

# 2023-2025 Low Income Needs Assessment

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WELCOME & AGENDA

# LINA Study Team

- SoCalGas: Kevin Ehsani, Regina Momblanco, and Johna Roth
- PG&E: Iris Cheung
- SCE: Carol Edwards
- SDG&E: Brenda Gettig
- CPUC: Mia Hart and Jason Symonds

# Today's Purpose & Agenda

- Quick Reviews:
  - Roles & Responsibilities
  - Q1 Subcommittee Meeting
- Present the LINA 2025 draft work scope
  - Solicit input from LINA Subcommittee
- Review timeline and next steps

# Roles & Responsibilities

- Energy Division is the project lead and provides overall direction
- An IOU provides overall contract & day to day management for ED and participating IOUs
  - SCG for this cycle
- ED and IOUs coordinate and jointly manage the consultant
- LIOB advises and provides input

# Q1 Subcommittee Meeting: March 8, 2023

- Attendees: LINA Subcommittee, IOUs, ED, and CBOs
- Potential research topics were discussed
  - All suggestions were considered
- Today we will be focusing on the topic we're moving forward with

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LINA 2025: DRAFT WORK SCOPE

# Study Objectives

Obtain a more comprehensive understanding of energy usage behavior (and household characteristics) to inform how ESA can better assist customers regardless of energy usage.

- From high-usage customers: we'll learn of opportunities for deeper energy savings
- From low-usage customers: we'll examine health comfort and safety considerations and gain a better understanding of conservation-related vulnerability

# Reasons for Topic Selection

- Aligns with stated program priorities and goals
  - Deeper Energy Savings
  - Health Comfort and Safety
- Aligns with the Decision and ED Staff guidance to look at customer segmentation and different categories and need states
- The topic was identified and recommended by the LINA Subcommittee
- There has been expressed interest from stakeholders outside of LIOB for years
- It provides potential implementation modification opportunities and actionable results
- Will help staff understand customer profiles and needs better
- It will provide information that builds on some of the past data, research, and learnings



# LINA 2025 Draft Work Scope

## Assessment of High- and Low-Usage LI Customers

- Primary causes of high energy use
- Characteristics of low-usage households
- Customer segmentation
- Ideas from other topics under consideration, if time and budget allow

# Potential Research Questions

- **Primary causes of high energy use**
  - What factors contribute to high use?
    - We want to identify high-usage topics that can't be identified by the program.
    - To what extent does ESA impact these factors?
  - What behavioral causes may be addressed with modified education?
  - Are there any measures and/or services that may mitigate high usage?

# Potential Research Questions

- **Characteristics of low-usage households**
  - What factors contribute to relatively low usage?
  - What can we learn from these customers that may benefit communication and treatment of other low-income households?
  - To what extent are low-usage households jeopardizing their health or safety by refraining their energy use?
  - How are customers impacted by peak and non-peak time-of-use rates?

# Potential Research Questions

- **Customer Segmentation**

- What are the customer segments that high-usage and low-usage customers most commonly fall into? Some examples:
  - SF renters, MF renters, SF homeowners
  - Medical baseline, Disabled, Vet, Elderly
  - Climate Zones
  - Size of Household
- Can customer profiles with specific ESA treatment recommendations be created for these customers?

# Potential Research Questions

- **Under consideration if there's enough time and budget**
  - Does ESA (and CARE/FERA) impact high-usage customers' energy burden or affordability ratios?
  - Is there correlation between high energy usage (or burden) and barriers to accessing energy programs?
  - How does customers' understanding of TOU rates impact their usage?
    - Can we improve IOU communications and education on TOU rates?
  - How will building electrification and reduced natural gas incentives impact these customers?

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TIMELINE REVIEW & NEXT STEPS

# Timeline for 2023

## Develop Research Topics

Q1 2023

Develop Research Topics

**Solicit Initial LIOB & CBO Input**; Discuss Potential Work Scope with Stakeholders

## Develop Work Scope

Q2 2023

Develop Draft Work Scope and **Get LIOB Feedback**

**Second Public Workshop to Present Draft Work Scope to Stakeholders** (this meeting)

Finalize and Obtain Approved Study Scope

## Request for Proposals & Contractor Selection

Q4 2023

Develop Request for Proposal & Solicit Bids

Review Proposals & Select Winner

Contracting Starts

# Timeline for 2024 - 2025

## Study Execution

Contracting for Study Completed

Q1 2024

## Research Plan & Implementation

Contractor Develops Draft Research Plan

IOU Study Team Reviews & Comments

**Solicit LIOB Input on Refined Research Plan**

Data Collection & Analysis

Q2 – Q4 2024

## Results, Draft & Final Report

Contractor Delivers Draft Report

IOU Study Team Reviews & Comments

**Presentation of Results to LIOB Subcommittee**

Review/edit Draft and Final Reports; Post Final Report

Q4 2025



# Proposal Scoring Team

- **Current Scoring Team**
  - ED provides one score
  - Each IOU provides one score
    - SCG is the only entity providing commercial scores
      - Includes scores for financial fitness, DBE, and sustainability
  - ED makes the final determination
- **LINA Subcommittee Request for Inclusion**
  - The ED will share the criteria for a potential scorer by May 31
- **Scoring Team members TBD on or before June 30, 2023**

# Next Steps: LIOB Feedback

- **Please provide by May 25, 2023:**
  - Comments on the Topic and Research Questions presented and discussed today
  - Email addresses for any contacts that you would like to have receive the RFP announcement
    - Send both to Johna Roth
- **Please provide by June 30, 2023:**
  - LINA Subcommittee member to add to the Scoring Team

# Study Contacts

**Mia Hart, CPUC, ED**  
*mia.hart@cpuc.ca.gov*  
*415-703-4153*

**Johna Roth, for SoCalGas**  
*johna@johnaroth.com*  
*608-215-7387*