

SOUTHERN CALIFORNIA GAS COMPANY

PY 2003 ENERGY EFFICIENCY
PROGRAMS

SECOND QUARTER STATUS REPORT

AUGUST 1, 2003

Southern California Gas Company

INTRODUCTION

On January 16, 2003, the Commission issued Decision 03-01-038 instructing the IOUs to continue implementation of the 2002 Energy Efficiency program through March 31, 2003, in order to ensure program continuity and avoid hiatus. On March 13, 2003, the Commission issued D. 03-03-028 which extended these programs and provided additional bridge funding beyond March 31, 2003.

On April 17, 2003 in Decision 03-04-055, Commission approved PY 2003 Program Implementation Plans, but required modifications to some programs as specified in Attachment 2 to that decision. SoCalGas' Program plans incorporating the required modifications were filed in June 2003.

This is SoCalGas' second Quarterly Report for the year 2003 that were implemented in the second quarter of 2003.

The statewide programs are grouped in five categories:

Residential Retrofit Programs

- Single Family Home Energy Efficiency Rebates

- Multifamily Energy Efficiency Rebates

- Home Energy Efficiency Surveys

Residential New Construction Programs

- California ENERGY STAR[®] New Homes Program

Nonresidential Retrofit Programs

- Express Efficiency

- Energy Audits

- Energy Efficiency Training and Certification for Building Operators

- Emerging Technologies

Nonresidential New Construction Programs

- Savings By Design

Statewide Crosscutting Programs

- Education and Training

- Codes and Standards Advocacy

SoCalGas' local programs are:

- Nonresidential Financial Incentives

- Diverse Markets Outreach

Each program is reported in two sections (two electronic files). The narrative includes the program description and a summary of program accomplishments for this quarter. The

workbook is the format provided by the Commission's Energy Division and includes the Budget/Expenditure Worksheet and the Activities Worksheet (Tables A-G).

Finally, this Quarterly Report includes an update on Measurement, Assessment and Evaluation activities.

Compliance Items

D. 03-04-055, VII "Accounting and Administration", Cost Accountability and Budget Authority, 1. Appropriateness of Claims on Funds at page 23 states:

"We put the utilities on notice here that their charges to energy efficiency accounts will be scrutinized, just as those of third parties are currently reviewed. To that end, the IOUs should expect detailed data requests from Energy Division staff.

We are especially concerned with the level of overhead and administrative costs that some program budgets have included.

We expect the utilities to continue to retain chronological paper and electronic accounting records for all gas and electric energy efficiency programs."

Response:

In compliance with D. 03-04-055, SoCalGas retains chronological paper and electronic accounting records for all gas and electric energy efficiency programs

D. 03-04-055, Ordering Paragraph 10 states:

"The utilities shall pay for costs associated with the Commission's contracts for the three program evaluation projects described herein and shall cooperate with Commission staff and consultants on all such audits and studies, as described herein."

Response:

In compliance with D. 03-04-055 SoCalGas will pay its utility share of costs associated with the Commission's contracts for the three program evaluation projects described in D. 03-04-055 and shall cooperate with Commission staff and consultants on all such audits and studies, as described in D. 03-04-055.

Market Assessment and Evaluation (MA&E) and Statewide Evaluation, Measurement and Verification (EM&V)

Bridge funding was authorized to extend 2002 energy efficiency programs pending a final decision on the utilities' proposed 2003 programs. However, no bridge funding was authorized for PY 2003 MA&E / EM&V. Funding for utility work on PY 2003 MA&E / EM&V was authorized in an interim opinion issued on April 17, 2003. Work on 2003 studies will begin pending CPUC approval of 2003 M&E plans submitted on June 16, 2003.

Compliance Items

The following list itemizes the various regulatory compliance items issued by the California Public Utilities Commission directly relating to this program.

D. 03-04-055, Ordering Paragraph 11 states:

“Utilities shall jointly develop, file, and serve, within 60 days of the effective date of this order, in consultation with the Energy Division and through available informal mechanisms, a plan for the conduct of evaluation activities related to their statewide and local programs, including ongoing and new studies. The utilities should make demonstrable efforts to expand and vary the entities with which they contract to perform these duties. We delegate authority to the assigned ALJ, in consultation with the Energy Division and the Assigned Commissioner, to review and approve the evaluation plan.”

Response:

On June 16, 2003 and pursuant with Ruling 01-08-028, SoCalGas filed jointly with other utilities, a plan for the conduct of PY 2003 evaluation activities related to their statewide and local programs, including ongoing and new studies.

Table of Contents

Statewide Residential Single Family Energy Efficiency Rebates Program.....	1
Statewide Residential Multifamily Energy Efficiency Rebates Program.....	7
Statewide Residential Home Energy Efficiency Surveys Program	13
Statewide Residential New Construction California ENERGY STAR [®] New Homes Program.....	19
Statewide Nonresidential Express Efficiency Program	30
Statewide Nonresidential Energy Audit Program.....	35
Statewide Nonresidential Building Operator Certification Program	40
Statewide Nonresidential New Construction Savings by Design Program	45
Statewide Crosscutting Education and Training Program	55
Statewide Crosscutting Emerging Technologies Program	65
Statewide Crosscutting Codes & Standards Program.....	71
Local Nonresidential Financial Incentives Program.....	76
Local Diverse Markets Outreach Program	81

**Statewide Residential Single Family Energy Efficiency
Rebates Program**

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Program Title: Statewide Residential Single Family Energy Efficiency Rebates Program

I. Program Overview:

The Single Family Energy Efficiency Rebates program is a statewide program, administered by the four California investor owned utilities, which provides rebates on various home improvement products, heating and cooling equipment, appliances, and residential pool equipment.

II. Program Summary

1. Total program budget = \$2,880,965*

Expenditures to date = \$1,643,581

*Program budget was revised from the forecast filing in accordance w/ D.03-04-055 Attachment 1"

2. Total net demand reduction and energy savings

	Net Peak kW	Net kWh	Net therms
Program Target*	758	2,675,121	952,328
Actual	198	1,262,647	445,709
Committed	0	0	0
Total Actual and Committed (Recorded)	198	1,262,647	445,709

*2003 targets were not set for the second quarter.

3. Total number of customers served

Projected: Projection of the number of customers to be served was not provided in the implementation plan.

Actual: 13,708 sites were completed YTD

4. Projected and actual number of units:

Please refer to the program activity tables shown in the corresponding program workbook.

5. Total rebate

Paid = \$1,026,305

Committed = \$55,713

III. Program Implementations Status

1. Status of program delivery

In compliance with Decision 03-04-055, IOU's launched the Statewide Single Family Rebate program following Commission approval on April 17th, 2003.

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

2. Customer Enrollment

Sample copies of program applications were sent to the California Public Utilities Commission's Energy Division.

3. Workbook

Please refer to the informational tables shown in the corresponding program workbook for details on program expenditures and activities.

4. Training:

No statewide training was offered during the second quarter of 2003

5. Marketing

List Pieces	Quantity	Method of Delivery	Number Each Method
Program Application	100,000	Direct mail & web down loads	100,000

SoCalGas Web Page

The SoCalGas website identified below provides a description of the program; lists measures with general specifications and rebate levels; downloadable application forms, audit surveys and the phone number of the Program Manager:

www.socalgas.com

6. Hard to Reach

The 2003 Hard-To-Reach target for Single Family Rebate is 23% of Single Family Rebate applications will be from Hard-To-Reach customers. During the second quarter of 2003, Single Family Rebate has 23% of applications from Hard-To-Reach customers.

IV. Program Accomplishments

Statewide Second Quarter Activities

Statewide utilities worked jointly to plan, coordinate and launch the 2003 Single Family Rebate program following Commission approval on April 16th, 2003. Statewide activities include.

- 2003 Single Family program description and application posted on each utility websites, to include a list of qualifying HVAC models

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

- 2003 Single Family program applications printed and made available for distribution to customers and trade allies.
- Program notifications to participating retailers and contractors announcing availability of the 2003 program.
- Immediate implementation of revised rebate amounts for pool pumps and motors, and whole house fans, per the Decision.
- Reviewed advertising and marketing materials developed by Flex Your Power (FYP), Univision and Runyon Saltzman & Enhorn to educate consumers about the benefits of energy efficiency and promote the statewide IOU rebate programs.
- Coordinated a statewide effort to notify HVAC equipment distributors and manufacturers of the requirements for qualifying products since ARI no longer provides current product information

SoCalGas Second Quarter Activities

- Implemented changes to rebate processing designed to improve rebate-processing efficiency.
- Thru DMOP third party program, marketed rebates to SCG customers:
 - Built and posted rebates web pages in Chinese and Spanish
 - Several press releases featuring differing aspects of available rebates were issued to local media
 - Posted rebate information at Los Angeles County Fair Outdoor Board
- Completed Email campaign to SCG customers advertising available rebates
- Initiated Retailer Management effort with 377 participating local retailers which included notifying retail managers of rebate availability and details; posting rebate applications and information in multiple places in retailer locations; explaining program changes and differences between SCG rebates and other marketplace rebates
- Thru direct mail, Retailer Management and web downloads; distributed over 100,000 rebate applications in the SCG service territory.

V. Program Challenges

None

VI. Customer Disputes

None

VII. Compliance Items

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

The following list itemizes the various regulatory compliance items issued by the California Public Utilities Commission directly relating to this program.

D. 03-04-055, Ordering Paragraph 3 states:

No party shall delay program commencement or preparation pending submission of or Commission action on these plans.

Response:

Program commencement and preparation were not delayed pending submission of or Commission action on these plans.

D. 03-04-055, Ordering Paragraph 6 states:

The utilities shall work together to market their statewide programs. To the extent the utilities offer the same programs, they shall advertise them together. Program Implementation Plans and quarterly reports shall describe utility efforts to coordinate programs. Utilities shall focus all PGC-funded marketing for programs in this decision on energy efficiency messages.

Response:

SCG will work together with other utilities to market their statewide programs. To the extent SCG offers the same programs SCG will advertise them together with the other utilities. SCG's Program Implementation Plans and quarterly reports describe utility efforts to coordinate programs. Utilities shall focus all PGC-funded marketing for programs in this decision on energy efficiency messages.

Decision 03-04-055, states:

SDG&E proposes to reduce the requirements for pool pumps and motors to achieve statewide consistency. Specifically, SDG&E proposes to eliminate the requirements of (1) peak shifting and (2) reduction of filtering time.

While statewide consistency is one program objective, it should not take precedence over goals relating to energy savings and cost-effectiveness. For that reason, we will deny SDG&E's proposal to eliminate its peak shifting and filtering time standards and instead require the other IOUs to adopt the standards used by SDG&E in 2002.

All IOUs shall maintain the unit goals proposed for PY2003. Their future quarterly reports should include kW and kWh projections corrected for the increased standard. The entries for those measures should be accompanied by an explanation of how the numbers were changed from the filed implementation plans.

Response:

IOU's who offer pool pump and motor rebates will apply 2002 shifting and filtering time standards to the 2003 program

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Retracted Measures

Energy Star® 80% AFUE furnaces will be removed from the list of measures eligible for incentives due to low customer demand for the measure.

Response:

Effective 2003 - Energy Star® 80% AFUE furnaces were removed from the list of eligible measures.

Statewide Residential Multifamily Energy Efficiency Rebates Program

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Program Title: Statewide Residential Multifamily Energy Efficiency Rebates Program

I. Program Overview:

The Multifamily Energy Efficiency Rebate program is a statewide consistent program, which provides a broad list of qualifying energy efficiency measures with prescribed rebates for the installation of qualifying energy-efficient improvements in apartment dwelling units and in the common areas of apartment and condominium complexes, and common areas of mobile home parks. Property owners and property managers of existing residential multifamily complexes with 5 or more dwelling units may qualify. The program is uniform throughout all the IOU's service areas, with consistent terms and requirements and implementation characteristics, including rebate levels and application procedures.

II. Program Summary

1. Total program budget =\$1,657,310*
Expenditures to date = \$621,359

*Program budget was revised from the forecast filing in accordance w/ D.03-04-055 Attachment 1"

2. Total net demand reduction and energy savings

	Net Peak kW	Net kWh	Net Therms
Program Target*	1,863	1,695,044	755,503
Actual	42	28,964	93,053
Committed	0	0	0
Total Actual and Committed (Recorded)	42	28,964	93,053

*2003 targets were not set for second quarter.

3. Total number of customers served

Projected: Projection of the number of customers to be served was not provided in the implementation plan.

Actual: 136 applications were received YTD

4. Projected and actual number of units:

Please refer to the program activity tables shown in the corresponding program workbook.

5. Total rebate

Paid = \$185,767

Committed = \$209,044

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

III. Program Implementations Status

1. Status of program delivery

In compliance with Decision 03-04-055, SCG launched the Statewide MultiFamily Rebate Program following Commission approval on April 17th, 2003.

2. Customer Enrollment

Sample copies of program applications were sent to the California Public Utilities Commission's Energy Division.

