

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

Application of Southern California Edison
Company (U 338E) for Approval of its Energy
Savings Assistance and California Alternate Rates
for Energy Programs and Budgets for Program
Years 2015-2017.

And Related Matters.

Application 14-11-007
(Filed November 18, 2014)

Application 14-11-009
Application 14-11-010
Application 14-11-011

**ANNUAL REPORT FOR FAMILY ELECTRIC RATE ASSISTANCE (FERA)
PROGRAM OF SAN DIEGO GAS & ELECTRIC COMPANY (U 902 M)
FOR PROGRAM YEAR 2020**

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May 3, 2021

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FOR PROGRAM YEAR 2020**

San Diego Gas & Electric Company hereby submits its Annual Report for the Family Electric Rate Assistance (FERA) Program for the period of January through December 2020.

Respectfully Submitted
on behalf of San Diego Gas & Electric Company,

By: /s/ Rebecca D. Hansson
Rebecca D. Hansson

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**FAMILY ELECTRIC RATE
ASSISTANCE (FERA)
PROGRAM ANNUAL REPORT**

Program Year 2020 Results

May 3, 2021

INTRODUCTION

The purpose of this annual report is to provide information on San Diego Gas & Electric Company's (SDG&E) Family Electric Rate Assistance (FERA)¹ Program and to report on the administrative and subsidy costs incurred. Program year 2020 was an unprecedented year for SDG&E customers due to the global COVID-19 pandemic. As discussed further herein, SDG&E mounted a comprehensive response to the pandemic to generate customer awareness and enroll customers (including those newly eligible) in all applicable bill assistance programs, such as the FERA Program. In 2020, SDG&E's FERA Program penetration rate increased from 24% in 2019 to 33% for a total of 13,672 participants by year-end 2020, which is the highest enrollment count and penetration rate since program inception.

In February 2004, the California Public Utilities Commission (Commission or CPUC) adopted the FERA Program in Decision (D.) 04-02-057, whereby qualifying lower- to middle-income large household participants were charged Tier 2 (101% - 130% of baseline) electric rates for their Tier 3 (131% - 200% of baseline) usage.

In 2015, the Commission issued D.15-07-001, which revised the FERA Program to provide qualified households with a 12% line item discount rather than a billing tier benefit as described previously.² Pursuant to D.15-07-001, SDG&E filed Advice Letter 2783-E to implement the 2015 residential rate design reform (including the revision of the FERA line item discount), to become effective October 1, 2015. Pursuant to D.15-07-001, SDG&E also filed Advice Letter 2861-E-A to implement the glide path for the Tier consolidation, which became

¹ FERA was originally referred to in Decision (D.) 04-02-057 as the Lower-Middle Income Large Household Program.

² D.15-07-001 at 295.

effective July 1, 2016, for Tier 1 (up to 130% of baseline) and Tier 2 (above 130% of baseline) usage.

On September 14, 2018, Senate Bill (SB) 1135 was approved by California Governor Brown, increasing the FERA Program discount from 12% to 18% effective January 1, 2019.³

The FERA Program is a rate assistance program for lower- to middle-income large households of three or more persons with total household annual gross income levels between 200% (plus \$1) and 250% of the Federal Poverty Guidelines (FPG) in accordance with D.05-10-044.⁴ These income levels are subject to revision pursuant to the Commission's communication of its updated annual income guidelines, which are issued no later than April 1 of each year and become effective June 1 of each year.⁵

Per Commission direction, SDG&E utilizes existing California Alternate Rates for Energy (CARE) Program procedures and outreach activities to promote and administer the FERA Program at little or no additional cost.⁶ Such activities include, but are not limited to, outreach practices, enrollment, verification, and recertification activities. In addition, SDG&E uses a single application form so a customer can enroll in either the CARE or FERA Program with one application, per California statute.⁷

Furthermore, SB 1135 authorized the Commission to “authorize the state’s three largest electrical corporations to increase or expand marketing and outreach efforts beyond those in effect as of December 31, 2018, to increase eligible customer participation in the FERA

³ SB 1135, Stats. 2017-2018, Ch. 413 (Cal. 2018), codified at California Public Utilities Code § 739.12.

