

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**

Application of Southern California Gas )  
Company (U 904 G) for Approval of Low- )  
Income Assistance Programs and Budgets for )                   A.11-05 \_\_\_\_\_  
Program Years 2012-2014 )  
\_\_\_\_\_ )

**APPLICATION OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G)  
FOR APPROVAL OF LOW-INCOME ASSISTANCE PROGRAMS  
AND BUDGETS FOR PROGRAM YEARS 2012-2014**

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May 16, 2011

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**I. INTRODUCTION**

In accordance with Rule 15 of the California Public Utilities Commission’s (“Commission”) Rules of Practice and Procedure and the March 30, 2011 Assigned Commissioner’s Ruling (“ACR”),<sup>1</sup> Southern California Gas Company (“SoCalGas”) hereby submits its Application for Approval of Low Income Assistance Programs and Budgets for PY2012-2014 (“Application”). In this Application, SoCalGas presents proposals to improve upon its Energy Savings Assistance Program and California Alternate Rates for Energy (“CARE”) program.<sup>2</sup> These proposals include strategies, plans, activities, measures, policies, and budgets designed to increase the programs’ enrollment and overall delivery, as well as help

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<sup>1</sup> The ACR directed SoCalGas, San Diego Gas & Electric Company (“SDG&E”), Pacific Gas and Electric Company (“PG&E”), and Southern California Edison Company (“SCE”) (collectively, the investor-owned utilities (“IOUs”)) to file applications for Commission approval of their low-income assistance programs and budgets for program years (“PY”) 2012-2014 by May 16, 2011. In addition, the ACR directed the IOUs to immediately use the Energy Savings Assistance Program and logo to replace their individual utility program names for the Low Income Energy Efficiency or LIEE Program.

<sup>2</sup> The Energy Savings Assistance Program and CARE program are statutorily-established programs that serve low-income households with an annual income at or below 200% of the Federal Poverty Guidelines.

customers' reduce their energy bills, promote energy conservation, and assist customers avoid disconnections.<sup>3</sup>

## II. OVERVIEW OF TESTIMONY

This Application is supported by the Testimony of delia Meraz (Energy Savings Assistance Program Manager), Carmen Rudshagen (CARE Manager), and Gillian Wright (Customer Assistance Director). **Chapter 1** discusses the proposed PY2012-2014 Energy Savings Assistance Program plans and budget. **Chapter 2** discusses the proposed PY2012-2014 CARE program plans and budget. **Chapter 3** discusses SoCalGas' proposed modifications to certain Commission-adopted policies for the Energy Savings Assistance Program and CARE program.

### A. Energy Savings Assistance Program Testimony

**Chapter 1** describes in detail the proposed PY2012-2014 Energy Savings Assistance Program activities and budgets. delia Meraz is sponsoring the Testimony in this chapter.

Section A provides an overview of the Energy Savings Assistance Program, including a narrative summary of: 1) how the elements in the proposed program are specifically designed to reflect the goals of the California Energy Efficiency Strategic Plan for the Energy Savings

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<sup>3</sup> As detailed herein, many of the existing and proposed program plans and measures discussed in this Application facilitate SoCalGas' continued efforts to help customers reduce instances of service disconnections. These plans and measures are in addition to the commitments SoCalGas made in the Settlement Agreement between SDG&E, SoCalGas, Disability Rights Advocates, The Division of Ratepayer Advocates, The Greenlining Institute, The National Consumer Law Center, and The Utility Reform Network Resolving Issues in the Residential Disconnection Proceeding in Rulemaking 10-02-005 ("Residential Disconnection Settlement Agreement"), approved on December 16, 2010 in Decision ("D.") 10-12-051. See Attachment A(12).

Assistance Program;<sup>4</sup> 2) how SoCalGas initiatives and activities will meet the key policy objective of making the Energy Savings Assistance Program a reliable energy resource for the State of California; and 3) how the proposed PY2012-2014 Energy Savings Assistance Program will accomplish the programmatic initiative of reaching the second quarter of all willing and eligible households during the PY2012-2014.<sup>5</sup> Section A also briefly describes SoCalGas' Energy Savings Assistance Program requests for PY2012-2014.

Section B outlines the background of the Energy Savings Assistance Program, including the program's legal framework, a summary of the program eligibility guidelines, and an estimation of the eligible population for PY2012-2014.

Section C identifies SoCalGas' goals for the PY2012-2014 Energy Savings Assistance Program, and discusses how SoCalGas' program will align with the vision, goals, and strategies outlined in the CEESP: 1) to treat 100% of all eligible and willing customers by 2020; 2) to help SoCalGas reach its target of enrolling 100% of all willing and eligible customers by 2020; and 3) to improve program delivery.

Section D discusses SoCalGas' Energy Savings Assistance Program delivery and activities, including strategies employed in the previous program years that will be continued through PY2012-2014. Section D also discusses new and proposed strategies to improve SoCalGas' Energy Savings Assistance Program delivery in PY2012-2014.

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<sup>4</sup> In D.07-12-051, a companion case to D.07-10-032, the Commission instituted a comprehensive, long-term energy efficiency strategy to make energy efficiency an integral part of "business as usual" in California. D.07-10-032 directed the IOUs to develop a single, statewide IOU strategic plan for energy efficiency through 2020 and beyond. In accordance, the IOUs developed the *California Energy Efficiency Strategic Plan* ("CEESP"), which defines innovative new paths to aggressively deliver energy efficiency to the state, and to significantly contribute to the state's goal of having a reasonably priced, stable, reliable and clean portfolio of energy resources.

<sup>5</sup> In D.07-12-051, the Commission adopted an Energy Savings Assistance Program programmatic initiative ("programmatic initiative") "to provide all eligible LIEE customers the opportunity to participate in LIEE programs and to offer those who wish to participate all cost effective energy efficiency measures in their residences by 2020."

Section E describes the anticipated energy savings for the proposed measures and the cost-effectiveness of the overall Energy Savings Assistance Program.

Section F provides the measure portfolio composition of SoCalGas' proposed PY2012-2014 Energy Savings Assistance Program. This section discusses criteria used to compose the portfolio of measures, new measures proposed for the PY2012-2014 portfolio, and measures from PY2009-2011 that are proposed to be retired in PY2012-2014.

Section G discusses additional Energy Savings Assistance Program elements and policies to be reiterated, expanded, modified, or retired.

Section H summarizes any proposed new pilots.

Section I describes proposed new studies that are designed to evaluate the efficacy of current program measures and elements, so as to inform the current and future program design.

Section J presents a comprehensive description of SoCalGas proposed PY2012-2014 budget, including costs for each program category, a budget table, a proposal to track program costs, and a discussion on budget flexibility and potential fund shifting.

