

2006-8 Energy Efficiency Portfolio Quarterly Report Narrative

Program Name: SCG Nonresidential Express Efficiency
Program Number: SCG3507
Quarter: First Quarter 2006

1. Program description

Express Efficiency is an existing statewide rebate program targeting nonresidential customers to encourage adoption of selected energy-efficient technologies. SCG's program focuses on replacing existing energy efficient natural gas equipment, and encouraging customers to move up to higher than standard efficiency models when purchasing additional equipment for their established business.
2. Administrative activities
 - Regular monthly administrative activities include but are not limited to the following activities: continued refining of the customer participation process and program design, review of customer participation and market activity, coordination with participating retailers, vendors, and manufacturers and other market participants, contract management, responding to customer inquiries and concerns, planning of future training events, and managing of program budgets and expenditures.
 - SoCalGas provided four Commercial and Industrial DSM Energy Efficiency Program training sessions, including the Express Efficiency Program, for employees during Q1, 2006. Each training conference, comprised of multiple sessions, presented new program information including policies & procedures and program material.
3. Marketing activities
 - SCG attended 17 outreach events during Q1 2006 at which Express Efficiency, and other DSM collateral material, program information and applications were distributed.
 - SCG employees delivered approximately 875 Express Efficiency applications directly to customers during Q1, in addition to the applications and brochures distributed at the above outreach activities.
4. Direct implementation activities
 - SCG's Express Efficiency program coordinates activities with the utility's Account Executives and Commercial and Industrial Service Technicians so as to present Energy Efficiency program details to their customers during the course of their daily activities and interactions with SCG's customers. SCG Account Executives usually have an engineering background and have been tasked to meet the needs of their assigned customers with a focus on promoting rebate programs and to educate customers on energy efficiency matters. The C&I Service Techs are fully trained in the Express Efficiency program and are alert for opportunities to assist customers in upgrading their energy inefficient equipment to high efficiency equipment through the Express Efficiency program during their interaction with the customer's during daily service calls.
 - SCG began development of a vendor program during Q1 2006. In addition to the vendor program, on Tuesday, March 14, 2006, The Gas Company conducted the first Energy Efficiency Expo held at the ERC in the City of Downey. The

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Gas Company's 2006-2008 Energy Efficiency Programs were presented to 300 business customers who received a package full of energy efficiency information (Express, Business Energy Efficiency Program, Food Service Rebate, Savings By Design, and). Approximately 400 people attended this event including 14 vendors and the event was well received by all.

- The Express Efficiency program coordinates its marketing effort with the audit component of the program. Although it is not mandatory that an audit be completed prior to an application for a rebate, the audit program provides a roadmap to show customers how to participate in the Express Efficiency program.

- Energy Audits performed Q1

Online Audit	Online Sessions	16
Onsite Audits	Completed Audits	70

5. Program performance/program status

- Program is on target
- Program is exceeding expectations
- Program is falling short of expectations

Explain:

- The SCG Express Efficiency Program is on target to meet or exceed all goals within budget.

6. Program achievements (non-resource programs only):

- None

7. Changes in program emphasis, if any, from previous quarter (new program elements, less or more emphasis on a particular delivery strategy, program elements discontinued, measure discontinued, budget changes, etc.).

- On March 10th, SCG rebate levels for Boilers and Large Instantaneous Water Heaters were lowered following the receipt of new workpapers for these measures which lowered the overall therm savings per Mbtuh. This rebate level reduction was necessary to maintain the cost effectiveness of the overall SCG Express Efficiency portfolio. The rebate levels were changed from:

Space Heating Boilers:	From \$1.00/Mbtuh to \$0.25/Mbtuh
Commercial Boilers:	From \$2.00/Mbtuh to \$0.50/Mbtuh
Process Boilers:	From \$2.00/Mbtuh to \$0.50/Mbtuh
Large Instantaneous Water Heaters:	From \$2.00/Mbtuh to \$0.50/Mbtuh

8. Discussion of near-term plans for program over the coming months (e.g., marketing and outreach efforts that are expected to significantly increase program participation, etc.)

- Marketing and outreach efforts will continue as per Q1.

9. Changes to staffing and staff responsibilities, if any

- None

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10. Changes to contracts,
None, Contact is Joy Yamagata
11. Changes to contractors and contractor responsibilities, if any
 - None
12. Number of customer complaints received
 - None
13. Revisions to program theory and logic model, if any
Provided in February 1, 2006 concept paper.
 - None