⁴ See D.05-10-044 at 35 (Ordering Paragraph [OP] 3).

⁵ D.04-02-057 at 123 (OP 2).

⁶ D.04-02-057 at 57 (“Additional outreach should be undertaken when it can be done at little cost...”).

⁷ Pub. Util. Code § 739.1(f)(2).

program.”⁸ In response, the Commission directed Pacific Gas and Electric Company (PG&E) and Southern California Edison Company (SCE) to make significant efforts to increase FERA penetration rates to 50% by program year 2023.⁹ While SDG&E did not receive a similar directive in its rate case application, SDG&E understands the importance of increasing FERA-eligible customer enrollment and proactively proposed a 50% penetration rate target in its Low-Income Application for program years 2021 through 2026.¹⁰

⁸ Pub. Util. Code § 739.12(c).

⁹ D.18-08-013 at 75 (citation omitted); D.18-11-027 at 75 (OP 13).

¹⁰ A.19-11-005 at 24 (Filed November 4, 2019, pending Commission Decision).

**SAN DIEGO GAS & ELECTRIC COMPANY'S
FAMILY ELECTRIC RATE ASSISTANCE (FERA) PROGRAM
For Program Year January 1, 2020, through December 31, 2020**

I. PARTICIPANT INFORMATION

A. Provide the Total Number of FERA Customers By Month for the Reporting Period.

TABLE 1		
FERA Customers Enrolled		
2020	FERA Enrolled¹¹	FERA Receiving Tier 3 Benefit¹²
January	10,774	N/A
February	10,906	N/A
March	11,362	N/A
April	11,815	N/A
May	12,336	N/A
June	12,624	N/A
July	12,847	N/A
August	13,043	N/A
September	13,221	N/A
October	13,358	N/A
November	13,559	N/A
December	13,672	N/A

¹¹ The “FERA Enrolled” column reflects the cumulative number of customers in the relevant month that received the discount and excludes sub-meter accounts.

¹² No longer applicable pursuant to SDG&E Advice Letter 2861-E-A implementing the glide path for the Tier consolidation, effective July 1, 2016.

B. Provide the Total Number of FERA-Eligible Households, FERA-Participating Households, and FERA Household Penetration Rates By Quarter.

TABLE 2			
FERA Penetration Rate			
2020 Quarter Ending	(Estimated) FERA Eligible Households¹³	FERA Participating Households	FERA Household Penetration Rate¹⁴
March 31	40,961	11,362	28%
June 30	40,961	12,624	31%
September 30	40,961	13,221	32%
December 31	40,961	13,672	33%

C. Discuss How the Estimates of Current FERA-Eligible Households Were Developed.

SDG&E used the joint utility methodology adopted by the CPUC in D.01-03-028 for developing monthly penetration estimates in 2020.¹⁵ This methodology entails annual estimation of eligibility for FERA, the Energy Savings Assistance (ESA) Program, the CARE Program, and other income-by-household size parameters at the small area (block group, census tract, ZIP+2, etc.) for each IOU territory and for the state of California as a whole.

Sources for the 2020 eligibility estimates include the January Health and Human Services (HHS) Poverty Guidelines¹⁶ (“bundling” one- and two-person households at the HHS-defined 200 percent FPG limit as required by AB 327), current year small-area vendor marginal

¹³ Compliance Filing of Pacific Gas & Electric (U 39-M) on Behalf of Itself, Southern California Gas Company (U 904-G), San Diego Gas & Electric Company (U 902-M) and Southern California Edison Company (U 338-E) Regarding Annual Estimates of CARE Eligible Customers and Related Information as reflected in A.14-11-007, et al. Originally filed on February 12, 2020 and revised on March 17, 2020. The analysis and subsequent report for this compliance filing is produced by Athens Research.

¹⁴ The FERA household penetration rate is calculated by dividing FERA Participating Households by FERA-Eligible Households.

¹⁵ D.01-03-028 at 49-50.

