 LIEE PROGRAM EXPENSES
TABLE VIII.A

Description	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	YTD	Budget [1]	Percentage of Budget
Program Costs							
Weatherization	\$ 36,859	\$ 100,959	\$ 89,519	\$298,325	\$ 525,661	\$ 639,200	82.2%
Appliance Replacement		45,109	6,805	73,637	125,552	141,160	88.9%
Education	615	2,742	11,070	18,936	33,363	38,000	87.8%
Total Program Costs	\$ 37,474	\$ 148,810	\$107,395	\$390,898	\$ 684,576	\$ 818,360	83.7%
Administrative Costs							
Outreach		\$ 525		\$ 3,739	\$ 4,264	\$ 20,000	21.3%
Inspections	3,811	4,475	5,629	11,371	25,286	23,000	109.9%
General	23,808	21,250	17,907	18,484	81,450	138,317	58.9%
Total Administrative Costs	\$ 27,620	\$ 26,250	\$ 23,537	\$ 33,593	\$ 111,000	\$ 181,317	61.2%
Grand Total	\$ 65,093	\$ 175,060	\$130,931	\$424,492	\$ 795,576	\$ 999,677	79.6%

[1] Under-expenditures totaling \$63,117 (\$50,000 weatherization, \$3,000 education and \$10,117 general) were carried over from 2003 as directed in D.03-03-007. In addition, D.03-03-007, Conclusion of Law No. 11 stated " ... SMJUs may shift funding among the LIEE budget categories of Weatherization Energy Efficiency Measures (i.e. appliance replacement) and Energy Efficiency Education as appropriate, to meet the needs of their low-income customers." Therefore, Southwest notified the CPUC that the category budgets would be shifted by a total of \$285,000 from the Appliance Repair/Replacement and General Administration categories to enhance the Weatherization portion of the program.

SOUTHWEST GAS CORPORATION
2004 LIEE ADMINISTRATIVE EXPENSES
TABLE VIII.B

Description	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	YTD	Budget	Percentage of Budget
Outreach							
Applications/Inserts					\$ -		
Media					0		
Other Outreach [1]	525			3,739	4,264		
Other outreach subsumed in GRC					0		
Subtotal Outreach	\$ 525	\$ -	\$ -	\$ 3,739	\$ 4,264	\$ 20,000	21.3%
Inspections							
Internal					\$ -		
Outside Services	3,811	4,475	5,629	11,371	25,286		
Subtotal Inspections	\$ 3,811	\$ 4,475	\$ 5,629	\$ 11,371	\$ 25,286	\$ 23,000	109.9%
General							
Billing System/ Programming	\$ 7,500	\$ 5,000	\$ 2,250	\$ 2,000	\$ 16,750		
Consulting Services [2]			2,272	3,819	6,091		
Regulatory Compliance					0		
Travel	2,097	2,752	1,203		6,052		
Filings			199		199		
Labor Costs (including overhead)					0		
Incremental	6,660	11,650	9,191	11,263	38,764		
Subsumed in General Rates					0		
Other Outside Services	6,731				6,731		
Other General [1]	821	1,849	2,793	1,402	6,864		
General costs subsumed in GRC					0		
Subtotal General	\$ 23,808	\$ 21,250	\$ 17,907	\$ 18,484	\$ 81,450	\$ 138,317	58.9%
TOTAL LIEE ADMINISTRATION COSTS (including costs subsumed in GRC)	\$ 28,145	\$ 25,725	\$ 23,537	\$ 33,593	\$ 111,000	\$ 181,317	
TOTAL LIEE ADMINISTRATION COSTS (excluding costs subsumed in GRC)	\$ 28,145	\$ 25,725	\$ 23,537	\$ 33,593	\$ 111,000	\$ 181,317	61.2%

[1] Other Outreach/General costs are defined as any direct costs that do not fall into the listed subcategories.

[2] Ongoing costs of software consultant hired to set up and maintain database of CARE and LIEE projects.

**SOUTHWEST GAS CORPORATION
2004 LIEE OUTREACH ACTIVITIES
TABLE VIII.C**

Sheet 1 of 2

Activity	Summary	Timeline	Status	Costs [1]
Design	Met with Trimmer Agency (traveled from Oregon) to discuss and review proposals for possible projects in 2004.	March 2004	Completed	
Design	Met with Consultants in Marketing (local agency) to discuss possible projects for 2004.	May 2004	Completed	\$ -
Research and Development	Consultants in Marketing researched and developed strategies to reach potential participants for CARE and LIEE.	June 2004 - November 2004	Completed	\$ 915
Posters	Consultants in Marketing developed posters to promote CARE and LIEE.	June 2004 - November 2004	Completed	\$ 975
Post Card	Consultants in Marketing developed post card to promote CARE and LIEE.	June 2004 - November 2004	Completed	\$ 685
Rack Cards	Consultants in Marketing developed rack cards to promote CARE and LIEE	June 2004 - November 2004	Completed	\$ 550
Promotional Magnet	Consultants in Marketing developed promotional magnet to promote CARE and LIEE	June 2004 - November 2004	Completed	\$ 375
Website	CARE and LIEE promoted on Southwest's website for customers to obtain program information.	January 2004 - December 2004	Ongoing	
On-hold Messages	CARE and LIEE promoted while Southwest customers wait for the next available call center representative.	April 2004 - December 2004	Ongoing	
Design	In-house Graphic Artist updated Southwest's existing brochure for CARE and LIEE.	March 2004 - June 2004	Completed	
Posters	Posters, with tear-off sheets, displayed throughout community. Tear-off sheets listed utility contact information. Funds leveraged with Sierra Pacific, Avista, Pacific Gas & Electric, Bear Valley Electric Services and Southern California Edison.	January 2004 - February 2004	Completed	

**SOUTHWEST GAS CORPORATION
2004 LIEE OUTREACH ACTIVITIES
TABLE VIII.C**

Sheet 2 of 2

Activity	Summary	Timeline	Status	Costs [1]
Stuffers	Stuffers promoting CARE and LIEE distributed to welfare agencies and community-based organizations. Southwest leveraged with Sierra Pacific, Avista, Pacific Gas & Electric, Bear Valley Electric Services and Southern California Edison.	January 2004	Completed	
Targeted Mailing	Labels sent to Project Go for promotion of LIEE programs in Tahoe and Truckee.	May 2004	Completed	
Targeted Mailing	Labels sent to Project Go for promotion of LIEE programs in Tahoe and Truckee.	June 2004	Completed	
Posters	Posters displayed throughout service areas to promote CARE and LIEE. These were designed in-house.	January 2004 - December 2004	Ongoing	

[1] Southwest included all costs by project when directly associated with a specific outreach project. In many cases, the costs were associated with several projects or subsumed in general rates.

