

**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  
2010 ANNUAL REPORT**

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May 2, 2011

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**SOUTHWEST GAS CORPORATION (U 905 G)  
LOW-INCOME ASSISTANCE PROGRAMS  
2010 ANNUAL REPORT**

Southwest Gas Corporation (Southwest Gas) respectfully submits its Annual Report on low-income assistance programs in accordance with the requirements set forth in the April 5, 2004 Second Energy Division Workshop 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).<sup>1</sup>

Southwest Gas includes herein the results of CARE recertification tracking, the number of complaints stemming from recertification efforts, and discussion on what actions are being taken to ensure that CARE eligible customers are not lost in the recertification process.

Pursuant to the guidance letter dated April 4, 2011 directing the SMJU's immediate roll out of the new Energy Savings Assistance Program title and logo, Southwest Gas herein references the Energy Savings Assistance Program, in place of the former generic reference to the low income home weatherization program.

**Rate Recovery**

Expenses listed in this report are consistent with the amounts approved by the Commission in D.08-12-019.

**Reporting**

Southwest Gas' 2010 Low-Income Assistance Programs (LIAP) Annual Report consists of the following sections:

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<sup>1</sup> Ordering paragraph 5, D.05-07-014, issued in Rulemaking R.04-01-006 and Application A.06-06-002, et al.

- Section I – CARE Residential Program
- Section II – CARE Expanded Program
- Section III – Energy Savings Assistance Program (formerly referred to as LIEE)
  - a. Table VIII.A – Expenditures
  - b. Table VIII.B – Administrative Expenses
  - c. Table VIII.C – Outreach Activities
  - d. Table VIII.D – Installations and Costs
  - e. Table VIII.E – Energy Savings

Dated this 2<sup>nd</sup> day of May, 2011.

Respectfully submitted,

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**ATTACHMENT**



**SOUTHWEST GAS CORPORATION**

**LOW-INCOME ASSISTANCE PROGRAMS  
2010 ANNUAL REPORT**

**Reporting Period:  
January 1, 2010 through December 31, 2010**

**Southwest Gas Corporation  
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P.O. Box 98510  
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**May 2, 2011**

## **Section I**

### **Low-Income Assistance Programs 2010 Annual Report**

**— CARE Residential Program —**

**Southwest Gas Corporation  
(U 905 G)  
Low-Income Assistance Programs  
2010 Annual Report  
January 1, 2010 – December 31, 2010**

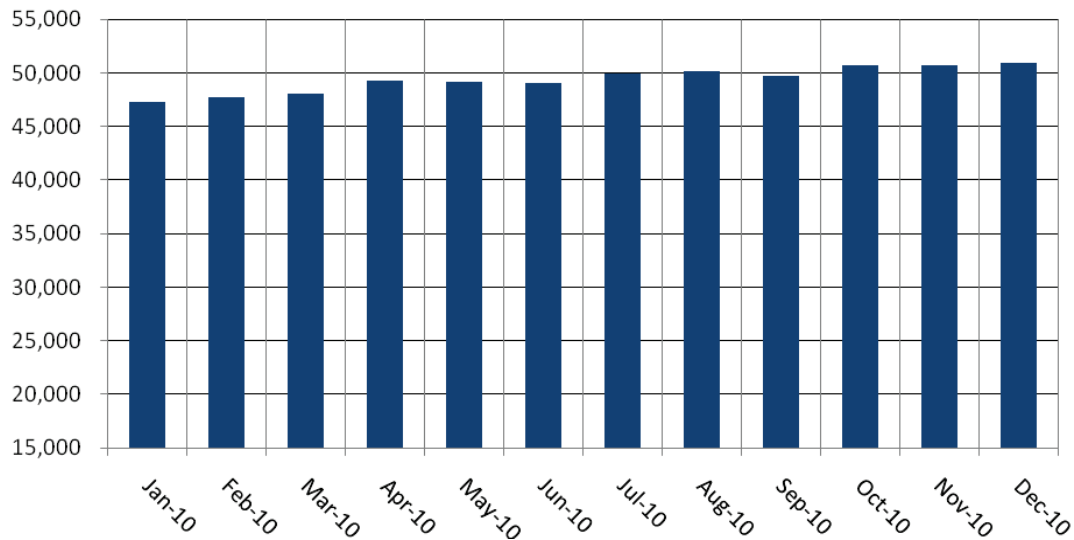
**CARE Residential Program**

**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 is a graph depicting the same information.

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



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

Southwest Gas identified an error in programming calculations from the previous reporting period. Once corrected, the participation figures for January indicate a variance in the number of participants of 5 percent or more from the previous month.

- 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 percent or more.**

Southwest Gas continued several efforts to increase participation throughout 2010. Those efforts include, but are not limited to: phone and web enrollment, phone and web recertification, data sharing with utilities in the same service territory, bill inserts, and direct mailers to targeted customers.

**CARE Program Participant Information**  
**Table I.A**

*Table I. A. Number of CARE participants, including submetered households, by month*

DISTRICT	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Monthly Average
Barstow 11	3,461	3,483	3,483	3,547	3,527	3,503	3,550	3,550	3,494	3,562	3,589	3,565	3,526
Victorville 12	38,025	38,347	38,656	39,693	39,661	39,401	40,238	40,427	40,086	40,958	40,973	41,034	39,792
Big Bear 13	2,348	2,382	2,398	2,406	2,392	2,539	2,524	2,540	2,531	2,531	2,528	2,593	2,476
N. Calif. 14	469	480	495	498	486	485	487	496	492	490	486	488	488
Truckee 15	434	448	460	483	480	488	491	498	508	506	520	528	487
South Lake Tahoe	2,195	2,226	2,244	2,269	2,286	2,322	2,303	2,295	2,287	2,281	2,289	2,327	2,277
Needles 19	320	324	322	330	321	324	322	328	336	344	354	353	332
<b>All Districts</b>	<b>47,252</b>	<b>47,690</b>	<b>48,058</b>	<b>49,226</b>	<b>49,153</b>	<b>49,062</b>	<b>49,915</b>	<b>50,134</b>	<b>49,734</b>	<b>50,672</b>	<b>50,739</b>	<b>50,888</b>	<b>49,377</b>

**Annual Increase/Decrease <sup>[1]</sup>**

*Table I. A. Variance in number of CARE participants, including submetered households, from previous month*

DISTRICT	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Annual Increase/Decrease <sup>[1]</sup>
Barstow 11	13.4%	0.6%	0.0%	1.8%	(0.6%)	(0.7%)	1.3%	0.0%	(1.6%)	1.9%	0.8%	(0.7%)	16.8%
Victorville 12	5.1%	0.8%	0.8%	2.7%	(0.1%)	(0.7%)	2.1%	0.5%	(0.8%)	2.2%	0.0%	0.1%	13.5%
Big Bear 13	6.3%	1.4%	0.7%	0.3%	(0.6%)	6.1%	(0.6%)	0.6%	(0.4%)	0.0%	(0.1%)	2.6%	17.4%
N. Calif. 14	5.4%	2.3%	3.1%	0.6%	(2.4%)	(0.2%)	0.4%	1.8%	(0.8%)	(0.4%)	(0.8%)	0.4%	9.7%
Truckee 15	4.3%	3.2%	2.7%	5.0%	(0.6%)	1.7%	0.6%	1.4%	2.0%	(0.4%)	2.8%	1.5%	26.9%
South Lake Tahoe	5.6%	1.4%	0.8%	1.1%	0.7%	1.6%	(0.8%)	(0.3%)	(0.3%)	(0.3%)	0.4%	1.7%	12.0%
Needles 19	1.9%	1.3%	(0.6%)	2.5%	(2.7%)	0.9%	(0.6%)	1.9%	2.4%	2.4%	2.9%	(0.3%)	12.4%
<b>All Districts</b>	<b>5.8%</b>	<b>0.9%</b>	<b>0.8%</b>	<b>2.4%</b>	<b>(0.1%)</b>	<b>(0.2%)</b>	<b>1.7%</b>	<b>0.4%</b>	<b>(0.8%)</b>	<b>1.9%</b>	<b>0.1%</b>	<b>0.3%</b>	<b>13.9%</b>

<sup>[1]</sup> Due to the differences caused by cycle billing, the annual increase/decrease for the 2010 program year is derived by comparing December 2009 customer counts to December 2010 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, 2010:

Southern California	131,311
Northern California	41,095
<b>Total</b>	<b>172,406*</b>

\*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 Gas estimates the following potential CARE eligible households by service territories:

**Estimated Eligible CARE Participants**

Southern California	49,913
Northern California	3,612
<b>Total Estimated</b>	<b>53,525</b>

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	39.76%
Northern California	16.52%

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, 2010, there were 50,888 Southwest Gas customers participating in the CARE program, which represents approximately 95 percent of the total estimated eligible.

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

**2010 CARE PARTICIPATION  
TABLE I.B**

Month	Enrolled by Non-Capitation	Enrolled by Capitation	Total Enrolled [1]	Total CARE Participants	Estimated Eligible [2]	Participation Rate
January	2,922	9	2,931	47,252	53,525	88%
February	2,059	13	2,072	47,690	53,525	89%
March	2,193	28	2,221	48,058	53,525	90%
April	3,084	28	3,112	49,226	53,525	92%
May	1,632	15	1,647	49,153	53,525	92%
June	2,161	22	2,183	49,062	53,525	92%
July	4,259	14	4,273	49,915	53,525	93%
August	2,710	4	2,714	50,134	53,525	94%
September	2,703	16	2,719	49,734	53,525	93%
October	3,436	31	3,467	50,672	53,525	95%
November	2,739	10	2,749	50,739	53,525	95%
December	2,821	23	2,844	50,888	53,525	95%

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

[2] Estimated eligible CARE participants are updated based on actual customer data through December 31, 2010.

**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 Gas. 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 178 master-metered accounts in Southwest Gas' service areas – 51 with submetering and 127 without submetering.

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

Southwest Gas estimates 1,317 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 Gas had 1,292 submetered CARE Program participants as of December 31, 2010, which represents approximately 98 percent of the total estimated eligible.

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

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 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 participant usage (excluding master-metered usage).

- C. **Provide a table showing 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 and CARE program participants (excluding master-metered usage).

## **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 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 twelve months ending December 31, 2010.

- 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 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.**

Below are descriptions of the types of costs incurred by category. Please reference Table III.D.2 for the breakdown of the CARE program administrative costs.

**Outreach**

Outreach activities include bill inserts, direct mailings, distribution of applications, website enrollment, bill messages, brochures, data sharing with other utilities, capitation fees paid to organizations, and a variety of other activities summarized in Table IV.A on pages 17, 18, 19 and 20.

**Processing, Certification and Verification**

Processing, Certification and Verification includes services performed to process applications, along with verifying and certifying the applicant's eligibility.

*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. Recertification efforts, including automated reminder calls to re-enroll in the program, are also included in this category.

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

**General Administration**

General Administration includes expenses related to program tracking, reporting and regulatory compliance. Labor expenses for the CARE program administrators are also included, along with travel expenses to attend meetings and workshops with the Commission and other utilities.

**Billing System Programming**

Billing System Programming includes additional programming efforts to create and modify the customer service system database to gather and track customer data for multiple purposes, including recertification notification, random income verification, data sharing, and reports required by the Commission. Additionally, an outside contractor is utilized to assist with CARE data sharing with other SMJUs for confidentiality reasons, when applicable. Billing System Programming is a sub-category of General Administration in Table III.D.2.

## **Regulatory Compliance**

Regulatory Compliance includes costs related to the preparation of Commission-mandated filings and reports. Travel costs are also included for attendance at Commission hearings and workshops. Regulatory Compliance is a sub-category of General Administration in Table III.D.2.

### **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 should generally be below the average cost reported for CARE applicants. An extra customer service system change order and continuing maintenance of the CARE information is avoided with non-CARE accounts.

**All Residential Customers  
TABLE II.A – USAGE INFORMATION**

**Table II. A. Usage Information (In Therms) <sup>[1]</sup>**

		Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Total Annual Usage	Average Monthly Usage	Average Winter Usage	Average Summer Usage
<i>Average Tier 1 usage for all residential customers (excluding CARE participants and master-metered usage)</i>																	
<b>DISTRICT</b>																	
Barstow 11		49.71	43.20	40.35	30.19	14.59	10.56	9.91	8.88	9.53	9.94	19.44	42.03	290.60	24.03	37.49	10.57
Victorville 12		54.75	50.01	46.81	38.82	24.14	15.41	12.99	11.87	12.67	13.31	24.30	49.75	356.90	29.57	44.07	15.07
Big Bear 13		75.87	70.13	62.18	45.16	33.67	20.19	10.98	9.91	11.28	15.10	33.23	58.04	447.54	37.15	49.17	13.09
N. Calif. 14		104.05	90.80	80.55	74.05	56.70	35.38	17.10	15.83	17.82	23.52	59.57	90.95	667.56	55.53	72.52	21.53
Truckee 15		105.97	86.22	84.28	71.93	54.46	37.41	16.71	13.87	15.73	20.56	47.80	89.16	645.15	53.68	70.05	20.93
South Lake Tahoe 16		97.09	88.61	80.35	72.46	58.77	33.03	16.39	15.02	17.24	27.14	61.43	88.91	658.90	54.70	71.85	20.42
Needles 19		20.02	18.88	17.35	15.29	12.22	6.63	6.02	5.94	5.79	5.98	6.08	16.49	137.56	11.39	15.69	7.10
<b>All/Districts</b>		<b>71.20</b>	<b>63.66</b>	<b>58.77</b>	<b>49.30</b>	<b>34.74</b>	<b>21.67</b>	<b>13.60</b>	<b>12.30</b>	<b>13.53</b>	<b>16.60</b>	<b>35.02</b>	<b>62.35</b>	<b>454.87</b>	<b>37.73</b>	<b>51.55</b>	<b>15.53</b>
<i>Average Tier 2 usage for all residential customers (excluding CARE participants and master-metered usage)</i>																	
<b>DISTRICT</b>																	
Barstow 11		32.89	24.34	11.68	2.47	8.15	6.64	4.63	3.58	3.74	4.98	8.25	20.77	133.35	11.01	16.73	5.29
Victorville 12		35.49	27.99	16.15	5.77	7.38	6.84	3.34	2.51	2.79	3.71	8.30	18.68	140.35	11.58	18.73	4.43
Big Bear 13		19.61	20.99	15.50	6.63	2.76	3.95	2.45	1.78	2.58	3.29	2.60	12.25	94.87	7.87	10.45	2.69
N. Calif. 14		16.10	1.32	10.54	8.91	4.98	5.29	2.52	1.64	2.81	2.09	5.11	12.70	74.14	6.17	7.72	3.07
Truckee 15		24.19	17.76	15.67	11.75	6.19	7.39	3.99	2.56	3.82	3.80	4.25	19.30	120.90	10.06	12.86	4.44
South Lake Tahoe 16		27.63	24.04	19.40	14.97	7.46	8.69	3.88	2.76	5.53	4.65	9.47	23.56	152.73	12.67	16.40	5.22
Needles 19		11.93	8.47	4.15	1.99	0.88	4.79	2.51	2.10	1.84	2.44	3.17	3.14	47.73	3.95	5.48	2.43
<b>All/Districts</b>		<b>29.27</b>	<b>22.94</b>	<b>15.57</b>	<b>7.65</b>	<b>6.42</b>	<b>6.57</b>	<b>3.35</b>	<b>2.43</b>	<b>3.25</b>	<b>3.70</b>	<b>6.94</b>	<b>17.93</b>	<b>126.88</b>	<b>10.50</b>	<b>12.62</b>	<b>3.94</b>
<i>Average Tier 1 and Tier 2 usage for all residential customers (excluding CARE participants and master-metered usage)</i>																	
<b>DISTRICT</b>																	
Barstow 11		82.60	67.54	52.03	32.66	22.74	17.19	14.54	12.46	13.27	14.92	27.69	62.80	423.95	35.04	54.22	15.85
Victorville 12		90.24	78.00	62.95	44.60	31.52	22.25	16.34	14.39	15.46	17.02	32.60	68.44	497.25	41.15	62.81	19.50
Big Bear 13		95.48	91.13	77.68	51.80	36.43	24.14	13.43	11.69	13.86	18.39	35.83	70.29	542.42	45.01	59.63	15.78
N. Calif. 14		120.16	92.12	91.09	82.97	61.68	40.67	19.62	17.47	20.63	25.61	64.68	103.65	741.70	61.70	80.25	24.60
Truckee 15		130.15	103.98	99.96	83.68	60.65	44.80	20.70	16.43	19.55	24.37	52.05	108.46	766.05	63.73	82.91	25.37
South Lake Tahoe 16		124.72	112.65	99.75	87.43	66.23	41.71	20.27	17.78	22.77	31.79	70.90	112.47	811.63	67.37	88.24	25.63
Needles 19		31.94	27.35	21.50	17.28	13.11	11.42	8.52	8.05	7.63	8.42	9.25	19.62	185.28	15.34	21.16	9.53
<b>All/Districts</b>		<b>100.47</b>	<b>86.60</b>	<b>74.34</b>	<b>56.95</b>	<b>41.15</b>	<b>28.24</b>	<b>16.95</b>	<b>14.73</b>	<b>16.78</b>	<b>20.30</b>	<b>41.96</b>	<b>80.28</b>	<b>581.75</b>	<b>48.23</b>	<b>64.17</b>	<b>19.47</b>

[1] Data in Table II.A. is based on billing records.