¹⁶ Annual Update of the HHS Poverty Guidelines, 85 FR 3060 (January 17, 2020)

distributions on household characteristics, Census 2010 Summary File 3 (SF3) data, Census American Community Survey 2015-2019 Public Use Microdata Sample (PUMS) data, utility meter and master meter household counts, Department of Finance Consumer Price Index series, and various Geographic Information System sources.

The method considers American Community Survey microdata relationships between guideline status (above/below 200 percent FPG), tenure, and fuel payment relationships. These cross classifications are fitted to small area (block group) marginals to produce payer type-specific distributions, which can be aggregated to various other geographical levels.

The method also incorporates the impact of labor force changes (unemployment and other forms of job separation, as well as positive changes). The method adjusts block group marginal distributions on household income based on sub-state modeling that incorporates Current Population Survey, Integrated Public Use Microdata Survey Data, American Community Survey Data, and California Employment Development Department (EDD) county and Metropolitan Statistical Area level labor force series. This adjustment to block group income marginal is then incorporated into the otherwise “standard” estimation approach to produce small area estimates reflecting small area income changes due to labor market forces.

Estimates from the block group level are aggregated to county/utility and whole utility level, among other aggregations. Annually, SDG&E applies county/utility level eligibility fractions to a new set of “technical eligibility counts” (for FERA these are metered and sub-metered occupied housing units), obtaining an estimate of income/demographic eligibility in household count form.

SDG&E counts the number of households (by small area, by county, and overall) that are enrolled in FERA. The FERA household total, including individually metered and sub-metered occupied housing units, is divided by the total income/demographic eligibility.

D. Provide the Current FERA Sub-Metered Tenant Counts At Year-End.

At year-end 2020, SDG&E had 81 sub-metered tenants participating in FERA.

E. Discuss Any Problems Encountered During the Reporting Period Administering the FERA Program for Sub-Metered Tenants and/or Master-Meter Customers.

SDG&E did not experience any problems administering the FERA Program for sub-metered tenants and/or master-meter customers in program year 2020.

II. PROGRAM COSTS

A. Discount Cost

1. State the Average Monthly FERA Discount Received, In Dollars Per FERA Customer.

The average monthly FERA discount per customer in program year 2020 was \$20.94.¹⁷

2. State the Cumulative Annual Discount for All FERA Customers.

The cumulative FERA Program discount provided to all FERA customers in program year 2020 was \$3,435,130.

¹⁷ Total Cumulative Annual Discount of \$3,435,130 divided by 2020 year-end customers enrolled from Table 1 of 13,672, which is then divided by 12 months for a monthly average discount.

B. Administrative Cost

1. Show the FERA Program's administrative cost by category.

Table 3	
FERA Program Administrative Costs by Category and Benefits	
Category	Cost
Outreach	\$ 57,860
Processing, Certification, and Verification	\$ 42,401
General Administration	\$ 32,755
TOTAL PROGRAM COSTS	\$ 133,016
CUSTOMER BENEFITS	\$ 3,435,130
TOTAL PROGRAM COSTS & CUSTOMER BENEFITS	\$ 3,568,146

2. Explain what is included in each administrative cost category.

Outreach

The cost of outreach includes costs to generate enrollments through third-party outreach such as live-phone campaigns and cross-promoting the FERA Program with other assistance programs.

Processing, Certification, and Verification

Costs in this category include staff labor related to processing applications and customer contact center activities, including, but not limited to, the following:

- Scanning and indexing applications;
- Processing FERA applications;
- Initiating and responding to customer inquiries regarding FERA applications/program;
- Fielding telephone calls related to FERA Program participation; and

- Resolving disputes related to FERA Program enrollment.

General Administration

General administration costs include labor associated with program management and day-to-day operations.

Customer Benefits

Customer benefits includes the value of the FERA discounts provided to customers.

3. Explain how costs of joint CARE/FERA activities are charged to each program.

The costs of distinct CARE and FERA activities are charged separately to each program using separate source codes. To the extent possible, the costs of joint CARE and FERA activities are allocated in proportion to the work that was attributable to either CARE or FERA. Since most CARE and FERA Program activities are integrated, most costs are shared between the programs.