SOUTHWEST GAS CORPORATION
2004 LIEE INSTALLATIONS AND COSTS
TABLE VIII.D

Sheet 1 of 5

Measures	First Quarter (January - March)						
		Completed			Costs		
	Units	Northern	Southern	Total	Northern	Southern	Total
Infiltration & Space Conditioning							
Cooler Cover	Home	0	36	36	\$ -	\$ 1,584	\$ 1,584
Outlet Switch Gaskets	Home	0	0	0	0	0	0
Shell Infiltration	Home	0	0	0	0	0	0
Threshold	Home	0	0	0	0	0	0
Weatherization							
Attic Insulation	Sqft	0	2,500	2,500	\$ -	\$ 1,450	\$ 1,450
Attic Venting	Home	0	10	10	0	180	180
Ceiling Insulation	Sqft	0	0	0	0	0	0
Floor Insulation	Sqft	0	0	0	0	0	0
Kneewall Insulation	Sqft	0	5,659	5,659	0	3,556	3,556
Weatherstripping	Home	0	95	95	0	3,040	3,040
Caulking	Home	0	20	20	0	48	48
Home Repairs	Home	0	0	0	0	0	0
Low Flow Shower Device	Home	0	53	53	0	1,113	1,113
Minor Envelope Repair	Home	0	41	41	0	1,105	1,105
Water Heater Pipe Wrap	Home	0	0	0	0	0	0
Sink Faucet Aerator	Home	0	41	41	0	262	262
Water Heater Blanket	Home	0	11	11	0	297	297
Weatherization Mileage	Home	0	4,312	4,312	0	2,285	2,285
Furnaces							
Repair - Gas	Each	0	0	0	\$ -	\$ -	\$ -
Replacement - Gas	Each	0	0	0	0	0	0
Repair - Electric	Each	0	0	0	0	0	0
Replacement - Electric	Each	0	0	0	0	0	0
Other Incidentals		0	0	0	0	0	0
Miscellaneous Measures							
Door Replacement	Each	0	0	0	\$ -	\$ -	\$ -
Glass Replacement	Each	0	16	16	0	911	911
Duct Wrap	Home	0	0	0	0	0	0
Duct Register	Home	0	0	0	0	0	0
Storm Windows - Glass Fixed	Each	0	0	0	0	0	0
Storm Windows - Glass Operable	Each	0	0	0	0	0	0
Vinyl Retro Window	Each	0	0	0	0	0	0
Set Back Thermometer	Each	0	0	0	0	0	0
Filter Alert Device	Each	0	2	2	0	42	42
Foam Tape	Home	0	1,140	1,140	0	1,824	1,824
Gas Water Heater Repair/Replace	Each	0	0	0	0	0	0
Elec Water Heater Repair/Replace	Each	0	0	0	0	0	0
Reusable Filter/Replacement Signal	Each	0	0	0	0	0	0
Solar Screens	Each	0	0	0	0	0	0
Compact Fluorescent Bulbs	Each	0	0	0	0	0	0
Refrigerators	Each	0	0	0	0	0	0
Geo Exchange Heat Pumps	Each	0	0	0	0	0	0
CF Fixtures Interior	Each	0	0	0	0	0	0
CF Fixtures Exterior	Each	0	0	0	0	0	0
NGAT	Each	0	35	35	0	1,400	1,400
Administration	Home	0	41	41	0	3,485	3,485
Outreach/Assessment	Home	0	41	41	0	2,050	2,050
Other (labor, materials, supplies)	Home	0	341	341	0	12,226	12,226
Education							
In-home Education	Home	0	41	41	\$ -	\$ 615	\$ 615
Education Workshops	Home	0	0	0	0	0	0
Other (please specify)		0	0	0	0	0	0
TOTAL COSTS					\$ -	\$ 37,474	\$ 37,474
TOTAL HOMES							
Total Number of Homes Treated		0	41	41			
Total Number of Homes Weatherized		0	41	41			

SOUTHWEST GAS CORPORATION
2004 LIEE INSTALLATIONS AND COSTS
TABLE VIII.D

Sheet 2 of 5

Measures	Second Quarter (April - June)						
	Units	Completed			Costs		
		Northern	Southern	Total	Northern	Southern	Total
Infiltration & Space Conditioning							
Cooler Cover	Home	0	58	58	\$ -	\$ 2,668	\$ 2,668
Outlet Switch Gaskets	Home	0	0	0	0	0	0
Shell Infiltration	Home	0	0	0	0	0	0
Threshold	Home	0	0	0	0	0	0
Weatherization							
Attic Insulation	Sqft	0	18,933	18,933	\$ -	\$ 11,828	\$ 11,828
Attic Venting	Home	0	21	21	0	316	316
Ceiling Insulation	Sqft	0	0	0	0	0	0
Floor Insulation	Sqft	0	0	0	0	0	0
Kneewall Insulation	Sqft	0	1,292	1,292	0	775	775
Weatherstripping	Home	0	340	340	0	11,220	11,220
Caulking	Home	0	64	64	0	154	154
Home Repairs	Home	0	0	0	0	0	0
Low Flow Shower Device	Home	0	127	127	0	2,794	2,794
Minor Envelope Repair	Home	0	103	103	0	3,289	3,289
Water Heater Pipe Wrap	Home	0	0	0	0	0	0
Sink Faucet Aerator	Home	0	133	133	0	886	886
Water Heater Blanket	Home	0	43	43	0	1,204	1,204
Weatherization Mileage	Home	0	8,892	8,892	0	5,157	5,157
Furnaces							
Repair - Gas	Each	0	0	0	\$ -	\$ -	\$ -
Replacement - Gas	Each	0	28	28	0	38,724	38,724
Repair - Electric	Each	0	0	0	0	0	0
Replacement - Electric	Each	0	0	0	0	0	0
Other Incidentals		0	3,806	3,806	0	6,385	6,385
Miscellaneous Measures							
Door Replacement	Each	0	0	0	\$ -	\$ -	\$ -
Glass Replacement	Each	0	58	58	0	1,983	1,983
Duct Wrap	Home	0	0	0	0	0	0
Duct Register	Home	0	0	0	0	0	0
Storm Windows - Glass Fixed	Each	0	0	0	0	0	0
Storm Windows - Glass Operable	Each	0	0	0	0	0	0
Vinyl Retro Window	Each	0	0	0	0	0	0
Set Back Thermometer	Each	0	0	0	0	0	0
Filter Alert Device	Each	0	0	0	0	0	0
Foam Tape	Home	0	0	0	0	0	0
Gas Water Heater Repair/Replace	Each	0	0	0	0	0	0
Elec Water Heater Repair/Replace	Each	0	0	0	0	0	0
Reusable Filter/Replacement Signal	Each	0	0	0	0	0	0
Solar Screens	Each	0	0	0	0	0	0
Compact Fluorescent Bulbs	Each	0	0	0	0	0	0
Refrigerators	Each	0	0	0	0	0	0
Geo Exchange Heat Pumps	Each	0	0	0	0	0	0
CF Fixtures Interior	Each	0	0	0	0	0	0
CF Fixtures Exterior	Each	0	0	0	0	0	0
NGAT	Each	0	104	104	0	4,160	4,160
Administration	Home	0	105	105	0	9,240	9,240
Outreach/Assessment	Home	0	105	105	0	5,460	5,460
Other (labor, materials, supplies)	Home	0	1,064	1,064	0	39,825	39,825
Education							
In-home Education	Home	0	105	105	\$ -	\$ 1,275	\$ 1,275
Education Workshops	Home	0	163	163	0	1,467	1,467
Other (please specify)		0	0	0	0	0	0
TOTAL COSTS					\$ -	\$ 148,810	\$ 148,810
TOTAL HOMES							
Total Number of Homes Treated		0	293	293			
Total Number of Homes Weatherized		0	105	105			