Section K discusses the revenue requirements necessary to achieve SoCalGas' Energy Savings Assistance Program plans and objectives for PY2012-2014, as well as the projected rate impacts that would occur due to the increased revenue requirements.

Section L summarizes and concludes SoCalGas' requests for its PY2012-2014 Energy Savings Assistance Program.

## **B. CARE Program Testimony**

**Chapter 2** describes in detail the proposed PY2012-2014 CARE program plans and budgets. Carmen Rudshagen is sponsoring the Testimony in this chapter.

Section A provides an overview of the CARE program, including a narrative summary of: 1) how elements and strategies in SoCalGas' proposed PY2012-2014 CARE program are



specifically designed to reach a penetration goal of 90%;<sup>6</sup> and 2) how many households SoCalGas will enroll in the PY2012-2014. Section A also briefly describes SoCalGas' CARE program requests for PY2012-2014.

Section B outlines the background of the CARE program, including the program's legal framework and a summary of the program eligibility guidelines.

Section C details how SoCalGas' PY2012-2014 CARE program goals align with and advance the Commission's directives to reach a penetration goal of 90%.

Section D describes SoCalGas' CARE program delivery, including existing strategies to be continued and new strategies to be employed in PY2012-2014.

Section E discusses additional CARE program elements and policies to be reiterated, expanded, modified, or retired.

Section F summarizes any proposed new pilots.

Section G describes any new proposed studies.

Section H presents a comprehensive description of SoCalGas proposed PY2012-2014 budget, including a proposal to track program costs, and a discussion on budget flexibility and potential fund shifting.

Section I discusses the revenue requirements necessary to achieve SoCalGas' CARE program plans and objectives for PY2012-2014, as well as the projected rate impacts that would occur due to the increased revenue requirements.

Section J summarizes and concludes SoCalGas' requests for its PY2012-2014 CARE program.

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<sup>6</sup> In D.08-11-031, the Commission established a goal that the IOUs' CARE programs must enroll 90% of all eligible and willing customers into the program.

### **C. Low Income Assistance Program Policy Testimony**

**Chapter 3** discusses proposed modifications to certain Commission-adopted policies for the Energy Savings Assistance Program and CARE program. Gillian Wright is sponsoring the Testimony in this chapter.

Section I provides an overview of the Testimony.

Section II describes SoCalGas' proposed policy modifications to improve and streamline the categorical eligibility enrollment process.<sup>7</sup>

Section III discusses SoCalGas proposed policy modifications to the methodology for calculating the estimated number of Energy Savings Assistance Program homes to be treated in order to meet the Commission's programmatic initiative of serving all eligible and willing households by 2020.

Section IV sets forth SoCalGas' proposal to modify the Commission-adopted methodology for calculating the number of homes treated by the Low Income Home Energy Assistance Program.

Section V describes SoCalGas' request that the Commission change the date for the Energy Division to issue the annual CARE and Energy Savings Assistance Program income guideline update notification.

Section VI details SoCalGas' request that the Commission allow the IOUs more flexibility to modify their programs during the mid-program cycle.

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<sup>7</sup> Pursuant to the categorical eligibility process, customers can self-certify that they or someone in their household participates in one of the income-based assistance programs. The purpose of the categorical eligibility process is to allow eligible customers to enroll faster and easier in the utilities' low income assistance programs, based on their participation in assistance programs with income requirements comparable to those of the Energy Savings Assistance Program and CARE program.

Section VII discusses SoCalGas' request that the Commission change the due date for the 2015-2017 CARE and Energy Savings Assistance Program Applications and Budgets from May 2014 until July 2014.

Section VIII summarizes and concludes SoCalGas' request to modify certain Commission-adopted policies for the Energy Savings Assistance Program and CARE program.

### **III. SUMMARY OF SOCALGAS' REQUESTS**

In this Application, SoCalGas seeks: (i) approval of its proposed Energy Savings Assistance Program plans and budgets for PY2012-2014; (ii) approval of its proposed CARE program plans and budgets for PY2012-2014; (iii) approval to modify certain Commission-adopted policies of the Energy Savings Assistance Program and CARE program; and (iv) approval to continue funding into PY2012 for the Energy Savings Assistance Program and CARE program if a final decision has not been made prior to January 1, 2012.

#### **A. Approval of SoCalGas' Proposed PY2012-2014 Energy Savings Assistance Program Plan and Budget**

As discussed in Testimony, adoption of SoCalGas' proposed PY2012-2014 Energy Savings Assistance Program plans and budgets will help SoCalGas: 1) achieve maximum energy savings; 2) ensure that the Energy Savings Assistance Program serves as a reliable energy resource to the State of California; 3) reach 329,604 eligible households in PY2012-2014; and 4) reduce low income customers' energy bills.

In D.08-11-031, SoCalGas was authorized a budget of \$204.70 million for its PY2009-2011 Energy Savings Assistance Program.<sup>8</sup> For PY2012-2014, SoCalGas proposes a three-year budget of \$99.91 million for PY2012, \$82.12 million for PY2013, and \$84.18 million for PY2014. This budget is needed to help SoCalGas treat 129,106 homes in PY2012, 100,249

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<sup>8</sup> See D.08-11-031, at Attachment A.

homes in PY2013, and 100,249 homes in PY2014, for a total of 329,604 homes in PY2012-2014.<sup>9</sup> SoCalGas’ proposed budget reflects SoCalGas’ efforts to accomplish the programmatic initiative, and SoCalGas’ endeavors “to provide all eligible customers LIEE customers the opportunity to participate in the LIEE programs and to offer those who wish to participate all cost effective energy efficient measures in their residences by 2020”. In addition, the budget reflects SoCalGas’ efforts to improve and expand program measures and program delivery.

SoCalGas is not proposing any changes to the revenue allocations or rate design for the Energy Savings Assistance Program. The following table provides an estimate of the proposed revenues and rate impacts.