C. Provide the year-end December 31 balances for the FERA balancing account for both the current and prior reporting periods.

FERA Discount Costs

Pursuant to D.15-07-001 and Advice Letter 2790-E, SDG&E records the FERA discount in the FERA Balancing Account (FERABA). As of December 31, 2020, there were \$3,435,130 in FERA discounts in the FERABA compared to \$2,242,207 in 2019.

FERA Administrative Costs

As of December 31, 2020, there were \$133,016 in FERA administrative costs in the FERA sub-account of SDG&E's Baseline Balancing Account (BBA) compared to \$132,490 in 2019.

III. OUTREACH

A. Discuss Utility Outreach Activities and Those Undertaken By Third Parties On The Utility's Behalf.

General Awareness

In 2020, as in previous years, there was not a budget allocated specifically for FERA advertisement; however, FERA was promoted through various no-cost tactics which included on-bill messages, SDG&E organic social media (Facebook, Twitter and Instagram), SDG&E's mobile app, and sdge.com.

Partner Education & Outreach

CARE Capitation Agencies

SDG&E partners with 18 social service agencies such as the Women, Infants and Children (WIC) program, refugee assimilation organizations, 2-1-1 San Diego, and others to help enroll its hardest-to-reach customers. These organizations serve vulnerable, low-income individuals and families with enrollment in state and federally funded assistance programs, including Cal Fresh, Low-Income Home Energy Assistance Program (LIHEAP), Covered California, and California Lifeline. The partnering organizations are located in diverse, low-income communities and serve multicultural/multilingual, seniors, veterans, special needs, and Limited English Proficient (LEP) audiences and provide multilingual staffing. These partners contributed to 30 FERA Program enrollments and two FERA recertifications in 2020.

Energy Solutions Partner Network

In 2020, SDG&E worked with an established network of more than 190 non-profits and community-based organizations (CBOs), collectively called the Energy Solutions Partner Network. A majority of these organizations are small, grassroots agencies serving customers that also reach multicultural/multilingual, seniors, veterans, special needs, and LEP audiences. These

partners help educate and enroll customers in low-income programs utilizing a variety of tactics, including messaging through e-mail and social media channels such as Facebook, Twitter, and Instagram; posting information on their websites; providing booth space at events; and hosting enrollment day fairs at their locations. As the focus for these partners is on CARE applications and enrollments, the majority of applications collected through the Energy Solutions Partner Network are shown in CARE results. Due to the COVID-19 pandemic, SDG&E and its Energy Solutions Partner Network modified engagement efforts to comply with social distancing regulations in regards to community outreach. These modifications included drive-through events and virtual events and presentations, which were traditionally held in person. These efforts resulted in one FERA enrollment and over 225 educational community events and presentations. The County of San Diego Health and Human Services Agency (HHSA) is also part of the Energy Solutions Partner Network and enrolled eight new customers in the FERA Program in 2020.

Community Engagement

Events, Presentations, Workshops

Community outreach and engagement allow SDG&E to connect and directly engage customers with energy-saving solutions in the communities where they work and live. These outreach activities provide information about SDG&E's FERA Program to potentially eligible customers. SDG&E has established partnerships with social service entities, such as the HHSA and other agencies focused on serving multicultural/multilingual communities to connect with customers who are unaware, concerned, or have a language barrier. SDG&E has also established partnerships with non-profit organizations to deliver presentations, workshops, and training, and

participate at community events to assist SDG&E in securing enrollments through an organization that customers trust.

Many of the Energy Solutions Partners host community events that offer social services such as health and wellness fairs, community resource fairs, food banks, police and fire department open houses, employer fairs, and cultural fairs, as well as educational/STEM activities through schools and communities. SDG&E believes these are excellent opportunities to engage with customers since the events often attract low-income and fixed-income audiences and generally target families with children, seniors, and disabled or special needs populations. These community events also service SDG&E's rural, Tribal, and other hard to reach populations. Due to COVID-19, most of these 2020 events were canceled or reformatted to a virtual presentation or drive-through format. While these events and presentations may not bring in large numbers of program enrollments, they serve a greater need of educating and engaging customers.