3. Workbook

Please refer to workbook for details of program expenditures and program activities

4. Training

No statewide training was offered during the second quarter of 2003

5. Marketing

List Pieces	Quantity	Method of Delivery	Number Each Method
2003 Multifamily Energy Efficiency Rebates Program applications printed	2000	Mailed to internal departments and contractors	500
2003 Multifamily Energy Efficiency Rebates Program application	1	Mail/Fax by Program Manager	70 Customers
	1	Website download	Not Available
	1	Mailed by Customer Call Center	Not Available
Apartment Owners Association Trade Show	1	Booth Sponsorship	200
Statewide Advertising Placement	1	Multifamily Trends	30,000 circulation
Multifamily Energy Efficiency Rebates Program, Print Ad	1	Apartment Management Magazine	60,000 circulation
	1	Apartment Age	39,500 circulation
	1	Apartment Owners Association	62,000 circulation
	1	Apartment News – Orange County	3,000 circulation

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

SoCalGas Web Page

The SoCalGas website identified below provides a description of the program; lists measures with general specifications and rebate levels; downloadable application forms, and audit surveys.

www.socalgas.com

6. Hard to Reach

All hard-to-reach accomplishments will apply toward 2003 targets. The 2003 Hard-To-Reach target for Multi Family Rebate is 23% of Multi Family Rebate applications will be from Hard-To-Reach customers.

During the second quarter of 2003, Multi Family Rebate has 26% of applications from Hard-To-Reach customers.

IV. Program Accomplishments

Statewide Second Quarter Activities

- With the implementation of the approved 2003 Multifamily rebate program, IOU's established a reservation mechanism as a tool to manage program funding. Property owners/managers can request a certain dollar amount be reserved for a period of 45 days. The program commits the units and dollars until the energy efficiency products are installed within 45 days from the date of the approved reservation and receipt of a completed application to the utility.

SoCalGas Second Quarter Activities

- Second quarter activities included continued contact with insulation contractors. The initial phase of this effort during the first quarter involved emails to local insulation contractors with follow-up phases involving a briefing on the program, and coordination with customers inquiring about the program. The second quarter involved proactive push to have contractors constantly inform customers of the rebate opportunities.
- SoCalgas increased its use of Apartment membership publications by adding a fourth magazine, 'Apartment News – Orange County'. The publications continue to be one of the more effective means of reaching customers.

V. Program Challenges

SCG will continue to pursue various mediums to identify effective and efficient advertising channels for reaching property-owners and managers.

VI. Customer Disputes

None

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

VII. Compliance Items

D. 03-04-055, Ordering Paragraph 3 states:

No party shall delay program commencement or preparation pending submission of or Commission action on these plans.

Response:

Program commencement and preparation were not delayed pending submission of or Commission action on these plans.

D. 03-04-055, Ordering Paragraph 6 states:

The utilities shall work together to market their statewide programs. To the extent the utilities offer the same programs, they shall advertise them together. Program Implementation Plans and quarterly reports shall describe utility efforts to coordinate programs. Utilities shall focus all PGC-funded marketing for programs in this decision on energy efficiency messages.

Response:

SCG will work together with other utilities to market their statewide programs. To the extent SCG offers the same programs SCG will advertise them together with the other utilities. SCG's Program Implementation Plans and quarterly reports describe utility efforts to coordinate programs. Utilities shall focus all PGC-funded marketing for programs in this decision on energy efficiency messages.

D. 03-04-055, Ordering Paragraph 13 states:

A utility shall not increase the dollar amounts of individual customer incentives above those approved in this decision and as filed in their approved Program Implementation Plans without securing first notifying all parties to this proceeding electronically and receiving approval from designated Commission staff, consistent with this order. A utility may lower customer incentives by notifying designated Commission staff and the service list of this proceeding. Increases to customer incentive amounts must be approved in advance by designated Commission staff following 20-day notice to staff and the service list of this proceeding.

Response:

SCG will not increase the dollar amounts of individual customer incentives above those approved in this decision and as filed in their approved Program Implementation Plans without first notifying all parties to this proceeding electronically and securing approval from designated Commission staff consistent with Ordering Paragraph 13 of D. 03-04-055. For increases to customer incentive amounts SCG will secure approval in advance by designated Commission staff following 20-day notice to staff and the service list of this proceeding.

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

SCG will lower customer incentives by notifying designated Commission staff and the service list of this proceeding.

Decision 03-04-055, page 5, states -

Accordingly, the IOUs shall limit reservations for a single program participant (including installing contractors and property management companies) to no more than 5% of the available statewide incentive budget. In addition, reservations of funding should expire within 45 days if installations are not complete and final claims for incentives submitted. Participants may be provided with an extension to the 45-day period, at the discretion of the IOU.

Response

In response to Decision 03-04-055, SoCalGas will apply the 5 percent cap to its program incentive budget. The cap will apply to the incentive budget shown in SoCalGas's approved program implementation plan and will not change during the year unless the incentive budget is modified.

In compliance with D. 03-04-055, Attachment 2, "2003 IOU Statewide Programs," Item 2, IOU's added the following New Measures/Rebates to the PY 2003 Multifamily Energy Efficiency Rebate Program:

- Electric Water Heaters, R30 and R40 Reflector Lighting
- Expanded incentives for Energy Star® porch lights to include all exterior fluorescent lighting applications.
- Two levels of clothes washer rebates, one for machines installed in tenant units and the other for coin-operated units in common areas.
- Two levels of incentives for central system natural gas equipment controllers based upon specific display features of the equipment and the number of tenant units served.

In compliance with D. 03-04-055, Attachment 2, "2003 IOU Statewide Programs," Item 2, IOU's retracted Energy Star® 80% AFUE furnaces from the list of measures eligible for incentives under the Multi-Family Energy Efficiency Rebate Program for PY 2003.

In compliance with D. 03-04-055, Attachment 2, "2003 IOU Statewide Programs," Item 2, IOU's increased rebates for the measures listed below by the amounts prescribed for the PY 2003 Multi-Family Energy Efficiency Rebate Program:

- Energy Star® programmable thermostats rebates are increased
- High performance windows are increased
- Compact Fluorescent Lamps (CFL) are now tiered.

In compliance with D. 03-04-055, Attachment 2, "2003 IOU Statewide Programs," Item 2, IOU's decreased rebates for natural gas water heaters by the amount prescribed.

Statewide Residential Home Energy Efficiency Surveys Program

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Program Title: Statewide Residential Home Energy Efficiency Surveys Program

I. Program Overview:

The Home Energy Efficiency Survey program provides customer specific energy efficiency information for single-family residential customers. The program employs two delivery channels: Mail-In Surveys, which include targeted direct mailings, and the interactive online survey in English, which offers convenient results online to provide customers with valuable information to assist them with understanding, controlling and reducing energy use in their homes.

II. Program Summary

1. Total program budget =\$170,000*

Expenditures to date = \$158,957

*The program budget was revised from the forecast filing in accordance w/ D.03-04-055 Attachment 1”

2. Total net demand reduction and energy savings

Not applicable for this information program

3. Total number of customers served during second quarter

	Mail-In Survey	Hard To Reach Mailing
Program Target*	6,000	3000 (50% Of Mail In target)
Actual	196 surveys completed	Mailings will occur during Q3 & Q4

*2003 targets were not set for the second quarter.

4. Projected and actual number of units:

Please refer to the program activity tables shown in the corresponding program workbook.

5. Total rebate

Not applicable to this information program

III. Program Implementation Status

1. Status of program delivery

In compliance with Decision 03-04-055, Statewide utilities worked jointly to launch the Home Energy Efficiency Program following Commission approval on April 17th, 2003.

2. Customer Enrollment

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

The following sample copies of audits were sent to the Commission's Energy Division:

- Mail-in survey - English and Spanish in all four IOU service territories
- Chinese in PG&E, SoCalGas, and SCE service territories, and
- Vietnamese in SDG&E's service

3. Workbook

Please refer to informational tables shown in the program workbook for details of program expenditures and program activities

4. Training

Customer training is typically not conducted due to the nature of the program. The energy audits are created in simplified form to help the customer's complete an energy audit.

5. Marketing

List Pieces	Quantity completed during second quarter	Method of Delivery	Number Each Method
Completed On Line Interactive Survey	1,241	On line interactive	1,241
Mail In surveys	196	Mail in survey	196

SoCalGas Web Page

The SoCalGas website identified below provides a description of the program; lists measures with general specifications and rebate levels; downloadable application forms, and audit surveys.

www.socalgas.com

6. Hard to Reach

IOU's will work within the Commissions definition of hard to reach customers as defined in the October 2001 Energy Efficiency Policy Manual,¹ to actively target one

¹ **Residential Hard-to-Reach:** Those customers who do not have easy access to program information or generally do not participate in energy efficiency programs due to a language, income, housing type, geographic, or home ownership (split incentives) barrier. These barriers are defined as:

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

or more of the customer segments for mailing. In compliance with D. 03-04-055, at least 50% of the following utility mail-in survey targets as defined by the Commission, will be sent to Hard To Reach customers:

Utility	2003 Mail In survey targets	Hard To Reach mailings
PG&E	29,000	14,500
SCE	18,000	9000
SCG	6,000	3,000
SDGE	8,000	4,000

IV. Program Accomplishments

Statewide Second Quarter Activities

Statewide utilities worked jointly to plan, coordinate and launch the Statewide Home energy Efficiency program following Commission approval on April 17th, 2003.

Statewide activities include:

- Implementation of new statewide pricing structure for mail-in surveys, a statewide survey mailing schedule and standard statewide reporting requirements to improve program delivery.
- Each utility made progress towards the selection of a vendor to develop a utility specific online home energy efficiency survey in Spanish.
- Discussed options for providing non-financial incentives to customers who complete the online Spanish language HEES once available on web sites.

SoCalGas Second Quarter Activities

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- Language – Primary language spoken is other than English, and/or
 - Income – Those customers who fall into the moderate income level (income levels less than 400% of federal poverty guidelines), and/or
 - Housing Type – Multi-Family and Mobile Home Tenants, and/or
 - Geographic – Residents of areas other than the San Francisco Bay Area, San Diego area, Los Angeles Basin or Sacramento, and/or
 - Homeownership – Renters

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

- Program Manager coordinated discussions on implementing an interactive Spanish on-line audit. SoCalGas will introduce an interactive on-line Spanish audit in 2003.
- Worked in conjunction with statewide IOU's to implement a new statewide pricing structure for mail-in surveys, a statewide survey mailing schedule and standard statewide reporting requirements to improve program delivery

V. Program Challenges

None

VI. Customer Disputes

None

VII. Compliance Items

The following list itemizes the various regulatory compliance items issued by the California Public Utilities Commission directly relating to this program.

D. 03-04-055, Ordering Paragraph 3 states:

No party shall delay program commencement or preparation pending submission of or Commission action on these plans.

Response:

Program commencement and preparation were not delayed pending submission of or Commission action on these plans.

D. 03-04-055, Ordering Paragraph 6 states:

The utilities shall work together to market their statewide programs. To the extent the utilities offer the same programs, they shall advertise them together. Program Implementation Plans and quarterly reports shall describe utility efforts to coordinate programs. Utilities shall focus all PGC-funded marketing for programs in this decision on energy efficiency messages.

Response:

SDG&E will work together with other utilities to market their statewide programs. To the extent SDG&E offers the same programs SDG&E will advertise them together with the other utilities. SDG&E's Program Implementation Plans and quarterly reports describe utility efforts to coordinate programs. Utilities shall focus all PGC-funded marketing for programs in this decision on energy efficiency messages.

Decision 02-03-056, states

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

50% of all mailed statewide residential Home Energy Efficiency Surveys shall be sent to hard to reach customers. IOU's shall develop and make available a Spanish language version of the survey and a version in the most prevalent Asian language in the IOU's territory for both mailing and web posting within two months of the launch of their survey programs.

Response:

IOU's actively targeted hard to reach customers via direct mailing efforts, based on each IOU's unique marketing strategy. For SDG&E this occurred in early fall 2002. IOU's met the Commission's mandate for having Spanish and Asian language version surveys available for mailing and web posting within two months of the programs launch date, or June 1, 2002.

Decision 03-04-055, states:

We require each (IOU) to provide mailed and online surveys in Spanish. The IOUs should continue to send 50% of mail-in surveys to hard to reach customers.

Response:

IOU's continue to work jointly to implement the Commissions mandate of a Spanish version interactive online survey. IOU's are targeting the third quarter 2003, for the addition of this component. IOU's continue to send at least 50% of mailed surveys to Hard To Reach customers.

**Statewide Residential New Construction California ENERGY
STAR[®] New Homes Program**

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Program: Statewide Residential New Construction California ENERGY STAR® New Homes Program

- Single family Program
- Low Rise Multifamily Program
- High Rise Multifamily Program

I. Program Overview

The California Energy Star® New Homes Programs continue to build on one of the most successful efforts undertaken over the past decade by Pacific Gas & Electric (PG&E), Southern California Edison (SCE), San Diego Gas & Electric (SDG&E) and Southern California Gas (SoCalGas) to influence the design and construction of energy-efficient single family and multi-family dwellings. The most successful elements of the various utility programs have been combined with input from the California Energy Commission, the U.S. Environmental Protection Agency (EPA), and California home builders to create two statewide programs with identical applications, incentives, and requirements for both the single family and multi-family sectors, with a targeted effort in Hard-to-Reach (HTR) residential new construction markets.

The California Energy Star® New Homes Programs are designed to encourage single family and multi-family (including rental apartments, condominiums, and townhomes) builders to construct units that reduce energy usage through a combination of financial incentives, design assistance and education. Due to the long-term nature of new construction, these incentives will be available to participants that meet program requirements and can be verified by December 2005. The program is performance-based and no specific measures or equipment are required for participation or qualification.

The program will offer a multi-family high-rise component for projects that use the 2001 Energy Efficiency Standards for High-Rise Residential Buildings. The EPA's Energy Star® currently does not have a designation for multi-family buildings above 3 stories. The information gathered as a result of this component will be shared with EPA Energy Star®. EPA is interested in the outcome of this program activity for possible future Energy Star® designation of multi-family buildings that are four or more stories.

