

Low Income Oversight Board (LIOB) Low Income Energy Assistance Programs (LIEAP)
Subcommittee

Thursday March 16, 2023, 2:30 – 5:00 PM

Agenda Attachment - **Questions from Subcommittee**

Questions for each IOU:

1. What are the challenges that the IOUs are facing with implementing ESA as per the Decision? (i.e., supply chain issues, new management systems implementation and integration, invoicing, qualified and segmented lead generation, etc.)
2. Regarding the targeting of ESA leads, what is the success/fulfillment rate (%) of leads from the IOU, to the contractor, to the customer resulting in households successfully served? The overarching goal is to be more efficient with our outreach and enrollment processes saving both contractor time and uncovered costs.
3. Table #7 in the [IOU monthly reports](#) has good data, however, what would you advise to provide a deeper dive on ESA customer modeling (profiling) with regard to enhanced energy efficiency outcomes and targeted lead generation?
4. How specifically do you plan to spend FY 2022 “committed” dollars?
5. Are you designating unspent funds to offset future collections?

Question for SCG?

6. Is FY 2022 ESA work to be completed in FY 2023, to be paid for out of the 2023 budget?
7. SCG reports that there is \$25M unspent in 2022, of which \$15M will “can” be used for use by 2023 customers, and \$10M of which will be used to offset future collections. Will the \$15M spend in 2023 for ESA services be paid out of the 2022 unspent budget, or will SCG use 2023 budget dollars for that same \$15M? Please explain.
8. Please explain why there was \$25M unspent in 2022?
9. Are there changes planned in your administrative model to avoid ESA FY budgeted dollars that are unspent and eligible customers that are not served with that FY budget?

Question for SDG&E:

10. Can you provide a status on your ESA systems management?