Revenue Requirements and PPPS Rates - ESAP				
	2011	2012	2013	2014
<b>SCG</b>				
<b>Increase (Decrease) in PPPS Revenue Requirement \$ Millions:</b>				
ESAP	\$0	\$21.7	(\$17.8)	\$2.1
<b>Total PPPS Revenue</b>	<b>\$288</b>	<b>\$309</b>	<b>\$291</b>	<b>\$293</b>
<b>Change/year \$ millions</b>		<b>\$21.7</b>	<b>(\$17.8)</b>	<b>\$2.1</b>
<b>Increase (Decrease) in PPPS Rate \$/th:</b>				
Residential		\$0.00873	(\$0.00717)	\$0.00083
Core C&I		\$0.00000	\$0.00000	\$0.00000
NonCore C&I		\$0.00000	\$0.00000	\$0.00000

**B. Approval of SoCalGas’ Proposed PY2012-2014 CARE Program Plans and Budget**

As discussed in Testimony, adoption of SoCalGas’ proposed PY2012-2014 CARE program plans and budgets will help SoCalGas achieve and maintain a penetration rate of 95%.<sup>10</sup> In D.08-11-031, SoCalGas was authorized a budget of \$422.36 million for its PY2009-2011 CARE program.<sup>11</sup> For PY2012-2014, SoCalGas requests an annual administration budget of \$7.99 million for PY2012, \$7.75 million for PY2013 and, \$7.86 million for PY2014. SoCalGas’

<sup>9</sup> SoCalGas estimates that a total of 28,857 homes will not be treated in PY2009-2011 and are included in the planned treated goal for PY2012.

<sup>10</sup> As of March 2011, SoCalGas’ CARE penetration rate was 93.4%.

<sup>11</sup> See D.08-11-031, at Attachment A.

proposed budget reflects SoCalGas' efforts to enroll an estimated 17,908 customers in PY2012, 20,947 customers in PY2013, and 22,997 customers in PY2014. In addition, the budget reflects SoCalGas' efforts to improve and expand program measures and program delivery.

SoCalGas is not proposing any change to the revenue allocations or rate design for the CARE surcharge rate. The following table provides an estimate of the proposed revenues and rate impacts.

<b>Revenue Requirements and PPS Rates - CARE</b>				
	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
<b>SCG</b>				
<b>Increase (Decrease) in PPS Revenue Requirement \$ Millions:</b>				
CARE Program	\$0	\$0.2	\$0.9	\$1.2
CARE Admin	\$0	\$1.4	(\$0.2)	\$0.1
	<u>\$0</u>	<u>\$1.6</u>	<u>\$0.6</u>	<u>\$1.4</u>
<b>Total PPS Revenue</b>	<b>\$288</b>	<b>\$289</b>	<b>\$290</b>	<b>\$291</b>
<b>Change/year \$millions</b>		<b>\$1.6</b>	<b>\$0.6</b>	<b>\$1.4</b>
<b>Increase (Decrease) in PPS Rate \$/th:</b>				
Residential		\$0.00040	\$0.00018	\$0.00037
Core C&I		\$0.00040	\$0.00018	\$0.00037
NonCore C&I		\$0.00040	\$0.00018	\$0.00037

**C. Approval to Modify Certain Commission-Adopted Policies for the Energy Savings Assistance Program and CARE program**

As discussed in Testimony, SoCalGas proposes to modify certain Commission-adopted policies for the Energy Savings Assistance Program and the CARE program, beginning in PY2012. Commission adoption of these proposed policy revisions will: 1) help ensure that CARE and Energy Savings Assistance Program customers meet the programs' income guidelines; 2) provide a more accurate estimate of the number of homes to be treated by the Energy Savings Assistance Program; 3) allow SoCalGas adequate time to continue to meet the Commission's low income assistance program deadlines; and 4) permit the utilities more flexibility to modify their programs during the mid-program cycle.

**D. Approval to Continue Funding into PY2012**

If the Commission should be delayed in issuing a decision on SoCalGas' PY2012-2014 low income programs budget application, SoCalGas requests interim authorization from the Commission to continue Energy Savings Assistance Program and CARE program activities into 2012, using 2012 program funds. Accomplishments achieved during this interim period will be counted toward 2012 program results.

**IV. STATUTORY AND PROCEDURAL REQUIREMENTS**

**A. Proposed Category, Issues to Be Considered, Need for Hearings and Proposed Schedule**

SoCalGas proposes to categorize this Application as a "ratesetting" proceeding within the meaning of Rules 1.3(e) and 7.1. Because of the limited factual issues to be addressed in this proceeding, SoCalGas does not anticipate a need for hearings. In the event hearings do become necessary, SoCalGas proposes two procedural schedules:

**Schedule 1 (Assumes No Hearings)**

Filing of Application	May 16, 2011
Prehearing Conference	May 29, 2011
Protests/Testimony of Interested Parties	June 16, 2011
Rebuttal Testimony/Replies to Comments	June 30, 2011
Prehearing Conference	July 10, 2011
Opening Briefs	July 23, 2011
Reply Briefs	August 8, 2011
Proposed Decision	September 3, 2011
Comments to Proposed Decision	September 24, 2011
Reply Comments to Proposed Decision	September 29, 2011
Final Decision	October 2, 2011

**Schedule 2 (Assumes Abbreviated Hearing)**

Filing of Application	May 16, 2011
Prehearing Conference	May 29, 2011
Protests/Testimony of Interested Parties	June 16, 2011
Rebuttal Testimony	June 30, 2011
Prehearing Conference	July 10, 2011
Hearings	July 21-23, 2011
Opening Briefs	August 20, 2011
Reply Briefs	September 3, 2011
Proposed Decision	September 24, 2011
Comments to Proposed Decision	October 14, 2011
Reply Comments to Proposed Decision	October 20, 2011
Final Decision	November 16, 2011

SoCalGas recommends that the Commission adopt the first of these two proposed schedules for the reason explained above.

**B. Statutory Authority - Rule 2.1**

This Application is made pursuant to Section 451, 701, 702, 728, and 729 of the Public Utilities Code of the State of California; the Commission’s Rules of Practice and Procedure; and the other relevant prior decisions, orders, and resolutions of the Commission.

**C. Legal Name, Place of Business/Incorporation - Rule 2.1(a)**

Applicant’s legal name is Southern California Gas Company. SoCalGas is a public utility corporation organized and existing under the laws of the State of California, with its principal place of business at 555 West Fifth Street, Los Angeles, California 90013.

**D. Correspondence - Rule 2.1(b)**

Correspondence or communication regarding this Application should be addressed to:

Joy Yamagata  
Regulatory Manager  
Southern California Gas Company  
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**E. Articles of Incorporation - Rule 2.2**

SoCalGas is incorporated under the laws of the State of California. A certified copy of the restated Articles of Incorporation, as last amended, currently in effect and certified by the California Secretary of State, was filed with the Commission on October 1, 1998 in connection with SoCalGas' Application No. 98-10-012, and is incorporated herein by reference.

**F. Financial Statement, Balance Sheet and Income Statement – Rule 3.2(a)(4)**

Appendix A to this Application is SoCalGas' Balance Sheet as of December 31, 2010.