SOUTHWEST GAS CORPORATION
2004 LIEE INSTALLATIONS AND COSTS
TABLE VIII.D

Sheet 3 of 5

Measures	Third Quarter (July - September)						
		Completed			Costs		
	Units	Northern	Southern	Total	Northern	Southern	Total
Infiltration & Space Conditioning							
Cooler Cover	Home	3	13	16	\$ 13	\$ 690	\$ 703
Outlet Switch Gaskets	Home	12	0	12	199	0	199
Shell Infiltration	Home	0	0	0	0	0	0
Threshold	Home	9	0	9	238	0	238
Weatherization							
Attic Insulation	Sqft	0	11,817	11,817	\$ -	\$ 6,895	\$ 6,895
Attic Venting	Home	0	7	7	0	301	301
Ceiling Insulation	Sqft	2,646	0	2,646	1,721	0	1,721
Floor Insulation	Sqft	0	0	0	0	0	0
Kneewall Insulation	Sqft	972	1	973	796	7	803
Weatherstripping	Home	15	78	93	1,839	10,296	12,135
Caulking	Home	14	45	59	1,007	107	1,114
Home Repairs	Home	15	0	15	488	0	488
Low Flow Shower Device	Home	8	74	82	320	2,508	2,828
Minor Envelope Repair	Home	0	81	81	0	2,116	2,116
Water Heater Pipe Wrap	Home	3	0	3	52	0	52
Sink Faucet Aerator	Home	11	68	79	144	746	890
Water Heater Blanket	Home	9	43	52	369	1,204	1,573
Weatherization Mileage	Home	19	34	53	967	2,497	3,464
Furnaces							
Repair - Gas	Each	1	0	1	\$ 641	\$ -	\$ 641
Replacement - Gas	Each	0	4	4	0	6,301	6,301
Repair - Electric	Each	0	0	0	0	0	0
Replacement - Electric	Each	0	0	0	0	0	0
Other Incidentals		0	4	4	0	504	504
Miscellaneous Measures							
Door Replacement	Each	0	0	0	\$ -	\$ -	\$ -
Glass Replacement	Each	0	42	42	0	3,214	3,214
Duct Wrap	Home	0	0	0	0	0	0
Duct Register	Home	0	0	0	0	0	0
Storm Windows - Glass Fixed	Each	0	0	0	0	0	0
Storm Windows - Glass Operable	Each	0	0	0	0	0	0
Vinyl Retro Window	Each	0	0	0	0	0	0
Set Back Thermometer	Each	0	0	0	0	0	0
Filter Alert Device	Each	0	0	0	0	0	0
Foam Tape	Home	0	0	0	0	0	0
Gas Water Heater Repair/Replace	Each	0	0	0	0	0	0
Elec Water Heater Repair/Replace	Each	0	0	0	0	0	0
Reusable Filter/Replacement Signal	Each	0	0	0	0	0	0
Solar Screens	Each	0	0	0	0	0	0
Compact Fluorescent Bulbs	Each	0	0	0	0	0	0
Refrigerators	Each	0	0	0	0	0	0
Geo Exchange Heat Pumps	Each	0	0	0	0	0	0
CF Fixtures Interior	Each	0	0	0	0	0	0
CF Fixtures Exterior	Each	0	0	0	0	0	0
NGAT	Each	17	81	98	1,064	3,240	4,304
Administration	Home	19	81	100	4,013	7,128	11,141
Outreach/Assessment	Home	19	81	100	1,333	4,212	5,545
Other (labor, materials, supplies)	Home	17	81	98	1,679	27,475	29,155
Education							
In-home Education	Home	19	81	100	\$ 1,316	\$ 1,215	\$ 2,531
Education Workshops	Home	0	0	0	8,539		8,539
Other (please specify)		0	0	0	0	0	0
TOTAL COSTS					\$ 26,737	\$ 80,657	\$ 107,395
TOTAL HOMES							
Total Number of Homes Treated		21	85	106			
Total Number of Homes Weatherized		18	91	109			