II. Program Summary

In compliance with Decision (D.) 03-01-038, all accomplishments will apply toward 2003 program targets.

1. Total Program budget SF CESNHP = \$651,320 *

Expenditures to date SF CESNHP=\$261,437

Total Program budget MF CESNHP = \$946,634 *

Expenditures to date MF CESNHP=\$438,506

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Total Single family Incentives Paid = \$0
Total Single family Incentives Committed = \$54,500

Total Single family Incentives Paid = \$0
Total Multifamily Incentives Committed = \$128,100

III. Program Implementation Status

1. Status of Program Delivery

Following approval of the 2003 program the utilities are actively working with the building industry to evaluate participants for the program.

2. Customer Enrollment

Sample copies of the program applications were sent to the California Public Utilities Commission's Energy Division.

3. Workbook

Please refer to the workbook for details of program expenditures and program activities.

4. Training

Southern California Gas Company conducted the following training sessions during the second quarter of 2003. The Manual D and Manual J training is run in conjunction with Southern California Gas Company' Statewide Education and Training Program.

- **ACCA Manual J Residential Load Calculation and Equipment**

The focus of this class is on performing room-by-room load calculations. Every participant receives a copy of the ACCA Manual J. Topics include:

- Using the ACCA Manual J workbook, worksheets and short form.
 - How to use the manufacturer's cooling capacity sheets.
 - Calculating required cubic feet per minute (CFM) based on loads.
 - Selecting equipment based on loads and required CFM.
 - Demonstration of how to use the Wrightsoft-brand computer software for performing Manual J calculations. This class prepares the attendee for the Manual D Residential Duct Design course and ends at the exact starting point of the Manual D class.
 - One class held. 11 attendees representing 10 firms.

- **ACCA Manual D Residential Duct Design**

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

The focus of this class is on designing residential duct systems according to the ACCA Manual D specifications. Every participant will receive a copy of the ACCA Manual D and a flex duct calendar. Participants should first have attended the Manual J class, or have working knowledge of room-by-room load calculations. Topics include:

- How to determine the static pressure and available static pressure.
- Calculating total equivalent length of duct runs.
- Determining friction rate based on total equivalent length and available static pressure.
- Using a duct calculator to properly size ducts.
 - How registers are used to achieve desired air distribution within each room. This class will cover how to perform Manual D calculations both manually and by using the Wrightsoft-brand computerized Manual D Program.
- Two classes held. 15 attendees representing 13 firms.
- **ACCA Manual D Residential Duct Design – Advanced**

Participants must have attended the ACCA Manual D duct design class.

This class steps beyond the introduction to ACCA Manual D to more advanced topics including how to perform Manual D calculations using the official Wrightsoft brand ACCA computer software program. The class is split between the classroom and the computer lab. Participants perform group exercises and have the opportunity to work, with instructor assistance, on individual problems. Class topics cover:

- Homes with multiple HVAC systems.
- Two-story homes with single systems.
- Using the computer program to generate room-by-room load calculations and select HVAC equipment.
- Learn how to use the graphic design module of the computer software, which automatically calculates room-by-room load calculations and provides Manual D duct design.
- One class held. 4 attendees representing 4 firms.
- **High-Performance Duct Systems and 2001 Residential Energy Standards Overview**

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Oriented toward builders, HVAC contractors and engineers, this class reviews changes to the Residential Energy Efficiency Standards. It includes a hands-on demonstration of duct-system testing that HVAC contractors and builders will be using to comply with the 2001 standards. Class topics include:

- A demonstration of high-performance glazing.
- A demonstration of radiant barrier roof sheathing.
- How to use the Home Energy Rating System (HERS) verification process.
- Performing an actual duct test in laboratory format.
- One class held. 2 attendees representing 2 firms.

• **HVAC System Air Flow and Static Pressure Diagnostics**

Participants in this hands-on class use a full-size horizontal HVAC system to measure airflow, static pressure and amperage under various system configurations. System variables include different filters, coils, variable size return ducts and different leakage amounts. Hands-on work in the class includes:

- Measuring static pressure.
- Measuring pressure drop.
- Identifying potential airflow problems.
- Instruments for testing and diagnostics.

Participants make changes to a model system and performing all tests under the guidance of the instructor. It is recommended that participants in this class first attend both the ACCA Manual J and Manual D classes.

- Two classes held. 18 attendees representing 16 firms.

• **Combined Hydronic Systems Sizing Guidelines**

This class reviews and explains how to use the Gas Research Institute Guidelines for Sizing and Installing Hydronic Systems. (A copy of the report and guidelines is included.) While system installations will be briefly reviewed, the primary focus of the class is on how to size hydronic systems. A demonstration hydronic system is displayed. The class covers:

- Water heating sizing for both hot water and space heating.
- Cooling and heating coil sizing guidelines.
- Air Flow recommendations for heating and cooling.
- One class held. 11 attendees representing 9 firms.

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

5. Marketing

The following are projections on the quantities of items that will be available.

List Pieces	Quantity	Method of Delivery	Number with Each Method
Single Family Application	500	Direct Contact	100
Low Rise Multifamily Application	500	Direct Contact	100
High Rise Multifamily Application	500	Direct Contact	100

Other Marketing Activities:

- The four IOUs developed a new trade advertisement which highlighted the success of the statewide program and the awarding of the EPA Partner of the Year Award. The advertisement ran in eight publications and reached an audience of 46,000 building industry professionals. The advertisement ran during June to coincide with PCBC.
- The four IOUs jointly participated in the Pacific Coast Builders Conference (PCBC) show in June. PG&E and SCE each had booths on the show floor. SCE hosted SDG&E and SoCalGas in its booth. The four utilities meet with a number of representatives from the building industry and presented the CESNHP. This years PCBC show had a record attendance of 25,000 building industry professionals.
- Outreach to the building industry through participation in regional chapter activity.
- Electronic mailbox, californiaenergystar@semprautilities.com specific to residential new construction in support of the California Energy Star New Homes Program. The mailbox is titled “California Energy Star Homes” and is accessible both independent of and through SoCalGas’ web page, and is intended to receive electronic compliance submittals, architectural plans as well as all program related documents that can be transmitted electronically. The mailbox also fields questions for both the single family and multifamily programs, responds to requests for applications a well as reply to general residential new construction questions.
- Program and training information is available from the following websites:
 - SoCalGas – <http://www.socalgas.com/construction/energystar.shtml> and <http://www.socalgas.com/construction/freeresources.shtml>
 - Institute of Heating and Air-conditioning Industries – <http://www.ihaci.org>

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

- California Energy Commission – <http://www.energy.ca.gov/index>
- California Building Energy Consultants – <http://www.cabec.org>
- California Building Industry Association, <http://www.cbia.org>
- SoCalGas continues its outreach to the building industry through numerous individual meetings with the building industry.

6. Hard-to-Reach

In 2003, the Hard-to-Reach target requires that, at a minimum, 20 percent of the direct implementation (DI) funds of both the Single Family and Multifamily programs be directed at Hard-to-Reach customers. The following table details the accomplishments through the second quarter, 2003.

Customer Type	Hard-to-Reach Target	Actual (YTD)
Single Family	20% of DI	0%
Multifamily	20% of DI	100%

IV. Program Accomplishments

Statewide

- The four IOUs' jointly accepted the 2003 Partner of the Year Award at the EPA's Energy Star Awards Program held on April 15, 2003 in Washington D. C. The award was presented to the utilities for their efforts in advancing Energy Star through the California Energy Star New Homes Program.

V. Program Challenges

None.

VI. Customer Disputes

None.

VII. Compliance Items

The following list itemizes the various regulatory compliance items issued by the California Public Utilities Commission directly relating to this program.

Decision 03-01-038, Ordering Paragraph 3, states:

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

“To prevent service disruption, we authorize the IOUs whose programs will expire at the end of 2002 to continue those programs through March 31, 2003, using Public Goods Charge collections from that period, in the amounts set forth in the body of this decision. If the Commission issues a decision on 2003 program applications prior to that time, this “bridge funding” shall expire upon issuance of that decision. If the IOUs incur expenses in 2003 before the Commission issues this decision, they should track those expenses and account for such expenses in their reports to the Commission on first quarter 2003 program results. The IOUs can request recovery of these expenditures through their respective PGC energy efficiency balancing accounts.”

Response:

The IOUs continued the 2002 programs through March 31, 2003. Expenses prior to the issuance of the decision and bridge funding expenditures through March 31, 2003 are reported in each program’s text and Workbook.

Decision 03-01-038, Ordering Paragraph 4, states:

“The IOUs shall include the program accomplishments achieved during the bridge funding period toward the cumulative goals of their 2003 programs.”

Response:

All accomplishments during the bridge funding period will be included toward the cumulative goals of the 2003 programs.

Decision 03-03-028, Ordering Paragraph 1, states:

“To prevent program disruption, we authorize the utilities whose programs expire at the end of 2002 to continue those programs beyond March 31, 2003, using Public Goods Charge collections from associated periods, in the amounts set forth in the body of this decision.”

Response:

The IOUs continued the 2002 programs beyond March 31, 2003.

Decision 03-03-028, Ordering Paragraph 2, states:

“The utilities are hereby authorized additional bridge funding at a level of 7% a month against the total 2003 utility funding amounts set forth in Decision (D.) 03-01-038 so that the bridge funding, plus funding for new 2003 programs, equal the total amounts described in D. 03-01-038.”

Response:

The IOUs continued the 2002 programs using the additional bridge funding at the level specified until Commission approval of the 2003 programs.

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Decision 03-04-055, Ordering Paragraph 3, states:

“No party shall delay program commencement or preparation pending submission of or Commission action on these plans.”

Response:

Program commencement and preparation were not delayed pending submission of or Commission action on these plans.

Decision 03-04-055, Ordering Paragraph 6, states:

“The utilities shall work together to market their statewide programs. To the extent the utilities offer the same programs, they shall advertise them together. Program Implementation Plans and quarterly reports shall describe utility efforts to coordinate programs. Utilities shall focus all PGC-funded marketing for programs in this decision on energy efficiency messages.”

Response:

SDG&E will work together with other utilities to market their statewide programs. To the extent SDG&E offers the same programs, SDG&E will advertise them together with the other utilities. SDG&E’s Program Implementation Plans and quarterly reports describe utility efforts to coordinate programs. Utilities will focus all PGC-funded marketing for programs in this decision on energy efficiency messages.

Decision 03-04-055, Ordering Paragraph 14, states:

“Where program changes are required by this order, the utilities shall submit revised sections of their previously filed program implementation plans incorporating those changes. Those revisions shall be submitted to Energy Division staff within 45 days of this order.”

Response:

SDG&E submitted a revised program implementation plan incorporating the program changes required by this order on June 2, 2003.

D. 03-04-055, Attachment 2, “2003 IOU Statewide Programs,” Item 5, California Energy Star® New Homes Program states:

5. California Energy Star® New Homes Program

The utilities propose to add a multifamily builder design assistance option and to provide verification assistance to builders through the CHEERS program. This appears a reasonable way to increase participation by multifamily builders and we approve this program design change.

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Response:

In compliance with D. 03-04-055, Attachment 2, "2003 IOU Statewide Programs," Item 5, SoCalGas support multifamily builders with design assistance and provide verification assistance to builders.

In order to encourage wider-scale participation at the 15% level and retain the reward for yet higher energy savings at the 20% level, we eliminate the 20% participation level in the coastal climates (due to the lower energy savings potential) and reduce the 20% incentive in the non-coastal climate to \$700.

The utilities should recalculate program energy savings and demand reduction targets to conform to this program modification, and file revised program implementation plans including such recalculations as directed in this decision.

Response:

In compliance with D. 03-04-055, Attachment 2, "2003 IOU Statewide Programs," Item 5, SoCalGas has eliminated the 20% participation level in the coastal climates zones and reduced the 20% incentive in the inland climate zones to \$700 for PY 2003. SoCalGas has also recalculated program energy savings and demand reduction targets to conform to this program modification, and filed revised program implementation plans including such recalculations as directed in this decision.

Statewide Nonresidential Express Efficiency Program

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Program Title: Statewide Nonresidential Express Efficiency Program

I. Program Overview

This statewide program offers nonresidential prescriptive rebates for specific, proven energy efficient measures including lighting, HVAC, refrigeration, agriculture, gas, LED lighting technology and motor retrofit measures. The program is limited to small and medium customers with an emphasis on the hard-to reach sector.

The Express Efficiency program at SoCalGas only offers rebates on selected gas measures. These measures include clothes washers, greenhouse curtains, boilers, water and space heaters, pipe and tank insulation and various cooking equipment.

II. Program Summary

In compliance with Decision (D.) 03-01-038, all accomplishments will apply toward 2003 program targets.

1. Total program budget = \$3,182,410 *

Expenditures to date = \$1,033,785

* The program budget was revised from the forecast filing in accordance with D.03-04-055 Attachment 1.

2. Total net demand reduction and energy savings

	Net Peak kW	Net kWh	Net Therms
Target	N\A	17,086	2,162,482
Actual	N\A	387	376,333
Committed	N\A	0	0
Total Actual and Committed (Recorded)	N\A	387	376,333

3. Total number of customers served

Projected: No projections in the Implementation Plan

Actual: 76 applications received

Reservations: NA

4. Projected and actual number of units

Please refer to the program activity tables shown in the corresponding program workbook.