**G. Rates – Rules 3.2(a)(2) and 3.2(a)(3)**

The current and proposed rates that will result from this Application are described in Attachment B-5.

**H. Property and Equipment – Rule 3.2 (a)(4)**

A general description of SoCalGas' properties was filed with the Commission on October 5, 2001, in connection with Application 01-10-005, and is incorporated herein by reference.

Appendix B to this Application is a statement of SoCalGas' Cost of Property and Depreciation Reserve Applicable Thereto as of December 31, 2010.



**I. Summary of Earnings – Rules 3.2(a)(5)**

Appendix C to this Application is a Summary of Earnings for SoCalGas for the 3 months ended December 31, 2010.

**J. Depreciation – Rule 3.2(7)**

For financial statement purposes, depreciation of utility plant has been computed on a straight-line remaining life basis at rates based on the estimated useful lives of plant properties. For federal income tax accrual purposes, SoCalGas generally computes depreciation using the straight-line method for tax property additions prior to 1954, and liberalized depreciation, which includes Class Life and Asset Depreciation Range Systems, on tax property additions after 1954 and prior to 1981. For financial reporting and rate-fixing purposes, “flow through accounting” has been adopted for such properties. For tax property additions in years 1981 through 1986, SDG&E has computed its tax depreciation using the Accelerated Cost Recovery System. For years after 1986, SoCalGas has computed its tax depreciation using the Modified Accelerated Cost Recovery Systems and, since 1982, has normalized the effects of the depreciation differences in accordance with the Economic Recovery Tax Act of 1981 and the Tax Reform Act of 1986.

**K. Proxy Statement – Rule 3.2(a)(8)**

A copy of SoCalGas’ most recent proxy statement, dated April 27, 2011, was provided to the Commission on May 4, 2011, and is incorporated herein by reference.

**L. Pass Through of Costs – Rule 3.2(a)(10)**

A copy of SoCalGas’ most recent proxy statement, dated April 27, 2011, was provided to the Commission on May 4, 2011, and is incorporated herein by reference.

**M. Service and Notice – Rule 3.2(b)**

SoCalGas is serving this Application on all parties to R.06-04-010 and A.08-05-022 et al. Within ten days of filing this application, SoCalGas will mail notice of this Application to the State of California and to cities and counties that SoCalGas serves and SoCalGas will post the notice in its offices and publish the notice in newspapers of general circulation in each county in its service territory. In addition, SoCalGas will include notices with the regular bills mailed to all customers affected by the proposed rate changes. The service list of state and government agencies is attached hereto as Appendix D.

**V. RELIEF REQUESTED**

For the reasons set forth in this Application and accompanying testimony, SoCalGas respectfully requests the Commission to:

- 1) Consider this Application and grant all the relief requested herein.
- 2) Find that SoCalGas' proposals and budgets are in conformance with Commission directives and policies.
- 3) Approve SoCalGas' low income assistance program plans, measures, pilots, and budgets for PY2012-2014.
- 4) Approve SoCalGas' request to be fund shift between CARE administrative categories.
- 5) Approve SoCalGas' request to be fund shift between Energy Savings Assistance Program administrative categories.
- 6) Authorize SoCalGas to record all PY2012-2014 program costs in appropriate balancing accounts.
- 7) Grant such other and further relief which the Commission finds to be just and reasonable.
- 8) Approve SoCalGas' requested changes to the Commission-adopted policies for the Energy Savings Assistance Program and CARE program.
- 9) Approve SoCalGas' rate increase.



## VERIFICATION

I am an officer of Southern California Gas Company, and am authorized to make this verification on its behalf. I am informed and believe that the matters stated in the foregoing Application are true to my own knowledge, except as to matters which are therein stated on information and belief, and as to those matters I believe them to be true.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Executed this 16th day of May, 2011 at Los Angeles, California.

*/s/ Hal Snyder*

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Hal Snyder  
Vice President - Customer Solutions  
SOUTHERN CALIFORNIA GAS COMPANY

## SERVICE LIST



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May 16, 2011

To Those Parties Appearing on Service Lists A.08-05-022, A.08-05-024, A.08-05-025, and A.08-05-026:

**Re: A.11-05-\_\_\_: APPLICATION OF SOUTHERN CALIFORNIA GAS COMPANY (U 904-G) FOR APPROVAL OF LOW-INCOME ASSISTANCE PROGRAMS AND BUDGETS FOR PROGRAM YEARS 2012-2014**

Dear Parties,

Pursuant to Rule 1.9(c) of the Rules of Practice and Procedure of the California Public Utilities Commission (the "Commission"), the Southern California Gas Company hereby provides this Notice of Availability of: **APPLICATION OF SOUTHERN CALIFORNIA GAS COMPANY (U 904-G) FOR APPROVAL OF LOW-INCOME ASSISTANCE PROGRAMS AND BUDGETS FOR PROGRAM YEARS 2012-2014** submitted to the Commission on May 16, 2011.

Any recipient of this Notice of Availability may request a copy of the above documents. A copy of the above documents will be provided upon the request of the party receiving this notice. All requests should be directed to:

Annlyn Faustino  
[AFaustino@semprautilities.com](mailto:AFaustino@semprautilities.com)  
Facsimile: 858-654-1789  
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An electronic version of the above documents can also be found at URL:

<http://www.socalgas.com/regulatory/cpuc.shtml>

Dated at Los Angeles, California this 16th day of May 2011.

Respectfully submitted,

*/s/ Kim F. Hassan*

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Kim F. Hassan

Kim F. Hassan  
Attorney for  
SOUTHERN CALIFORNIA GAS COMPANY  
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# **Appendix A**

**SOUTHERN CALIFORNIA GAS COMPANY**  
**FINANCIAL STATEMENT**  
**DECEMBER 31, 2010**

(a) Amounts and Kinds of Stock Authorized:

Preferred Stock	160,000	shares	Par Value \$4,000,000
Preferred Stock	840,000	shares	Par Value \$21,000,000
Preferred Stock	5,000,000	shares	Without Par Value
Preference Stock	5,000,000	shares	Without Par Value
Common Stock	100,000,000	shares	Without Par Value

Amounts and Kinds of Stock Outstanding:

**PREFERRED STOCK**

6.0%	79,011	shares	\$1,975,275
6.0%	783,032	shares	19,575,800

**COMMON STOCK**

91,300,000	shares	834,888,907
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(b) Terms of Preferred Stock:

Full information as to this item is given in connection with Application Nos. 96-09-036 and 06-07-012, to which references are hereby made.

(c) Brief Description of Mortgage:

Full information as to this item is given in Application No. 09-09-046 to which reference is hereby made.