**SOUTHWEST GAS CORPORATION
2004 LEE INSTALLATIONS AND COSTS
TABLE VIII.D**

Sheet 4 of 5

Measures	Fourth Quarter (October - December)						
		Completed			Costs		
	Units	Northern	Southern	Total	Northern	Southern	Total
Infiltration & Space Conditioning							
Cooler Cover	Home	2	90	92	\$ 8	\$ 6,762	\$ 6,770
Outlet Switch Gaskets	Home	23	0	23	381	0	381
Shell Infiltration	Home	0	0	0	0	0	0
Threshold	Home	6	0	6	197	0	197
Weatherization							
Attic Insulation	Sqft	0	41,583	41,583	\$ -	\$ 24,369	\$ 24,369
Attic Venting	Home	0	29	29	0	1,312	1,312
Ceiling Insulation	Sqft	1,275	0	1,275	863	0	863
Floor Insulation	Sqft	0	0	0	0	0	0
Kneewall Insulation	Sqft	0	0	0	0	0	0
Weatherstripping	Home	24	331	355	2,716	31,713	34,429
Caulking	Home	23	182	205	1,643	407	2,050
Home Repairs	Home	21	0	21	481	0	481
Low Flow Shower Device	Home	9	319	328	320	10,626	10,946
Minor Envelope Repair	Home	0	334	334	0	7,876	7,876
Water Heater Pipe Wrap	Home	1	0	1	40	0	40
Sink Faucet Aerator	Home	15	292	307	224	3,230	3,454
Water Heater Blanket	Home	5	168	173	205	4,704	4,909
Weatherization Mileage	Home	6	109	115	1,505	9,996	11,500
Furnaces							
Repair - Gas	Each	2	0	2	\$ 2,835	\$ -	\$ 2,835
Replacement - Gas	Each	0	37	37	0	58,771	58,771
Repair - Electric	Each	0	0	0	0	0	0
Replacement - Electric	Each	0	0	0	0	0	0
Other Incidentals		0	37	37	0	9,464	9,464
Miscellaneous Measures							
Door Replacement	Each	0	0	0	\$ -	\$ -	\$ -
Glass Replacement	Each	0	147	147	0	11,540	11,540
Duct Wrap	Home	0	0	0	0	0	0
Duct Register	Home	0	0	0	0	0	0
Storm Windows - Glass Fixed	Each	0	0	0	0	0	0
Storm Windows - Glass Operable	Each	0	0	0	0	0	0
Vinyl Retro Window	Each	0	0	0	0	0	0
Set Back Thermometer	Each	0	12	12	0	0	0
Filter Alert Device	Each	0	0	0	0	0	0
Foam Tape	Home	0	0	0	0	0	0
Gas Water Heater Repair/Replace	Each	2	0	2	1,492	0	1,492
Elec Water Heater Repair/Replace	Each	0	0	0	0	0	0
Reusable Filter/Replacement Signal	Each	0	0	0	0	0	0
Solar Screens	Each	0	0	0	0	0	0
Compact Fluorescent Bulbs	Each	0	0	0	0	0	0
Refrigerators	Each	0	0	0	0	0	0
Geo Exchange Heat Pumps	Each	0	0	0	0	0	0
CF Fixtures Interior	Each	0	0	0	0	0	0
CF Fixtures Exterior	Each	0	0	0	0	0	0
NGAT	Each	26	336	362	1,560	13,440	15,000
Administration	Home	0	337	337	0	29,656	29,656
Outreach/Assessment	Home	27	337	364	1,698	17,524	19,222
Other (labor, materials, supplies)	Home	26	336	362	7,653	106,752	114,405
Education							
In-home Education	Home	28	338	366	\$ 1,711	\$ 14,795	\$ 16,506
Education Workshops	Home	0	0	0	0	2,430	2,430
Other (please specify)		0	0	0	0	0	0
TOTAL COSTS					\$ 25,532	\$ 365,366	\$ 390,898
TOTAL HOMES							
Total Number of Homes Treated		28	376	404			
Total Number of Homes Weatherized		27	339	366			

SOUTHWEST GAS CORPORATION
2004 LIEE INSTALLATIONS AND COSTS
TABLE VIII.D

Sheet 5 of 5

Measures	Year to Date Totals						
	Units	Completed			Costs		
		Northern	Southern	Total	Northern	Southern	Total
Infiltration & Space Conditioning							
Cooler Cover	Home	5	197	202	\$ 21	\$ 11,704	\$ 11,725
Outlet Switch Gaskets	Home	35	0	35	580	0	580
Shell Infiltration	Home	0	0	0	0	0	0
Threshold	Home	15	0	15	435	0	435
Weatherization							
Attic Insulation	Sqft	0	74,833	74,833	\$ -	\$ 44,542	\$ 44,542
Attic Venting	Home	0	67	67	0	2,108	2,108
Ceiling Insulation	Sqft	3,921	0	3,921	2,584	0	2,584
Floor Insulation	Sqft	0	0	0	0	0	0
Kneewall Insulation	Sqft	972	6,952	7,924	796	4,338	5,134
Weatherstripping	Home	39	844	883	4,555	56,269	60,824
Caulking	Home	37	311	348	2,650	716	3,366
Home Repairs	Home	36	0	36	970	0	970
Low Flow Shower Device	Home	17	573	590	640	17,041	17,681
Minor Envelope Repair	Home	0	559	559	0	14,385	14,385
Water Heater Pipe Wrap	Home	4	0	4	92	0	92
Sink Faucet Aerator	Home	26	534	560	368	5,124	5,492
Water Heater Blanket	Home	14	265	279	574	7,409	7,983
Weatherization Mileage	Home	25	13,347	13,372	2,472	19,936	22,408
Furnaces							
Repair - Gas	Each	3	0	3	\$ 3,476	\$ -	\$ 3,476
Replacement - Gas	Each	0	69	69	0	103,796	103,796
Repair - Electric	Each	0	0	0	0	0	0
Replacement - Electric	Each	0	0	0	0	0	0
Other Incidentals		0	3,847	3,847	0	16,354	16,354
Miscellaneous Measures							
Door Replacement	Each	0	0	0	\$ -	\$ -	\$ -
Glass Replacement	Each	0	263	263	0	17,648	17,648
Duct Wrap	Home	0	0	0	0	0	0
Duct Register	Home	0	0	0	0	0	0
Storm Windows - Glass Fixed	Each	0	0	0	0	0	0
Storm Windows - Glass Operable	Each	0	0	0	0	0	0
Vinyl Retro Window	Each	0	0	0	0	0	0
Set Back Thermometer	Each	0	12	12	0	0	0
Filter Alert Device	Each	0	2	2	0	42	42
Foam Tape	Home	0	1,140	1,140	0	1,824	1,824
Gas Water Heater Repair/Replace	Each	2	0	2	1,492	0	1,492
Elec Water Heater Repair/Replace	Each	0	0	0	0	0	0
Reusable Filter/Replacement Signal	Each	0	0	0	0	0	0
Solar Screens	Each	0	0	0	0	0	0
Compact Fluorescent Bulbs	Each	0	0	0	0	0	0
Refrigerators	Each	0	0	0	0	0	0
Geo Exchange Heat Pumps	Each	0	0	0	0	0	0
CF Fixtures Interior	Each	0	0	0	0	0	0
CF Fixtures Exterior	Each	0	0	0	0	0	0
NGAT	Each	43	556	599	2,624	22,240	24,864
Administration	Home	19	564	583	4,013	49,509	53,522
Outreach/Assessment	Home	46	564	610	3,030	29,246	32,276
Other (labor, materials, supplies)	Home	43	1,822	1,865	9,332	186,278	195,610
Education							
In-home Education	Home	47	565	612	\$ 3,027	\$ 17,900	\$ 20,927
Education Workshops	Home	0	163	163	8,539	3,897	12,436
Other (please specify)		0	0	0	0	0	0
TOTAL COSTS					\$ 52,270	\$ 632,307	\$ 684,577
TOTAL HOMES							
Total Number of Homes Treated		49	795	844			
Total Number of Homes Weatherized		45	576	621			