**CARE Program Participants  
TABLE II.B – USAGE INFORMATION**

*Table II. B. Usage Information (In Therms) [1]*

Average Tier 1 usage for CARE participants (excluding master-metered usage)		Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Total Annual Usage	Average Monthly Usage	Average Winter Usage	Average Summer Usage	
<b>DISTRICT</b>																		
Barstow 11		51.35	44.62	41.61	32.99	16.19	11.39	10.82	9.66	10.30	10.76	21.63	43.61	304.00	25.41	39.30	11.52	
Victorville 12		56.34	51.61	47.96	40.15	25.48	16.92	14.43	13.35	14.28	14.86	26.22	51.25	369.99	31.07	45.59	16.55	
Big Bear 13		75.13	70.71	66.69	59.81	51.81	28.04	14.27	13.51	14.79	21.81	51.19	66.90	528.81	44.56	58.01	17.65	
N. Calif. 14		75.57	70.03	67.22	67.22	60.78	39.23	15.71	14.12	15.72	22.95	53.15	71.76	571.43	47.79	61.09	21.20	
Truckee 15		69.50	62.31	63.07	57.20	51.67	30.83	15.06	13.01	14.59	21.79	47.18	68.25	508.10	42.87	55.12	18.37	
South Lake Tahoe 16		76.73	72.16	68.92	65.83	59.29	34.40	15.83	14.20	16.45	26.43	56.93	74.00	579.63	48.43	62.54	20.22	
Needles 19		23.34	22.25	19.96	17.57	13.33	7.17	6.56	6.24	6.24	6.35	7.00	18.41	153.38	12.87	18.09	7.65	
<b>All Districts</b>		<b>57.95</b>	<b>53.11</b>	<b>49.57</b>	<b>42.08</b>	<b>28.20</b>	<b>18.23</b>	<b>14.22</b>	<b>13.11</b>	<b>14.10</b>	<b>15.53</b>	<b>28.84</b>	<b>52.70</b>	<b>384.86</b>	<b>32.30</b>	<b>48.53</b>	<b>16.17</b>	
<b>Total Average Annual Usage</b>																		
Average Tier 2 usage for CARE participants (excluding master-metered usage)		Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Total Annual Usage	Average Monthly Usage	Average Winter Usage	Average Summer Usage	
<b>DISTRICT</b>																		
Barstow 11		33.69	24.37	12.24	3.02	9.93	8.84	6.17	5.02	5.20	7.24	10.43	22.62	148.23	12.40	17.73	7.07	
Victorville 12		30.87	24.32	13.85	5.19	8.04	7.91	3.65	2.87	3.31	4.68	9.01	16.75	128.68	10.87	16.67	5.08	
Big Bear 13		33.63	39.22	30.03	13.16	6.17	10.09	6.82	4.76	7.09	8.55	4.45	21.27	182.41	15.44	19.56	7.19	
N. Calif. 14		26.49	22.58	19.21	16.36	9.04	10.28	5.47	2.82	4.62	5.21	8.58	21.36	151.19	12.67	16.10	5.80	
Truckee 15		26.45	20.30	17.78	13.18	6.42	11.72	6.04	3.57	6.19	5.73	5.51	22.55	142.67	12.12	14.74	6.88	
South Lake Tahoe 16		35.64	31.60	26.46	20.57	10.45	13.84	6.14	4.16	8.01	7.86	10.44	31.01	205.35	17.18	21.75	8.04	
Needles 19		15.33	9.95	4.58	2.14	0.63	4.50	2.32	1.99	2.02	2.42	3.77	3.60	52.66	4.44	6.56	2.31	
<b>All Districts</b>		<b>31.22</b>	<b>25.24</b>	<b>15.15</b>	<b>6.30</b>	<b>8.13</b>	<b>8.40</b>	<b>4.12</b>	<b>3.16</b>	<b>3.87</b>	<b>5.18</b>	<b>8.86</b>	<b>18.02</b>	<b>135.95</b>	<b>11.47</b>	<b>16.16</b>	<b>6.05</b>	
<b>Total Average Annual Usage</b>																		
Average Tier 1 and Tier 2 usage for CARE participants (excluding master-metered usage)		Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Total Annual Usage	Average Monthly Usage	Average Winter Usage	Average Summer Usage	
<b>DISTRICT</b>																		
Barstow 11		85.05	68.99	53.85	36.02	26.11	20.23	16.99	14.68	15.51	18.00	32.06	66.23	452.23	37.81	57.03	18.59	
Victorville 12		87.21	75.93	61.81	45.34	33.52	24.83	18.08	16.22	17.59	19.54	35.23	68.00	498.67	41.94	62.25	21.63	
Big Bear 13		108.76	109.93	96.72	72.96	57.98	38.13	21.09	18.27	21.88	30.36	55.64	88.18	711.21	59.99	77.57	24.84	
N. Calif. 14		102.06	92.61	86.43	83.58	69.82	49.51	21.18	16.94	20.35	28.17	61.73	93.13	722.63	60.46	77.19	27.00	
Truckee 15		95.96	82.61	80.85	70.38	58.09	42.55	21.10	16.58	20.78	27.52	52.70	90.80	650.77	54.99	69.86	25.25	
South Lake Tahoe 16		112.37	103.77	95.38	86.40	69.74	48.25	21.97	18.36	24.46	34.29	67.37	105.01	784.98	65.61	84.29	28.26	
Needles 19		38.68	32.19	24.55	19.71	13.96	11.67	8.88	8.23	8.26	8.77	10.77	22.01	206.04	17.31	24.65	9.96	
<b>All Districts</b>		<b>89.17</b>	<b>78.34</b>	<b>64.72</b>	<b>48.37</b>	<b>36.33</b>	<b>26.63</b>	<b>18.33</b>	<b>16.27</b>	<b>17.97</b>	<b>20.70</b>	<b>37.70</b>	<b>70.71</b>	<b>520.81</b>	<b>43.77</b>	<b>64.68</b>	<b>22.22</b>	

[1] Data in Table II.B. is based on billing records.

**CARE Program Participants versus Non-CARE  
TABLE II.C – USAGE INFORMATION**

<b>Table II. C. CARE Participant Versus NonCARE <sup>(1)</sup></b>												
<b>AVERAGE USAGE – NONCARE (In Therms)(excluding master-metered usage)</b>												
<b>All Districts</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>	<b>May-10</b>	<b>Jun-10</b>	<b>Jul-10</b>	<b>Aug-10</b>	<b>Sep-10</b>	<b>Oct-10</b>	<b>Nov-10</b>	<b>Dec-10</b>
Customers	125,472	125,084	124,838	123,504	123,277	123,210	122,140	121,809	122,387	121,758	122,250	122,632
Avg. Tier 1 Use	71.20	63.66	58.77	49.30	34.74	21.67	13.60	12.30	13.53	16.60	35.02	62.35
Avg. Tier 2 Use	29.27	22.94	15.57	7.65	6.42	6.57	3.35	2.43	3.25	3.70	6.94	17.93
<b>Total Avg. Use</b>	<b>100.47</b>	<b>86.60</b>	<b>74.34</b>	<b>56.95</b>	<b>41.16</b>	<b>28.24</b>	<b>16.95</b>	<b>14.73</b>	<b>16.78</b>	<b>20.30</b>	<b>41.96</b>	<b>80.28</b>
<b>AVERAGE USAGE – CARE PARTICIPANTS (In Therms) (excluding master-metered usage)</b>												
<b>All Districts</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>	<b>May-10</b>	<b>Jun-10</b>	<b>Jul-10</b>	<b>Aug-10</b>	<b>Sep-10</b>	<b>Oct-10</b>	<b>Nov-10</b>	<b>Dec-10</b>
Customers	45,961	46,373	46,721	47,887	47,825	47,722	48,575	48,801	48,419	49,348	49,430	49,596
Avg. Tier 1 Use	57.95	53.11	49.57	42.08	28.20	18.23	14.22	13.11	14.10	15.53	28.84	52.70
Avg. Tier 2 Use	31.22	25.24	15.15	6.30	8.13	8.40	4.12	3.16	3.87	5.18	8.86	18.02
<b>Total Avg. Use</b>	<b>89.17</b>	<b>78.35</b>	<b>64.72</b>	<b>48.38</b>	<b>36.33</b>	<b>26.63</b>	<b>18.34</b>	<b>16.27</b>	<b>17.97</b>	<b>20.71</b>	<b>37.70</b>	<b>70.72</b>
<b>CARE PARTICIPANTS Average Usage Greater Than/(Less Than) NONCARE Average Usage (In Therms) (excluding master-metered usage)</b>												
<b>All Districts</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>	<b>May-10</b>	<b>Jun-10</b>	<b>Jul-10</b>	<b>Aug-10</b>	<b>Sep-10</b>	<b>Oct-10</b>	<b>Nov-10</b>	<b>Dec-10</b>
Avg. Tier 1 Use	(13.25)	(10.55)	(9.20)	(7.22)	(6.54)	(3.44)	0.62	0.81	0.57	(1.07)	(6.18)	(9.65)
Avg. Tier 2 Use	1.95	2.30	(0.42)	(1.35)	1.71	1.83	0.77	0.73	0.62	1.48	1.92	0.09
<b>Total Avg. Use</b>	<b>(11.30)</b>	<b>(8.25)</b>	<b>(9.62)</b>	<b>(8.57)</b>	<b>(4.83)</b>	<b>(1.61)</b>	<b>1.39</b>	<b>1.54</b>	<b>1.19</b>	<b>0.41</b>	<b>(4.26)</b>	<b>(9.56)</b>
<b>CARE PARTICIPANTS Average Usage Greater Than/(Less Than) NONCARE Average Usage (as Percentage) (excluding master-metered usage)</b>												
<b>All Districts</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>	<b>May-10</b>	<b>Jun-10</b>	<b>Jul-10</b>	<b>Aug-10</b>	<b>Sep-10</b>	<b>Oct-10</b>	<b>Nov-10</b>	<b>Dec-10</b>
Avg. Tier 1 Use	(18.6%)	(16.6%)	(15.7%)	(14.6%)	(18.8%)	(15.9%)	4.6%	6.6%	4.2%	(6.4%)	(17.6%)	(15.5%)
Avg. Tier 2 Use	6.7%	10.0%	(2.7%)	(17.6%)	26.6%	27.9%	23.0%	30.0%	19.1%	40.0%	27.7%	0.5%
<b>Total Avg. Use</b>	<b>(11.2%)</b>	<b>(9.5%)</b>	<b>(12.9%)</b>	<b>(15.0%)</b>	<b>(11.7%)</b>	<b>(5.7%)</b>	<b>8.2%</b>	<b>10.5%</b>	<b>7.1%</b>	<b>2.0%</b>	<b>(10.2%)</b>	<b>(11.9%)</b>

<sup>(1)</sup> Data in Table II.C. is based on billing records.



**Program Costs**  
**TABLE III.A, B & C**

**Table III. A. Program Costs (In Dollars) <sup>[1]</sup>**

DISTRICT	AVERAGE BILL – NONCARE												Average	Average	Average
	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Monthly Bill	Winter Bill	Summer Bill
Barstow 11	118.85	102.92	80.32	43.34	29.17	25.70	22.29	20.02	20.42	21.78	37.69	83.58	50.51	77.78	23.23
Victorville 12	128.26	117.53	96.66	61.04	36.84	31.43	24.04	22.08	22.79	23.84	43.28	89.69	58.12	89.41	26.84
Big Bear 13	144.67	145.95	127.29	76.36	44.64	36.27	22.49	20.60	22.94	27.41	49.24	99.85	68.14	89.43	25.58
N. Calif. 14	177.05	164.60	145.15	125.29	87.83	59.01	31.19	27.90	30.53	35.41	85.90	141.87	92.64	120.39	37.16
Truckee 15	197.62	174.06	167.69	136.02	91.62	68.33	34.42	28.10	31.24	35.86	73.29	156.92	99.60	129.14	40.52
South Lake Tahoe 16	132.65	131.19	116.58	94.96	65.61	42.81	23.34	20.64	23.41	28.91	63.12	105.92	70.76	92.37	27.55
Needles 19	46.93	43.90	36.39	29.63	17.94	18.66	15.03	14.73	14.15	14.60	15.59	28.93	24.71	33.56	15.85
<b>All Districts</b>	<b>140.28</b>	<b>130.76</b>	<b>112.52</b>	<b>78.63</b>	<b>50.40</b>	<b>38.91</b>	<b>25.16</b>	<b>22.58</b>	<b>24.13</b>	<b>26.91</b>	<b>52.52</b>	<b>103.07</b>	<b>67.16</b>	<b>90.30</b>	<b>28.10</b>