(d) Number and Amount of Bonds Authorized and Issued:

	Nominal Date of Issue	Par Value		Interest Paid in 2010
		Authorized and Issued	Outstanding	
<u>First Mortgage Bonds:</u>				
4.80% Series GG, due 2012	10-02-02	250,000,000	250,000,000	12,000,000
5.45% Series HH, due 2018	10-14-03	250,000,000	250,000,000	13,625,000
Var % Series II, due 2011	12-15-03	250,000,000	250,000,000	7,021,028
5.75% Series KK, due 2035	11-18-05	250,000,000	250,000,000	14,375,000
5.50% Series LL, due 2014	11-21-08	250,000,000	250,000,000	13,750,000
5.125% Series MM, due 2040	11-18-10	300,000,000	300,000,000	0
<u>Other Long-Term Debt</u>				
4.750% SFr. Foreign Interest Payment Securities	05-14-06	7,877,038	7,475,533	355,091
5.67% Medium-Term Note, due 2028	01-15-98	5,000,000	5,000,000	283,500



**SOUTHERN CALIFORNIA GAS COMPANY  
FINANCIAL STATEMENT  
DECEMBER 31, 2010**

<u>Other Indebtedness:</u>	<u>Date of Issue</u>	<u>Date of Maturity</u>	<u>Interest Rate</u>	<u>Outstanding</u>	<u>Interest Paid 2010</u>
Commercial Paper & ST Bank Loans	11/01/04	08/15/11	Various	0	\$0

Amounts and Rates of Dividends Declared:

The amounts and rates of dividends during the past five fiscal years are as follows:

<u>Preferred Stock</u>	<u>Shares Outstanding @ 12-31-10</u>	<u>Dividends Declared</u>				
	2006	2007	2008	2009	2010	
6.0%	79,011	\$118,516	\$118,516	\$118,516	\$118,517	\$118,517
6.0%	783,032	1,174,548	1,174,548	1,174,548	1,174,548	1,174,548
	<u>862,043</u>	<u>\$1,293,064</u>	<u>\$1,293,064</u>	<u>\$1,293,064</u>	<u>\$1,293,065</u>	<u>\$1,293,065</u>

Common Stock

Amount                                      \$150,000,000    \$250,000,000    \$200,000,000                                      \$0    \$100,000,000 [1]

A balance sheet and a statement of income and retained earnings of Applicant for the twelve months ended December 31, 2010, are attached hereto.

[1] [Southern California Gas Company dividend to parent company, Sempra Energy.](#)

**SOUTHERN CALIFORNIA GAS COMPANY  
BALANCE SHEET  
ASSETS AND OTHER DEBITS  
DECEMBER 31, 2010**

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<b>1. UTILITY PLANT</b>		<u>2010</u>
101	UTILITY PLANT IN SERVICE	\$9,319,158,174
102	UTILITY PLANT PURCHASED OR SOLD	-
105	PLANT HELD FOR FUTURE USE	-
106	COMPLETED CONSTRUCTION NOT CLASSIFIED	-
107	CONSTRUCTION WORK IN PROGRESS	322,104,969
108	ACCUMULATED PROVISION FOR DEPRECIATION OF UTILITY PLANT	(3,843,343,889)
111	ACCUMULATED PROVISION FOR AMORTIZATION OF UTILITY PLANT	(30,442,054)
117	GAS STORED-UNDERGROUND	<u>55,520,014</u>
	TOTAL NET UTILITY PLANT	<u>5,822,997,214</u>
 <b>2. OTHER PROPERTY AND INVESTMENTS</b>		
121	NONUTILITY PROPERTY	125,374,629
122	ACCUMULATED PROVISION FOR DEPRECIATION AND AMORTIZATION OF NONUTILITY PROPERTY	(99,902,517)
123	INVESTMENTS IN SUBSIDIARY COMPANIES	-
124	OTHER INVESTMENTS	122
125	SINKING FUNDS	-
128	OTHER SPECIAL FUNDS	<u>4,000,000</u>
	TOTAL OTHER PROPERTY AND INVESTMENTS	<u>29,472,234</u>

Data from SPL as of April 6, 2011.

**SOUTHERN CALIFORNIA GAS COMPANY  
BALANCE SHEET  
ASSETS AND OTHER DEBITS  
DECEMBER 31, 2010**

<b>3. CURRENT AND ACCRUED ASSETS</b>		2010
131	CASH	21,414,595
132	INTEREST SPECIAL DEPOSITS	-
134	OTHER SPECIAL DEPOSITS	-
135	WORKING FUNDS	91,775
136	TEMPORARY CASH INVESTMENTS	395,480,000
141	NOTES RECEIVABLE	-
142	CUSTOMER ACCOUNTS RECEIVABLE	547,849,919
143	OTHER ACCOUNTS RECEIVABLE	34,529,331
144	ACCUMULATED PROVISION FOR UNCOLLECTIBLE ACCOUNTS	(6,238,896)
145	NOTES RECEIVABLE FROM ASSOCIATED COMPANIES	79,508,473
146	ACCOUNTS RECEIVABLE FROM ASSOCIATED COMPANIES	3,072,373
151	FUEL STOCK	-
152	FUEL STOCK EXPENSE UNDISTRIBUTED	-
154	PLANT MATERIALS AND OPERATING SUPPLIES	23,167,758
155	MERCHANDISE	-
156	OTHER MATERIALS AND SUPPLIES	-
163	STORES EXPENSE UNDISTRIBUTED	(1,106,623)
164	GAS STORED	85,676,073
165	PREPAYMENTS	41,294,166
171	INTEREST AND DIVIDENDS RECEIVABLE	1,294,783
173	ACCRUED UTILITY REVENUES	-
174	MISCELLANEOUS CURRENT AND ACCRUED ASSETS	17,206,684
175	DERIVATIVE INSTRUMENT ASSETS	4,794,124
176	LONG TERM PORTION OF DERIVATIVE ASSETS - HEDGES	3,086,238
	TOTAL CURRENT AND ACCRUED ASSETS	1,251,120,773
<b>4. DEFERRED DEBITS</b>		
181	UNAMORTIZED DEBT EXPENSE	7,156,383
182	UNRECOVERED PLANT AND OTHER REGULATORY ASSETS	912,970,883
183	PRELIMINARY SURVEY & INVESTIGATION CHARGES	-
184	CLEARING ACCOUNTS	1,174,688
185	TEMPORARY FACILITIES	-
186	MISCELLANEOUS DEFERRED DEBITS	1,852,544
188	RESEARCH AND DEVELOPMENT	-
189	UNAMORTIZED LOSS ON REACQUIRED DEBT	23,386,362
190	ACCUMULATED DEFERRED INCOME TAXES	255,531,798
191	UNRECOVERED PURCHASED GAS COSTS	-
	TOTAL DEFERRED DEBITS	1,202,072,658
	TOTAL ASSETS AND OTHER DEBITS	\$ 8,305,662,879

Data from SPL as of April 6, 2011.