SOUTHWEST GAS CORPORATION
2004 LIEE ENERGY SAVINGS
TABLE VIII.E

Sheet 1 of 5

		First Quarter (January - March)											
		Annual Energy Savings [1]						Lifetime Energy Savings					
		Northern		Southern		Total		Northern		Southern		Total	
Measures	Units	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
Infiltration & Space Conditioning													
Cooler Cover	Home	0	0	0	39	0	39	0	0	0	390	0	390
Outlet Switch Gaskets	Home	0	0	0	0	0	0	0	0	0	0	0	0
Shell Infiltration	Home	0	0	0	0	0	0	0	0	0	0	0	0
Threshold	Home	0	0	0	0	0	0	0	0	0	0	0	0
Weatherization													
Attic Insulation	Sqft	0	0	0	0	0	0	0	0	0	0	0	0
Attic Venting	Home	0	0	0	0	0	0	0	0	0	0	0	0
Ceiling Insulation	Sqft	0	0	0	0	0	0	0	0	0	0	0	0
Floor Insulation	Sqft	0	0	0	0	0	0	0	0	0	0	0	0
Kneewall Insulation	Sqft	0	0	0	0	0	0	0	0	0	0	0	0
Weatherstripping	Home	0	0	0	80	0	80	0	0	0	800	0	800
Caulking	Home	0	0	0	20	0	20	0	0	0	200	0	200
Home Repairs	Home	0	0	0	0	0	0	0	0	0	0	0	0
Low Flow Shower Device	Home	0	0	0	530	0	530	0	0	0	5,300	0	5,300
Minor Envelope Repair	Home	0	0	0	185	0	185	0	0	0	3,690	0	3,690
Water Heater Pipe Wrap	Home	0	0	0	0	0	0	0	0	0	0	0	0
Sink Faucet Aerator	Home	0	0	0	164	0	164	0	0	0	1,640	0	1,640
Water Heater Blanket	Home	0	0	0	154	0	154	0	0	0	1,540	0	1,540
Weatherization Mileage	Home	0	0	0	0	0	0	0	0	0	0	0	0
Furnaces													
Repair - Gas	Each	0	0	0	0	0	0	0	0	0	0	0	0
Replacement - Gas	Each	0	0	0	0	0	0	0	0	0	0	0	0
Repair - Electric	Each	0	0	0	0	0	0	0	0	0	0	0	0
Replacement - Electric	Each	0	0	0	0	0	0	0	0	0	0	0	0
Other Incidentals		0	0	0	0	0	0	0	0	0	0	0	0
Miscellaneous Measures													
Door Replacement	Each	0	0	0	0	0	0	0	0	0	0	0	0
Glass Replacement	Each	0	0	0	0	0	0	0	0	0	0	0	0
Duct Wrap	Home	0	0	0	0	0	0	0	0	0	0	0	0
Duct Register	Home	0	0	0	0	0	0	0	0	0	0	0	0
Storm Windows - Glass Fixed	Each	0	0	0	0	0	0	0	0	0	0	0	0
Storm Windows - Glass Operable	Each	0	0	0	0	0	0	0	0	0	0	0	0
Vinyl Retro Window	Each	0	0	0	0	0	0	0	0	0	0	0	0
Set Back Thermometer	Each	0	0	0	0	0	0	0	0	0	0	0	0
Filter Alert Device	Each	0	0	0	0	0	0	0	0	0	0	0	0
Foam Tape	Home	0	0	0	0	0	0	0	0	0	0	0	0
Gas Water Heater Repair/Replace	Each	0	0	0	0	0	0	0	0	0	0	0	0
Ele Water Heater Repair/Replace	Each	0	0	0	0	0	0	0	0	0	0	0	0
Reusable Filter/Replacement Signal	Each	0	0	0	0	0	0	0	0	0	0	0	0
Solar Screens	Each	0	0	0	0	0	0	0	0	0	0	0	0
Compact Fluorescent Bulbs	Each	0	0	0	0	0	0	0	0	0	0	0	0
Refrigerators	Each	0	0	0	0	0	0	0	0	0	0	0	0
Geo Exchange Heat Pumps	Each	0	0	0	0	0	0	0	0	0	0	0	0
CF Fixtures Interior	Each	0	0	0	0	0	0	0	0	0	0	0	0
CF Fixtures Exterior	Each	0	0	0	0	0	0	0	0	0	0	0	0
NGAT	Each	0	0	0	0	0	0	0	0	0	0	0	0
Administration	Home	0	0	0	0	0	0	0	0	0	0	0	0
Outreach/Assessment	Home	0	0	0	0	0	0	0	0	0	0	0	0
Other (labor, materials, supplies)	Home	0	0	0	0	0	0	0	0	0	0	0	0
Education													
In-home Education	Home	0	0	0	0	0	0	0	0	0	0	0	0
Education Workshops		0	0	0	0	0	0	0	0	0	0	0	0
Other (please specify)		0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		0	0	0	1,172	0	1,172	0	0	0	13,560	0	13,560

[1] Estimated annual energy savings are based upon the Impact Evaluation of the 2001 Statewide Low-Income Energy Efficiency Program completed April 8, 2003.