**Table III. B. Program Costs (In Dollars) <sup>[1]</sup>**

DISTRICT	AVERAGE BILL - CARE Participants												Average	Average	Average
	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Monthly Bill	Winter Bill	Summer Bill
Barstow 11	93.05	79.44	62.89	35.57	24.53	22.28	19.14	17.28	17.49	19.18	32.27	66.08	40.77	61.55	19.98
Victorville 12	94.31	86.33	71.63	46.12	29.01	25.98	19.65	18.32	19.00	20.06	34.77	66.59	44.31	66.63	22.00
Big Bear 13	115.91	123.45	110.98	72.86	45.35	37.62	22.52	20.32	23.08	28.95	50.49	85.75	61.44	79.22	25.89
N. Calif. 14	112.63	111.70	104.85	96.69	74.55	53.44	25.00	20.40	22.75	28.70	61.02	95.77	67.29	85.74	30.40
Truckee 15	117.16	109.56	107.31	89.52	68.77	51.24	27.26	21.88	25.43	31.10	58.24	103.96	67.62	85.70	31.45
South Lake Tahoe 16	92.19	93.93	86.62	73.23	52.88	37.48	19.04	16.12	19.01	23.38	45.45	76.10	52.95	67.97	22.91
Needles 19	42.89	38.36	30.94	25.12	14.03	14.30	11.73	11.32	11.34	11.35	13.18	23.88	20.70	29.06	12.35
<b>All Districts</b>	<b>95.23</b>	<b>88.19</b>	<b>74.09</b>	<b>48.75</b>	<b>31.34</b>	<b>27.32</b>	<b>19.81</b>	<b>18.26</b>	<b>19.16</b>	<b>20.73</b>	<b>36.19</b>	<b>68.33</b>	<b>45.62</b>	<b>67.98</b>	<b>23.57</b>

**Table III. C. Program Costs (In Dollars) <sup>[1]</sup>**

DISTRICT	AVERAGE MONTHLY DISCOUNT-Per CARE Participant												Average	Average	Average
	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Monthly Discount	Winter Discount	Summer Discount
Barstow 11	22.12	18.58	14.62	8.23	5.70	5.15	4.33	3.96	4.02	4.37	7.47	15.27	9.49	14.38	4.59
Victorville 12	21.65	21.14	17.84	11.68	7.36	6.22	4.75	4.35	4.46	4.78	7.05	13.99	10.44	15.56	5.32
Big Bear 13	28.09	29.35	26.23	16.94	10.39	8.76	5.25	4.78	5.46	6.85	11.87	20.26	14.52	18.75	6.06
N. Calif. 14	27.17	27.15	26.18	23.45	18.94	13.20	6.51	4.79	5.32	7.09	12.13	22.15	16.17	20.53	7.46
Truckee 15	25.28	24.54	23.04	19.91	14.81	11.41	6.38	4.94	5.37	6.41	11.08	19.85	14.42	18.12	7.03
South Lake Tahoe 16	22.88	23.13	22.16	17.97	13.73	9.59	4.95	3.89	4.45	5.59	9.85	17.55	12.98	16.61	5.72
Needles 19	10.34	9.16	7.27	5.74	3.29	3.34	2.81	2.77	2.74	2.89	3.13	5.72	4.93	6.89	2.97
<b>All Districts</b>	<b>22.02</b>	<b>21.42</b>	<b>18.26</b>	<b>12.16</b>	<b>7.85</b>	<b>6.53</b>	<b>4.78</b>	<b>4.32</b>	<b>4.48</b>	<b>4.91</b>	<b>7.46</b>	<b>14.55</b>	<b>10.73</b>	<b>15.83</b>	<b>5.59</b>

<sup>[1]</sup>Data in Tables III.A., B., C. are based on billing records.

**Program Costs**  
**Table III.D.1**

		Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Total Program Costs
<i>Table III. D.1. Total CARE Administrative Costs</i>														
<b>DISTRICT</b>														
	Southern California	\$ 7,518	\$ 8,081	\$ 6,582	\$ 2,564	\$ 10,666	\$ 11,743	\$ 13,530	\$ 9,252	\$ 6,480	\$ 6,586	\$ 6,057	\$ 12,605	\$ 101,665
	Northern California	\$ 1,876	\$ 1,787	\$ 6,067	\$ 1,902	\$ 2,349	\$ 3,586	\$ 3,390	\$ 2,630	\$ 1,804	\$ 2,359	\$ 1,371	\$ 3,551	\$ 32,670
	<b>All Districts</b>	<b>\$ 9,394</b>	<b>\$ 9,868</b>	<b>\$ 12,649</b>	<b>\$ 4,466</b>	<b>\$ 13,015</b>	<b>\$ 15,329</b>	<b>\$ 16,920</b>	<b>\$ 11,882</b>	<b>\$ 8,284</b>	<b>\$ 8,945</b>	<b>\$ 7,428</b>	<b>\$ 16,156</b>	<b>\$ 134,335</b>
<i>Table III. D.1. Number of Participating Customers</i>														
<b>DISTRICT</b>														<b>Monthly Average</b>
	Southern California	44,154	44,536	44,859	45,976	45,901	45,767	46,634	46,845	46,447	47,395	47,444	47,545	46,125
	Northern California	3,098	3,154	3,199	3,250	3,252	3,295	3,281	3,289	3,287	3,277	3,295	3,343	3,252
	<b>All Districts</b>	<b>47,252</b>	<b>47,690</b>	<b>48,058</b>	<b>49,226</b>	<b>49,153</b>	<b>49,062</b>	<b>49,915</b>	<b>50,134</b>	<b>49,734</b>	<b>50,672</b>	<b>50,739</b>	<b>50,888</b>	<b>49,377</b>
<i>Table III. D.1. Administrative Costs Per Participating Customers (System costs are allocated to districts based on number of customers)</i>														
<b>DISTRICT</b>														<b>Total</b>
	Southern California	\$ 0.20	\$ 0.21	\$ 0.17	\$ 0.06	\$ 0.27	\$ 0.30	\$ 0.34	\$ 0.23	\$ 0.16	\$ 0.16	\$ 0.15	\$ 0.31	\$ 2.20
	Northern California	\$ 4.11	\$ 3.79	\$ 12.29	\$ 3.91	\$ 4.87	\$ 7.39	\$ 6.95	\$ 5.30	\$ 3.60	\$ 4.75	\$ 2.69	\$ 7.08	\$ 10.05
	<b>All Districts</b>	<b>\$ 0.20</b>	<b>\$ 0.21</b>	<b>\$ 0.26</b>	<b>\$ 0.09</b>	<b>\$ 0.26</b>	<b>\$ 0.31</b>	<b>\$ 0.34</b>	<b>\$ 0.24</b>	<b>\$ 0.17</b>	<b>\$ 0.18</b>	<b>\$ 0.15</b>	<b>\$ 0.32</b>	<b>\$ 2.72</b>

**2010 TOTAL CARE EXPENSES**  
**Table III.D.2**

Description	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	YTD	Annual Budget [1]	Percentage of Budget
<b>Outreach</b>							
Capitation Fees	\$ 396	\$ 1,044	\$ 648	\$ 708	\$ 2,796		
Applications/Inserts	\$ 6,541	\$ 6,265	\$ 17,713	\$ 9,112	\$ 39,630		
Media							
Other Outreach [2]	\$ 9,140	\$ 5,395	\$ 500	\$ 625	\$ 15,660		
Other Outreach subsumed in GRC [3]							
<b>Subtotal Outreach</b>	<b>\$ 16,077</b>	<b>\$ 12,704</b>	<b>\$ 18,861</b>	<b>\$ 10,445</b>	<b>\$ 58,086</b>	<b>\$ 100,000</b>	<b>58.1%</b>
<b>Processing/Certification/Verification</b>							
Internal	\$ 2,288	\$ 2,599	\$ 8,244	\$ 8,254	\$ 21,385		
Outside Services	\$ 7,511	\$ 11,062	\$ 3,264	\$ 7,435	\$ 29,271		
<b>Subtotal Processing/Certification/Verification</b>	<b>\$ 9,799</b>	<b>\$ 13,661</b>	<b>\$ 11,508</b>	<b>\$ 15,689</b>	<b>\$ 50,656</b>	<b>\$ 97,000</b>	<b>52.2%</b>
<b>General</b>							
Billing System/Programming							
Consulting Services							
Regulatory Compliance							
Travel	\$ 1,041	\$ 35		\$ 410	\$ 1,486		
Filings							
Labor Costs (including overhead)							
Incremental	\$ 4,995	\$ 5,947	\$ 6,718	\$ 5,983	\$ 23,642		
Other general (please specify) [2]	\$	\$ 465			\$ 465		
General costs subsumed in GRC							
<b>Subtotal General</b>	<b>\$ 6,036</b>	<b>\$ 6,447</b>	<b>\$ 6,718</b>	<b>\$ 6,393</b>	<b>\$ 25,593</b>	<b>\$ 28,000</b>	<b>91.4%</b>
<b>TOTAL PROGRAM COSTS (including costs subsumed in GRC)</b>	<b>\$ 31,912</b>	<b>\$ 32,812</b>	<b>\$ 37,087</b>	<b>\$ 32,527</b>	<b>\$ 134,335</b>	<b>\$ 225,000</b>	
<b>TOTAL PROGRAM COSTS (excluding costs subsumed in GRC)</b>	<b>\$ 31,912</b>	<b>\$ 32,812</b>	<b>\$ 37,087</b>	<b>\$ 32,527</b>	<b>\$ 134,335</b>	<b>\$ 225,000</b>	<b>59.7%</b>
<b>CARE Program Discount</b>	<b>\$ 2,999,540</b>	<b>\$ 1,282,778</b>	<b>\$ 694,090</b>	<b>\$ 1,548,903</b>	<b>\$ 6,525,311</b>	<b>\$ 8,670,624</b>	<b>75.3%</b>
<b>GRAND TOTAL PROGRAM COSTS (including costs subsumed in GRC) &amp; CUSTOMER DISCOUNTS</b>	<b>\$ 3,031,452</b>	<b>\$ 1,315,590</b>	<b>\$ 731,177</b>	<b>\$ 1,581,430</b>	<b>\$ 6,659,646</b>	<b>\$ 8,895,624</b>	
<b>GRAND TOTAL PROGRAM COSTS (excluding costs subsumed in GRC) &amp; CUSTOMER DISCOUNTS</b>	<b>\$ 3,031,452</b>	<b>\$ 1,315,590</b>	<b>\$ 731,177</b>	<b>\$ 1,581,430</b>	<b>\$ 6,659,646</b>	<b>\$ 8,895,624</b>	<b>74.9%</b>

[1] As approved in D.08-12-019.

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

[3] For purposes of estimating the costs subsumed in general rates, Southwest Gas includes costs that would be avoided should the programs be eliminated.

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

Southwest Gas' CARE account balance for the twelve months ending December 31, 2010:

**CARE Program and Energy Savings Assistance Program Balance  
TABLE III. F**

CARE

Beginning balance @ 1/1/10 <sup>[1]</sup> :	\$ 845,935
Program benefits	6,525,311
Interest accrual	8,417
Recoveries through surcharges	(5,514,527)
Unreimbursed BOE activity	1,016,940
Administration costs	134,335
<b>Net balance @ 12/31/10:</b>	<b>\$ 3,016,411</b>

[1] This table details general ledger account activity from January 1, 2010 to December 31, 2010. The beginning balance includes \$1,451,412 in unreimbursed BOE activity.

Energy Savings Assistance Program

Beginning balance @ 1/1/10 <sup>[1]</sup> :	\$ 466,946
Interest accrual	395
Recoveries through surcharges	(2,818,797)
Administration costs (2)	2,958,184
<b>Net balance @ 12/31/10 <sup>[2]</sup>:</b>	<b>\$ 606,728</b>

[1] Balance reported is the general ledger balance at 1/1/10, and includes previously reported unreimbursed BOE accruals of \$513,906.

[2] Amount includes net reimbursed BOE accruals of \$538,914 as of December 31, 2010, (including \$1,052,821 awaiting reimbursement less \$513,906 reimbursement received related to amounts included in the beginning balance).

**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 program and Energy Savings Assistance Program are recorded in the balancing accounts. Those costs that would remain in general rates should the programs be eliminated are not recorded in the balancing accounts.

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

**2010 Surcharge Collected and Percentage By Customer Class**  
**Table III.H**

	<b>Surcharge Collected</b>	<b>Surcharge \$/Therm</b>	<b>% of Avg. Bill</b>	<b>% of Total Surcharge</b>
<b>No. California:</b>				
Residential	\$ 361,594	\$ 0.01232	0.93%	68.94%
Commercial	\$ 154,794	\$ 0.01232	1.27%	29.51%
Industrial	\$ 1,118	\$ 0.01232	1.68%	0.21%
Transportation	\$ 6,995	\$ 0.01232	5.51%	1.33%
<i>Total</i>	\$ 524,501			100.00%
<b>So. California:</b>				
Residential	\$ 3,141,603	\$ 0.07518	5.15%	62.96%
Commercial	\$ 1,350,030	\$ 0.07518	7.27%	27.05%
Industrial	\$ 115,963	\$ 0.07518	8.94%	2.32%
Transportation	\$ 382,431	\$ 0.07518	28.00%	7.66%
<i>Total</i>	\$ 4,990,027			100.00%
<b>Total</b>	<b>\$ 5,514,528</b>			

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

Total annual CARE program benefits provided as of December 31, 2010, were \$6,525,311.

- 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 summarizes the outreach activities undertaken in program year 2010.

- B. Provide a narrative discussion of the following:

1. **Sharing information in overlapping service territories.**

Southwest Gas continues to share lists of CARE customers electronically with Southern California Edison (SCE), Sierra Pacific Power Company (SPPC) and Bear Valley Electric Service (BVES). Southwest Gas shares residential and master-metered submeter customer data with SPPC and SCE and residential customer data with BVES. Shared customer data identified 12,488 customers that may qualify for the program. Southwest Gas automatically enrolled 9,286 customers on CARE and mailed letters and CARE applications to 3,202 customers with partially matching data.

2. **Sharing information with LIEE and other utility programs (i.e. signing up**

**LIEE customers not enrolled in CARE or working).**

Southwest Gas contracts with community-based organizations and outside contractors who are administering the Energy Savings Assistance Program and the CARE capitation initiative 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.**

Southwest Gas continues to discuss ways to jointly administer and promote the CARE program statewide with the Energy Savings Assistance Program and Medical Baseline initiatives where feasible. Southwest Gas continues auto-enrollment based on LIHEAP participation.

**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 annual application bill insert, phone enrollment and phone recertification, data sharing projects and website online enrollment have proven to be the most effective and affordable ways of increasing CARE participation. Southwest Gas continues to pursue methods to improve and automate these projects.