**SOUTHERN CALIFORNIA GAS COMPANY  
BALANCE SHEET  
LIABILITIES AND OTHER CREDITS  
DECEMBER 31, 2010**

**5. PROPRIETARY CAPITAL**

	2010
201 COMMON STOCK ISSUED	(834,888,907)
204 PREFERRED STOCK ISSUED	(21,551,075)
207 PREMIUM ON CAPITAL STOCK	-
208 OTHER PAID-IN CAPITAL	-
210 GAIN ON RETIRED CAPITAL STOCK	(9,722)
211 MISCELLANEOUS PAID-IN CAPITAL	(31,306,680)
214 CAPITAL STOCK EXPENSE	143,261
216 UNAPPROPRIATED RETAINED EARNINGS	(1,089,601,936)
219 ACCUMULATED OTHER COMPREHENSIVE INCOME	22,545,116
	(1,954,669,943)
TOTAL PROPRIETARY CAPITAL	

**6. LONG-TERM DEBT**

221 BONDS	(1,550,000,000)
224 OTHER LONG-TERM DEBT	(12,475,533)
225 UNAMORTIZED PREMIUM ON LONG-TERM DEBT	-
226 UNAMORTIZED DISCOUNT ON LONG-TERM DEBT	2,507,775
	(1,559,967,758)
TOTAL LONG-TERM DEBT	

**7. OTHER NONCURRENT LIABILITIES**

227 OBLIGATIONS UNDER CAPITAL LEASES - NONCURRENT	(9,861,157)
228.2 ACCUMULATED PROVISION FOR INJURIES AND DAMAGES	(112,002,834)
228.3 ACCUMULATED PROVISION FOR PENSIONS AND BENEFITS	(672,312,920)
228.4 ACCUMULATED MISCELLANEOUS OPERATING PROVISIONS	-
230 ASSET RETIREMENT OBLIGATIONS	(802,631,654)
	(1,596,808,565)
TOTAL OTHER NONCURRENT LIABILITIES	

Data from SPL as of April 6, 2011.

**SOUTHERN CALIFORNIA GAS COMPANY  
BALANCE SHEET  
LIABILITIES AND OTHER CREDITS  
DECEMBER 31, 2010**

<b>8. CURRENT AND ACCRUED LIABILITES</b>		2010
231	NOTES PAYABLE	-
232	ACCOUNTS PAYABLE	(388,921,632)
233	NOTES PAYABLE TO ASSOCIATED COMPANIES	-
234	ACCOUNTS PAYABLE TO ASSOCIATED COMPANIES	(30,182,336)
235	CUSTOMER DEPOSITS	(73,162,729)
236	TAXES ACCRUED	(1,495,996)
237	INTEREST ACCRUED	(16,075,586)
238	DIVIDENDS DECLARED	(323,265)
241	TAX COLLECTIONS PAYABLE	(20,068,219)
242	MISCELLANEOUS CURRENT AND ACCRUED LIABILITIES	(153,998,527)
243	OBLIGATIONS UNDER CAPITAL LEASES - CURRENT	(9,251,418)
244	DERIVATIVE INSTRUMENT LIABILITIES	(204,848)
245	DERIVATIVE INSTRUMENT LIABILITIES - HEDGES	-
TOTAL CURRENT AND ACCRUED LIABILITIES		(693,684,556)
<b>9. DEFERRED CREDITS</b>		
252	CUSTOMER ADVANCES FOR CONSTRUCTION	(89,009,416)
253	OTHER DEFERRED CREDITS	(115,214,621)
254	OTHER REGULATORY LIABILITIES	(1,572,741,726)
255	ACCUMULATED DEFERRED INVESTMENT TAX CREDITS	(25,270,767)
257	UNAMORTIZED GAIN ON REACQUIRED DEBT	-
281	ACCUMULATED DEFERRED INCOME TAXES - ACCELERATED	-
282	ACCUMULATED DEFERRED INCOME TAXES - PROPERTY	(428,612,268)
283	ACCUMULATED DEFERRED INCOME TAXES - OTHER	(269,683,259)
TOTAL DEFERRED CREDITS		(2,500,532,057)
TOTAL LIABILITIES AND OTHER CREDITS		\$ (8,305,662,879)

Data from SPL as of April 6, 2011.

**SOUTHERN CALIFORNIA GAS COMPANY**  
**STATEMENT OF INCOME AND RETAINED EARNINGS**  
**TWELVE MONTHS ENDED DECEMBER 31, 2010**

**1. UTILITY OPERATING INCOME**

400	OPERATING REVENUES		\$3,833,844,488
401	OPERATING EXPENSES	\$2,809,791,885	
402	MAINTENANCE EXPENSES	124,077,774	
403-7	DEPRECIATION AND AMORTIZATION EXPENSES	309,018,011	
408.1	TAXES OTHER THAN INCOME TAXES	74,848,970	
409.1	INCOME TAXES	74,255,083	
410.1	PROVISION FOR DEFERRED INCOME TAXES	228,259,455	
411.1	PROVISION FOR DEFERRED INCOME TAXES - CREDIT	(124,562,875)	
411.4	INVESTMENT TAX CREDIT ADJUSTMENTS	(2,509,815)	
411.6	GAIN FROM DISPOSITION OF UTILITY PLANT	(38)	
411.7	LOSS FROM DISPOSITION OF UTILITY PLANT	-	
	TOTAL OPERATING REVENUE DEDUCTIONS		3,493,178,450
	NET OPERATING INCOME		340,666,038