In total, and despite the difficulties presented by the global pandemic, SDG&E participated in over 275 events, over 50 multicultural events, presentations, and workshops to educate and reach over 40,300 people in the community on the FERA Program in addition to other SDG&E customer assistance programs and services.

Branch Offices and Customer Contact Center

SDG&E's outreach team collaborates with the branch offices and bill payment locations to educate customers on programs and services during impacted times of the year, such as summer months where customers may experience higher bills. On March 20, 2020, branch offices were closed to customer interaction because of COVID-19, thereby impeding these efforts. However, the branch offices still accepted applications from customers who dropped off

the required forms during this time. In 2020, the branch offices enrolled five new customers into the FERA Program.

SDG&E's Customer Contact Center also assists thousands of customers with a variety of energy inquiries each year. Customers are provided with information about the FERA Program in both English and Spanish while waiting to speak with an Energy Service Specialist (ESS) via the Interactive Voice Recognition System over the phone. ESS personnel offer the FERA Program and complete customer enrollments both over the phone and online for those customers who qualify. In 2020, the Customer Contact Center contributed to the program with two new FERA enrollments.

Direct Marketing

Outbound Calls

The Live Call Campaign, managed by The Harris Group (THG), a contracted third-party company, utilized PRIZM¹⁸ code data to call a CARE/FERA prospect list to enroll qualified FERA customers in SDG&E's service territory. THG's outbound call recertification campaign, which assists customers with complying with requirements for staying on the FERA Program, was halted early in 2020 due to the pause on the recertification processes resulting from COVID Emergency Customer Protections directed in Resolution M-4842.¹⁹ In 2020, the "Live Call"

¹⁸ PRIZM stands for Potential Rating Index for Zip Markets, which provides marketers with a standardized set of characteristics (known as clusters) for each U.S. Zip Code. Each Zip Code is assigned one or more of 62 clusters, based on the area's shared socioeconomic characteristics.

¹⁹ Pursuant to Resolution M-4842, SDG&E filed Advice Letter 3516-E/2854-G approved June 16, 2020.

Campaign and FERA Recertification Campaign resulted in 3,420 FERA enrollments and 43 FERA recertifications.²⁰

B. Discuss Each of the Following:

1. How FERA customer data and other relevant program information is shared within the utility, for example, between its Energy Savings Assistance Program and other appropriate low-income programs.

FERA Program information is distributed in conjunction with the CARE Program. Both FERA and CARE Programs are promoted through a single application form. All outreach efforts for FERA are combined with the CARE Program outreach. For example, all targeted direct mail and telephone campaigns promote the FERA Program through the joint application form. Customers entering income that exceeds the CARE guidelines, but is within the FERA guidelines, are automatically enrolled in the FERA Program. Additionally, ESA contractors who contact a FERA eligible customer may leave a program application behind for the customer to complete.

2. Discuss barriers to participation encountered during the reporting period and steps taken to mitigate them.

SDG&E's primary challenge is finding eligible customers who may not actively be seeking assistance as they are not eligible for other income-qualified programs like CARE and ESA. SDG&E's "Live Call" campaign helped overcome this barrier by contacting targeted active residential customers who are not on the CARE or FERA Program and those customers who are potentially eligible based on the probability model.

²⁰ Pursuant to Advice Letter 3516-E/2854-G, no customers are required to recertify effective March 4, 2020 through the end of the customer protection period and SDG&E has not removed any customers from the FERA Program resulting from recertification. Customers can manually request to recertify but are automatically placed in COVID protection category.

IV. PROCESSING FERA APPLICATIONS²¹

A. Processing Self-Certification and Self-Recertification Applications (individual and sub-metered customers)

1. Provide the number of utility and third-party FERA self-certification and self-recertification applications provided, received, approved, denied, pending/never completed, or duplicates for the reporting period.