**2010 CARE OUTREACH ACTIVITIES  
TABLE IV.A**

<b>Activity</b>	<b>Summary</b>	<b>Time line</b>	<b>Status</b>	<b>Cost [1]</b>
CARE Capitation Fee Project	Community Action Partnership of San Bernardino County and Richard Health and Associates, Inc. were paid a \$12 incentive fee for each new customer they assisted in enrolling in the CARE program.	January 2010 - December 2010	Ongoing	\$ 2,796
Courtesy Call Message	CARE and Medical Baseline message added to all California customer courtesy calls regarding a disconnect notice.	January 2010 - December 2010	Completed	\$ 587
On-hold Messages	CARE and Energy Savings Assistance Program are promoted while Southwest Gas customers wait for the next available Call Center representative.	January 2010 - December 2010	Completed	
IVR System	CARE program information is also available via Southwest Gas' Interactive Voice Response (IVR) system.	January 2010 - December 2010	Completed	
Phone Enrollment	Customers have the option to enroll by phone or in person for CARE. Enrolled 4,961 new CARE customers by phone during 2010.	January 2010 - December 2010	Completed	
Phone Recertification	Customers have the option to recertify by phone or in person for CARE. Recertified 75 CARE customers by phone during 2010.	January 2010 - December 2010	Completed	
Website	CARE and Energy Savings Assistance Program are promoted on Southwest Gas' website for customers to obtain program information.	January 2010 - December 2010	Completed	
CARE Website Enrollment	Customers have the option to enroll online for CARE. Enrolled 1,795 new CARE customers online during 2010.	January 2010 - December 2010	Completed	
LIHEAP Automatic Enrollment	Automatically enrolled 115 customers receiving LIHEAP funds.	January 2010 - December 2010	Completed	
Targeted Mailing	Sent self-mailer composed of a customer letter and recertification application to 19,658 customers, encouraging those recently removed from CARE due to failure to recertify, to re-enroll in the program.	January 2010 - December 2010	Completed	\$ 11,314
CARE Customer Data Share	Exchanged CARE customer data electronically with SCE for the fourth quarter of 2009. Southwest Gas identified 1,369 possible new CARE customers.	January 2010	Completed	
CARE Automatic Enrollment	Automatically enrolled 980 CARE customers from the fourth quarter of 2009 data share with SCE.	January 2010	Completed	
Targeted Mailing	Sent letter and CARE applications (English and Spanish) to 389 customers whose data partially matched from the fourth quarter of 2009 data share with SCE.	January 2010	Completed	
Community Affairs Activity	Distributed 165 CARE applications with Energy Savings Assistance Program information to the El Dorado County Community Services and the Family Resource Center in South Lake Tahoe.	February 2010	Completed	
Community Affairs Activity	Distributed 600 CARE applications with Energy Savings Assistance Program information to the County Welfare Transitional Assistance Departments in Barstow and Hesperia.	February 2010	Completed	

[1] Southwest Gas includes 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.

**2010 CARE OUTREACH ACTIVITIES  
TABLE IV.A**

<b>Activity</b>	<b>Summary</b>	<b>Timeline</b>	<b>Status</b>	<b>Cost [1]</b>
Community Affairs Activity	Distributed CARE and Energy Savings Assistance Program information to approximately 660 attendees during the Mother and Child Community Resource Health Faire and Fourth Annual Brain Injury Awareness Walk in Victorville.	March 2010	Completed	\$ 100
Quarterly Bill Message	CARE promoted on customer bills on a quarterly basis.	March 2010 - December 2010	Completed	
CARE Customer Data Share	Exchanged CARE customer data electronically with SCE for the first quarter of 2010. Southwest Gas identified 1,435 possible new CARE customers.	April 2010	Completed	
CARE Automatic Enrollment	Automatically enrolled 1,050 CARE customers from the first quarter of 2010 data share with SCE.	April 2010	Completed	
Targeted Mailing	Sent letter and CARE applications (English and Spanish) to 385 customers whose data partially matched from the first quarter of 2010 data share with SCE.	April 2010	Completed	
Community Affairs Activity	Distributed CARE and Energy Savings Assistance Program information to approximately 3,000 attendees during the Earth Day Event in South Lake Tahoe.	April 2010	Completed	\$ 750
CARE Application	Updated CARE application income guidelines and Energy Savings Assistance Program information.	May 2010	Completed	\$ 11,841
Community Affairs Activity	Distributed CARE and Energy Savings Assistance Program information to approximately 10,000 attendees during the Cinco De Mayo Festival in Victorville.	May 2010	Completed	
Community Affairs Activity	Distributed CARE and Energy Savings Assistance Program information to approximately 420 attendees during the "Seniors in the Know" Senior Health Faire in Victorville.	May 2010	Completed	\$ 100
CARE Customer Data Share	Exchanged CARE customer data electronically with SPPC for the second quarter of 2010. Southwest Gas identified 92 possible new CARE customers.	May 2010	Completed	\$ 313
CARE Automatic Enrollment	Automatically enrolled 74 CARE customers from the second quarter of 2010 data share with SPPC.	May 2010	Completed	
Targeted Mailing	Sent letter and CARE applications (English and Spanish) to 18 customers whose data partially matched from the second quarter of 2010 data share with SPPC.	May 2010	Completed	
CARE Customer Data Share	Exchanged CARE customer data electronically with BVES for the second quarter of 2010. Southwest Gas identified 206 possible new CARE customers.	June 2010	Completed	\$ 313
CARE Automatic Enrollment	Automatically enrolled 181 CARE customers from the second quarter of 2010 data share with BVES.	June 2010	Completed	

[1] Southwest Gas includes 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.



**2010 CARE OUTREACH ACTIVITIES  
TABLE IV.A**

<b>Activity</b>	<b>Summary</b>	<b>Timeline</b>	<b>Status</b>	<b>Cost [1]</b>
Targeted Mailing	Sent letter and CARE applications (English and Spanish) to 25 customers whose data partially matched from the second quarter of 2010 data share with BVES.	June 2010	Completed	
Community Affairs Activity	Distributed 100 CARE applications and Energy Savings Assistance Program information to the El Dorado County Community Services, Family Resource Center, Tahoe Youth and Family Services, and the South Lake Tahoe Women's Center.	June 2010	Completed	
Community Affairs Activity	Distributed 250 CARE applications and Energy Savings Assistance Program information to the Victorville Employment Development Department.	June 2010	Completed	
CARE Customer Data Share	Exchanged CARE customer data electronically with SCE for the second quarter of 2010. Southwest Gas identified 1,733 possible new CARE customers.	July 2010	Completed	
CARE Automatic Enrollment	Automatically enrolled 1,318 CARE customers from the second quarter of 2010 data share with SCE.	July 2010	Completed	
Targeted Mailing	Sent letter and CARE applications (English and Spanish) to 415 customers whose data partially matched from the second quarter of 2010 data share with SCE.	July 2010	Completed	
Annual Bill Insert	Included CARE Applications in English and Spanish in monthly bills mailed to all residential customers.	August 2010	Completed	
Community Affairs Activity	Distributed 100 CARE applications and Energy Savings Assistance Program information to Tahoe Youth and Family Services, South Lake Tahoe Women's Center, South Lake Tahoe Family Resource Center, Truckee Health and Human Services, Kings Beach Community Health, Carnelian Bay Welfare/Human Services, Family Resource Center in South Lake Tahoe, North Tahoe Family Resource Center, and Tahoe Sierra Family Services.	September 2010	Completed	
Community Affairs Activity	Distributed 100 CARE applications and 100 Energy Savings Assistance Program brochures to the Salvation Army and the Victorville Senior Citizens Club.	September 2010	Completed	
Bi-annual Master-Metered Customer Mailing	Mailed CARE Applications (English and Spanish) and Energy Assistance Programs brochures (CARE, Energy Savings Assistance Program and Medical Baseline) to all master-metered customers with submetered tenants.	September 2010	Completed	
Community Affairs Activity	Distributed CARE and Energy Savings Assistance Program information to approximately 2,000 attendees during the annual Lake Tahoe Fire Fest event.	September 2010	Completed	\$ 500

[1] Southwest Gas includes 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.

**2010 CARE OUTREACH ACTIVITIES  
TABLE IV.A**

<b>Activity</b>	<b>Summary</b>	<b>Time line</b>	<b>Status</b>	<b>Cost [1]</b>
CARE Customer Data Share	Exchanged CARE master-metered submetered customer data electronically with SPPC for the third quarter of 2010. Southwest Gas identified 2 possible new CARE customers.	September 2010	Completed	
CARE Automatic Enrollment	Automatically enrolled 2 master-metered submetered CARE customer from the third quarter of 2010 data share with SPPC.	September 2010	Completed	
CARE Customer Data Share	Exchanged CARE customer data electronically with SCE third quarter of 2010. Southwest Gas identified 1,707 possible new CARE customers.	October 2010	Completed	
CARE Automatic Enrollment	Automatically enrolled 1,295 CARE customers from the third quarter of 2010 data share with SCE.	October 2010	Completed	
Targeted Mailing	Sent letter and CARE applications (English and Spanish) to 412 customers whose data partially matched from the third quarter of 2010 data share with SCE.	October 2010	Completed	
CARE Customer Data Share	Exchanged CARE master-metered submetered customer data electronically with SCE for the fourth quarter of 2010. Southwest Gas identified 19 possible new CARE customers.	November 2010	Completed	
CARE Automatic Enrollment	Automatically enrolled 15 master-metered submetered CARE customers from the fourth quarter of 2010 data share with SCE.	November 2010	Completed	
Targeted Mailing	Sent letter and CARE applications (English and Spanish) to 4 customers whose data partially matched from the fourth quarter of 2010 master-metered submetered data share with SCE.	November 2010	Completed	
CARE Customer Data Share	Exchanged CARE customer data electronically with BVES for the fourth quarter of 2010. Southwest Gas identified 57 possible new CARE customers.	November 2010	Completed	\$ 313
CARE Automatic Enrollment	Automatically enrolled 57 CARE customers from the fourth quarter of 2010 data share with BVES.	November 2010	Completed	
CARE Customer Data Share	Exchanged CARE customer data electronically with SPPC for the fourth quarter of 2010. Southwest Gas identified 136 possible new CARE customers.	December 2010	Completed	\$ 313
CARE Automatic Enrollment	Automatically enrolled 118 CARE customers from the fourth quarter of 2010 data share with SPPC.	December 2010	Completed	
Targeted Mailing	Sent letter and CARE applications (English and Spanish) to 18 customers whose data partially matched from the fourth quarter of 2010 data share with SPPC.	December 2010	Completed	

[1] Southwest Gas includes 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.

**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.**

**CARE Applications  
Table V.A**

<b>Month</b>	<b>Received</b>	<b>Approved</b>	<b>Denied As Ineligible</b>	<b>Incomplete</b>	<b>Duplicate</b>
JANUARY	1,404	1,342	29	0	33
FEBRUARY	1,374	1,341	11	0	22
MARCH	1,432	1,408	12	0	12
APRIL	1,631	1,605	18	0	8
MAY	1,215	1,186	20	0	9
JUNE	1,475	1,429	22	9	15
JULY	2,531	2,478	28	6	19
AUGUST	2,134	2,069	48	8	9
SEPTEMBER	2,255	2,172	27	8	48
OCTOBER	1,355	1,316	19	7	13
NOVEMBER	1,611	1,494	12	10	95
DECEMBER	1,697	1,527	15	7	148
<b>TOTAL</b>	<b>20,114</b>	<b>19,367</b>	<b>261</b>	<b>55</b>	<b>431</b>

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

There were no problems encountered during the reporting period with program management efforts.

**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.**

**CARE Recertification  
Table VI.A**

<b>Month</b>	<b>Applications Requested</b>	<b>Applications Received [1]</b>	<b>Recertified</b>	<b>Denied As Ineligible</b>	<b>Incomplete</b>	<b>Removed</b>
JANUARY	705	775	750	5	0	287
FEBRUARY	1,110	808	788	6	0	231
MARCH	873	794	783	4	0	230
APRIL	993	921	912	5	0	318
MAY	1,240	803	789	8	0	174
JUNE	1,543	1,085	1,047	14	9	170
JULY	2,495	1,975	1,940	14	4	342
AUGUST	1,859	1,401	1,374	16	4	369
SEPTEMBER	1,218	1,644	1,586	12	3	512
OCTOBER	1,014	944	912	16	5	486
NOVEMBER	2,212	1,208	1,109	6	10	318
DECEMBER	1,349	1,187	1,065	7	4	265
<b>TOTAL</b>	<b>16,611</b>	<b>13,545</b>	<b>13,055</b>	<b>113</b>	<b>39</b>	<b>3,702</b>

[1] Southwest Gas counts all duplicate applications as recertifications for customers that are already enrolled in the CARE program.

- 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.**

**CARE Income Verification  
Table VI.B**

Month	Verifications Requested [1]	Verifications Received	Verified	Denied As Ineligible	Incomplete	Removed
JANUARY	0	0	0	0	0	0
FEBRUARY	0	0	0	0	0	0
MARCH	0	0	0	0	0	0
APRIL	0	2	2	0	0	0
MAY	0	1	1	0	0	0
JUNE	16	2	2	0	0	0
JULY	167	39	37	1	1	0
AUGUST	191	63	60	1	2	10
SEPTEMBER	192	100	97	3	0	106
OCTOBER	210	101	97	3	1	92
NOVEMBER	195	158	145	4	2	124
DECEMBER	218	105	100	0	0	125
TOTAL	1,189	571	541	12	6	457

[1] In the first quarter of 2009, Southwest revised the requirements of customers asked to provide income verification, in order to further reduce attrition. By June 2010, the annual percentages of customers requested to verify income dipped below the pre-set criteria and gradually income verification began again.

- 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.**

Submetered tenants of master-metered complexes are mailed a CARE recertification letter and application to their individual mailing address 59-65 days prior to their expiration date. If they do not respond within 20 days a reminder letter is mailed. If Southwest Gas still receives no response after another 15 days, another reminder letter is mailed. If there is no response 45 days from the original mailing date, a courtesy call is attempted to the participant with the goal of speaking to the customer or leaving a message with a pin number for a secure return call message. If there is no response the customer is terminated from the program. On the third workday of each month participants that were removed from the program the prior month are mailed an attractive brochure with an attached CARE application highlighting the benefits and importance of the CARE program and recertification requirements.

On a monthly basis, master-metered customers receive a Southwest Gas utility bill, a letter advising them of the CARE program, their legal obligation to offer this rate to their submetered tenants and a link to Southwest Gas' website for the current rate schedules. Additionally, enclosed with their bill is the facility's monthly Submetered Tenant CARE Status Report that lists and identifies the submetered tenants removed, added and

currently enrolled in the program during the current billing cycle. Every two years a packet is mailed to all master-metered customers with instructions to complete the Customer Declaration of Eligibility for Baseline Rates. They are provided packets of CARE applications, Applications for Additional Baseline Allowance for Qualified Medical Conditions, and Energy Assistance Brochures for distribution to their tenants.

No problems were encountered between master-metered customers and submetered 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 Gas continues to administer the CARE program in-house. The use of outside agencies has not been determined to be cost-effective at this time.

**VII. OTHER TOPICS**

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

Southwest Gas continues to track CARE recertification drop off rates and has provided them in table VI.A. Pursuant to D.08-12-019 issued December 4, 2008, Southwest Gas did not receive any recertification complaints in 2010.

Southwest Gas continues to make every attempt to ensure eligible customers remain on the CARE program and that only customers that are not CARE eligible are being lost in the recertification process. Customers that are eligible for recertification or income verification, receive multiple mailings notifying them of their upcoming enrollment expiration, along with receiving an automated reminder call, as ordered in D.05-07-014. In an effort to reduce the rate of attrition, in 2008 Southwest Gas implemented a CARE recertification initiative, which consisted of an attractive self-mailer, with an attached application. In 2010, Southwest Gas sent the self-mailer to those customers removed from CARE because they failed to respond to Southwest Gas' previous attempts to recertify. The mailer, which urged customers to recertify, was mailed to approximately 3,702 customers. Of those, 224 customers were successfully recertified for the CARE program.

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

Southwest Gas regularly meets with other utilities to share best practices and streamline processes for the CARE program. Collaboration among the utilities has proven to be beneficial and cost-effective.