**2. OTHER INCOME AND DEDUCTIONS**

415	REVENUE FROM MERCHANDISING, JOBBING AND CONTRACT WORK	-	
417	REVENUES FROM NONUTILITY OPERATIONS	-	
417.1	EXPENSES OF NONUTILITY OPERATIONS	(115,212)	
418	NONOPERATING RENTAL INCOME	374,807	
418.1	EQUITY IN EARNINGS OF SUBSIDIARIES	-	
419	INTEREST AND DIVIDEND INCOME	2,831,766	
419.1	ALLOWANCE FOR OTHER FUNDS USED DURING CONSTRUCTION	14,170,775	
421	MISCELLANEOUS NONOPERATING INCOME	141,462	
421.1	GAIN ON DISPOSITION OF PROPERTY	7,510	
	TOTAL OTHER INCOME	17,411,108	
425	MISCELLANEOUS AMORTIZATION	(26,160)	
426	MISCELLANEOUS OTHER INCOME DEDUCTIONS	(3,093,860)	
		(3,120,020)	
408.2	TAXES OTHER THAN INCOME TAXES	(106,489)	
409.2	INCOME TAXES	4,401,408	
410.2	PROVISION FOR DEFERRED INCOME TAXES	(8,744,116)	
411.2	PROVISION FOR DEFERRED INCOME TAXES - CREDIT	2,761,796	
420	INVESTMENT TAX CREDITS	-	
	TOTAL TAXES ON OTHER INCOME AND DEDUCTIONS	(1,687,401)	
	TOTAL OTHER INCOME AND DEDUCTIONS		12,603,687
	INCOME BEFORE INTEREST CHARGES		353,269,725
	NET INTEREST CHARGES*		66,172,434
	NET INCOME		\$287,097,291

\*NET OF ALLOWANCE FOR BORROWED FUNDS USED DURING CONSTRUCTION. (\$1,248,533)

**SOUTHERN CALIFORNIA GAS COMPANY  
STATEMENT OF INCOME AND RETAINED EARNINGS  
TWELVE MONTHS ENDED DECEMBER 31, 2010**

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**3. RETAINED EARNINGS**

RETAINED EARNINGS AT BEGINNING OF PERIOD, AS PREVIOUSLY REPORTED	\$903,797,710
NET INCOME (FROM PRECEDING PAGE)	287,097,291
DIVIDEND TO PARENT COMPANY	(100,000,000)
DIVIDENDS DECLARED - PREFERRED STOCK	(1,293,065)
OTHER RETAINED EARNINGS ADJUSTMENT	<u>-</u>
RETAINED EARNINGS AT END OF PERIOD	<u>\$1,089,601,936</u>

# **Appendix B**



**SOUTHERN CALIFORNIA GAS COMPANY**

Plant Investment and Accumulated Depreciation

As of December 31, 2011

ACCOUNT NUMBER	DESCRIPTION	ORIGINAL COSTS	ACCUMULATED RESERVE	NET BOOK VALUE
<b>INTANGIBLE ASSETS</b>				
301	Organization	\$ 76,457	\$ -	\$ 76,457
302	Franchise and Consents	\$ 550,693	\$ -	\$ 550,693
	Total Intangible Assets	\$ 627,150	\$ 0	\$ 627,150
<b>PRODUCTION:</b>				
325	Other Land Rights	\$ 15,321	\$ -	\$ 15,321
330	Prd Gas Wells Const	\$ 5,461,473	0	5,461,473
331	Prd Gas Wells Equip	\$ 454,718	(55)	454,663
332	Field LInes	\$ 1,731,111	0	1,731,111
334	FldMeas&RegStnEquip	\$ 520,055	0	
336	Prf Eqpt	\$ 477,404	0	
	Total Production	\$ 8,660,081	(55)	\$ 7,662,567
<b>UNDERGROUND STORAGE:</b>				
350	Land	\$ 4,539,484	\$ -	\$ 4,539,484
350SR	Storage Rights	17,830,755	(16,919,456)	911,299
350RW	Rights-of-Way	25,354	(13,451)	11,903
351	Structures and Improvements	36,234,281	(18,933,422)	17,300,858
352	Wells	213,182,633	(146,037,466)	67,145,168
353	Lines	86,322,232	(92,376,261)	(6,054,029)
354	Compressor Station and Equipment	114,402,740	(65,881,556)	48,521,185
355	Measuring And Regulator Equipment	5,808,046	(1,459,142)	4,348,904
356	Purification Equipment	107,896,494	(60,020,643)	47,875,851
357	Other Equipment	22,959,992	(4,440,344)	18,519,649
	Total Underground Storage	\$ 609,202,012	(406,081,740)	\$ 203,120,272
<b>TRANSMISSION PLANT- OTHER:</b>				
365	Land	\$ 2,786,000	\$ -	\$ 2,786,000
365LRTS	Land Rights	20,614,437	(13,752,217)	6,862,219
366	Structures and Improvements	33,381,144	(20,537,608)	12,843,536
367	Mains	1,084,726,640	(515,816,644)	568,909,997
368	Compressor Station and Equipment	176,817,694	(99,588,323)	77,229,371
369	Measuring And Regulator Equipment	47,405,621	(25,018,032)	22,387,588
371	Other Equipment	4,048,503	(2,302,896)	1,745,607
	Total Transmission Plant	\$ 1,369,780,038	(677,015,720)	\$ 692,764,318
<b>DISTRIBUTION PLANT:</b>				
374	Land	\$ 28,254,507	\$ -	\$ 28,254,507
374LRTS	Land Rights	2,646,609	(12,264)	2,634,345
375	Structures and Improvements	217,641,507	(56,624,812)	161,016,695
376	Mains	2,987,549,780	(1,739,311,211)	1,248,238,570
378	Measuring And Regulator Equipment	67,292,942	(48,254,870)	19,038,072
380	Services	2,041,427,828	(1,657,674,411)	383,753,417
381	Meters	422,894,867	(117,789,491)	305,105,376
382	Meter Installation	267,750,061	(149,566,326)	118,183,735
383	House Regulators	116,818,383	(48,605,246)	68,213,138
387	Other Equipment	25,248,960	(19,642,540)	5,606,420
	Total Distribution Plant	\$ 6,177,525,445	(3,837,481,169)	\$ 2,340,044,276
<b>GENERAL PLANT:</b>				
389	Land	\$ 1,342,839	\$ -	\$ 1,342,839
389LRTS	Land Rights	\$ 74,300	0	\$ 74,300
390	Structures and Improvements	\$ 125,206,394	(117,192,942)	8,013,452
391	Office Furniture and Equipment	\$ 504,889,365	(259,471,125)	245,418,240
392	Transportation Equipment	\$ 718,537	(30,317)	688,220
393	Stores Equipment	\$ 93,665	(15,341)	78,323
394	Shop and Garage Equipment	\$ 51,228,648	(23,631,136)	27,597,512
395	Laboratory Equipment	\$ 6,259,443	(3,815,835)	2,443,608
396	Construction Equipment	\$ 36,226	(2,745)	33,481
397	Communication Equipments	\$ 69,526,006	(21,156,514)	48,369,492
398	Miscellaneous Equipment	\$ 3,716,887	857,847	4,574,734
	Total General Plant	\$ 763,092,309	(424,458,108)	\$ 338,634,201
	Grand Total	\$ 8,928,887,035	\$ (5,345,036,793)	\$ 3,582,852,784