SOUTHWEST GAS CORPORATION
2004 LIEE ENERGY SAVINGS
TABLE VIII.E

Sheet 2 of 5

Measures		Second Quarter (April - June)											
		Annual Energy Savings [1]						Lifetime Energy Savings					
		Northern		Southern		Total		Northern		Southern		Total	
Units		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
Infiltration & Space Conditioning													
Cooler Cover	Home	0	0	0	68	0	68	0	0	0	676	0	676
Outlet Switch Gaskets	Home	0	0	0	0	0	0	0	0	0	0	0	0
Shell Infiltration	Home	0	0	0	0	0	0	0	0	0	0	0	0
Threshold	Home	0	0	0	0	0	0	0	0	0	0	0	0
Weatherization													
Attic Insulation	Sqft	0	0	0	0	0	0	0	0	0	0	0	0
Attic Venting	Home	0	0	0	0	0	0	0	0	0	0	0	0
Ceiling Insulation	Sqft	0	0	0	0	0	0	0	0	0	0	0	0
Floor Insulation	Sqft	0	0	0	0	0	0	0	0	0	0	0	0
Kneewall Insulation	Sqft	0	0	0	0	0	0	0	0	0	0	0	0
Weatherstripping	Home	0	0	0	206	0	206	0	0	0	2,060	0	2,060
Caulking	Home	0	0	0	62	0	62	0	0	0	620	0	620
Home Repairs	Home	0	0	0	0	0	0	0	0	0	0	0	0
Low Flow Shower Device	Home	0	0	0	1,270	0	1,270	0	0	0	12,700	0	12,700
Minor Envelope Repair	Home	0	0	0	464	0	464	0	0	0	9,270	0	9,270
Water Heater Pipe Wrap	Home	0	0	0	0	0	0	0	0	0	0	0	0
Sink Faucet Aerator	Home	0	0	0	532	0	532	0	0	0	5,320	0	5,320
Water Heater Blanket	Home	0	0	0	602	0	602	0	0	0	6,020	0	6,020
Weatherization Mileage	Home	0	0	0	0	0	0	0	0	0	0	0	0
Furnaces													
Repair - Gas	Each	0	0	0	0	0	0	0	0	0	0	0	0
Replacement - Gas	Each	0	0	0	650	0	650	0	0	0	13,000	0	13,000
Repair - Electric	Each	0	0	0	0	0	0	0	0	0	0	0	0
Replacement - Electric	Each	0	0	0	0	0	0	0	0	0	0	0	0
Other Incidentals		0	0	0	0	0	0	0	0	0	0	0	0
Miscellaneous Measures													
Door Replacement	Each	0	0	0	0	0	0	0	0	0	0	0	0
Glass Replacement	Each	0	0	0	0	0	0	0	0	0	0	0	0
Duct Wrap	Home	0	0	0	0	0	0	0	0	0	0	0	0
Duct Register	Home	0	0	0	0	0	0	0	0	0	0	0	0
Storm Windows - Glass Fixed	Each	0	0	0	0	0	0	0	0	0	0	0	0
Storm Windows - Glass Operable	Each	0	0	0	0	0	0	0	0	0	0	0	0
Vinyl Retro Window	Each	0	0	0	0	0	0	0	0	0	0	0	0
Set Back Thermometer	Each	0	0	0	0	0	0	0	0	0	0	0	0
Filter Alert Device	Each	0	0	0	0	0	0	0	0	0	0	0	0
Foam Tape	Home	0	0	0	0	0	0	0	0	0	0	0	0
Gas Water Heater Repair/Replace	Each	0	0	0	0	0	0	0	0	0	0	0	0
Ele Water Heater Repair/Replace	Each	0	0	0	0	0	0	0	0	0	0	0	0
Reusable Filter/Replacement Signal	Each	0	0	0	0	0	0	0	0	0	0	0	0
Solar Screens	Each	0	0	0	0	0	0	0	0	0	0	0	0
Compact Fluorescent Bulbs	Each	0	0	0	0	0	0	0	0	0	0	0	0
Refrigerators	Each	0	0	0	0	0	0	0	0	0	0	0	0
Geo Exchange Heat Pumps	Each	0	0	0	0	0	0	0	0	0	0	0	0
CF Fixtures Interior	Each	0	0	0	0	0	0	0	0	0	0	0	0
CF Fixtures Exterior	Each	0	0	0	0	0	0	0	0	0	0	0	0
NGAT	Each	0	0	0	0	0	0	0	0	0	0	0	0
Administration	Home	0	0	0	0	0	0	0	0	0	0	0	0
Outreach/Assessment	Home	0	0	0	0	0	0	0	0	0	0	0	0
Other (labor, materials, supplies)	Home	0	0	0	0	0	0	0	0	0	0	0	0
Education													
In-home Education	Home	0	0	0	0	0	0	0	0	0	0	0	0
Education Workshops		0	0	0	0	0	0	0	0	0	0	0	0
Other (please specify)		0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		0	0	0	3,853	0	3,853	0	0	0	49,666	0	49,666

[1] Estimated annual energy savings are based upon the Impact Evaluation of the 2001 Statewide Low-Income Energy Efficiency Program completed April 8, 2003.