Table 4						
FERA Self-Certification and Self-Recertification Applications						
	Provided	Received ²²	Approved	Denied	Pending/ Never Completed	Duplicates
Utility	1,410	2,602	2,000	85	6	511
Capitation	18,900	34	29	1	0	4
Other Third-Party	13,000	3,899	3,425	163	9	302
Total	33,310	6,535	5,454	249	15	817

B. Processing Random Post-Enrollment Verification Requests

1. Provide the total number of verifications requested, received, approved, denied, pending/never completed, or duplicates, for the reporting period.

	Requested ²³	Received ²⁴	Approved	Denied ²⁵	Pending/Never Completed
Total	327	319	307	11	1

²¹ The SDG&E FERA Application is a part of the Bill Discount Application that includes CARE.

²² Customers can manually request to recertify but (as of March 4, 2020) are automatically placed in the COVID-19 protection category as authorized in Resolution M-4842.

²³ Further information on FERA income verifications can be found in Section V, Subsection A.

²⁴ Received and Approved includes CARE ineligible Post-Enrollment Verification Requests that are eligible for FERA.

²⁵ Denied includes FERA ineligible Post-Enrollment Verification Requests that are eligible for CARE. Denied customers who are eligible for CARE are automatically enrolled in the CARE program.

V. PROGRAM MANAGEMENT

A. Discuss Issues and/or Events That Significantly Affected Program Management In the Reporting Period and How These Were Addressed.

On March 4, 2020, Governor Gavin Newsom proclaimed a State of Emergency in response to the outbreak of novel coronavirus COVID-19.²⁶ On March 13, 2020, President Trump signed an Emergency Declaration to facilitate federal response to the emerging pandemic.²⁷

On March 17, 2020, the Commission's Executive Director sent a letter to the California energy, water, and communications corporations stating the Commission's expectation that they would "extend the same applicable consumer protections directed in D.19-07-015" to utility customers, retroactive to March 4, 2020.²⁸ On April 16, 2020, the Commission adopted Resolution M-4842 to ratify the directions provided in the Commission's Executive Director's March 17, 2020 letter. Resolution M-4842 provided that the applicable protections would remain in place for one year, through April 16, 2021, or as otherwise extended.²⁹

In response to Resolution M-4842, SDG&E submitted Advice Letter 3516-E-D/2854-G-D, which detailed various customer protections for SDG&E's customers impacted by the COVID-19 pandemic. As part of this Advice Letter, SDG&E discontinued generating all recertification and verification requests that require FERA customers to provide their current

²⁶ See Office of Governor Gavin Newsom, *Governor Newsom Declares State of Emergency to Help State Prepare for Broader Spread of COVID-19* (March 4, 2020), available at <https://www.gov.ca.gov/2020/03/04/governor-newsom-declares-state-of-emergency-to-help-state-prepare-for-broader-spread-of-covid-19/>.

²⁷ See National Conference of State Legislatures, *President Trump Declares State of Emergency for COVID-19* (March 25, 2020), available at <https://www.ncsl.org/ncsl-in-dc/publications-and-resources/president-trump-declares-state-of-emergency-for-covid-19.aspx>.

²⁸ Letter from Alice Stebbins Re: Emergency Customer Protections to Support Customers Affected by the COVID-19 State of Emergency (March 17, 2020).

²⁹ Subsequently, the Commission extended the customer protections to June 30, 2021 in Resolution M-4849 issued on February 11, 2021.

income information and suspended all FERA Program removals to avoid unintentional loss of the discounted rate during the period for which the customer is protected. Further details regarding the COVID-19 Emergency Customer Protections may be found within the abovementioned Advice Letter.

B. Post Enrollment Verification to Provide Proof of Income.

SDG&E selects between 3% and 6% of the FERA-eligible enrolled customers each year for the Post Enrollment Verification (PEV) process.³⁰ A probability score is applied to each account using the Commission-approved Probability Model that is utilized for the CARE Program. Each month, accounts are randomly selected for PEV based on their probability score. A lower score suggests that the customer is less likely to be eligible. A customer selected for PEV is required to provide documentation of eligibility for continued participation in the FERA Program. The customer may satisfy this requirement by providing proof of earnings as determined by household member count and household income.