## **Section II**

### **Low-Income Assistance Programs 2010 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 farm worker 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.**

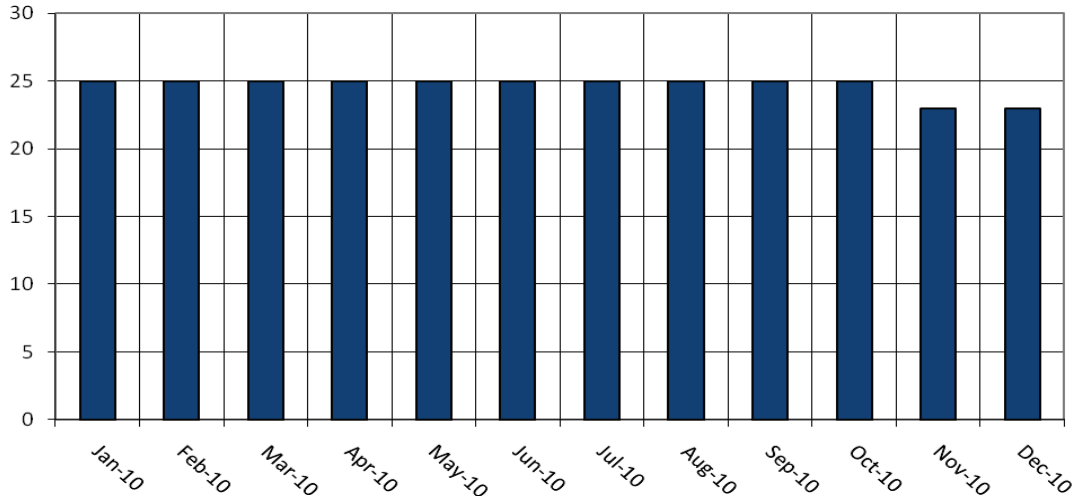
As of December 31, 2010, Southwest Gas had 23 group commercial living facilities on the Expanded CARE program discount. This information is provided in the following table and graph. There are no group residential facilities within Southwest Gas' service territories.

**Total Group Facilities  
Table I.A.1.E**

January 2010	25	July 2010	25
February 2010	25	August 2010	25
March 2010	25	September 2010	25
April 2010	25	October 2010	25
May 2010	25	November 2010	23
June 2010	25	December 2010	23

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

**CARE Expansion Participants by Month  
Figure I.A.1.E**



**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 370. The following table demonstrates the breakdown per facility.



**Total Group Facility Residents**  
**Table I.A.2.E**

Facility # 1	99	Facility # 14	24
Facility # 2	6	Facility # 15	11
Facility # 3	6	Facility # 16	18
Facility # 4	6	Facility # 17	14
Facility # 5	6	Facility # 18	6
Facility # 6	2	Facility # 19	6
Facility # 7	2	Facility # 20	6
Facility # 8	35	Facility # 21	6
Facility # 9	17	Facility # 22	11
Facility # 10	0	Facility # 23	11
Facility # 11	0	Facility # 24	11
Facility # 12	28	Facility # 25	11
Facility # 13	28	<b>Residents</b>	<b>370</b>

**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 Gas' service territories 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, 2010, was \$17,852. The average annualized discount per commercial facility was \$754.

**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 Gas' California service territories during September 2010. Southwest Gas did not receive any completed applications as a result of this outreach effort. The following table demonstrates this activity.

**Outreach Activity**  
**Table III.A.E**

Applications	
Mailed	20
Returned	0
Approved	0
Denied	0
Return incomplete	0

**Provide a narrative discussion of the following:**

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

Due to the low number of facilities, Southwest Gas has determined that direct mailings to the group living and residential care facilities continue to be the most appropriate and cost-effective outreach method.

- 2. Sharing information in overlapping service territories;**

During this reporting period, Southwest Gas did not share data on any new group living facilities in overlapping territory served by other utilities.

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

Southwest Gas did not encounter any participation barriers during this reporting period.

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

Southwest Gas did not utilize public agencies to solicit potential Expanded CARE facilities during the 2010 reporting period.

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

No barriers 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 Gas received and approved 23 applications.

**Applications Received and Approved**  
**Table IV.A.E**

Applications	
Received	23
Approved	23
Denied	0
Return incomplete	0

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

Although Southwest Gas has not denied an application for the CARE Expanded program, an application may be denied for the following reasons:

- 1) Incomplete applicant information;
- 2) Applicant determined to be ineligible based on information provided;
- 3) Application reviewed, however verification efforts show misrepresentation of facts; or
- 4) Required documentation not provided by applicant.

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

Southwest Gas 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?**

There were no significant changes for the 2010 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 Gas has no other comments or recommendations with respect to the CARE Expansion program at this time.

## **Section III**

### **Low-Income Assistance Programs 2010 Annual Report**

#### **— Energy Savings Assistance Program —**

**Table VIII.A – Program Expenses**

**Table VIII.B – Administrative Expenses**

**Table VIII.C – Outreach Activities**

**Table VIII.D – Installations and Costs**

**Table VIII.E – Energy Savings**

**2010 TOTAL ENERGY SAVINGS ASSISTANCE PROGRAM EXPENSES – PPP FUNDED**  
**TABLE VIII.A**

Description	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	YTD	Budget [1]	Percentage of Budget [3]
<b>Program Costs</b>							
Weatherization [2]	\$ 182,106	\$ 234,146	\$ 705,197	\$ 1,127,416	\$ 2,248,866	\$ 3,455,968	65.1%
<b>Total Program Costs</b>	<b>\$ 182,106</b>	<b>\$ 234,146</b>	<b>\$ 705,197</b>	<b>\$ 1,127,416</b>	<b>\$ 2,248,866</b>	<b>\$ 3,455,968</b>	<b>65.1%</b>
<b>Administrative Costs</b>							
Outreach	\$ 2,407	\$ 27,811	\$ 18,701	\$ 8,781	\$ 57,700	\$ 57,029	101.2%
Inspections	\$ 783	\$ 2,717	\$ 4,619	\$ 4,575	\$ 12,694	158,504	8.0%
General	\$ 21,322	\$ 15,826	\$ 22,568	\$ 37,813	\$ 97,529	273,124	35.7%
<b>Total Administrative Costs</b>	<b>\$ 24,512</b>	<b>\$ 46,354</b>	<b>\$ 45,888</b>	<b>\$ 51,169</b>	<b>\$ 167,923</b>	<b>\$ 488,657</b>	<b>34.4%</b>
<b>Grand Total</b>	<b>\$ 206,618</b>	<b>\$ 280,500</b>	<b>\$ 751,085</b>	<b>\$ 1,178,585</b>	<b>\$ 2,416,789</b>	<b>\$ 3,944,625</b>	<b>61.3%</b>

[1] D.08-12-019 approved the 2009-2011 Energy Savings Assistance Program budget totaling \$2,779,533 annually (Weatherization \$2,436,244, Outreach \$44,295, Inspections \$99,665 and General \$199,329). A total of \$1,165,093 was carried-over from 2009, as directed in D.03-03-007. The adjustments included under-expenditures of: \$1,019,725 in Weatherization, \$12,733 in Outreach, \$58,840 in Inspections, and \$73,795 in General.

[2] Weatherization includes Appliance Repair/Replacement and Education as approved in D.06-12-036.

[3] Percent of budget includes carry over from 2009. Not including the 2009 carry over, actual spent percentage of the approved 2010 budget in D.08-12-019 is 87 percent.

**2010 ENERGY SAVINGS ASSISTANCE PROGRAM ADMINISTRATIVE EXPENSES – PPP FUNDED**  
**TABLE VIII.B**

Description	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	YTD	Budget [1]	Percentage of Budget
<b>Outreach</b>							
Applications/Inserts	\$ 10	\$ 78	\$ 88	\$ 75	\$ 251		
Media							
Other Outreach	\$ 2,397	\$ 27,733	\$ 18,613	\$ 8,706	\$ 57,449		
Other outreach subsumed in GRC							
<b>Subtotal Outreach</b>	<b>\$ 2,407</b>	<b>\$ 27,811</b>	<b>\$ 18,701</b>	<b>\$ 8,781</b>	<b>\$ 57,700</b>	<b>\$ 57,029</b>	<b>101.2%</b>
<b>Inspections</b>							
Internal							
Outside Services	\$ 783	\$ 2,717	\$ 4,619	\$ 4,575	\$ 12,694		
<b>Subtotal Inspections</b>	<b>\$ 783</b>	<b>\$ 2,717</b>	<b>\$ 4,619</b>	<b>\$ 4,575</b>	<b>\$ 12,694</b>	<b>\$ 158,504</b>	<b>8.0%</b>
<b>General</b>							
Billing System/Programming				\$ 11,000	\$ 11,000		
Consulting Services		\$ 896			\$ 896		
Regulatory Compliance							
Travel	\$ 140	\$ 207	\$ 456	\$ 316	\$ 1,119		
Filings							
Labor Costs (including overhead)							
Incremental	\$ 20,646	\$ 14,723	\$ 22,023	\$ 25,979	\$ 83,371		
Subsumed in General Rates							
Other Outside Services							
Other General	\$ 535		\$ 90	\$ 518	\$ 1,143		
General costs subsumed in GRC							
<b>Subtotal General</b>	<b>\$ 21,321</b>	<b>\$ 15,826</b>	<b>\$ 22,569</b>	<b>\$ 37,813</b>	<b>\$ 97,529</b>	<b>\$ 273,124</b>	<b>35.7%</b>
<b>TOTAL ENERGY SAVINGS ASSISTANCE PROGRAM ADMINISTRATION</b>	<b>\$ 24,511</b>	<b>\$ 46,354</b>	<b>\$ 45,889</b>	<b>\$ 51,169</b>	<b>\$ 167,923</b>	<b>\$ 488,657</b>	
<b>TOTAL ENERGY SAVINGS ASSISTANCE PROGRAM ADMINISTRATION</b>	<b>\$ 24,511</b>	<b>\$ 46,354</b>	<b>\$ 45,889</b>	<b>\$ 51,169</b>	<b>\$ 167,923</b>	<b>\$ 488,657</b>	<b>34.4%</b>

[1] D.08-12-019 approved the 2009-2011 Energy Savings Assistance Program budget totaling \$2,779,533 annually (Weatherization \$2,436,244, Outreach \$44,295, Inspections \$99,665 and General \$199,329). A total of \$1,165,093 was carried-over from 2009, as directed in D.03-03-007. The adjustments included under-expenditures of: \$1,019,725 in Weatherization, \$12,733 in Outreach, \$58,840 in Inspections, and \$73,795 in General.

**2010 ENERGY SAVINGS ASSISTANCE PROGRAM OUTREACH ACTIVITIES  
TABLE VIII.C**

Activity	Summary	Timeline	Status	Costs [1]
Flyer	Southwest Gas and SPPC partnered to create an Energy Savings Assistance Program flyer for program promotion.	January 2010	Completed	
Targeted Mailing	Southwest Gas and SPPC sent a joint mailing to promote the Energy Savings Assistance Program in northern California.	January 2010 - February 2010	Completed	\$ 9,103
On-hold Messages	CARE and Energy Savings Assistance Program are promoted while Southwest Gas customers wait for the next available Call Center representative.	January 2010 - December 2010	Completed	
Targeted Mailing	Energy Savings Assistance Program follow-up letter was mailed to current customers who have received weatherization services, reminding them to continue practicing energy-saving methods in their homes to assist in reaching energy-saving goals for California.	January 2010 - December 2010	Completed	\$ 163
Energy Education	Updated outreach materials for use with in-home energy education. CARE and Energy Savings Assistance Program are promoted on Southwest Gas' website for customers to obtain program information.	January 2010 - December 2010	Completed	\$ 24,079
Website	Online interest webforms were submitted by 634 customers who wanted more information on the Energy Savings Assistance Program. Customer contact information was forwarded to the appropriate community-based organization for follow-up as potential	January 2010 - December 2010	Completed	
Online Interest Webform	Distributed 165 CARE applications with Energy Savings Assistance Program information to EL Dorado County Community Services and the Family Resource Center in South Lake Tahoe.	January 2010 - December 2010	Completed	
Community Affairs Activity	Distributed 600 CARE applications with Energy Savings Assistance Program information to the County Welfare Transitional Assistance Departments in Barstow and Hesperia.	February 2010	Completed	
Community Affairs Activity	Distributed CARE and Energy Savings Assistance Program information to approximately 660 attendees during the Mother and Child Community Resource Health Faire and Fourth Annual Brain Injury Awareness Walk in Victorville.	February 2010	Completed	
Community Affairs Activity	Distributed CARE and Energy Savings Assistance Program information to approximately 3,000 attendees during the Earth Day Event in South Lake Tahoe.	March 2010	Completed	
Community Affairs Activity	Updated CARE application income guidelines and Energy Savings Assistance Program Information.	April 2010	Completed	
CARE Application		May 2010	Completed	

[1] Southwest Gas includes all costs by project when directly associated with a specific outreach project. In many cases, the costs were associated with several projects.

**2010 ENERGY SAVINGS ASSISTANCE PROGRAM OUTREACH ACTIVITIES  
TABLE III.C**

<b>Activity</b>	<b>Summary</b>	<b>Timeline</b>	<b>Status</b>	<b>Costs [1]</b>
Community Affairs Activity	Distributed CARE and Energy Savings Assistance Program information to approximately 10,000 attendees during the Cinco De Mayo Festival in Victorville.	May 2010	Completed	
Community Affairs Activity	Distributed CARE and Energy Savings Assistance Program information to approximately 420 attendees during the "Seniors in the Know" Senior Health Faire.	May 2010	Completed	
Community Affairs Activity	Distributed 250 CARE applications and Energy Savings Assistance Program information to the Barstow Employment Development Department.	June 2010	Completed	
Community Affairs Activity	Distributed 100 CARE applications and Energy Savings Assistance Program information to the El Dorado County Community Services, Family Resource Center, Tahoe Youth and Family Services, and the South Lake Tahoe Women's Center.	June 2010	Completed	
Postcard	Printed and mailed postcard to 53,000 high-usage, delinquent and unweatherized CARE customers to advise of the Energy Savings Assistance Program.	June 2010	Completed	\$ 1,417
Newspaper Ads	Weekly advertisements, distributed to approximately 291,580 recipients, promoting the Energy Savings Assistance Program were placed in the Desert Dispatch and Daily Press (Victor Valley and Barstow), El Mojave (Victorville and Barstow), the Hesperia Star (Hesperia), the Big Bear Grizzly (Big Bear), the Tahoe Daily Tribune, the North Lake Tahoe Bonanza, and the Sierra Sun (South Lake Tahoe).	July 2010 - November 2010	Completed	\$ 19,956
Community Affairs Activity	Distributed CARE and Energy Savings Assistance Program information to approximately 2,000 attendees during the annual Lake Tahoe Fire Fest event.	September 2010	Completed	
Bi-annual Master-Metered Customer Mailing	Mailed CARE Applications (English and Spanish) and Energy Assistance Programs brochures (CARE, Energy Savings Assistance Program and Medical Baseline) to all master-metered customers with submetered tenants.	September 2010	Completed	
Community Affairs Activity	Distributed 100 CARE applications and 100 Energy Savings Assistance Program brochures to the Salvation Army and the Victorville Senior Citizens Club.	September 2010	Completed	

[1] Southwest Gas includes all costs by project when directly associated with a specific outreach project. In many cases, the costs were associated with several projects.



**2010 ENERGY SAVINGS ASSISTANCE PROGRAM OUTREACH ACTIVITIES  
TABLE III.C**

Activity	Summary	Timeline	Status	Costs [1]
Community Affairs Activity	Distributed 100 CARE applications and Energy Savings Assistance Program information to Tahoe Youth and Family Services, South Lake Tahoe Women's Center, South Lake Tahoe Family Resource Center, Truckee Health and Human Services, Kings Beach Community Health, Carnelian Bay Welfare/Human Services, Family Resource Center in South Lake Tahoe, North Tahoe Family Resource Center, and Tahoe Sierra Family Services.	September 2010	Completed	
Community Affairs Activity	Distributed 150 Energy Savings Assistance Program Flyers at an outreach booth at The Grocery Outlet in South Lake Tahoe. The event resulted in 4 home assessment appointments.	December 2010	Completed	\$ 280

[1] Southwest Gas includes all costs by project when directly associated with a specific outreach project. In many cases, the costs were associated with several projects.