5. Total rebates (\$) paid = \$18,966

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Total incentives (\$) committed = \$0

III. Program Implementations Status

1. Status of program delivery:

The PY03 Statewide NR Express Efficiency program was kicked off after CPUC funding approval on April 17, 2003.

2. Customer Enrollment

Copies of the rebate applications were sent to the California Public Utilities Commission Energy Division.

3. Workbook

Please refer to informational tables shown in the program workbook for details of program expenditures and program activities.

4. Training

This program did not sponsor any external training during the quarter.

5. Marketing:

List Pieces	Quantity	Method of Delivery	# w/Each Method
Express Efficiency application		Hand delivered or mailed to customers by SoCalGas AEs and Service Techs.	5,000
Chamber of Commerce publication with Express ad		Mailed to businesses on Chamber of Commerce mailing list	300
It's equipment replacement time mailer		Mailed and hand delivered to customers	1,000

- <http://www.socalgas.com/> - SoCalGas's Web home page
- http://www.socalgas.com/business/cash_for_you/er_express_rebates.shtml - SoCalGas's Express Efficiency Web site page

6. Hard to Reach

The PY2003 target is that 42% of the Express Efficiency applications will be from hard-to-reach customers. In 2003, 30% of the SoCalGas Express Efficiency applications were from hard-to-reach customers.

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

IV. Program Accomplishments

Second Quarter Accomplishments

- The IOU Team completed the 2003 Express Efficiency Program applications and began efforts to translate the applications into Spanish, Chinese, Korean and Vietnamese.
- PG&E, San Diego Gas and Electric Company (SDG&E), and Southern California Electric Company (SCE) joined the California Air Conditioning Contractors of America (Cal-ACCA) to sponsor quarterly ads to promote the statewide Express Efficiency program.
- Regular IOU meetings and conference calls continued to ensure statewide consistency in all externally visible aspects of the Express Efficiency program, such as shared ads that will appear in their respective IOU service areas.
- The IOUs agreed to conduct a request for proposal (RFP) study to evaluate the pricing of rebates for the statewide program measures. Itron completed its study which focused on measures offered, rebate levels, and customer participation. The result of the study was the development of a model based on price elasticity of demand. Itron also made recommendations with respect to increased rebate levels.
- SoCalGas's Express Efficiency and Nonresidential Audit programs continued to closely coordinate activities to increase customer participation.

V. Program Challenges

None

VI. Customer Disputes

None

VII. Compliance Items

The following list itemizes the various regulatory compliance items issued by the California Public Utilities Commission directly relating to this program.

D. 03-04-055, Ordering Paragraph 3 states:

No party shall delay program commencement or preparation pending submission of or Commission action on these plans.

Response:

The PY03 Statewide NR Express Efficiency program was kicked off after CPUC funding approval on April 17, 2003.

D. 03-04-055, Ordering Paragraph 6 states:

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

The utilities shall work together to market their statewide programs. To the extent the utilities offer the same programs, they shall advertise them together. Program Implementation Plans and quarterly reports shall describe utility efforts to coordinate programs. Utilities shall focus all PGC-funded marketing for programs in this decision on energy efficiency messages.

Response:

SoCalGas will work together with other utilities to market their statewide programs. To the extent SoCalGas offers the same programs SoCalGas will advertise them together with the other utilities. SoCalGas's Program Implementation Plans and quarterly reports describe utility efforts to coordinate programs. Utilities shall focus all PGC-funded marketing for programs in this decision on energy efficiency messages.

D. 03-04-055, Attachment 2, "2003 IOU Statewide Programs," Item 7, Express Efficiency Program states:

7. Express Efficiency Program

In 2003 the utilities propose to replace the "Account Aggregation Rule" with a program eligibility limit of 500 kW per service account and limiting incentives to any single corporation or chain account customer to \$25,000.

We adopt the utility proposal to permit incentives of up to \$25,000 per corporation or chain account customer for work done on service accounts with loads not exceeding 500 kW. This proposal would apply to all utilities.

Response:

In compliance with D. 03-04-055, Attachment 2, "2003 IOU Statewide Programs," Item 7, SoCalGas's 2003 program replaces the "Account Aggregation Rule" by offering incentives of up to \$25,000 per corporation or chain account customer for work done on service accounts with loads not exceeding 500 kW.

Statewide Nonresidential Energy Audit Program

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Program Title: Statewide Nonresidential Energy Audit Program

I. Program Overview

This statewide program offers free energy audits to nonresidential customers. The audit provides customer assistance in the form of information on the benefits of installing measures or adopting practices that can reduce the customer's utility bills. The energy audit recommendations are based on the customer's recent billing history and/or customer-specific information regarding equipment and building characteristics.

II. Program Summary

In compliance with Decision (D.) 03-01-038, all accomplishments will apply toward 2003 program targets.

1. Total program budget = \$2,665,150 *

Expenditures to date = \$1,324,015

* The program budget was revised from the forecast filing in accordance with D.03-04-055 Attachment 1.

2. Total net demand reduction and energy savings

Not applicable to this information program.

3. Total number of customers served

Energy Audits	Total	Mail-In	CD Rom	On-Line	Phone	On-Site
Projected	4,000	800	500	500	1,000	1,200
Actual	1,135	144	28	220	222	521

4. Projected and actual number of units

Please refer to the program activity tables shown in the corresponding program workbook.

5. Total rebates (\$) paid

Not applicable to this information program

III. Program Implementations Status

1. Status of program delivery:

The PY03 Statewide NR Audit program was kicked off after CPUC funding approval on April 17, 2003.

2. Customer Enrollment

Sample copies of audits were sent to the California Public Utility Commission Energy Division.

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

3. Workbook

Please refer to informational tables shown in the program workbook for details of program expenditures and program activities.

4. Training

This program did not sponsor any external training during the quarter.

5. Marketing

During the quarter, SoCalGas continued to offer the following energy audit options to business customers: online, mail in, phone audits, CD-ROM and on site. The on site audits were promoted on the SoCalGas web page, and by SoCalGas Account Executives and Field Service Representatives.

List Pieces	Quantity	Method of Delivery	# w/Each Method
CD-ROM audit			28
Energy savings for your business. A free night at the movies for you.		June bill insert	
Mail in Audit Form			79
Serious savings for business owners flyer		Distributed at various events	733

- <http://www.socalgas.com/> - SoCalGas' Web home page
- <http://www.energyguide.com/energysmartsbe/default.asp?bid=socalgas&trackid=eft%0A> - SoCalGas' on-line energy audit web site
- http://socalgas.com/business/eep/ee_home.shtml - SoCalGas' on-site energy audit web site

6. Hard to Reach

Conduct 400 energy audits for hard-to-reach customers in 2003 as defined in the October 2001 Energy Efficiency Policy Manual. Through the second quarter of 2003, there were 232 hard-to-reach customer audits completed.

IV. Program Accomplishments

In the second quarter, the IOUs continued to offer audit services to all nonresidential customers. Each IOU rolled out their program, designed and printed marketing materials, and updated their web tools.

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

In June, SoCalGas kicked off the Gas2000/Multilingual Phone Audit Campaign. From June 4 through June 30, the Gas2000 and the Multilingual Call Center completed 111 phone audits and 127 call back requests.

The June bill insert, promoting on-line audits, generated record interest from customers. As a result, 100 on-line audits were completed in June. The insert offered AMC gift cards to customers who complete the online audit.

SoCalGas utilized third party contractors to assist in distributing the mail-in audit forms and CD ROMs. These two contractors will continue to distribute these audits to nonresidential customers this year.

V. Program Challenges

None.

VI. Customer Disputes

None

VII. Compliance Items

The following list itemizes the various regulatory compliance items issued by the California Public Utilities Commission directly relating to this program.

D. 03-04-055, Ordering Paragraph 3 states:

No party shall delay program commencement or preparation pending submission of or Commission action on these plans.

Response:

The PY03 Statewide NR Audit program was kicked off after CPUC funding approval on April 17, 2003.

D. 03-04-055, Ordering Paragraph 6 states:

The utilities shall work together to market their statewide programs. To the extent the utilities offer the same programs, they shall advertise them together. Program Implementation Plans and quarterly reports shall describe utility efforts to coordinate programs. Utilities shall focus all PGC-funded marketing for programs in this decision on energy efficiency messages.

Response:

SoCalGas will work together with other utilities to market their statewide programs. To the extent SoCalGas offers the same programs SoCalGas will advertise them together with the other utilities. SoCalGas's Program Implementation Plans and quarterly reports describe utility efforts to coordinate programs. Utilities shall focus all PGC-funded marketing for programs in this decision on energy efficiency messages.

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

D. 03-04-055, Ordering Paragraph 14 states:

Where program changes are required by this order, the utilities shall submit revised sections of their previously filed program implementation plans incorporating those changes. Those revisions shall be submitted to Energy Division staff within 45 days of this order.

Response:

SoCalGas will submit revised sections of their previously filed program implementation plans incorporating those program changes required by this order. Those revisions will be submitted to Energy Division staff within 45 days of D. 03-04-055, Ordering Paragraph 14.

D. 03-04-055, Attachment 2, "2003 IOU Statewide Programs," Item 8 Nonresidential Energy Audit Program states:

8. Nonresidential Energy Audit Program

[W]e will require that in exchange for approving the number of audits as proposed, the IOUs shall include in their revised program implementation plans and quarterly reports the numbers of the types of audits that are planned and conducted.

Response:

In compliance with D. 03-04-055, Attachment 2, "2003 IOU Statewide Programs," Item 8, SoCalGas's 2003 revised program implementation plan and quarterly report include the numbers of the types of audits that are planned and conducted.

Statewide Nonresidential Building Operator Certification Program

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Program Title: Statewide Nonresidential Building Operator Certification Program

I. Program Overview

This is a statewide training and certification program for operators of medium and large commercial buildings (including governmental and institutional buildings and complexes) that seeks to establish and support a professional credential for building operators in California. Certified operators will have the training and background to identify and implement energy savings opportunities as an integral part of their operations and maintenance activities. The BOC training course consists of eight days of training classes offered once per month over a seven-month period

II. Program Summary

In compliance with Decision (D.) 03-01-038, all accomplishments will apply toward 2003 program targets

1. Total program budget = \$142,099 *

Expenditures to date = \$100,379

* The program budget was revised from the forecast filing in accordance with D.03-04-055 Attachment 1.

2. Total net demand reduction and energy savings

Categorized as an information program consistent with the California Public Utility Commission's 2002 Energy Policy Manual.

3. Total number of customers served

Projected: 20 students

Actual: 17 students registered

4. Projected and actual number of units:

Please refer to the program activity tables shown in the corresponding program workbook.

5. Total rebate (\$) paid

Not applicable for this information program.

III. Program Implementations Status

1. Status of program delivery

The PY03 Statewide BOC program was kicked off after CPUC funding approval on April 17, 2003. The 2003 BOC training courses are scheduled to begin in July 2003 except at PG&E, where two course series began in late June 2003.

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

2. Customer Enrollment

Not applicable for this information program.

3. Workbook

Please refer to informational tables shown in the program workbook for details of program expenditures and program activities.

4. Training

The 2003 BOC training courses are scheduled to begin in July 2003 except at PG&E, where two course series began in late June 2003. However, the PY2002 BOC classes, which began in October and November 2002 in all four IOU service territories, continued during the second quarter of 2003. Specifically, SoCalGas offered one class session during the second quarter.

5. Marketing

At SoCalGas, both SoCalGas and Northwest Energy Efficiency Council (NEEC) promote the BOC program. NEEC handles most of the marketing efforts for SoCalGas. The main informational source for the program is the NEEC Web site. SoCalGas also promotes the program by sending electronic notification of the BOC program to prospective attendees. The SoCalGas Account Executives promotes the BOC program to their nonresidential customers. The following marketing pieces were specific to the BOC program.

List Pieces	Quantity	Method of Delivery	# w/Each Method
BOC Informational Meeting flyer	NA	Distributed by Account Executives	NA
BOC Registration forms	NA	Distributed by Account Executives	NA

- http://socalgas.com/business/resource_center/erc_home.shtml - SoCalGas BOC Web site page

6. Hard-to-Reach

This program targets building operators of medium and large commercial facilities and is not designed for the small hard-to-reach business customers. Interested hard-to-reach nonresidential customers may participate in the training program if they have a building operator for their facility.

IV. Program Accomplishments

The 2003 BOC training courses are scheduled to begin in July 2003 except at PG&E, where two course series began in late June 2003. However, the PY2002 BOC classes,

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

which began in October and November 2002 in all four IOU service territories, continued during the second quarter of 2003. Specifically, SoCalGas offered one class session during the second quarter.

At SoCalGas, an e-mail notification was sent to SoCalGas personnel, including Account Executives, with information about the 2003 BOC training course. The BOC article on the ETS Newslite included course information, costs and contacts for BOC course registration.

Free informational meetings for nonresidential customers were held on June 12, 2003 in Irvine and Irwindale. These meetings provided building operators and their employers an opportunity to learn more about the BOC training course, review the curriculum, course materials and ask questions about the training.

V. Program Challenges

None

VI. Customer Disputes

None

VII. Compliance Items

The following list itemizes the various regulatory compliance items issued by the California Public Utilities Commission directly relating to this program.

D. 03-04-055, Ordering Paragraph 3 states:

No party shall delay program commencement or preparation pending submission of or Commission action on these plans.

Response:

The PY03 Statewide BOC program was kicked off after CPUC funding approval on April 17, 2003. The 2003 BOC training courses are scheduled to begin in July 2003 except at PG&E, where two course series began in late June 2003.