Customers are given 90 days to respond to a PEV request before they are removed from the FERA Program. As long as the customer provides acceptable documentation (even if responding after the deadline), they can remain enrolled or be re-enrolled in the FERA Program.

As mentioned above, due to the COVID-19 Emergency Customer Protections, SDG&E paused PEV requests as of March 4, 2020.

³⁰D.12-08-044 ordered that the utilities maintain verification levels at no more than 200% of their 2011 PEV rates, which for SDG&E was 3%.

APPENDIX 1-2

FERA Program

APPENDIX

FERA Program:


- 1. Sample Bill Insert**
- 2. SDG&E CARE and FERA Program Application**

[illegible]

Appendix 2 – SDG&E CARE and FERA Program Application - English & Spanish

Save on your SDG&E® bill

RESIDENTIAL RATE ASSISTANCE APPLICATION FOR CARE AND FERA



A Sempra Energy utility

Your Name

Home Address, Apartment, City, Zip Code

SDG&E® Account Number

Home Telephone

Mobile Phone

Email Address

How would you like to be contacted? ☐ Email ☐ Mail

1

Household Information: Please complete

Number of persons in your household: Adults: + Children: =

Please complete either section 2A OR 2B, then go to section 3.

2^A

Public assistance programs: (for CARE Program Only)

If you or someone in your household receives benefits from any of the following public assistance programs check all that apply. Fill out section 2A or 2B. You do not need to complete both sections.

☐ Bureau of Indian Affairs General Assistance
☐ CalFresh/Supplemental Nutrition Assistance Program (SNAP)
☐ CalWORKS/Temporary Assistance for Needy Families (TANF)
☐ Low-Income Home Energy Assistance Program (LIHEAP)

☐ Medicaid/Med-Cal for Families A & B
☐ National School Lunch Program (NSLP)
☐ Supplemental Security Income (SSI)
☐ Tribal TANF
☐ Women, Infants, and Children Program (WIC)
☐ Head Start Income Eligible (Tribal Only)

OR

2^B Household income eligibility: (for CARE or FERA Program)

If your household does not participate in a public assistance program, please check all sources of household income for all members of the household and write the total income in the spaces provided.

You must check (✓) all sources of your household's income, including:

☐ Wages and/or profits from self employment
☐ Rent or royalty income
☐ Pensions
☐ Social Security
☐ SSI or SSDI
☐ Disability or workers' compensation payments
☐ Unemployment benefits


☐ Scholarships, grants or other aid for living expenses
☐ Interest/dividends from savings, stocks, bonds or retirement accounts
☐ Spousal or child support
☐ Insurance or legal settlements
☐ Cash or other income

Total annual household income: \$

3

Declaration: (please read and sign below)

I state the information I have provided in this application is true and correct. I agree to provide proof of income if asked. I agree to inform SDG&E if I no longer qualify to receive the discount. I know that if I receive any discount without qualifying for it, I may be required to pay back the discount. I understand that SDG&E can share my information with other utilities or their agents to enroll me in their assistance programs.

 **Customer Signature**

Source Code

Date

Employee ID

FORM 143-7400-010
SDG&E 10-02-0



Income Qualification for CARE & FERA Programs Effective June 1, 2020 – May 31, 2021		
Number in Household	CARE Program Total Annual Household Income*	FERA Program Total Annual Household Income*
1 or 2	\$34,480	Not eligible
3	\$43,440	\$43,441 – \$54,300
4	\$52,400	\$52,401 – \$65,500
5	\$61,360	\$61,361 – \$76,700
6	\$70,320	\$70,321 – \$87,900
7	\$79,280	\$79,281 – \$99,100
8	\$88,240	\$88,241 – \$110,300
Each additional person, add	\$8,960	\$8,960 – \$11,200

* To figure your current total gross household income, combine all money and non-cash benefits received by every person living in your home.

High energy use may result in removal from the program.