2010 ENERGY SAVINGS ASSISTANCE PROGRAM INSTALLATIONS AND COSTS  
TABLE VIII.D

Measures	Units	First Quarter (January - March)					
		Completed			Costs		
		Northern	Southern	Total	Northern	Southern	Total
<b>Infiltration &amp; Space Conditioning</b>							
Cooler Cover	Home	0	31	31	\$0	\$1,978	\$1,978
Outlet Switch Gaskets	Home	0	153	153	\$0	\$1,262	\$1,262
Shell Infiltration	Home	0	0	0	\$0	\$0	\$0
Threshold	Home	0	0	0	\$0	\$0	\$0
<b>Weatherization</b>							
Attic Insulation	Sqft	0	2,000	2,000	\$0	\$1,134	\$1,134
Attic Venting	Home	0	3	3	\$0	\$670	\$670
Ceiling Insulation	Sqft	0	0	0	\$0	\$0	\$0
Floor Insulation	Sqft	0	0	0	\$0	\$0	\$0
Kneewall Insulation	Sqft	0	0	0	\$0	\$0	\$0
Weatherstripping	Home	0	170	170	\$0	\$14,661	\$14,661
Caulking	Home	0	37	37	\$0	\$94	\$94
Home Repairs	Home	0	0	0	\$0	\$0	\$0
Low Flow Shower Device	Home	0	189	189	\$0	\$8,172	\$8,172
Minor Envelope Repair	Home	0	156	156	\$0	\$7,088	\$7,088
Water Heater Pipe Wrap	Home	0	39	39	\$0	\$71	\$71
Sink Faucet Aerator	Home	0	171	171	\$0	\$2,697	\$2,697
Water Heater Blanket	Home	0	53	53	\$0	\$1,636	\$1,636
Weatherization Mileage	Home	0	83	83	\$0	\$1,317	\$1,317
<b>Furnaces</b>							
Repair - Gas	Each	0	4	4	\$0	\$2,737	\$2,737
Replacement - Gas	Each	0	3	3	\$0	\$9,444	\$9,444
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
<b>Miscellaneous Measures</b>							
Door Replacement	Each	0	0	0	\$0	\$0	\$0
Glass Replacement	Each	0	31	31	\$0	\$4,468	\$4,468
Duct Sealing/Testing	Home	0	55	55	\$0	\$5,665	\$5,665
Duct Wrap	Sqft	0	0	0	\$0	\$0	\$0
Duct Register	Home	0	0	0	\$0	\$0	\$0
Storm Windows - Glass Fixed	Sqft	0	0	0	\$0	\$0	\$0
Storm Windows - Glass Operable	Sqft	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	1	1	\$0	\$1,223	\$1,223
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
Refrigerators	Each	0	0	0	\$0	\$0	\$0
Geo Exchange Heat Pumps	Each	0	0	0	\$0	\$0	\$0
Microwaves	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	198	198	\$0	\$9,003	\$9,003
Administration	Home	0	231	231	\$0	\$22,407	\$22,407
Outreach/Assessment	Home	0	231	231	\$0	\$13,167	\$13,167
Other (labor, materials, supplies)	Home	0	184	184	\$0	\$69,791	\$69,791
<b>Education</b>							
In-home Education	Home	0	228	228	\$0	\$3,420	\$3,420
Education Workshops	Home	0	0	0	\$0	\$0	\$0
Other (please specify) [1]		0	0	0	\$0	\$0	\$0
<b>TOTAL COSTS [2]</b>					\$0	\$182,106	\$182,106
<b>TOTAL HOMES</b>							
<b>Total Number of Homes Treated</b>		0	244	244			
<b>Total Number of Homes Weatherized</b>		0	203	203			

[1] In-home education materials developed in accordance with the California Statewide LIEE Policies & Procedures Manual, Section 4.4.

[2] Total costs do not include weatherization inspections or administrative costs associated with the program and do not reflect total program costs.

2010 ENERGY SAVINGS ASSISTANCE PROGRAM INSTALLATIONS AND COSTS  
TABLE VIII.D

Measures	Units	Second Quarter (April - June)					
		Completed			Costs		
		Northern	Southern	Total	Northern	Southern	Total
<b>Infiltration &amp; Space Conditioning</b>							
Cooler Cover	Home	10	19	29	\$25	\$1,572	\$1,597
Outlet Switch Gaskets	Home	51	186	237	\$866	\$1,535	\$2,400
Shell Infiltration	Home	0	0	0	\$0	\$0	\$0
Threshold	Home	31	0	31	\$1,008	\$0	\$1,008
<b>Weatherization</b>							
Attic Insulation	Sqft	0	3,250	3,250	\$0	\$1,950	\$1,950
Attic Venting	Home	0	3	3	\$0	\$128	\$128
Ceiling Insulation	Sqft	5,369	0	5,369	\$5,029	\$0	\$5,029
Floor Insulation	Sqft	1,350	0	1,350	\$1,541	\$0	\$1,541
Kneewall Insulation	Sqft	87	0	87	\$82	\$0	\$82
Weatherstripping	Home	54	209	263	\$6,709	\$18,044	\$24,753
Caulking	Home	53	29	82	\$4,365	\$75	\$4,440
Home Repairs	Home	54	0	54	\$7,549	\$0	\$7,549
Low Flow Shower Device	Home	21	218	239	\$805	\$9,458	\$10,263
Minor Envelope Repair	Home	0	175	175	\$0	\$6,592	\$6,592
Water Heater Pipe Wrap	Home	2	30	32	\$52	\$55	\$107
Sink Faucet Aerator	Home	50	187	237	\$800	\$2,991	\$3,791
Water Heater Blanket	Home	11	56	67	\$495	\$1,821	\$2,316
Weatherization Mileage	Home	4	92	96	\$2,519	\$1,227	\$3,746
<b>Furnaces</b>							
Repair - Gas	Each	0	10	10	\$0	\$6,531	\$6,531
Replacement - Gas	Each	0	5	5	\$0	\$10,582	\$10,582
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
<b>Miscellaneous Measures</b>							
Door Replacement	Each	0	0	0	\$0	\$0	\$0
Glass Replacement	Each	0	35	35	\$0	\$6,007	\$6,007
Duct Sealing/Testing	Home	23	56	79	\$4,143	\$5,768	\$9,911
Duct Wrap	Sqft	350	0	350	\$1,277	\$0	\$1,277
Duct Register	Home	0	0	0	\$0	\$0	\$0
Storm Windows - Glass Fixed	Sqft	13	0	13	\$94	\$0	\$94
Storm Windows - Glass Operable	Sqft	802	0	802	\$7,462	\$0	\$7,462
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
Refrigerators	Each	0	0	0	\$0	\$0	\$0
Geo Exchange Heat Pumps	Each	0	0	0	\$0	\$0	\$0
Microwaves	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	55	230	285	\$3,630	\$11,925	\$15,555
Administration	Home	4	258	262	\$8,297	\$25,026	\$33,323
Outreach/Assessment	Home	60	258	318	\$4,843	\$14,706	\$19,549
Other (labor, materials, supplies)	Home	57	218	275	\$11,058	\$76,428	\$87,485
<b>Education</b>							
In-home Education	Home	60	255	315	\$4,836	\$3,825	\$8,661
Education Workshops	Home	0	0	0	\$0	\$0	\$0
Other (please specify) [1]		0	0	0	\$0	\$0	\$0
<b>TOTAL COSTS [2]</b>					\$77,484	\$206,245	\$283,729
<b>TOTAL HOMES</b>							
<b>Total Number of Homes Treated</b>		64	272	336			
<b>Total Number of Homes Weatherized</b>		59	234	293			

[1] In-home education materials developed in accordance with the California Statewide LIEE Policies & Procedures Manual, Section 4.4.

[2] Total costs do not include weatherization inspections or administrative costs associated with the program and do not reflect total program costs.

2010 ENERGY SAVINGS ASSISTANCE PROGRAM INSTALLATIONS AND COSTS  
TABLE VIII.D

Measures	Units	Third Quarter (July - September)					
		Completed			Costs		
		Northern	Southern	Total	Northern	Southern	Total
<b>Infiltration &amp; Space Conditioning</b>							
Cooler Cover	Home	13	52	65	\$63	\$3,043	\$3,105
Outlet Switch Gaskets	Home	46	450	496	\$740	\$3,713	\$4,452
Shell Infiltration	Home	0	0	0	\$0	\$0	\$0
Threshold	Home	22	0	22	\$768	\$0	\$768
<b>Weatherization</b>							
Attic Insulation	Sqft	0	1,000	1,000	\$0	\$600	\$600
Attic Venting	Home	0	1	1	\$0	\$48	\$48
Ceiling Insulation	Sqft	2,322	0	2,322	\$2,161	\$0	\$2,161
Floor Insulation	Sqft	5,072	0	5,072	\$5,954	\$0	\$5,954
Kneewall Insulation	Sqft	175	0	175	\$165	\$0	\$165
Weatherstripping	Home	47	531	578	\$6,719	\$43,074	\$49,793
Caulking	Home	47	65	112	\$3,960	\$274	\$4,234
Home Repairs	Home	49	0	49	\$9,877	\$0	\$9,877
Low Flow Shower Device	Home	18	566	584	\$910	\$23,838	\$24,748
Minor Envelope Repair	Home	0	406	406	\$0	\$14,392	\$14,392
Water Heater Pipe Wrap	Home	4	32	36	\$84	\$75	\$159
Sink Faucet Aerator	Home	33	512	545	\$536	\$7,828	\$8,364
Water Heater Blanket	Home	9	72	81	\$405	\$2,284	\$2,689
Weatherization Mileage	Home	2	161	163	\$2,999	\$2,528	\$5,526
<b>Furnaces</b>							
Repair - Gas	Each	30	3	33	\$93	\$1,625	\$1,718
Replacement - Gas	Each	0	4	4	\$0	\$7,124	\$7,124
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
<b>Miscellaneous Measures</b>							
Door Replacement	Each	0	0	0	\$0	\$0	\$0
Glass Replacement	Each	0	80	80	\$0	\$4,192	\$4,192
Duct Sealing/Testing	Home	28	116	144	\$5,422	\$11,948	\$17,370
Duct Wrap	Sqft	0	0	0	\$0	\$0	\$0
Duct Register	Home	0	0	0	\$0	\$0	\$0
Storm Windows - Glass Fixed	Sqft	462	0	462	\$3,918	\$0	\$3,918
Storm Windows - Glass Operable	Sqft	329	0	329	\$3,279	\$0	\$3,279
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	4	1	5	\$328	\$1,689	\$2,017
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
Refrigerators	Each	0	0	0	\$0	\$0	\$0
Geo Exchange Heat Pumps	Each	0	0	0	\$0	\$0	\$0
Microwaves	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	53	601	654	\$4,472	\$27,055	\$31,527
Administration	Home	2	675	677	\$7,743	\$65,475	\$73,218
Outreach/Assessment	Home	54	675	729	\$4,437	\$38,475	\$42,912
Other (labor, materials, supplies)	Home	53	567	620	\$8,165	\$209,215	\$217,379
<b>Education</b>							
In-home Education	Home	54	673	727	\$4,418	\$10,095	\$14,513
Education Workshops	Home	0	0	0	\$0	\$0	\$0
Other (please specify) [1]		0	0	0	\$0	\$0	\$0
<b>TOTAL COSTS [2]</b>					\$77,613	\$478,588	\$556,201
<b>TOTAL HOMES</b>							
<b>Total Number of Homes Treated</b>		57	685	742			
<b>Total Number of Homes Weatherized</b>		53	604	657			

[1] In-home education materials developed in accordance with the California Statewide LIEE Policies & Procedures Manual, Section 4.4.

[2] Total costs do not include weatherization inspections or administrative costs associated with the program and do not reflect total program costs.

2010 ENERGY SAVINGS ASSISTANCE PROGRAM INSTALLATIONS AND COSTS  
TABLE VIII.D

Measures	Units	Fourth Quarter (October - December)					
		Completed			Costs		
		Northern	Southern	Total	Northern	Southern	Total
<b>Infiltration &amp; Space Conditioning</b>							
Cooler Cover	Home	8	125	133	\$35	\$8,114	\$8,149
Outlet Switch Gaskets	Home	45	919	964	\$826	\$7,590	\$8,416
Shell Infiltration	Home	0	0	0	\$0	\$0	\$0
Threshold	Home	17	0	17	\$624	\$0	\$624
<b>Weatherization</b>							
Attic Insulation	Sqft	0	5,521	5,521	\$0	\$4,089	\$4,089
Attic Venting	Home	0	3	3	\$0	\$103	\$103
Ceiling Insulation	Sqft	15,631	0	15,631	\$15,173	\$0	\$15,173
Floor Insulation	Sqft	11,381	0	11,381	\$13,242	\$0	\$13,242
Kneewall Insulation	Sqft	0	0	0	\$0	\$0	\$0
Weatherstripping	Home	45	1,133	1,178	\$5,656	\$99,718	\$105,374
Caulking	Home	44	122	166	\$3,740	\$369	\$4,109
Home Repairs	Home Repairs	54	0	54	\$9,027	\$0	\$9,027
Low Flow Shower Device	Home	14	1,240	1,254	\$595	\$54,078	\$54,673
Minor Envelope Repair	Home	0	932	932	\$0	\$37,248	\$37,248
Water Heater Pipe Wrap	Home	4	190	194	\$92	\$406	\$498
Sink Faucet Aerator	Home	32	1,057	1,089	\$536	\$16,742	\$17,278
Water Heater Blanket	Home	9	175	184	\$405	\$5,512	\$5,917
Weatherization Mileage	Home	4	669	673	\$5,296	\$11,025	\$16,321
<b>Furnaces</b>							
Repair - Gas	Each	3	9	12	\$10,247	\$6,522	\$16,769
Replacement - Gas	Each	0	13	13	\$0	\$23,606	\$23,606
Repair - Electric	Each	0	0	0	\$0	\$0	\$0
Replacement - Electric	Each	0	0	0	\$0	\$0	\$0
Other Incidentals		0	26	26	\$0	\$5,294	\$5,294
<b>Miscellaneous Measures</b>							
Door Replacement	Each	0	0	0	\$0	\$0	\$0
Glass Replacement	Each	0	146	146	\$0	\$11,357	\$11,357
Duct Sealing/Testing	Home	22	257	279	\$4,430	\$26,574	\$31,004
Duct Wrap	Sqft	1	0	1	\$110	\$0	\$110
Duct Register	Home	0	0	0	\$0	\$0	\$0
Storm Windows - Glass Fixed	Sqft	652	0	652	\$5,770	\$0	\$5,770
Storm Windows - Glass Operable	Sqft	745	0	745	\$6,966	\$0	\$6,966
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	7	7	\$0	\$5,565	\$5,565
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
Refrigerators	Each	0	0	0	\$0	\$0	\$0
Geo Exchange Heat Pumps	Each	0	0	0	\$0	\$0	\$0
Microwaves	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	53	1,308	1,361	\$5,250	\$57,390	\$62,640
Administration	Home	4	1,388	1,392	\$7,091	\$134,830	\$141,921
Outreach/Assessment	Home	51	1,388	1,439	\$4,307	\$79,230	\$83,537
Other (labor, materials, supplies)	Home	54	1,197	1,251	\$12,316	\$461,719	\$474,035
<b>Education</b>							
In-home Education	Home	51	1,369	1,420	\$4,190	\$20,565	\$24,755
Education Workshops	Home	0	0	0	\$0	\$0	\$0
Other (please specify) [1]		0	0	0	\$0	\$645	\$645
<b>TOTAL COSTS [2]</b>					\$115,924	\$1,078,291	\$1,194,215
<b>TOTAL HOMES</b>							
<b>Total Number of Homes Treated</b>		61	1,397	1,458			
<b>Total Number of Homes Weatherized</b>		60	1,332	1,392			

[1] In-home education materials developed in accordance with the California Statewide LIEE Policies & Procedures Manual, Section 4.4.