SOUTHWEST GAS CORPORATION
2004 LIEE ENERGY SAVINGS
TABLE VIII.E

Sheet 3 of 5

		Third Quarter (July - August)											
		Annual Energy Savings [1]						Lifetime Energy Savings					
Measures	Units	Northern		Southern		Total		Northern		Southern		Total	
		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
Infiltration & Space Conditioning													
Cooler Cover	Home	0	0	0	0	0	0	0	0	0	0	0	0
Outlet Switch Gaskets	Home	0	0	0	0	0	0	0	0	0	0	0	0
Shell Infiltration	Home	0	0	0	0	0	0	0	0	0	0	0	0
Threshold	Home	0	0	0	0	0	0	0	0	0	0	0	0
Weatherization													
Attic Insulation	Sqft	0	0	0	0	0	0	0	0	0	0	0	0
Attic Venting	Home	0	0	0	0	0	0	0	0	0	0	0	0
Ceiling Insulation	Sqft	0	0	0	0	0	0	0	0	0	0	0	0
Floor Insulation	Sqft	0	0	0	0	0	0	0	0	0	0	0	0
Kneewall Insulation	Sqft	0	0	0	0	0	0	0	0	0	0	0	0
Weatherstripping	Home	0	0	0	0	0	0	0	0	0	0	0	0
Caulking	Home	0	0	0	0	0	0	0	0	0	0	0	0
Home Repairs	Home	0	0	0	0	0	0	0	0	0	0	0	0
Low Flow Shower Device	Home	0	0	0	0	0	0	0	0	0	0	0	0
Minor Envelope Repair	Home	0	0	0	0	0	0	0	0	0	0	0	0
Water Heater Pipe Wrap	Home	0	0	0	0	0	0	0	0	0	0	0	0
Sink Faucet Aerator	Home	0	0	0	0	0	0	0	0	0	0	0	0
Water Heater Blanket	Home	0	0	0	0	0	0	0	0	0	0	0	0
Weatherization Mileage	Home	0	0	0	0	0	0	0	0	0	0	0	0
Furnaces													
Repair - Gas	Each	0	0	0	0	0	0	0	0	0	0	0	0
Replacement - Gas	Each	0	0	0	0	0	0	0	0	0	0	0	0
Repair - Electric	Each	0	0	0	0	0	0	0	0	0	0	0	0
Replacement - Electric	Each	0	0	0	0	0	0	0	0	0	0	0	0
Other Incidentals		0	0	0	0	0	0	0	0	0	0	0	0
Miscellaneous Measures													
Door Replacement	Each	0	0	0	0	0	0	0	0	0	0	0	0
Glass Replacement	Each	0	0	0	0	0	0	0	0	0	0	0	0
Duct Wrap	Home	0	0	0	0	0	0	0	0	0	0	0	0
Duct Register	Home	0	0	0	0	0	0	0	0	0	0	0	0
Storm Windows - Glass Fixed	Each	0	0	0	0	0	0	0	0	0	0	0	0
Storm Windows - Glass Operable	Each	0	0	0	0	0	0	0	0	0	0	0	0
Vinyl Retro Window	Each	0	0	0	0	0	0	0	0	0	0	0	0
Set Back Thermometer	Each	0	0	0	0	0	0	0	0	0	0	0	0
Filter Alert Device	Each	0	0	0	0	0	0	0	0	0	0	0	0
Foam Tape	Home	0	0	0	0	0	0	0	0	0	0	0	0
Gas Water Heater Repair/Replace	Each	0	0	0	0	0	0	0	0	0	0	0	0
Ele Water Heater Repair/Replace	Each	0	0	0	0	0	0	0	0	0	0	0	0
Reusable Filter/Replacement Signal	Each	0	0	0	0	0	0	0	0	0	0	0	0
Solar Screens	Each	0	0	0	0	0	0	0	0	0	0	0	0
Compact Fluorescent Bulbs	Each	0	0	0	0	0	0	0	0	0	0	0	0
Refrigerators	Each	0	0	0	0	0	0	0	0	0	0	0	0
Geo Exchange Heat Pumps	Each	0	0	0	0	0	0	0	0	0	0	0	0
CF Fixtures Interior	Each	0	0	0	0	0	0	0	0	0	0	0	0
CF Fixtures Exterior	Each	0	0	0	0	0	0	0	0	0	0	0	0
NGAT	Each	0	0	0	0	0	0	0	0	0	0	0	0
Administration	Home	0	0	0	0	0	0	0	0	0	0	0	0
Outreach/Assessment	Home	0	0	0	0	0	0	0	0	0	0	0	0
Other (labor, materials, supplies)	Home	0	0	0	0	0	0	0	0	0	0	0	0
Education													
In-home Education	Home	0	0	0	0	0	0	0	0	0	0	0	0
Education Workshops		0	0	0	0	0	0	0	0	0	0	0	0
Other (please specify)		0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		0	0	0	0	0	0	0	0	0	0	0	0

[1] Estimated annual energy savings are based upon the Impact Evaluation of the 2001 Statewide Low-Income Energy Efficiency Program completed April 8, 2003.

**SOUTHWEST GAS CORPORATION
2004 LIEE ENERGY SAVINGS
TABLE VIII.E**

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		Fourth Quarter (October - December)											
		Annual Energy Savings [1]						Lifetime Energy Savings					
Measures	Units	Northern		Southern		Total		Northern		Southern		Total	
		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
Infiltration & Space Conditioning													
Cooler Cover	Home	0	0	0	0	0	0	0	0	0	0	0	0
Outlet Switch Gaskets	Home	0	0	0	0	0	0	0	0	0	0	0	0
Shell Infiltration	Home	0	0	0	0	0	0	0	0	0	0	0	0
Threshold	Home	0	0	0	0	0	0	0	0	0	0	0	0
Weatherization													
Attic Insulation	Sqft	0	0	0	0	0	0	0	0	0	0	0	0
Attic Venting	Home	0	0	0	0	0	0	0	0	0	0	0	0
Ceiling Insulation	Sqft	0	0	0	0	0	0	0	0	0	0	0	0
Floor Insulation	Sqft	0	0	0	0	0	0	0	0	0	0	0	0
Kneewall Insulation	Sqft	0	0	0	0	0	0	0	0	0	0	0	0
Weatherstripping	Home	0	0	0	0	0	0	0	0	0	0	0	0
Caulking	Home	0	0	0	0	0	0	0	0	0	0	0	0
Home Repairs	Home	0	0	0	0	0	0	0	0	0	0	0	0
Low Flow Shower Device	Home	0	0	0	0	0	0	0	0	0	0	0	0
Minor Envelope Repair	Home	0	0	0	0	0	0	0	0	0	0	0	0
Water Heater Pipe Wrap	Home	0	0	0	0	0	0	0	0	0	0	0	0
Sink Faucet Aerator	Home	0	0	0	0	0	0	0	0	0	0	0	0
Water Heater Blanket	Home	0	0	0	0	0	0	0	0	0	0	0	0
Weatherization Mileage	Home	0	0	0	0	0	0	0	0	0	0	0	0
Furnaces													
Repair - Gas	Each	0	0	0	0	0	0	0	0	0	0	0	0
Replacement - Gas	Each	0	0	0	0	0	0	0	0	0	0	0	0
Repair - Electric	Each	0	0	0	0	0	0	0	0	0	0	0	0
Replacement - Electric	Each	0	0	0	0	0	0	0	0	0	0	0	0
Other Incidentals		0	0	0	0	0	0	0	0	0	0	0	0
Miscellaneous Measures													
Door Replacement	Each	0	0	0	0	0	0	0	0	0	0	0	0
Glass Replacement	Each	0	0	0	0	0	0	0	0	0	0	0	0
Duct Wrap	Home	0	0	0	0	0	0	0	0	0	0	0	0
Duct Register	Home	0	0	0	0	0	0	0	0	0	0	0	0
Storm Windows - Glass Fixed	Each	0	0	0	0	0	0	0	0	0	0	0	0
Storm Windows - Glass Operable	Each	0	0	0	0	0	0	0	0	0	0	0	0
Vinyl Retro Window	Each	0	0	0	0	0	0	0	0	0	0	0	0
Set Back Thermometer	Each	0	0	0	0	0	0	0	0	0	0	0	0
Filter Alert Device	Each	0	0	0	0	0	0	0	0	0	0	0	0
Foam Tape	Home	0	0	0	0	0	0	0	0	0	0	0	0
Gas Water Heater Repair/Replace	Each	0	0	0	0	0	0	0	0	0	0	0	0
Ele Water Heater Repair/Replace	Each	0	0	0	0	0	0	0	0	0	0	0	0
Reusable Filter/Replacement Signal	Each	0	0	0	0	0	0	0	0	0	0	0	0
Solar Screens	Each	0	0	0	0	0	0	0	0	0	0	0	0
Compact Fluorescent Bulbs	Each	0	0	0	0	0	0	0	0	0	0	0	0
Refrigerators	Each	0	0	0	0	0	0	0	0	0	0	0	0
Geo Exchange Heat Pumps	Each	0	0	0	0	0	0	0	0	0	0	0	0
CF Fixtures Interior	Each	0	0	0	0	0	0	0	0	0	0	0	0
CF Fixtures Exterior	Each	0	0	0	0	0	0	0	0	0	0	0	0
NGAT	Each	0	0	0	0	0	0	0	0	0	0	0	0
Administration	Home	0	0	0	0	0	0	0	0	0	0	0	0
Outreach/Assessment	Home	0	0	0	0	0	0	0	0	0	0	0	0
Other (labor, materials, supplies)	Home	0	0	0	0	0	0	0	0	0	0	0	0
Education													
In-home Education	Home	0	0	0	0	0	0	0	0	0	0	0	0
Education Workshops		0	0	0	0	0	0	0	0	0	0	0	0
Other (please specify)		0	0	0	0	0	0	0	0	0	0	0	0
TOTAL													
		0	0	0	0	0	0	0	0	0	0	0	0