D. 03-04-055, Ordering Paragraph 6 states:

The utilities shall work together to market their statewide programs. To the extent the utilities offer the same programs, they shall advertise them together. Program Implementation Plans and quarterly reports shall describe utility efforts to coordinate programs. Utilities shall focus all PGC-funded marketing for programs in this decision on energy efficiency messages.

Response:

SoCalGas will work together with other utilities to market their statewide programs. To the extent SoCalGas offers the same programs SoCalGas will advertise them together with the other utilities. SoCalGas's Program Implementation Plans and quarterly reports

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

describe utility efforts to coordinate programs. Utilities shall focus all PGC-funded marketing for programs in this decision on energy efficiency messages.

D. 03-04-055, Attachment 2, "2003 IOU Statewide Programs," Item 9, Building Operator Certification and Training Program states:

9. Building Operator Certification and Training Program

The utilities offered Level I of the program in 2002. For 2003, the utilities propose to work with the program contractor to develop Level II, which would focus on enhanced energy savings strategies for building operators. The Commission fully supports this effort and encourages the utilities.

Response:

In compliance with D. 03-04-055, Attachment 2, "2003 IOU Statewide Programs," Item 9, during PY2003, SoCalGas is working with program contractors to develop Level II, which focuses on enhanced energy savings strategies for building operators.

Statewide Nonresidential New Construction Savings by Design Program

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Program Title: Statewide Nonresidential New Construction Savings By Design Program

I. Program Overview

The Savings By Design (SBD) program influences nonresidential building owners, tenants, and design teams to exceed current Title 24 standards (or industry standards for processes) by 10 percent or more for their new construction or renovation/remodel projects. SBD provides energy design education, design assistance, and cash incentives for all project types and sizes that meet the program's eligibility. SBD also leverages resources from industry relationships, strategic alliances, and other Public Purpose Programs to accomplish the goals of energy savings, peak demand reductions, and long-term market change.

The program has three elements: the Whole-Building Approach, the Systems Approach, and education and outreach. The core strategy centers on an integrated design approach to optimize energy efficiency, known as the Whole-Building Approach. To include participants who would not normally consider a fully integrated design approach, the Systems Approach provides a simplified, performance-based method, which moves owners and design teams far beyond prescriptive approaches. Finally, program education and outreach strategies, focused on the successful Energy Design Resources model, address market barriers by providing owners and designers with the information, education, and tools to help them make the best possible energy efficiency choices. All three elements support the California Energy Commission's goals for market transition to the 2005 Title 24 code revision cycle.

SBD delivers cost-effective, permanent, and verifiable energy savings and peak demand reduction with long-term energy savings of between 16 and 20 years, far exceeding the California Public Utilities Commission's (Commission's) minimum target of three years. Since 1999 the SBD program has involved thousands of participants and has worked with hundreds of projects and design teams. The program's innovative educational elements and implementation strategies target market barriers and failures.

II. Program Summary

In compliance with Decision (D.) 03-01-038, all first quarter accomplishments will apply toward 2003 program targets.

1. Total program budget = \$2,234,000 *

Expenditures to date = \$1,349,864

* The program budget was revised from the forecast filing in accordance with D.03-04-055, Attachment 1.

2. Total net demand reduction and energy savings

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

	Net Peak kW	Net kWh	Net Therms
Target *	<u>1,651</u>	<u>8,554,703</u>	<u>111,976</u>
Actual			
Systems	252	2,905,396	-587
Whole Building	106	305,692	-9,491
Committed			
Systems			
Whole Building			
Total Actual and Committed (Recorded)	358	3,211,087	-10,078

* 2003 targets were not set for the first quarter.

3. Total number of customers served

Projected: (No projections in the implementation plan)

Actual: 22 projects are participating in the program and 62 potential project leads have been identified and followed up with owners and designers. Leads were entered into tracking system for qualifying projects. Year to date, 22 contracts have now been signed towards 2003 goals, nine of which were signed during the 2nd Q 2003.

4. Projected and actual number of units:

Please refer to tables in the corresponding program workbook.

5. Total incentives (\$) paid = \$0

6. Total incentives (\$) committed = \$240,578

III. Program Implementation Status

1. Status of program delivery:

As of April 17, 2003, the 2003 programs were approved and the SBD program was revised and implemented accordingly. The SBD program was immediately rolled out to the public using agreed-to 2003 program rules.

2. Customer Enrollment:

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Two blank copies of the 2003 program application forms were sent to the Commission's Energy Division.

3. Workbook:

Please refer to the informational tables shown in the corresponding program workbook for details on program expenditures and activities.

4. Training

Workshops, seminars and training supporting Savings By Design and Energy Design Resources are reported under the Statewide Education and Training program. Please refer to that program's workbook for details.

5. Marketing

List Pieces	Quantity <i>Total Ordered</i>	Method of Delivery	# w/Each Method <i>Delivered YTD</i>
<u>Statewide Efforts</u>			
One-page statewide program overview	1,000	Hand delivery	AIA Convention 250
Pre-show mailer AIA Convention	9,000	Statewide mailing Handouts	8,700 300
Convention guide ad and article	65,000	Regional mailing Convention insert	45,000 20,000
SCG Specific Efforts			
SBD Brochure		Hand Delivery Energy Resource Center	1,120
SBD Fact Sheet	2000	Energy Resource Center Trade Show	500

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

- Savings By Design maintains a statewide Web site at www.savingsbydesign.com that provides comprehensive program information, utility contacts, and a downloadable Participant Handbook outlining program policies and procedures as well as application guidelines.
- Energy Design Resources, the educational and academic arm of Savings By Design, maintains a comprehensive library of information and resources at www.energydesignresources.com, including electronic newsletters for the design community, freeware for design and financial analysis, and a series of AIA credited online courses.
- www.socalgas.com features pages describing Savings By Design that direct customers to program contacts and provide external links to the Statewide Web site for more information.

6. Hard to Reach

Savings By Design targeted geographically hard-to-reach customers. The program identified the goal as a 25% increase over the percentage of participating projects from geographically hard-to-reach customers as identified in 2002. This means SBD program will increase the number of projects from HTR geographical areas to a 7.8% participation rate in 2003.

First quarter hard to reach accomplishments will apply towards 2003 targets. There were no HTR projects signed in the first quarter. During the second quarter, two HTR projects were signed for the program.

IV. Program Accomplishments

Statewide:

- Savings By Design representatives from the participating utilities attended the AIA National Convention, held from May 8-10, at the San Diego Convention Center. Over 19,200 architects, building industry representatives, and their guests attended this annual convention. SBD sponsored a booth on the tradeshow floor and provided program information, free energy efficiency information, and gathered over 257 contacts and leads to projects throughout the state.
- SBD partnered with the American Institute of Architects, California Council (AIACC), in presenting the 2003 SBD Energy Efficiency Integration Awards at the AIA National Convention. Over 500 people attended the ceremony where 5 projects were recognized for their design excellence and energy efficiency emphasis.
- Energy Design Resources, Design Tool CD - Distributed over 750 CDs to architects and engineers in California and throughout the U.S.A.

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

- Savings By Design's Website attracted over 4,012 second quarter visits, 2,807 unique visitors, and 179,658 hits during the second quarter.
- Energy Design Resource's Website attracted 10,829 visits, 10,530 unique visitors, and 537,432 hits in the second quarter in the second quarter.

SoCalGas specific results:

- A total of 517 individuals were trained in classroom, presentation, lecture, and seminar format during the 2nd Q 2003. A total of 28 project-specific design assistance and training sessions were provided covering the subjects of green building economics; commissioning high performance buildings; energy efficient measures targeting building envelope, windows, lighting and mechanical systems; EnergyPro software training; lighting controls; under-floor air distribution systems and energy efficient roofs.
- SoCalGas SBD co-sponsored with the LA Chapter of the US Green Building Council the Municipal Green Building Conference, which promoted Savings By Design and Energy Design Resources.
- Support for the Collaborative for High Performance schools (CHPS) continued in conjunction with all partner state agencies that includes but is not limited to the California Energy Commission, Division of State Architect, Department of Education, and the California Integrated Waste Management Board. Continued to support the LAUSD High Performance Working Group to ensure compliance with the CHPS criteria, maximize participation with the Savings by Design Program, and publicize the SoCalGas-sponsored showcase Cahuenga Elementary School.
- Los Angeles Unified School District (LAUSD) High Performance Schools Working Group: : SoCalGas Savings By Design hosted an LAUSD meeting of approximately 30 sustainable-design experts and school district officials. Representatives discussed proposed CHPS and SBD requirements for new LAUSD schools under Phase 2 and appointed committees consisting of qualified experts to discuss issues in greater depth.
- US Green Building Council (USGBC), Los Angeles: Continued active participation in the Los Angeles chapter of the USGBC that promotes sustainable design and construction practices to local building owners, designers and developers.

V. Program Challenges

None encountered to date.

VI. Customer Disputes

None.

VII. Compliance Items

The following list itemizes the various regulatory compliance items issued by the California Public Utilities Commission directly relating to this program.

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

D. 03-04-055, Ordering Paragraph 3 states:

“No party shall delay program commencement or preparation pending submission of or Commission action on these plans.”

Response:

SoCalGas’ PY 2003 program commencement and preparation were not delayed pending submission of or Commission action on these plans.

D. 03-04-055, Ordering Paragraph 6 states:

“The utilities shall work together to market their statewide programs. To the extent the utilities offer the same programs, they shall advertise them together. Program Implementation Plans and quarterly reports shall describe utility efforts to coordinate programs. Utilities shall focus all PGC-funded marketing for programs in this decision on energy efficiency messages.”

Response:

SoCalGas will work together with other utilities to market its statewide programs. To the extent SoCalGas offers the same programs, SoCalGas will advertise them together with the other utilities. SoCalGas’ Program Implementation Plans and quarterly reports describe utility efforts to coordinate programs. SoCalGas will focus all PGC-funded marketing for programs in this decision on energy efficiency messages.

D. 03-04-055, Ordering Paragraph 8 states:

“Utilities shall not shift program funds across program categories except as set forth herein. Within the following categories, the utilities may shift up to 10% of one program’s funds into another program in the same category. The utility may only shift funding in cases where the IOU will be unable to use the program funding for the intended purpose.”

Categories:

- a. *Statewide Residential Retrofit*
- b. *Statewide Residential New Construction*
- c. *Statewide Nonresidential Retrofit*
- d. *Statewide Nonresidential New Construction*
- e. *Statewide Cross-Cutting (except Codes and Standards Advocacy)*

Response:

SoCalGas will not shift program funds across program categories except as set forth in D. 03-04-055. SoCalGas will only shift funding in cases where SoCalGas will be unable to use the program funding for the intended purpose.

D. 03-04-055, Section VII “Accounting and Administration,” Section C “Shifting of Funds” at page 24 also states:

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

“Within the following categories, the utilities may shift no more than 10% of one program’s funds into another program in the same category.”

Categories:

- 1. Statewide Residential Retrofit*
- 2. Statewide Residential New Construction*
- 3. Statewide Nonresidential Retrofit*
- 4. Statewide Nonresidential New Construction*
- 5. Statewide Cross-Cutting (except Codes and Standards Advocacy)*

Response:

Within the program categories listed in D. 03-04-045, Ordering Paragraph 8, SoCalGas will shift no more than 10 percent of one program’s funds into another program in the same category. SoCalGas will not shift program funds across program categories except as set forth in D. 03-04-055. SoCalGas will file a motion to modify the 10 percent limitation if necessary for program success or to avoid program failure.

D. 03-04-055, Ordering Paragraph 9 states:

“The utilities shall prominently disclose any such program fund shifting in their quarterly reports. Utilities shall file a motion to modify the 10% limitation if necessary for program success or to avoid program failure. We herein delegate authority to the assigned ALJ to resolve such motions.”

Response:

SoCalGas will prominently disclose any program fund shifting up to the 10% limit in the quarterly report. SoCalGas will file a motion to modify the 10% limitation if necessary for program success or to avoid program failure.

D. 03-04-055, also states at page 24-25:

If the utilities discover that they cannot adhere to this [10% fund shifting] limitation, they may make a motion to the assigned ALJ, to whom we delegate authority to alter the 10% limitation where proven necessary for program success or to avoid program failure.

Response:

If SoCalGas discovers that they cannot adhere to this [10% fund shifting] limitation, SoCalGas will file a motion to modify the 10% limitation if necessary for program success or to avoid program failure.

D. 03-04-055, Ordering Paragraph 13 states:

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

“A utility shall not increase the dollar amounts of individual customer incentives above those approved in this decision and as filed in their approved Program Implementation Plans without securing first notifying all parties to this proceeding electronically and receiving approval from designated Commission staff, consistent with this order. A utility may lower customer incentives by notifying designated Commission staff and the service list of this proceeding. Increases to customer incentive amounts must be approved in advance by designated Commission staff following 20-day notice to staff and the service list of this proceeding.”

Response:

SoCalGas will not increase the dollar amounts of individual customer incentives above those approved in this decision and as filed in their approved Program Implementation Plans without first notifying all parties to this proceeding electronically and securing approval from designated Commission staff consistent with Ordering Paragraph 13 of D.03-04-055. For increases to customer incentive amounts, SoCalGas will secure approval in advance by designated Commission staff following 20-day notice to staff and the service list of this proceeding.