[2] Total costs do not include weatherization inspections or administrative costs associated with the program and do not reflect total program costs.

2010 ENERGY SAVINGS ASSISTANCE PROGRAM INSTALLATIONS AND COSTS  
TABLE VIII.D

Measures	Units	Year to Date Totals					
		Completed			Costs		
		Northern	Southern	Total	Northern	Southern	Total
<b>Infiltration &amp; Space Conditioning</b>							
Cooler Cover	Home	31	0	31	\$123	\$14,706	\$14,828
Outlet Switch Gaskets	Home	142	1,708	1,850	\$2,432	\$14,099	\$16,531
Shell Infiltration	Home	0	0	0	\$0	\$0	\$0
Threshold	Home	70	0	70	\$2,400	\$0	\$2,400
<b>Weatherization</b>							
Attic Insulation	Sqft	0	11,771	11,771	\$0	\$7,773	\$7,773
Attic Venting	Home	0	10	10	\$0	\$948	\$948
Ceiling Insulation	Sqft	23,322	0	23,322	\$22,364	\$0	\$22,364
Floor Insulation	Sqft	17,803	0	17,803	\$20,737	\$0	\$20,737
Kneewall Insulation	Sqft	262	0	262	\$246	\$0	\$246
Weatherstripping	Home	146	2,043	2,189	\$19,084	\$175,497	\$194,581
Caulking	Home	144	253	397	\$12,065	\$812	\$12,877
Home Repairs	Home	157	0	157	\$26,453	\$0	\$26,453
Low Flow Shower Device	Home	53	2,213	2,266	\$2,310	\$95,545	\$97,855
Minor Envelope Repair	Home	0	1,669	1,669	\$0	\$65,320	\$65,320
Water Heater Pipe Wrap	Home	10	291	301	\$228	\$608	\$836
Sink Faucet Aerator	Home	115	1,927	2,042	\$1,872	\$30,258	\$32,130
Water Heater Blanket	Home	29	356	385	\$1,305	\$11,254	\$12,559
Weatherization Mileage	Home	10	1,005	1,015	\$10,813	\$16,097	\$26,911
<b>Furnaces</b>							
Repair - Gas	Each	33	26	59	\$10,340	\$17,416	\$27,755
Replacement - Gas	Each	0	25	25	\$0	\$50,757	\$50,757
Repair - Electric	Each	0	0	0	\$0	\$0	\$0
Replacement - Electric	Each	0	0	0	\$0	\$0	\$0
Other Incidentals		0	26	26	\$0	\$5,294	\$5,294
<b>Miscellaneous Measures</b>							
Door Replacement	Each	0	0	0	\$0	\$0	\$0
Glass Replacement	Each	0	0	0	\$0	\$26,024	\$26,024
Duct Sealing/Testing	Home	73	484	557	\$13,994	\$49,955	\$63,949
Duct Wrap	Sqft	351	0	351	\$1,388	\$0	\$1,388
Duct Register	Home	0	0	0	\$0	\$0	\$0
Storm Windows - Glass Fixed	Sqft	1,127	0	1,127	\$9,782	\$0	\$9,782
Storm Windows - Glass Operable	Sqft	1,876	0	1,876	\$17,707	\$0	\$17,707
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	4	9	13	\$328	\$8,477	\$8,805
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
Refrigerators	Each	0	0	0	\$0	\$0	\$0
Geo Exchange Heat Pumps	Each	0	0	0	\$0	\$0	\$0
Microwaves	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	161	2,337	2,498	\$13,352	\$105,372	\$118,724
Administration	Home	10	2,552	2,562	\$23,130	\$247,738	\$270,868
Outreach/Assessment	Home	165	2,552	2,717	\$13,587	\$145,578	\$159,165
Other (labor, materials, supplies)	Home	164	2,166	2,330	\$31,538	\$817,153	\$848,691
<b>Education</b>							
In-home Education	Home	0	2,525	2,525	\$13,443	\$37,905	\$51,348
Education Workshops	Home	0	0	0	\$0	\$0	\$0
Other (please specify) [1]		0	0	0	\$0	\$645	\$645
<b>TOTAL COSTS [2]</b>					\$271,020	\$1,945,231	\$2,216,251
<b>TOTAL HOMES</b>							
<b>Total Number of Homes Treated</b>		182	2,598	2,780			
<b>Total Number of Homes Weatherized</b>		172	2,373	2,545			

[1] In-home education materials developed in accordance with the California Statewide LIEE Policies & Procedures Manual, Section 4.4.

[2] Total costs do not include weatherization inspections or administrative costs associated with the program and do not reflect total program costs.

**2010 ENERGY SAVINGS ASSISTANCE PROGRAM ENERGY SAVINGS - PPP FUNDED**  
**TABLE VIII.E**

Measures	Units	First Quarter (January - March)											
		Annual Energy Savings [1]						Lifetime Energy Savings					
		Northern		Southern		Total		Northern		Southern		Total	
		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
<b>Infiltration &amp; Space Conditioning</b>													
Cooler Cover	Home	0.0	0.0	0.0	80.6	0.0	80.6	0.0	0.0	0.0	806.0	0.0	806.0
Outlet Switch Gaskets	Home	0.0	0.0	0.0	292.7	0.0	292.7	0.0	0.0	0.0	5,853.6	0.0	5,853.6
Shell Infiltration	Home	0.0	0.0	0.0	0.0	0.0	0.0	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	0.0	0.0	0.0	0.0	0.0	0.0
<b>Weatherization</b>													
Attic Insulation	Sqft	0.0	0.0	0.0	260.0	0.0	260.0	0.0	0.0	0.0	5,200.0	0.0	5,200.0
Attic Venting	Home	0.0	0.0	0.0	0.0	0.0	0.0	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	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	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	0.0	0.0	0.0	0.0	0.0	0.0
Weatherstripping	Home	0.0	0.0	0.0	340.0	0.0	340.0	0.0	0.0	0.0	3,400.0	0.0	3,400.0
Caulking	Home	0.0	0.0	0.0	37.0	0.0	37.0	0.0	0.0	0.0	370.0	0.0	370.0
Home Repairs	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Low Flow Shower Device	Home	0.0	0.0	0.0	3,370.0	0.0	3,370.0	0.0	0.0	0.0	33,700.0	0.0	33,700.0
Minor Envelope Repair	Home	0.0	0.0	0.0	702.0	0.0	702.0	0.0	0.0	0.0	14,040.0	0.0	14,040.0
Water Heater Pipe Wrap	Home	0.0	0.0	0.0	195.0	0.0	195.0	0.0	0.0	0.0	1,950.0	0.0	1,950.0
Sink Faucet Aerator	Home	0.0	0.0	0.0	1,468.0	0.0	1,468.0	0.0	0.0	0.0	14,680.0	0.0	14,680.0
Water Heater Blanket	Home	0.0	0.0	0.0	742.0	0.0	742.0	0.0	0.0	0.0	7,420.0	0.0	7,420.0
Weatherization Mileage	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Furnaces</b>													
Repair - Gas	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Replacement - Gas	Each	0.0	0.0	0.0	78.0	0.0	78.0	0.0	0.0	0.0	1,560.0	0.0	1,560.0
Repair - Electric	Each	0.0	0.0	0.0	0.0	0.0	0.0	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	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	0.0	0.0	0.0	0.0	0.0	0.0
<b>Miscellaneous Measures</b>													
Door Replacement	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Glass Replacement	Each	0.0	0.0	0.0	139.5	0.0	139.5	0.0	0.0	0.0	2,790.0	0.0	2,790.0
Duct Sealing/Testing	Home	0.0	0.0	0.0	1,115.6	0.0	1,115.6	0.0	0.0	0.0	11,155.8	0.0	11,155.8
Duct Wrap	Home	0.0	0.0	0.0	0.0	0.0	0.0	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	0.0	0.0	0.0	0.0	0.0	0.0
Storm Windows - Glass Fixed	SqFt	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Storm Windows - Glass Operable	SqFt	0.0	0.0	0.0	0.0	0.0	0.0	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	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	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	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	0.0	0.0	0.0	0.0	0.0	0.0
Gas Water Heater Repair/Replace	Each	0.0	0.0	0.0	9.4	0.0	9.4	0.0	0.0	0.0	121.8	0.0	121.8
Ele Water Heater Repair/Replace	Each	0.0	0.0	0.0	0.0	0.0	0.0	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	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	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	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	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	0.0	0.0	0.0	0.0	0.0	0.0
Microwaves	Each	0.0	0.0	0.0	0.0	0.0	0.0	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	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	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	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	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	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	0.0	0.0	0.0	0.0	0.0	0.0
<b>Education</b>													
In-home Education	Home	0.0	0.0	0.0	0.0	0.0	0.0	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	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	0.0	0.0	0.0	0.0	0.0	0.0
<b>TOTAL</b>		<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>8,829.7</b>	<b>0.0</b>	<b>8,829.7</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>103,047.2</b>	<b>0.0</b>	<b>103,047.2</b>

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

**2010 ENERGY SAVINGS ASSISTANCE PROGRAM ENERGY SAVINGS - PPP FUNDED  
TABLE VIII.E**

Measures	Units	Second Quarter (April - June)											
		Annual Energy Savings [1]						Lifetime Energy Savings					
		Northern		Southern		Total		Northern		Southern		Total	
		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
<b>Infiltration &amp; Space Conditioning</b>													
Cooler Cover	Home	0.0	26.0	0.0	49.4	0.0	75.4	0.0	260.0	0.0	494.0	0.0	754.0
Outlet Switch Gaskets	Home	0.0	173.2	0.0	305.6	0.0	478.8	0.0	3,463.2	0.0	6,112.8	0.0	9,576.0
Shell Infiltration	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Threshold	Home	0.0	84.0	0.0	0.0	0.0	84.0	0.0	1,680.0	0.0	0.0	0.0	1,680.0
<b>Weatherization</b>													
Attic Insulation	Sqft	0.0	0.0	0.0	422.5	0.0	422.5	0.0	0.0	0.0	8,450.0	0.0	8,450.0
Attic Venting	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Ceiling Insulation	Sqft	0.0	709.2	0.0	0.0	0.0	709.2	0.0	14,184.4	0.0	0.0	0.0	14,184.4
Floor Insulation	Sqft	0.0	108.0	0.0	0.0	0.0	108.0	0.0	2,160.0	0.0	0.0	0.0	2,160.0
Kneewall Insulation	Sqft	0.0	7.0	0.0	0.0	0.0	7.0	0.0	139.2	0.0	0.0	0.0	139.2
Weatherstripping	Home	0.0	255.1	0.0	418.0	0.0	673.1	0.0	2,550.6	0.0	4,180.0	0.0	6,730.6
Caulking	Home	0.0	53.0	0.0	29.0	0.0	82.0	0.0	530.0	0.0	290.0	0.0	820.0
Home Repairs	Home	0.0	1,435.5	0.0	0.0	0.0	1,435.5	0.0	28,710.0	0.0	0.0	0.0	28,710.0
Low Flow Shower Device	Home	0.0	230.0	0.0	3,900.0	0.0	4,130.0	0.0	2,300.0	0.0	39,000.0	0.0	41,300.0
Minor Envelope Repair	Home	0.0	0.0	0.0	787.5	0.0	787.5	0.0	0.0	0.0	15,750.0	0.0	15,750.0
Water Heater Pipe Wrap	Home	0.0	65.0	0.0	150.0	0.0	215.0	0.0	650.0	0.0	1,500.0	0.0	2,150.0
Sink Faucet Aerator	Home	0.0	400.0	0.0	1,628.0	0.0	2,028.0	0.0	4,000.0	0.0	16,280.0	0.0	20,280.0
Water Heater Blanket	Home	0.0	154.0	0.0	826.0	0.0	980.0	0.0	1,540.0	0.0	8,260.0	0.0	9,800.0
Weatherization Mileage	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Furnaces</b>													
Repair - Gas	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Replacement - Gas	Each	0.0	0.0	0.0	130.0	0.0	130.0	0.0	0.0	0.0	2,600.0	0.0	2,600.0
Repair - Electric	Each	0.0	0.0	0.0	0.0	0.0	0.0	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	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	0.0	0.0	0.0	0.0	0.0	0.0
<b>Miscellaneous Measures</b>													
Door Replacement	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Glass Replacement	Each	0.0	0.0	0.0	157.5	0.0	157.5	0.0	0.0	0.0	3,150.0	0.0	3,150.0
Duct Sealing/Testing	Home	0.0	958.1	0.0	1,217.0	0.0	2,175.1	0.0	9,581.3	0.0	12,169.9	0.0	21,751.2
Duct Wrap	Home	0.0	14.6	0.0	0.0	0.0	14.6	0.0	146.0	0.0	0.0	0.0	146.0
Duct Register	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Storm Windows - Glass Fixed	SqFt	0.0	6.1	0.0	0.0	0.0	6.1	0.0	121.4	0.0	0.0	0.0	121.4
Storm Windows - Glass Operable	SqFt	0.0	374.5	0.0	0.0	0.0	374.5	0.0	7,490.7	0.0	0.0	0.0	7,490.7
Vinyl Retro Window	Each	0.0	0.0	0.0	0.0	0.0	0.0	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	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	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	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	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	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	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	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	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	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	0.0	0.0	0.0	0.0	0.0	0.0
Microwaves	Each	0.0	0.0	0.0	0.0	0.0	0.0	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	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	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	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	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	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	0.0	0.0	0.0	0.0	0.0	0.0
<b>Education</b>													
In-home Education	Home	0.0	0.0	0.0	0.0	0.0	0.0	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	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	0.0	0.0	0.0	0.0	0.0	0.0
<b>TOTAL</b>		0.0	5,053.2	0.0	10,020.5	0.0	15,073.8	0.0	79,506.8	0.0	118,236.7	0.0	197,743.5