[1] Estimated annual energy savings are based upon the Impact Evaluation of the 2001 Statewide Low-Income Energy Efficiency Program completed April 8, 2003.

**SOUTHWEST GAS CORPORATION
2004 LIEE ENERGY SAVINGS
TABLE VIII.E**

Sheet 5 of 5

Measures		Year to Date											
		Annual Energy Savings [1]						Lifetime Energy Savings					
		Northern		Southern		Total		Northern		Southern		Total	
	Units	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
Infiltration & Space Conditioning													
Cooler Cover	Home	0	0	0	107	0	107	0	0	0	1,066	0	1,066
Outlet Switch Gaskets	Home	0	0	0	0	0	0	0	0	0	0	0	0
Shell Infiltration	Home	0	0	0	0	0	0	0	0	0	0	0	0
Threshold	Home	0	0	0	0	0	0	0	0	0	0	0	0
Weatherization													
Attic Insulation	Sqft	0	0	0	0	0	0	0	0	0	0	0	0
Attic Venting	Home	0	0	0	0	0	0	0	0	0	0	0	0
Ceiling Insulation	Sqft	0	0	0	0	0	0	0	0	0	0	0	0
Floor Insulation	Sqft	0	0	0	0	0	0	0	0	0	0	0	0
Kneewall Insulation	Sqft	0	0	0	0	0	0	0	0	0	0	0	0
Weatherstripping	Home	0	0	0	286	0	286	0	0	0	2,860	0	2,860
Caulking	Home	0	0	0	82	0	82	0	0	0	820	0	820
Home Repairs	Home	0	0	0	0	0	0	0	0	0	0	0	0
Low Flow Shower Device	Home	0	0	0	1,800	0	1,800	0	0	0	18,000	0	18,000
Minor Envelope Repair	Home	0	0	0	648	0	648	0	0	0	12,960	0	12,960
Water Heater Pipe Wrap	Home	0	0	0	0	0	0	0	0	0	0	0	0
Sink Faucet Aerator	Home	0	0	0	696	0	696	0	0	0	6,960	0	6,960
Water Heater Blanket	Home	0	0	0	756	0	756	0	0	0	7,560	0	7,560
Weatherization Mileage	Home	0	0	0	0	0	0	0	0	0	0	0	0
Furnaces													
Repair - Gas	Each	0	0	0	0	0	0	0	0	0	0	0	0
Replacement - Gas	Each	0	0	0	650	0	650	0	0	0	13,000	0	13,000
Repair - Electric	Each	0	0	0	0	0	0	0	0	0	0	0	0
Replacement - Electric	Each	0	0	0	0	0	0	0	0	0	0	0	0
Other Incidentals		0	0	0	0	0	0	0	0	0	0	0	0
Miscellaneous Measures													
Door Replacement	Each	0	0	0	0	0	0	0	0	0	0	0	0
Glass Replacement	Each	0	0	0	0	0	0	0	0	0	0	0	0
Duct Wrap	Home	0	0	0	0	0	0	0	0	0	0	0	0
Duct Register	Home	0	0	0	0	0	0	0	0	0	0	0	0
Storm Windows - Glass Fixed	Each	0	0	0	0	0	0	0	0	0	0	0	0
Storm Windows - Glass Operable	Each	0	0	0	0	0	0	0	0	0	0	0	0
Vinyl Retro Window	Each	0	0	0	0	0	0	0	0	0	0	0	0
Set Back Thermometer	Each	0	0	0	0	0	0	0	0	0	0	0	0
Filter Alert Device	Each	0	0	0	0	0	0	0	0	0	0	0	0
Foam Tape	Home	0	0	0	0	0	0	0	0	0	0	0	0
Gas Water Heater Repair/Replace	Each	0	0	0	0	0	0	0	0	0	0	0	0
Ele Water Heater Repair/Replace	Each	0	0	0	0	0	0	0	0	0	0	0	0
Reusable Filter/Replacement Signal	Each	0	0	0	0	0	0	0	0	0	0	0	0
Solar Screens	Each	0	0	0	0	0	0	0	0	0	0	0	0
Compact Fluorescent Bulbs	Each	0	0	0	0	0	0	0	0	0	0	0	0
Refrigerators	Each	0	0	0	0	0	0	0	0	0	0	0	0
Geo Exchange Heat Pumps	Each	0	0	0	0	0	0	0	0	0	0	0	0
CF Fixtures Interior	Each	0	0	0	0	0	0	0	0	0	0	0	0
CF Fixtures Exterior	Each	0	0	0	0	0	0	0	0	0	0	0	0
NGAT	Each	0	0	0	0	0	0	0	0	0	0	0	0
Administration	Home	0	0	0	0	0	0	0	0	0	0	0	0
Outreach/Assessment	Home	0	0	0	0	0	0	0	0	0	0	0	0
Other (labor, materials, supplies)	Home	0	0	0	0	0	0	0	0	0	0	0	0
Education													
In-home Education	Home	0	0	0	0	0	0	0	0	0	0	0	0
Education Workshops		0	0	0	0	0	0	0	0	0	0	0	0
Other (please specify)		0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		0	0	0	5,025	0	5,025	0	0	0	63,226	0	63,226

[1] Estimated annual energy savings are based upon the Impact Evaluation of the 2001 Statewide Low-Income Energy Efficiency Program completed April 8, 2003.