SoCalGas will lower customer incentives by notifying designated Commission staff and the service list of this proceeding

D. 03-04-055, Section VII “Accounting and Administration,” Section E “Increasing Dollar Incentives” at page 25 also states:

In the future, the utilities should inform parties and designated Commission staff in advance of their intent to increase customer dollar incentives, and receive approval from staff before increasing the incentives. This notice should include a justification for the increase that takes into account affects on the program and funding levels.

Response:

SoCalGas will inform parties and designated Commission staff in advance of their intent to increase customer dollar incentives, and receive approval from staff before increasing the incentives. SoCalGas will provide justification for increase plus affects on the program and funding levels.

D. 03-04-055, Attachment 2, “2003 IOU Statewide Programs,” Item 10, Savings By Design Program states:

10. Savings By Design Program

The State of California Energy Policy Advisory Committee, the American Institute of Architects and other program participants recommended that the IOUs increase the time allowed for completion of a project from 36 months to 48 months to recognize the time needed to complete a construction project. We accept this program modification.

Response:

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

In compliance with D. 03-04-055, Attachment 2, “2003 IOU Statewide Programs,” Item 10, SoCalGas’ PY 2003 Savings by Design Program allows 48 months for completion of a project in conformance with the recommendations of the State of California Energy Policy Advisory Committee, the American Institute of Architects and other program participants.

Statewide Crosscutting Education and Training Program

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Program Title: Statewide Crosscutting Education and Training Program

I. Program Overview

The statewide Education and Training program continues to be offered in the service areas of Pacific Gas & Electric (PG&E), Southern California Edison (SCE), San Diego Gas & Electric (SDG&E), and Southern California Gas (SoCalGas). Overall, the program promotes energy efficiency to a variety of customers segments through energy centers (physical and virtual) and other informational programs.

The educational and information efforts of the energy centers and of SDG&E cover a broad spectrum of market actors including customers, midstream actors such as the design, engineering and contracting communities, and upstream market actors. The motivations to make use of energy centers and education and training services include reducing operational costs, increasing productivity and profitability, and designing more efficient new buildings.

II. Program Summary

In compliance with Decision (D.) 03-01-038, all accomplishments will apply toward 2003 program targets.

1. Total program budget = \$1,909,000 *

Expenditures to date = \$952,880

* The program budget was revised from the forecast filing in accordance with D.03-04-055, Attachment 1.

2. Total net demand reduction and energy savings

Based upon the California Public Utilities Commission approved Energy Efficiency Policy Manual, this information program is not expected to demonstrate energy savings or demand reductions.

3. Total number of customers served

Projected: 137 seminars during 2003

Actual: 37 seminars conducted during the second quarter.

4. Projected and actual number of units:

Please refer to the corresponding program workbook for program activities.

5. Total rebate (\$) paid:

Not applicable for this information program.

III. Program Implementation Status

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

1. Status of program delivery

No changes were made to the program implementation plan.

2. Customer Enrollment

Copies of the registration form for training courses were sent to the Commission's Energy Division.

3. Workbook

Please refer to the program workbook for details of program expenditures and program activities.

4. Training

37 seminars were conducted during the 2nd Quarter.

Date	Class/Description	Attendees
5/13/03	Energy Pro Training: Envelope/Lighting/Windows - Explore advanced envelope design options, lighting analysis basics, the proper application of advanced fixture technologies to energy-efficient designs, and how cost-effective lighting designs can maximize potential energy-efficiency incentives. Learn about new fenestration requirements, and how to select windows for maximum energy efficiency and comfort.	21
5/14/03	Energy Pro Training: Mechanical - state-certified energy modeling software, to model mechanical system designs in commercial buildings and to document Title 24 compliance. Learn how easy it can be to integrate mechanical, lighting and envelope designs for peak energy efficiency performance.	26
5/14/03	Energy Pro Training Advanced - state-certified energy modeling software, to produce energy-efficient designs that perform better than the minimum Title 24 energy standards. Get hands-on experience in modeling and upgrading envelope, lighting and mechanical designs to maximize potential energy-efficiency incentives. Practice estimating utility energy costs, simple paybacks and life cycle costs.	16
4/29/03	ACCA Manual "J" Training (various locations) – load calculations, equipment selection. Part of the	12

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Date	Class/Description	Attendees
	Residential New Construction Title 24 Training Series.	
4/30/03	ACCA Manual “D” Intro Residential Duct Design (various locations) – designing residential duct systems. Part of the Residential New Construction Title 24 Training Series.	11
5/07/03	Advanced ACCA Manual “D” (various locations) – advanced duct design topics, including training on use of computer software to generate load calculations and equipment selection. Part of the Residential New Construction Title 24 Training Series.	9
5/01/03	High Performance Ducts & 2001 Res Overview (various locations) - Oriented toward builders, HVAC contractors and engineers, this class will review changes to the Residential Energy Standards and will include a hands-on demonstration of duct system testing to optimize energy efficiency performance that HVAC contractors and builders will be using under the AB 970 standards.	12
5/22/03	Your Equipment: Work It, Tune It, Clean It - A one-day seminar was held to provide specialized training on the operation and maintenance of today’s natural gas-fired energy-efficient cooking equipment. Properties of natural gas, regulators, burner maintenance, automatic safety systems, trouble shooting, maintenance, thermostat operation, calibration and ventilation issues that affect operations were addressed.	49
6/17/03 6/24/03	Combustion Seminar (various locations) - This seminar provides basic knowledge of gas, gas equipment, combustion and air quality guidelines and the safe and efficient use of gas-fired equipment while focusing on energy efficiency and conservation.	21
4/15/03 5/13/03	HVAC System Air Flow/Pressure Static Diagnostics (various locations) - A hands-on class utilizing full-size horizontal HVAC system to measure airflow, static pressure and amperage under various system configurations to optimize energy efficiency performance.	17

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Date	Class/Description	Attendees
4/10/03	Managing Your Title V Permit – Issuance and maintenance of air quality permit. Maximized operations increase efficiency and reduction of air pollutants	34
04/02/03	Municipal Green Building Conference & Expo Seminar – In partnership with the U.S. Green Building Council Los Angeles Chapter, this education and demonstration forum highlighted the benefits of green building by focusing on current issues and green products of particular interest to Southland municipalities and the regional design community for the design of energy efficient buildings.	286
04/03/03 05/06/03	T24 Residential Zoning (Various locations)- Review equipment options and methodologies for residentially zoned systems. Discussion will include load calculations for each zone and how to determine the required components, as well as application and sizing of bypass ducts for designing energy efficient systems.	22
04/16/03	Building Operator Certification-Class #106 - Training for operators of medium and large commercial/industrial buildings to identify and implement energy savings opportunities as an integral part of their operations and maintenance activities.	#?
04/16/03	Combined Hydronic Systems Sizing Guide-Chatsworth - This class will briefly review system installations with the primary focus on how to size combo systems for an energy efficiency.	11
04/23/03	Air Compression Seminar - Learn now the latest energy-efficient technologies and strategies can help reduce your operating costs while increasing system reliability.	46

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Date	Class/Description	Attendees
04/30/03	Low NOx Technology - This seminar is designed to help you become current with the economics and performance of the latest low-NOx control technologies necessary to meet BACT (Best Available Control Technologies) and RECLAIM requirements. (Title V Training course - Compliance ensures energy efficient operations).	37
05/20/03	Lighting Controls for Energy Management - workshop is designed for anyone who wishes to take lighting to the next level in efficiency by incorporating energy management lighting controls.	30
05/21/03	New Source Review Permitting - This half-day interactive seminar is designed to help you gain a general and insightful understanding of New Source Review Permitting requirements. In addition, you'll receive important information on practical, energy efficient compliance strategies and the emerging policies shaping them.	18
06/03/03 06/10/03	Heat Load Calculations - Understanding heat load calculations and their effect on energy efficient operations is critical before taking the next step to system design.	74
06/03/03	Meeting Title V Compliance Requirements - This workshop covers the facility's obligations after the issuance of the air quality permit (Title V Training course - Compliance ensures energy efficient operations).	34
06/11/03	How to Design Underfloor Air Distribution Systems for Maximum Efficiency - Learn how one of the newest types of HVAC systems, the underfloor air distribution system, works to provide better occupant comfort, indoor air quality, energy efficiency and operating savings than conventional variable-air-volume systems.	42
06/17/03	Sustainable and Energy Efficient Roofs - The workshop addressed roof insulation for sustainable buildings and provided design details and specifications related to sustainable and energy	33

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Date	Class/Description	Attendees
	specifications related to sustainable and energy efficient construction for commercial buildings.	
06/24/03	Department of Toxic Substance Control-SB14 - This workshop will focus on SB14 and how to prepare the required documents.	68
04/08/03	Culinary Connections-Charbroilers, Cheesemelters, Salamanders - This hands-on demonstration highlighted new recipes and cooking techniques using energy-efficient charbroilers, cheesemelters and salamanders.	20
04/28/03	Culinary Ethnic Adventure - The Culinary Ethnic Adventures seminar, this year, featured Thai, Indian and Mexican cuisines. Kasma Loha-unchit prepared a variety of Thai dishes on energy efficient gas-fired equipment.	90
04/30/03	Marketing Agents Food Service Industry Western Region Seminar - This seminar was presented for the Foodservice Industry to acquaint Southern California food service professionals with the Basic and Advanced AutoQuotes (software for assisting in equipment purchasing), KCL CADalog, and AutoCAD programs.	67
5/13/03	Culinary Connections-Combi Ovens - A monthly hands-on demonstration highlighting new recipes and cooking techniques using energy-efficient equipment.	35
05/14/03	Foodservice Equipment Center Rebate Program – Seminar provided food service marketing agents, dealers, and manufacturers representatives an overview of the Gas Company’s energy efficient equipment incentive and rebate programs.	26
05/14/03	Sysco Marketing Seminar - The seminar's purpose was to introduce attendees to deli meat products, see it prepared on energy efficient equipment, and familiarize them with The Gas Company's Food Service Equipment Center (FSEC).	49

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Date	Class/Description	Attendees
06/02/03	Incredible Italian Cuisine - The joys of Italian food are brought to attendees of this seminar prepared on energy efficient cooking equipment.	63
06/02/03	Culinary Connections-Rack & Convection Ovens - A monthly hands-on demonstration highlighting new recipes and cooking techniques using energy-efficient equipment.	31
06/12/03	Los Angeles County Health Dept Seminar – The importance of safe food handling was discussed with a presentation of new energy efficient cooking equipment.	141

5. Marketing

During the second quarter of 2003, 27 flyers have been printed and distributed through direct mail or e-mail for a variety of energy efficiency seminars and workshops. About 33,469 flyers were printed with more than 20,714 distributed by direct mail alone. More than 18,697 customers received flyers distributed via e-mail. Ten thousand ERC quarterly events calendars were also printed and distributed in the second quarter. Please refer to the corresponding program workbook for details of first quarter activities.

The ERC's website contains information about the training facilities and courses available, and can be accessed through the link below:

http://www.socalgas.com/business/resource_center/erc_home.shtml

<http://www.energyefficiencycenter.com>

6. Hard to Reach (HTR)

For 2003, SoCalGas proposed to target 40 energy efficiency events to hard to reach customers.

During the second quarter of 2003, SoCalGas has provided 20 events for the hard to reach markets.

IV. Program Accomplishments

In 2003, the program continued to offer seminars/workshops focused on promoting energy efficiency to customers. In support of this activity, SoCalGas proposed that it

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

would conduct 137 seminars/workshops during 2003. During the second quarter of 2003, SoCalGas conducted 37 such seminars or workshops.

V. Program Challenges

None encountered to date.

VI. Customer Disputes

None.

VII. Compliance Items

The following list itemizes the various regulatory compliance items issued by the California Public Utilities Commission directly relating to this program.

Decision 03-01-038, Ordering Paragraph 3, states:

“To prevent service disruption, we authorize the IOUs whose programs will expire at the end of 2002 to continue those programs through March 31, 2003, using Public Goods Charge collections from that period, in the amounts set forth in the body of this decision. If the Commission issues a decision on 2003 program applications prior to that time, this “bridge funding” shall expire upon issuance of that decision. If the IOUs incur expenses in 2003 before the Commission issues this decision, they should track those expenses and account for such expenses in their reports to the Commission on first quarter 2003 program results. The IOUs can request recovery of these expenditures through their respective PGC energy efficiency balancing accounts.”

Response:

The IOUs continued the 2002 programs through March 31, 2003. Expenses prior to the issuance of the decision and bridge funding expenditures through March 31, 2003 are reported in each program’s text and Workbook.

Decision 03-01-038, Ordering Paragraph 4, states:

“The IOUs shall include the program accomplishments achieved during the bridge funding period toward the cumulative goals of their 2003 programs.”

Response:

All accomplishments during the bridge funding period will be included toward the cumulative goals of the 2003 programs.

Decision 03-03-028, Ordering Paragraph 1, states:

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

“To prevent program disruption, we authorize the utilities whose programs expire at the end of 2002 to continue those programs beyond March 31, 2003, using Public Goods Charge collections from associated periods, in the amounts set forth in the body of this decision.”

Response:

The IOUs continued the 2002 programs beyond March 31, 2003.

Decision 03-03-028, Ordering Paragraph 2, states:

“The utilities are hereby authorized additional bridge funding at a level of 7% a month against the total 2003 utility funding amounts set forth in Decision (D.) 03-01-038 so that the bridge funding, plus funding for new 2003 programs, equal the total amounts described in D. 03-01-038.”

Response:

The IOUs continued the 2002 programs using the additional bridge funding at the level specified.

