

2028 Low Income Needs Assessment (LINA)

Presentation to the Low-Income Oversight Board (LIOB)
Technical Advisory Committee (TAC)/LINA Subcommittee

March 10, 2026

Agenda

- Study team introduction and background
- Study purpose, process and timeline
- Topic Brainstorming
- Next steps

2028 LINA

Study Team Introduction and Background

Study Team Introduction

The 2028 LINA study team includes the following individuals from the IOUs and the CPUC:

- SCE: Aaiysha Khursheed
- PG&E: Iris Cheung
- SoCalGas: Jeenkee Lazaro
- SDG&E: Laurie Porter
- CPUC: Mia Hart and Ana Zapata

Initiation of LINA

- LINA was initiated in 2002 in response to Assembly Bill 1890 (AB 1890), California's 1996 electric restructuring legislation
- First LINA completed in 2007. Since then, additional LINA studies were completed in 2013, 2016, 2019, 2022, and most recently, 2025
- The 2028 LINA represents the seventh iteration
- Study budget approved under the IOUs' PY 2021-2026 ESA and CARE Applications (D.21-06-015)

Guiding Legislation: Public Utilities Code §382 (d)

Beginning in 2002, an assessment of the needs of low-income electricity and gas ratepayers shall be conducted periodically by the commission with the assistance of the Low-Income Oversight Board. A periodic assessment shall be made not less often than every third year. **The assessment shall evaluate low-income program implementation and the effectiveness of weatherization services and energy efficiency measures in low-income households. The assessment shall consider whether existing programs adequately address low-income electricity and gas customers' energy expenditures, hardship, language needs, and economic burdens.**

General Criteria for Selecting LINA Topics

- Meets statutory requirements
- Is in alignment with D.21-06-015
- Limited existing knowledge
- Is an identified gap/need
- Lends itself to study
- Relevant to ESA/CARE

Past LINA Topics

Year	Study Topic
2007	Broad Focus: Willingness to participate, demographics, energy needs, energy burden
2013	Willingness to participate Non-participant demographics Participation barriers
2016	Energy insecurity & hardship Barriers to EE measure access Unique energy needs
2019	CARE enrollment, recertification, verification Mitigation of health, comfort, safety hardships Households using alternative fuels & those in less reliable service areas
2022	Addressed renters' energy needs Assessment of unmet needs and ESA program gaps Gain better understanding of vulnerable populations' needs
2025	Examined low-income low and high energy usage customers to identify how ESA benefits these customers and how it can more effectively reach them to provide services

Topics are selected to avoid duplicating past LINA studies and other IQP evaluations (e.g., upcoming statewide ESA impact/process evaluation)

IOUs noted that the findings from the last two LINA studies were less actionable than those from previous studies

EM&V and Input Considerations

- The LINA study team is seeking input and feedback from the LIOB and the CBOs on the scope of the 2028 LINA Study
- Study execution and reliable results include timing and budget considerations. Better outcomes with:
 - Clear objectives
 - Focused research questions
 - Budget and timeline that can accommodate the scope
- The LINA study team is to listen to and consider all ideas and feedback
 - We will not be responding to everything during this meeting

2028 LINA

Study Process, Guidelines, and Timeline

Study Process

- Energy Division is the project lead and provides overall direction, with assistance from the LIOB and support from the IOUs
- One of the IOUs serves as the overall contract lead and provides day to day management for ED and participating IOUs (SCE for 2028 LINA)
- Is guided by the needs, barriers, and conditions facing low-income households
- Stakeholder input and public reviews occur during this TAC/LINA subcommittee meeting on potential work scope (Q1 2026) and again on the draft work scope (Q2 2026)

Guidelines, as stated in D. 21-06-015

- A LINA study is statutorily mandated to be completed every three years with the assistance of the LIOB
- The 2028 LINA shall be scoped and solicited by the end of 2026
- Schedule is included in Decision to ensure that LIOB and stakeholders have an opportunity to provide feedback in a timely manner for consideration into the scoping phase of the request for proposals
- Requirement that the 2028 LINA implements survey tools that are available in at least the top three non-English languages identified as the primary language spoken in California's low-income households

Timeline	Date
<p>Develop Research Topics Solicit input from LIOB and CBOs (this is the First Public Workshop) Present ED/IOU Research Topics</p>	Q1 2026
<p>Develop Work Scope Develop Draft Work Scope and Solicit Feedback from LIOB Present Draft Work Scope to Stakeholders (Second Public Workshop) Finalize and Obtain Approved Study Scope</p>	Q2 2026
<p>RFP and Contractor Selection Develop RFP and Solicit Bids Review Proposals and Select Winning Bid Contract Negotiations</p>	Q3-Q4 2026
<p>Study Execution Contracting Completed</p>	Q4 2026
<p>LIOB LINA Subcommittee Meeting on Draft Research Plan</p>	tentatively Q2 2026
<p>LIOB LINA Subcommittee Meeting on Results and Draft Report</p>	tentatively Q4 2028
<p>Finalize 2028 LINA Report, post on CPUC PDA, and serve to A.19-11-003 list serve</p>	Q4 2028

2028 LINA

Topic Brainstorming

Proposed Topic #1

CARE program integrity, evaluation of application processes, income verification, and program implementation

- Assessment of program integrity – the program is serving who it's supposed to – and an evaluation of enrollment, recertification, and PEV processes
- Identify opportunities to streamline application and income verification processes, reduce administrative burden, retain qualifying customers, and improve customer experience
- What changes to the CARE applications, income verification process, and ME&O can the IOUs make to simplify processes to qualify while maintaining program integrity?

Proposed Topic #2

Enhance Enrollment and Engagement of Tribal Communities in ESA, CARE, and FERA

- Assessment of Tribal community enrollment barriers to ESA, CARE, and FERA and their energy-related needs that continue to go unmet by existing programs for which they qualify
- After identification of the barriers and unmet needs, develop strategies to facilitate Tribal enrollment and engagement with ESA, CARE, and FERA to better align to their energy needs

Proposed Topic #3

CARE/FERA process evaluation with an equity and accessibility lens

- A process and equity assessment of CARE and FERA enrollment and implementation, supported by a non-income indicator enrollment analysis
- After identifying enrollment gaps and barriers and any issues with equitable access, identify improvements to enrollment processes, ME&O, and customer experience to better serve all eligible households
- To what extent do current program processes and implementation practices promote or hinder equitable access to CARE and FERA across demographic and housing characteristics?
- How can the design and implementation of capitation programs better help improve equitable access to CARE and FERA?

Q&A with LIOB, CBOs, and other stakeholders

- What issues are the LIOB, CBOs, and other stakeholders interested in for this upcoming LINA?
- What areas of interest have arisen for the CBOs based on their interaction with ESA- and CARE-qualifying energy customers?
- Do the topics raised by the CPUC and IOUs sound relevant to your experience with low-income customers?

Next Steps

- Timeline for next LINA subcommittee meeting (Q2 2026)
- Introduce option for LIOB member to join scoring team again

Comment Submission

Presentation deck is available at

<https://pda.energydataweb.com/#!/documents/4285/view>

You can submit comments through March 24, 2026

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