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



**2010 ENERGY SAVINGS ASSISTANCE PROGRAM ENERGY SAVINGS - PPP FUNDED**  
**TABLE VIII.E**

Measures	Units	Third Quarter (July - August)											
		Annual Energy Savings [1]						Lifetime Energy Savings					
		Northern		Southern		Total		Northern		Southern		Total	
		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
<b>Infiltration &amp; Space Conditioning</b>													
Cooler Cover	Home	0.0	65.0	0.0	135.2	0.0	200.2	0.0	650.0	0.0	1,352.0	0.0	2,002.0
Outlet Switch Gaskets	Home	0.0	148.0	0.0	553.0	0.0	700.9	0.0	2,959.2	0.0	11,059.2	0.0	14,018.4
Shell Infiltration	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Threshold	Home	0.0	64.0	0.0	0.0	0.0	64.0	0.0	1,280.0	0.0	0.0	0.0	1,280.0
<b>Weatherization</b>													
Attic Insulation	Sqft	0.0	0.0	0.0	130.0	0.0	130.0	0.0	0.0	0.0	2,600.0	0.0	2,600.0
Attic Venting	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Ceiling Insulation	Sqft	0.0	303.7	0.0	0.0	0.0	303.7	0.0	6,073.2	0.0	0.0	0.0	6,073.2
Floor Insulation	Sqft	0.0	405.8	0.0	0.0	0.0	405.8	0.0	8,115.2	0.0	0.0	0.0	8,115.2
Kneewall Insulation	Sqft	0.0	14.0	0.0	0.0	0.0	14.0	0.0	280.0	0.0	0.0	0.0	280.0
Weatherstripping	Home	0.0	252.2	0.0	1,062.0	0.0	1,314.2	0.0	2,521.6	0.0	10,620.0	0.0	13,141.6
Caulking	Home	0.0	47.0	0.0	65.0	0.0	112.0	0.0	470.0	0.0	650.0	0.0	1,120.0
Home Repairs	Home	0.0	220.5	0.0	0.0	0.0	220.5	0.0	4,410.0	0.0	0.0	0.0	4,410.0
Low Flow Shower Device	Home	0.0	260.0	0.0	9,830.0	0.0	10,090.0	0.0	2,600.0	0.0	98,300.0	0.0	100,900.0
Minor Envelope Repair	Home	0.0	0.0	0.0	1,827.0	0.0	1,827.0	0.0	0.0	0.0	36,540.0	0.0	36,540.0
Water Heater Pipe Wrap	Home	0.0	105.0	0.0	205.0	0.0	310.0	0.0	1,050.0	0.0	2,050.0	0.0	3,100.0
Sink Faucet Aerator	Home	0.0	268.0	0.0	4,260.0	0.0	4,528.0	0.0	2,680.0	0.0	42,600.0	0.0	45,280.0
Water Heater Blanket	Home	0.0	126.0	0.0	1,036.0	0.0	1,162.0	0.0	1,260.0	0.0	10,360.0	0.0	11,620.0
Weatherization Mileage	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Furnaces</b>													
Repair - Gas	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Replacement - Gas	Each	0.0	0.0	0.0	130.0	0.0	130.0	0.0	0.0	0.0	2,600.0	0.0	2,600.0
Repair - Electric	Each	0.0	0.0	0.0	0.0	0.0	0.0	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	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	0.0	0.0	0.0	0.0	0.0	0.0
<b>Miscellaneous Measures</b>													
Door Replacement	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Glass Replacement	Each	0.0	0.0	0.0	360.0	0.0	360.0	0.0	0.0	0.0	7,200.0	0.0	7,200.0
Duct Sealing/Testing	Home	0.0	1,166.4	0.0	2,352.9	0.0	3,519.3	0.0	11,664.2	0.0	23,528.5	0.0	35,192.7
Duct Wrap	Home	0.0	0.0	0.0	0.0	0.0	0.0	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	0.0	0.0	0.0	0.0	0.0	0.0
Storm Windows - Glass Fixed	SqFt	0.0	215.8	0.0	0.0	0.0	215.8	0.0	4,315.1	0.0	0.0	0.0	4,315.1
Storm Windows - Glass Operable	SqFt	0.0	153.6	0.0	0.0	0.0	153.6	0.0	3,072.9	0.0	0.0	0.0	3,072.9
Vinyl Retro Window	Each	0.0	0.0	0.0	0.0	0.0	0.0	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	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	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	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	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	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	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	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	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	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	0.0	0.0	0.0	0.0	0.0	0.0
Microwaves	Each	0.0	0.0	0.0	0.0	0.0	0.0	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	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	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	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	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	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	0.0	0.0	0.0	0.0	0.0	0.0
<b>Education</b>													
In-home Education	Home	0.0	0.0	0.0	0.0	0.0	0.0	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	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	0.0	0.0	0.0	0.0	0.0	0.0
<b>TOTAL</b>		0.0	3,814.9	0.0	21,946.0	0.0	25,760.9	0.0	53,401.4	0.0	249,459.7	0.0	302,861.1

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

**2010 ENERGY SAVINGS ASSISTANCE PROGRAM ENERGY SAVINGS - PPP FUNDED**  
**TABLE VIII.E**

Measures	Units	Fourth Quarter (October - December)											
		Annual Energy Savings [1]						Lifetime Energy Savings					
		Northern		Southern		Total		Northern		Southern		Total	
		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
<b>Infiltration &amp; Space Conditioning</b>													
Cooler Cover	Home	0.0	36.4	0.0	325.0	0.0	361.4	0.0	364.0	0.0	3,250.0	0.0	3,614.0
Outlet Switch Gaskets	Home	0.0	165.2	0.0	1,244.2	0.0	1,409.4	0.0	3,304.8	0.0	24,883.2	0.0	28,188.0
Shell Infiltration	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Threshold	Home	0.0	52.0	0.0	0.0	0.0	52.0	0.0	1,040.0	0.0	0.0	0.0	1,040.0
<b>Weatherization</b>													
Attic Insulation	Sqft	0.0	0.0	0.0	717.7	0.0	717.7	0.0	0.0	0.0	14,354.6	0.0	14,354.6
Attic Venting	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Ceiling Insulation	Sqft	0.0	2,116.0	0.0	0.0	0.0	2,116.0	0.0	42,319.8	0.0	0.0	0.0	42,319.8
Floor Insulation	Sqft	0.0	910.5	0.0	0.0	0.0	910.5	0.0	18,209.6	0.0	0.0	0.0	18,209.6
Kneewall Insulation	Sqft	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Weatherstripping	Home	0.0	215.8	0.0	2,268.0	0.0	2,483.8	0.0	2,157.9	0.0	22,680.0	0.0	24,837.9
Caulking	Home	0.0	44.0	0.0	122.0	0.0	166.0	0.0	440.0	0.0	1,220.0	0.0	1,660.0
Home Repairs	Home	0.0	247.5	0.0	0.0	0.0	247.5	0.0	4,950.0	0.0	0.0	0.0	4,950.0
Low Flow Shower Device	Home	0.0	170.0	0.0	22,300.0	0.0	22,470.0	0.0	1,700.0	0.0	223,000.0	0.0	224,700.0
Minor Envelope Repair	Home	0.0	0.0	0.0	4,194.0	0.0	4,194.0	0.0	0.0	0.0	83,880.0	0.0	83,880.0
Water Heater Pipe Wrap	Home	0.0	115.0	0.0	1,110.0	0.0	1,225.0	0.0	1,150.0	0.0	11,100.0	0.0	12,250.0
Sink Faucet Aerator	Home	0.0	268.0	0.0	9,048.0	0.0	9,316.0	0.0	2,680.0	0.0	90,480.0	0.0	93,160.0
Water Heater Blanket	Home	0.0	126.0	0.0	2,506.0	0.0	2,632.0	0.0	1,260.0	0.0	25,060.0	0.0	26,320.0
Weatherization Mileage	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Furnaces</b>													
Repair - Gas	Each	0.0	120.0	0.0	0.0	0.0	120.0	0.0	2,400.0	0.0	0.0	0.0	2,400.0
Replacement - Gas	Each	0.0	0.0	0.0	338.0	0.0	338.0	0.0	0.0	0.0	6,760.0	0.0	6,760.0
Repair - Electric	Each	0.0	0.0	0.0	0.0	0.0	0.0	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	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	0.0	0.0	0.0	0.0	0.0	0.0
<b>Miscellaneous Measures</b>													
Door Replacement	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Glass Replacement	Each	0.0	0.0	0.0	657.0	0.0	657.0	0.0	0.0	0.0	13,140.0	0.0	13,140.0
Duct Sealing/Testing	Home	0.0	916.5	0.0	5,233.1	0.0	6,149.5	0.0	9,164.7	0.0	52,330.7	0.0	61,495.4
Duct Wrap	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.4	0.0	0.0	0.0	0.4
Duct Register	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Storm Windows - Glass Fixed	SqFt	0.0	304.5	0.0	0.0	0.0	304.5	0.0	6,089.7	0.0	0.0	0.0	6,089.7
Storm Windows - Glass Operable	SqFt	0.0	347.9	0.0	0.0	0.0	347.9	0.0	6,958.3	0.0	0.0	0.0	6,958.3
Vinyl Retro Window	Each	0.0	0.0	0.0	0.0	0.0	0.0	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	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	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	0.0	0.0	0.0	0.0	0.0	0.0
Gas Water Heater Repair/Replace	Each	0.0	0.0	0.0	65.6	0.0	65.6	0.0	0.0	0.0	852.7	0.0	852.7
Ele Water Heater Repair/Replace	Each	0.0	0.0	0.0	0.0	0.0	0.0	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	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	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	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	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	0.0	0.0	0.0	0.0	0.0	0.0
Microwaves	Each	0.0	0.0	0.0	0.0	0.0	0.0	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	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	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	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	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	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	0.0	0.0	0.0	0.0	0.0	0.0
<b>Education</b>													
In-home Education	Home	0.0	0.0	0.0	0.0	0.0	0.0	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	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	0.0	0.0	0.0	0.0	0.0	0.0
<b>TOTAL</b>		0.0	6,155.3	0.0	50,128.5	0.0	56,283.9	0.0	104,189.2	0.0	572,991.1	0.0	677,180.4

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

**2010 ENERGY SAVINGS ASSISTANCE PROGRAM ENERGY SAVINGS - PPP FUNDED**  
**TABLE VIII.E**

Measures	Units	Year to Date											
		Annual Energy Savings [1]						Lifetime Energy Savings					
		Northern		Southern		Total		Northern		Southern		Total	
		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
<b>Infiltration &amp; Space Conditioning</b>													
Cooler Cover	Home	0.0	127.4	0.0	590.2	0.0	717.6	0.0	1,274.0	0.0	5,902.0	0.0	7,176.0
Outlet Switch Gaskets	Home	0.0	486.4	0.0	2,395.4	0.0	2,881.8	0.0	9,727.2	0.0	47,908.8	0.0	57,636.0
Shell Infiltration	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Threshold	Home	0.0	200.0	0.0	0.0	0.0	200.0	0.0	4,000.0	0.0	0.0	0.0	4,000.0
<b>Weatherization</b>													
Attic Insulation	Sqft	0.0	0.0	0.0	1,530.2	0.0	1,530.2	0.0	0.0	0.0	30,604.6	0.0	30,604.6
Attic Venting	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Ceiling Insulation	Sqft	0.0	3,128.9	0.0	0.0	0.0	3,128.9	0.0	62,577.4	0.0	0.0	0.0	62,577.4
Floor Insulation	Sqft	0.0	1,424.2	0.0	0.0	0.0	1,424.2	0.0	28,484.8	0.0	0.0	0.0	28,484.8
Kneewall Insulation	Sqft	0.0	21.0	0.0	0.0	0.0	21.0	0.0	419.2	0.0	0.0	0.0	419.2
Weatherstripping	Home	0.0	723.0	0.0	4,088.0	0.0	4,811.0	0.0	7,230.1	0.0	40,880.0	0.0	48,110.1
Caulking	Home	0.0	144.0	0.0	253.0	0.0	397.0	0.0	1,440.0	0.0	2,530.0	0.0	3,970.0
Home Repairs	Home	0.0	1,903.5	0.0	0.0	0.0	1,903.5	0.0	38,070.0	0.0	0.0	0.0	38,070.0
Low Flow Shower Device	Home	0.0	660.0	0.0	39,400.0	0.0	40,060.0	0.0	6,600.0	0.0	394,000.0	0.0	400,600.0
Minor Envelope Repair	Home	0.0	0.0	0.0	7,510.5	0.0	7,510.5	0.0	0.0	0.0	150,210.0	0.0	150,210.0
Water Heater Pipe Wrap	Home	0.0	285.0	0.0	1,660.0	0.0	1,945.0	0.0	2,850.0	0.0	16,600.0	0.0	19,450.0
Sink Faucet Aerator	Home	0.0	936.0	0.0	16,404.0	0.0	17,340.0	0.0	9,360.0	0.0	164,040.0	0.0	173,400.0
Water Heater Blanket	Home	0.0	406.0	0.0	5,110.0	0.0	5,516.0	0.0	4,060.0	0.0	51,100.0	0.0	55,160.0
Weatherization Mileage	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Furnaces</b>													
Repair - Gas	Each	0.0	120.0	0.0	0.0	0.0	120.0	0.0	2,400.0	0.0	0.0	0.0	2,400.0
Replacement - Gas	Each	0.0	0.0	0.0	676.0	0.0	676.0	0.0	0.0	0.0	13,520.0	0.0	13,520.0
Repair - Electric	Each	0.0	0.0	0.0	0.0	0.0	0.0	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	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	0.0	0.0	0.0	0.0	0.0	0.0
<b>Miscellaneous Measures</b>													
Door Replacement	Each	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Glass Replacement	Each	0.0	0.0	0.0	1,314.0	0.0	1,314.0	0.0	0.0	0.0	26,280.0	0.0	26,280.0
Duct Sealing/Testing	Home	0.0	3,041.0	0.0	9,918.5	0.0	12,959.5	0.0	30,410.3	0.0	99,184.8	0.0	129,595.1
Duct Wrap	Home	0.0	14.6	0.0	0.0	0.0	14.6	0.0	146.4	0.0	0.0	0.0	146.4
Duct Register	Home	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Storm Windows - Glass Fixed	SqFt	0.0	526.3	0.0	0.0	0.0	526.3	0.0	10,526.2	0.0	0.0	0.0	10,526.2
Storm Windows - Glass Operable	SqFt	0.0	876.1	0.0	0.0	0.0	876.1	0.0	17,521.8	0.0	0.0	0.0	17,521.8
Vinyl Retro Window	Each	0.0	0.0	0.0	0.0	0.0	0.0	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	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	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	0.0	0.0	0.0	0.0	0.0	0.0
Gas Water Heater Repair/Replace	Each	0.0	0.0	0.0	75.0	0.0	75.0	0.0	0.0	0.0	974.5	0.0	974.5
Ele Water Heater Repair/Replace	Each	0.0	0.0	0.0	0.0	0.0	0.0	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	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	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	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	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	0.0	0.0	0.0	0.0	0.0	0.0
Microwaves	Each	0.0	0.0	0.0	0.0	0.0	0.0	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	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	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	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	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	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	0.0	0.0	0.0	0.0	0.0	0.0
<b>Education</b>													
In-home Education	Home	0.0	0.0	0.0	0.0	0.0	0.0	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	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	0.0	0.0	0.0	0.0	0.0	0.0
<b>TOTAL</b>		0.0	15,023.4	0.0	90,924.8	0.0	105,948.2	0.0	237,097.4	0.0	1,043,734.7	0.0	1,280,832.1

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

## CERTIFICATE OF SERVICE

I certify that I have this day served a copy of SOUTHWEST GAS CORPORATION'S (U 905 G) LOW-INCOME ASSISTANCE PROGRAMS 2010 ANNUAL REPORT on all parties in proceeding Rulemaking 04-01-006 by electronic mail, or regular first class mail delivery for those parties where an electronic mail address was not available.

Dated at Las Vegas, Nevada this 2<sup>nd</sup> day of May, 2011.

/s/ Kristien Tary

Kristien M. Tary

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