Decision 03-04-055, Ordering Paragraph 3 states:

“No party shall delay program commencement or preparation pending submission of or Commission action on these plans.”

Response:

Program commencement and preparation were not delayed and commencement began immediately after the issuance of Decision 03-24-055.

Decision 03-04-055, Ordering Paragraph 6 states:

“The utilities shall work together to market their statewide programs. To the extent the utilities offer the same programs, they shall advertise them together. Program Implementation Plans and quarterly reports shall describe utility efforts to coordinate programs. Utilities shall focus all PGC-funded marketing for programs in this decision on energy efficiency messages.”

Response:

SoCalGas and the other IOUs are working together to market their statewide programs. SoCalGas' Program Implementation Plans and quarterly reports (marketing section) describe utility efforts to coordinate programs.

Statewide Crosscutting Emerging Technologies Program

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Program Title: Statewide Crosscutting Emerging Technologies

I. Program Overview

The Statewide Emerging Technologies (ET) program is an information-only program that seeks to accelerate the introduction of energy efficient technologies, applications, and analytical tools that are not widely adopted in California. The program addresses all market segments, and is composed of two parts: Demonstration & Information Transfer, and the Emerging Technologies Coordinating Council (ETCC). Program technology assessment projects activities focuses on near commercial and commercial energy efficient applications with low market penetration. The projects help to measure, verify, analyze, and document the potential energy savings and demand reduction of specific applications in different market segments. Information Transfer efforts disseminate project results, and are customized to the targeted markets. The ETCC is a statewide information exchange and coordination effort between the investor owned utilities and the California Energy Commission's (CEC) Public Interest Energy Research (PIER) program. Program efforts to select technology applications for assessment projects include working with PIER, as well as, but not limited to, members of the research and design communities, manufacturers, energy efficiency advocates, customer groups, universities, professional societies, national laboratories, government agencies, engineering firms, and industry and trade groups.

II. Program Summary

In compliance with Decision (D.) 03-01-038, all accomplishments will apply toward 2003 program targets.

1. Total program budget = \$779,000 *

Expenditures to date = \$353,600

* The program budget was revised from the forecast filing in accordance with D.30-04055, Attachment 1.

2. Total net demand reduction and energy savings

Based upon the California Public Utilities Commission approved Energy Efficiency Policy Manual, this information program is not expected to provide energy savings targets.

3. Total number of customers served

The Statewide Emerging Technologies program focuses on information about and the promotion of emerging technologies to all customers.

4. Projected and actual number of units:

Please refer to tables in the corresponding program workbook.

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

5. Total rebate (\$) paid:
Not applicable to this information program.

III. Program Implementation Status

1. Status of program delivery

The program staff is pursuing new ET application assessments and coordinating activities with the California IOUs and the CEC PIER program through the ETCC.

2. Customer Enrollment

The program does not use application forms to enlist customers in the program. Due to the nature of the program and the limited number of customer site demonstrations, customized agreements are negotiated with each customer for each project.

3. Workbook

Program staff was engaged in the planning and development of many demonstration projects for several different customer segments during the quarter as well as participation in ETCC activities. Please refer to Section IV and informational tables included in Attachment A for additional details about program expenditures and areas of activity.

4. Training

The program did not sponsor nor conduct training during the quarter.

5. Marketing

The program did not produce any new external marketing products during the quarter. The ETCC maintains a website at <http://www.ca-etcc.com> where the statewide ET program meeting minutes and the ET database are available.

6. Hard-to-Reach

The program does not have specific goals for the hard-to-reach market segments. In general, the information the program generates through its demonstration activities tends to benefit all customers. One of the aims of an ET program is to explore the applications a new technology has in various market segments in an effort to characterize the widest possible deployment opportunities. Thus the program seeks opportunities to host appropriate demonstration projects at hard-to-reach customer sites.

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

IV. Program Accomplishments

ETCC Activities

The ETCC met once during the second quarter on May 29th at the California Energy Commission (CEC) offices in Sacramento. The CEC and PIER contractors presented several; project briefings to the group:

- a. Residential Kitchen Lighting
- b. Hotel Lighting
- c. Integrated Classroom Lighting
- d. Bi-level Switching for Stairwell Lighting, and an
- e. Overview and status of Large Gas Turbine RD&D.

The utilities will evaluate opportunities to demonstrate the lighting technologies within the statewide ET programs.

ET Database Updates

No database updates were performed during the second quarter.

SoCalGas Company Activities

Program activities resumed in earnest by Mid-April with some assurance of funding resources. The effort to structure new demonstration projects included new boiler burners, an innovative adsorption chiller, engine-driven systems for air compression with heat recovery, infrared burner systems, and a regenerative thermal oxidizer for a printing application. Resource Center projects advanced by the end of the quarter: the Baking and Ventilation Lab was essentially completed; construction on the solar photovoltaic equipment was also completed; a retro-commissioning design charette for the ERC was held and will inform future activities to guide new system upgrades. Activities to measure and evaluate ongoing demonstration projects continue.

V. Program Challenges

A slow overall southern California economy continues to impact capital purchases, especially for the kinds of innovative solutions this program promotes.

VI. Customer Disputes

None.

VII. Compliance Items

The following list itemizes the various regulatory compliance items issued by the California Public Utilities Commission directly relating to this program.

Decision 03-01-038, Ordering Paragraph 3, states:

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

“To prevent service disruption, we authorize the IOUs whose programs will expire at the end of 2002 to continue those programs through March 31, 2003, using Public Goods Charge collections from that period, in the amounts set forth in the body of this decision. If the Commission issues a decision on 2003 program applications prior to that time, this “bridge funding” shall expire upon issuance of that decision. If the IOUs incur expenses in 2003 before the Commission issues this decision, they should track those expenses and account for such expenses in their reports to the Commission on first quarter 2003 program results. The IOUs can request recovery of these expenditures through their respective PGC energy efficiency balancing accounts.”

Response:

The IOUs continued the 2002 programs through March 31, 2003. Expenses prior to the issuance of the decision and bridge funding expenditures through March 31, 2003 are reported in each program’s text and Workbook.

Decision 03-01-038, Ordering Paragraph 4, states:

“The IOUs shall include the program accomplishments achieved during the bridge funding period toward the cumulative goals of their 2003 programs.”

Response:

All accomplishments during the bridge funding period will be included toward the cumulative goals of the 2003 programs.

Decision 03-03-028, Ordering Paragraph 1, states:

“To prevent program disruption, we authorize the utilities whose programs expire at the end of 2002 to continue those programs beyond March 31, 2003, using Public Goods Charge collections from associated periods, in the amounts set forth in the body of this decision.”

Response:

The IOUs continued the 2002 programs beyond March 31, 2003.

Decision 03-03-028, Ordering Paragraph 2, states:

“The utilities are hereby authorized additional bridge funding at a level of 7% a month against the total 2003 utility funding amounts set forth in Decision (D.) 03-01-038 so that the bridge funding, plus funding for new 2003 programs, equal the total amounts described in D. 03-01-038.”

Response:

The IOUs continued the 2002 programs using the additional bridge funding at the level specified.

Decision 03-04-055, Ordering Paragraph 3, states:

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

“No party shall delay program commencement or preparation pending submission of or Commission action on these plans.”

Response:

Program commencement and preparation were not delayed pending submission of or Commission action on these plans.

Decision 03-04-055, Ordering Paragraph 6, states:

“ The utilities shall work together to market their statewide programs. To the extent the utilities offer the same programs, they shall advertise them together. Program Implementation Plans and quarterly reports shall describe utility efforts to coordinate programs. Utilities shall focus all PGC-funded marketing for programs in this decision on energy efficiency messages.”

Response:

SoCalGas will work together with other utilities to market their statewide programs. To the extent SoCalGas offers the same programs, SoCalGas will advertise them together with the other utilities. SoCalGas' Program Implementation Plans and quarterly reports describe utility efforts to coordinate programs. Utilities shall focus all PGC-funded marketing for programs in this decision on energy efficiency messages.

Statewide Crosscutting Codes & Standards Program

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Program Title: Statewide Crosscutting Codes and Standards Program

I. Program Overview

This statewide Codes and Standards (C&S) Advocacy program promotes enhancements to, and enforcement of, energy efficiency standards and codes. Codes and Standards Enhancement (CASE) studies are performed for promising design practices and technologies. The study results are presented to standards and code-setting bodies during the public rulemaking process to encourage adoption of energy efficiency measures. Expert witness testimony and additional analysis are provided throughout the rulemaking process as needed. Enforcement activities include participation in development of standards documents and strategic education efforts.

II. Program Summary

In compliance with Decision (D.) 03-01-038, all accomplishments will apply toward 2003 program targets.

1. Total program budget = \$150,000 *

Expenditures to date = \$ 91,053

* The program budget was revised from the forecast filing in accordance with D.03-04-055, Attachment 1.

2. Total net demand reduction and energy savings:

Categorized as an information program consistent with the California Public Utilities Commission's 2002 Energy Efficiency Policy Manual.

3. Total number of customers served:

The Statewide Codes and Standards program focuses on upgrades and enhancements in the energy efficiency standards and codes thereby benefiting all Californians.

4. Projected and actual number of units:

Not applicable to this information program.

5. Total rebate (\$) paid:

Not applicable to this information program.

III. Program Implementation Status

1. Status of program delivery

Program approval was received on April 17th, 2003.

2. Customer Enrollment

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Due to the nature of the program, there are no customer enrollment forms.

3. Workbook

Please refer to the program workbook for details of program expenditures and program activities.

4. Training

Customer training is typically not conducted due to the nature of the program. However, there are numerous workshops associated with codes and standards advocacy. These workshops are listed under the Program Accomplishments section shown below.

5. Marketing

The program did not conduct any marketing activities in the second quarter of 2003.

6. Hard-to-Reach

Codes and Standards activities support hard-to-reach market segments by advocating cost effective code enhancements that promote energy efficiency for all building types and appliances included in the California standards.

IV. Program Accomplishments

Participated in workshops on dates listed below. Performed advocacy for code enhancements in the subject area addressed at each workshop.

6/17/03	Consortium for Energy Efficiency: Commercial Building Programs Summary and Advanced Building Guidelines Project
---------	---

During the second quarter, SoCalGas continued work on one CASE study, "Gas Cooling Compliance Options for Residential and Non-Residential Buildings."

V. Program Challenges

None encountered to date.

VI. Customer Disputes

None.

VII. Compliance Items

The following list itemizes the various regulatory compliance items issued by the California Public Utilities Commission directly relating to this program.

Decision 03-01-038, Ordering Paragraph 3, states:

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

“To prevent service disruption, we authorize the IOUs whose programs will expire at the end of 2002 to continue those programs through March 31, 2003, using Public Goods Charge collections from that period, in the amounts set forth in the body of this decision. If the Commission issues a decision on 2003 program applications prior to that time, this “bridge funding” shall expire upon issuance of that decision. If the IOUs incur expenses in 2003 before the Commission issues this decision, they should track those expenses and account for such expenses in their reports to the Commission on first quarter 2003 program results. The IOUs can request recovery of these expenditures through their respective PGC energy efficiency balancing accounts.”

Response:

The IOUs continued the 2002 programs through March 31, 2003. Expenses prior to the issuance of the decision and bridge funding expenditures through March 31, 2003 are reported in each program’s text and Workbook.

Decision 03-01-038, Ordering Paragraph 4, states:

“The IOUs shall include the program accomplishments achieved during the bridge funding period toward the cumulative goals of their 2003 programs.”

Response:

All accomplishments during the bridge funding period will be included toward the cumulative goals of the 2003 programs.

Decision 03-03-028, Ordering Paragraph 1, states:

“To prevent program disruption, we authorize the utilities whose programs expire at the end of 2002 to continue those programs beyond March 31, 2003, using Public Goods Charge collections from associated periods, in the amounts set forth in the body of this decision.”

Response:

The IOUs continued the 2002 programs beyond March 31, 2003.

Decision 03-03-028, Ordering Paragraph 2, states:

“The utilities are hereby authorized additional bridge funding at a level of 7% a month against the total 2003 utility funding amounts set forth in Decision (D.) 03-01-038 so that the bridge funding, plus funding for new 2003 programs, equal the total amounts described in D. 03-01-038.”

Response:

The IOUs continued the 2002 programs using the additional bridge funding at the level specified.

Decision 03-04-055, Ordering Paragraph 3, states:

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

“No party shall delay program commencement or preparation pending submission of or Commission action on these plans.”

Response:

Program commencement and preparation were not delayed pending submission of or Commission action on these plans.

Decision 03-04-055, Ordering Paragraph 6, states:

“The utilities shall work together to market their statewide programs. To the extent the utilities offer the same programs, they shall advertise them together. Program Implementation Plans and quarterly reports shall describe utility efforts to coordinate programs. Utilities shall focus all PGC-funded marketing for programs in this decision on energy efficiency messages.”

Response:

SoCalGas will work together with other utilities to market their statewide programs. To the extent SoCalGas offers the same programs, SoCalGas will advertise them together with the other utilities. SoCalGas’ Program Implementation Plans and quarterly reports describe utility efforts to coordinate programs. Utilities shall focus all PGC-funded marketing for programs in this decision on energy efficiency messages.

Local Nonresidential Financial Incentives Program

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Program Title: Nonresidential Financial Incentives Program

I. Program Overview

The Nonresidential Financial Incentives program (NRFIP) is a local program focusing on small to medium nonresidential (commercial and industrial) gas customers. The program includes technical support, education, training, outreach, contractor referral, bulk procurement, prescriptive rebates and incentives.