Ahorre en la factura de SDG&E®

ASISTENCIA TARIFARIA RESIDENCIAL FORMULARIO DE SOLICITUD PARA CARE Y FERA



Su nombre		Teléfono de casa	
Número y calle, Apartamento, Ciudad, Código postal		Teléfono móvil	
Número de cuenta de SDG&E*		Dirección de correo electrónico	

¿Cómo le gustaría que lo contactáramos? ☐ Correo electrónico ☐ Correo

1 Información del hogar: Favor de llenar:
Número de personas en el hogar: Adultos: + Niños: =

Por favor llene ya sea la sección 2A O 2B, y luego vaya a la sección 3.

2A Programas de Asistencia Pública: (para el Programa CARE únicamente):
Si usted o alguien en su hogar recibe beneficios de cualquiera de los siguientes programas de asistencia pública, marque todos los que correspondan.
Llene la sección 2A o 2B. No necesita llenar ambas secciones.

- ☐ Buró de Asistencia General para Adultos de Nativos Americanos
☐ CalFresh/Programa Suplementario de Asistencia Nutricional (SNAP)
☐ CalWORKS/Asistencia Temporal para Familias Necesitadas (TANF)
☐ Programa de Asistencia a Hogares de Escuelas Recintos para Gastos de Energía (LIHEAP)
☐ Medicaid/Medicaid para Familias A y B
- ☐ Programa Nacional de Almuerzos Escolares (NSLP)
☐ Seguridad de Ingreso Suplementario (SSI)
☐ TANF Tribal
☐ Programa para Mujeres, Bebés y Niños (WIC)
☐ Ingreso elegible para Head Start (tribal únicamente)

Si no participa en ninguno de los programas anteriores, por favor llene la sección 2B.

2B Requisitos de Ingreso en el hogar: (para los Programas CARE o FERA)
Si su hogar no participa en un programa de asistencia pública, por favor marque todas las fuentes de ingreso del hogar para todos los miembros del hogar y escriba el ingreso total en los espacios señalados.

Debe marcar (✓) todas las fuentes de ingreso de su hogar, como:

- ☐ Salarios y/o utilidades por autoempleo
☐ Ingresos por alquiler o regalías
☐ Pensiones
☐ Seguro Social
☐ SSP o SSDI
☐ Pagos por incapacidad o indemnización para los trabajadores
☐ Beneficios de desempleo
- ☐ Beca, subvención u otra ayuda para sufragar el costo de la vida
☐ Intereses/dividendos de ahorros, acciones, bonos, o cuentas para el retiro
☐ Pensión conyugal o alimenticia
☐ Liquidaciones de seguro o legales
☐ Ingreso en efectivo o de otro tipo

Ingreso total anual en el hogar: \$

3 Declaración: (favor de leer y firmar en la parte inferior)

Declaro que la información que proporcioné en este formulario es verdadera y correcta. Conozco los requisitos de ingreso y los requisitos de asistencia pública. Conozco que si no cumplo con los requisitos de ingreso o de asistencia pública, no voy a recibir el descuento de la factura de SDG&E. Entiendo que SDG&E puede compartir mi información con otras empresas de servicios públicos o con sus agentes para inscribirme en sus programas de asistencia.

* Firma del cliente

Fecha

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SOURCE CODE:

EMPLOYEE ID:

FORM 347-00000
SEPT 2019-00



Requisitos de ingreso para los Programas CARE y FERA

*En vigor del 1 de junio de 2020 al 31 de mayo de 2021

Número de personas que viven en el hogar	Programa CARE Ingreso total anual en el hogar*	Programa FERA Ingreso total anual en el hogar*
1-2	\$34,480	Not eligible
3	\$43,440	\$43,441 - \$54,300
4	\$52,400	\$52,401 - \$65,500
5	\$61,360	\$61,361 - \$76,700
6	\$70,320	\$70,321 - \$87,900
7	\$79,280	\$79,281 - \$99,100
8	\$88,240	\$88,241 - \$110,300
Por cada persona adicional, añada	\$8,960	\$8,960 - \$11,200

* Para calcular el actual ingreso bruto total en el hogar, combine todo el dinero en efectivo y beneficios no monetarios que recibe cada una de las personas que viven en su hogar.

Un consumo elevado de energía puede dar como resultado si que se le quite del programa.