The Nonresidential Financial Incentives program comprises three program elements:

- The “Purchase-Apply-Receive Rebate” (PARR) prescriptive rebate element is targeted to the very small, small and medium nonresidential core schedule market segments. The primary focus is prescriptive measures for foodservice type equipment.
- The “Nonresidential Equipment Replacement “ (NRER) incentive element is also targeted to the small and medium nonresidential core schedule market segments. This element is limited to “kind-for-kind” replacement of old, inefficient commercial or industrial end-use gas-fired technology with higher efficiency alternatives.
- The “Nonresidential Energy Conservation” (NREC) incentive element is also targeted to the small and medium nonresidential core schedule market segments. This element provides qualified customers with a financial incentive to implement comprehensive energy saving commercial building envelope or industrial process changes on a unique, site specific, “case-by-case” basis.

II. Program Summary

Please note that the results in this section are preliminary and will be updated in the 2003 Energy Efficiency Annual Report.

1. Total program budget = \$1,053,740 *
Expenditures to date = \$477,014

* The program budget was revised from the forecast filing in accordance with D.03-04-055 Attachment 1.

2. Total net demand reduction and energy savings

	Net Peak kW	Net kWh	Net Therms
Target	N/A	N/A	1,453,639
Actual	N/A	N/A	141,596
Committed	N/A	N/A	484,200
Total Actual and Committed (Recorded)	N/A	N/A	625,796

3. Total number of customers served

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Projected: No projections in the Implementation Plan

Actual: 61 applications received

4. Projected and actual number of units:

Please refer to the program activity tables shown in the corresponding program workbook.

5. Total incentives (\$) paid = \$70,773

Total incentives (\$) committed = \$250,839

III. Program Implementations Status

1. Status of program delivery:

The PY03 local Nonresidential Financial Incentive program was kicked off after CPUC funding approval on April 17, 2003.

2. Customer Enrollment:

Copies of the application forms were sent to the California Public Utilities Commission Energy Division.

3. Workbook:

Please refer to informational tables shown in the program workbook for details of program expenditures and program activities.

4. Training:

This program did not sponsor any external training during the quarter.

5. Marketing:

Marketing materials used to promote this program included the following:

List Pieces	Quantity	Method of Delivery	# w/Method
Equipment and efficiency rebates and incentives are back for a limited time only	250,000	March/April bill insert	230,000
Chamber of Commerce publication with NRFIP ad	300	Mailed to businesses on Chamber of Commerce mailing list	300
Commercial Food Service Equipment Applications (PARR applications)	400	US Mail, E-mailed and hand delivered	400

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

List Pieces	Quantity	Method of Delivery	# w/Method
2003 Energy Efficiency Programs and Services for Business Customers	500	US Mail and E-Mail	500
Equipment and Efficiency Rebates and Incentives are Back for a Limited Time Only Mailer/Brochure	700	US Mailed, E-mail and Hand delivered	700
Letter Explaining Program	1000	US Mail/Fax	1000
Summer Barbeque Vendor Mixer and Seminar Survey & Evaluation	150	US Mail and E-Mail	150
Flyer on Food Service Equipment Center "Rebate Program Update 2003"	50	E-Mail and US Mail	50

- <http://www.socalgas.com/> - Southern California Gas Company's Web home page.
- http://www.socalgas.com/business/cash_for_you/parr.shtml – Southern California Gas' PARR rebate element of the NRFIP local program for commercial foodservice Web site page.
- http://www.socalgas.com/business/cash_for_you/ic_home.shtml – SoCalGas's NRER and NREC incentive elements of the NRFIP local program for very small to medium commercial and industrial customers Web site page.

6. Hard to Reach

SoCalGas' Nonresidential Financial Incentives local program was not filed with a formal hard to reach target nor did D. 02-05-046 specify a hard to reach target. SoCalGas remains committed to outreach to hard-to-reach customers in this program.

IV. Program Accomplishments

SoCalGas relied on the SoCalGas Account Executives to promote this program to nonresidential customers. Other promotional and delivery vehicles included participation in trade shows, seminars, outreach, and program information on the SoCalGas website.

SoCalGas had a very successful kick-off "Barbeque Vendor Mixer" at the Energy Resource Center and also participated in another vendor mixer with the Association of Facilities Engineers. SoCalGas conducted an Energy Efficiency Seminar for the food service manufacturer vendors. In addition, the SoCalGas Account Executives held approximately 225 one-on-one meetings in person and by phone with their customers.

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

V. Program Challenges

None

VI. Customer Disputes

None

VII. Compliance Items

The following list itemizes the various regulatory compliance items issued by the California Public Utilities Commission directly relating to this program.

D. 03-04-055, Ordering Paragraph 3 states:

No party shall delay program commencement or preparation pending submission of or Commission action on these plans.

Response:

The PY03 local Nonresidential Financial Incentive program was kicked off after CPUC funding approval on April 17, 2003.

Local Diverse Markets Outreach Program

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Program Title: Diverse Market Outreach Program (DMOP)

I. Program Overview

The DMOP program is a crosscutting, multi-lingual, multi-cultural, marketing and outreach program that provides residential and business customers with valuable information regarding the breadth of energy efficiency resources accessible to improve the energy efficiency of their homes and businesses. The program promotes the full range of SoCalGas energy efficiency programs as well as other investor owned utilities and municipal utility programs, third party energy efficiency programs and energy efficiency financing and funding resources. Information can be provided to customers in a variety of languages, including Spanish, Chinese, Vietnamese and Korean. This program also supports the SoCalGas residential Call Center staff and nonresidential Energy Efficiency InfoCenter (Help Desk) staff by providing information they can relay to customers seeking energy efficiency advice.

II. Program Summary

1. Total approved program budget = \$1,148,680*

Recorded Expenditures = \$ 859,546

(recorded expenditures = expenditures + commitments)

**The program budget was revised from the forecast filing in accordance with D.03-04-05,5 Attachment 1.*

2. Total net demand reduction and energy savings

Not applicable for this information program.

3. Total number of customers reached

Projected: Commercial: 40,000

Residential: 200,000

Actual Second Quarter: Commercial: 1107

Residential: 402,540

4. Total rebate (\$) paid:

Not applicable for this information program.

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

III. Program Implementation Status

1. Status of program delivery

No changes from the approved implementation plan as filed on November 4, 2002 and approved on April 17, 2003 in D.03-04-055.

2. Customer Enrollment

Not applicable.

3. Workbook

Please refer to the program workbook for details of program expenditures and program activities.

4. Training

15 *DMOP Program* training sessions were held for Commercial and Industrial Service Technicians, Field Supervisors, and Commercial and Industrial Call Center Customer Service Reps during Q2, 69 attendees in total. They were trained in the delivery of energy efficiency information to customers during customer phone calls and field service calls.

24 SoCalGas Public Affairs Managers were trained to deliver DMOP presentations.

Additional training for the Multi-lingual bureau Customer Service Representatives is scheduled for Q3 2003.

5. Communications and Outreach

The Communication and Outreach effort is a two pronged effort utilizing Mass Market and Direct Outreach techniques.

Mass Market efforts focus on:

a. Print advertising

- English print ads ran in community newspapers starting June 5 and running through July 11. Attachment A: Advertisement and Media List
- LA County Fair Outdoor Board Freeway sign was posted April 26. Attachment B.

b. Press releases

- English Press Release was released on June 26, 2003. Attachment C

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

c. Bill inserts

- Residential and small business customers received in April 2003, a bill insert promoting energy efficiency measures and the call in number to request an Energy Information Kit. The bill insert was provided in both English and Spanish. Attachment D
- The Gas Company News June edition featured an article describing DMOP. Attachment E

d. Direct mail

- Design of DMOP postcards targeted to the HTR Commercial and Industrial customers, emphasizing the Energy Efficiency InfoCenter and DMOP programs was completed during Q2 2003.
- Redesign of the Commercial and Industrial DMOP brochure , with a detachable Business Reply Card was also completed during Q2, 2003.

Direct Outreach efforts include:

a. Community Events sponsorship and staffing of booths

Date	Event	Location	Attendance
4/4-4/6	Carnival Primavera	Huntington Park, CA	30,000
04/11/03	Arroyo Vista Family Health Center	Lincoln Heights, CA	100
04/12/03	Arroyo Vista Family Health Center	Hightland Park, CA	100
4/26-4/27	Earth Day at the LA Zoo	Los Angeles, CA	100,000
5/2-5/4	Orange County Korean Festival	Santa Ana, CA	40,000
05/08/03	Asian & Pacific Islander Heritage Council Gala	Santa Ana, CA API community	200
05/15/03	Greater East Los Angeles Senior Conference	Los Angeles	2,000
05/16/03	Reginald Gentry - Career Day	South Los Angeles	100
05/16/03	Women & Business Expo	Ontario Convention Center	6,000

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Date	Event	Location	Attendance
		Center	
05/29/03	Ministry Fair	South Central Los Angeles	300
6/14/03	Fiesta Educativa	Los Angeles, CA	200
06/21/03	KCCD Homeownership Fair	Los Angeles, CA	800

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Small Group Presentations DMOP has developed a variety of bi-lingual presentations and workshops that promote the concept of energy efficiency and the assistance (including LIEE and CARE) available to the residential customer. In addition, the Gas Company has collaborated with the University of Southern California Sustainable Cities Program to create a presentation called *We're All in This Together: Sustainability Starts at Home*. SoCalGas' Public Affairs team has also been trained to deliver energy efficiency presentations to special interest groups and key community leaders.

Date	Group	Location	Attendance
04/12/03	New Economics for Women Homebuyers Seminar (Spanish)	Los Angeles	25
04/14/03	Murrieta Chamber of Commerce	Murrieta Lowes Store	200
04/16/03	Energy Coalition/6 Cities Energy Project	CTAC Edison	20
04/18/03	South Bay Energy Rewards meeting for Apartment owners	Redondo Beach	30
04/26/03	New Economics for Women Homebuyers Seminar	Los Angeles	25
04/30/03	South Bay Energy Rewards meeting for Apartment owners	Torrance	30
05/03/03	New Economics for Women Homebuyers Seminar (Spanish)	Los Angeles	25
05/17/03	New Economics for Women Homebuyers Seminar	Los Angeles	25
06/04/03	Apartment Owners Association Meeting	Inglewood	35
06/05/03	Help Public Service Foundation	Compton, Watts & South LA	300
06/06/03	Head Start All-Staff Meeting	ERC, Downey, CA	200
06/11/03	Homeowners Association in Westminster	Westminster, CA	40
06/17/03	LA County School District, GAIN program	ERC, Downey, CA	18
06/21/03	KCCD Homeownership Fair (English & Korean)	Los Angeles, CA	355

- b. Mobile Energy Workshops provide energy efficiency program and resource information to small and medium hard-to-reach businesses customers. For

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

customer convenience, *Mobile Energy Workshops* are set up within short walking distances of targeted customers and are operated during regular business hours.

As part of the outreach effort to hard to reach customers, SoCalGas proposed to conduct 160 Mobile Energy Workshops. During 2003, SoCalGas conducted 63 *Mobile Energy Workshops* during the second quarter of 2003. 771 hard to reach customers participated in these workshops, receiving information on how to reduce their utility bills as well as information regarding energy efficiency rebates and financing for purchasing energy efficient equipment.

c. Marketing Collateral

The updates to the DMOP brochure entitled, *A Few Pointers on Making Your Home More Energy Efficient* (Attachment E), were translated into Spanish, Chinese, Korean and Vietnamese and were printed. The brochure includes a tear off business reply card to request a customized in-language Energy Kit and information on Customer Assistance programs.

500 Commercial and Industrial DMOP program brochures were distributed at trade shows, seminars, and through contacts by field personnel during Q2. This brochure is being updated to include a tear off business reply card to request an Energy Efficiency Information packet.

d. Call Center and Energy Efficiency InfoCenter (Help Desk)

The Energy Efficiency InfoCenter (EEIC) provides energy efficiency information for not only SoCalGas' energy efficiency programs, but for all utility, municipalities, and third party contractors serving customers in the SoCalGas service territory. The EEIC received 208 calls during the second quarter of 2003, bringing the YTD total to 574.

6. Hard to Reach (HTR)

In compliance with Decision (D.) 03-01-038, all hard-to-reach accomplishment will apply toward 2003 targets.

Goal: Outreach efforts in 2003 to residential customers will reach at least 200,000 households, representing approximately 10 percent of the hard-to reach residential sector.

Status: 102,423 HTR residential customers participated in various DMOP programs during Q2 2003.

Goal: Outreach efforts in 2003 to commercial customers will reach at least 40,000 businesses, representing approximately 20 percent of the hard-to-reach commercial sector.

**PY 2002-2003 Energy Efficiency Quarterly Report Narrative
Southern California Gas Company**

Program Specific Report to June 30, 2003

Status: 1107 HTR Commercial and Industrial Customers participated in DMOP programs during Q2 2003

IV. Program Accomplishments

In compliance with Decision (D.) 03-01-038, all accomplishments will apply toward 2003 program targets. As noted above in detail under Communication and Outreach, marketing materials have been updated and design of new material is underway. Outreach into the community has continued, unabated from 2002, at numerous large community events and at several small group presentations. The Energy Efficiency InfoCenter and Call Center representatives continued to be available and to respond to customer inquiries regarding energy efficiency programs available through SoCalGas or other entities.

V. Program Challenges

None to report.

VI. Customer Disputes

None to report.

VII. Compliance Items

None