# **Appendix C**

**SOUTHERN CALIFORNIA GAS COMPANY  
SUMMARY OF EARNINGS  
TWELVE MONTHS ENDED DECEMBER 31, 2010  
(DOLLARS IN MILLIONS)**

<u>Line No.</u>	<u>Item</u>	<u>Amount</u>
1	Operating Revenue	\$3,834
2	Operating Expenses	<u>3,493</u>
3	Net Operating Income	<u><u>\$341</u></u>
4	Weighted Average Rate Base	\$2,876
5	Rate of Return*	8.68%

\*Authorized Cost of Capital

# **Appendix D**

ATTORNEY GENERAL  
STATE OF CALIFORNIA  
1300 "I" STREET  
SACRAMENTO, CA 95814

DEPARTMENT OF GENERAL  
SERVICES  
STATE OF CALIFORNIA  
915 CAPITOL MALL  
SACRAMENTO, CA 95814

COUNTY CLERK  
FRESNO COUNTY  
2221 KERN ST.  
FRESNO, CA 93721

COUNTY COUNSEL  
FRESNO COUNTY  
2220 TULARE ST., 5TH FLOOR  
FRESNO, CA 93721

COUNTY CLERK  
IMPERIAL COUNTY  
EL CENTRO, CA 92243

DISTRICT ATTORNEY  
IMPERIAL COUNTY  
940 W. MAIN ST., STE. 101  
EL CENTRO, CA 92243

COUNTY COUNSEL  
KERN COUNTY  
1415 TRUXTON  
BAKERSFIELD, CA 93301

CLERK OF THE BOARD  
KERN COUNTY  
1115 TRUXTON  
BAKERSFIELD, CA 93301

DISTRICT ATTORNEY  
KINGS COUNTY  
1400 W. LACEY BLVD.  
HANFORD, CA 93230

COUNTY CLERK  
KINGS COUNTY  
1400 W. LACEY BLVD.  
HANFORD, CA 93230

DISTRICT ATTORNEY  
LOS ANGELES COUNTY  
111 NO. HILL STREET  
LOS ANGELES, CA 90012

COUNTY CLERK  
LOS ANGELES COUNTY  
12400 E. IMPERIAL HIGHWAY  
NORWALK, CA 90650

DISTRICT ATTORNEY  
ORANGE COUNTY  
700 CIVIC CENTER DRIVE WEST  
SANTA ANA, CA 92701

COUNTY OF ORANGE  
ATTN. COUNTY CLERK  
12 CIVIC CENTER PLAZA, ROOM  
101  
SANTA ANA, CA 92701

DISTRICT ATTORNEY  
RIVERSIDE COUNTY  
2041 IOWA AVE.  
RIVERSIDE, CA 92501

COUNTY CLERK  
RIVERSIDE COUNTY  
4080 LEMON STREET  
RIVERSIDE, CA 92501

COUNTY CLERK  
SAN BERNARDINO COUNTY  
175 W. 5TH ST  
SAN BERNARDINO, CA 92415

DISTRICT ATTORNEY  
SAN BERNARDINO COUNTY  
175 W. 5TH ST.  
SAN BERNARDINO, CA 92415

COUNTY CLERK  
SAN LUIS OBISPO COUNTY  
COURT HOUSE ANNEX  
SAN LUIS OBISPO, CA 93408

DISTRICT ATTORNEY  
SAN LUIS OBISPO COUNTY  
COURT HOUSE ANNEX  
SAN LUIS OBISPO, CA 93408

COUNTY CLERK  
SANTA BARBARA COUNTY  
P.O. BOX 159  
SANTA BARBARA, CA 93102-0159

DISTRICT ATTORNEY  
SANTA BARBARA COUNTY  
105 E. ANAPUMA ST.  
SANTA BARBARA, CA 93102

COUNTY CLERK  
TULARE COUNTY  
CIVIC CENTER  
VISALIA, CA 93277

DISTRICT ATTORNEY  
TULARE COUNTY  
CIVIC CENTER  
VISALIA, CA 93277

DISTRICT ATTORNEY  
VENTURA COUNTY  
800 SO. VICTORIA AVE.  
VENTURA, CA 93009

COUNTY CLERK  
VENTURA COUNTY  
800 SO. VICTORIA AVE.  
VENTURA, CA 93009

CITY CLERK  
YUCAIPA CITY  
34272 YUCAIPA BLVD.  
YUCAIPA, CA 92399

CITY ATTORNEY  
ADELANTO CITY HALL  
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ADELANTO, CA 92301

CITY CLERK  
ADELANTO CITY HALL  
P. O. BOX 10  
ADELANTO, CA 92301

CITY ATTORNEY  
AGOURA HILLS CITY HALL  
30101 AGOURA CT., #102  
AGOURA HILLS, CA 91301

CITY CLERK  
AGOURA HILLS CITY HALL  
30101 AGOURA CT., #102  
AGOURA HILLS, CA 91301

CITY ATTORNEY  
ALHAMBRA CITY HALL  
111 S. FIRST ST  
ALHAMBRA, CA 91801

CITY CLERK  
ALHAMBRA CITY HALL  
111 S. FIRST ST.  
ALHAMBRA, CA 91801

CITY ATTORNEY  
ANAHEIM CITY HALL  
P.O. BOX 3222  
ANAHEIM, CA 92803

CITY CLERK  
ANAHEIM CITY HALL  
P.O. BOX 3222  
ANAHEIM, CA 92803

CITY CLERK  
ARCADIA CITY HALL  
240 W. HUNTINGTON DR.  
ARCADIA, CA 91006

CITY ATTORNEY  
ARCADIA CITY HALL  
240 W. HUNTINGTON DR  
ARCADIA, CA 91006

CITY ATTORNEY  
ARROYO GRANDE CITY HALL  
214 E. BRANCH ST  
ARROYO GRANDE, CA 93420

CITY CLERK  
ARROYO GRANDE CITY HALL  
214 E. BRANCH ST.  
ARROYO GRANDE, CA 93420

CITY ATTORNEY  
ARTESIA CITY HALL  
18747 CLARKDALE AVE.  
ARTESIA, CA 90701

CITY CLERK  
ARTESIA CITY HALL  
18747 CLARKDALE AVE.  
ARTESIA, CA 90701

CITY ATTORNEY  
ARVIN CITY HALL  
200 CAMPUS DR.  
ARVIN, CA 93203

CITY CLERK  
ARVIN CITY HALL  
200 CAMPUS DR.  
ARVIN, CA 93203

CITY ATTORNEY  
ATASCADERO CITY HALL  
6500 PALMA AVE.  
ATASCADERO, CA 93422

CITY CLERK  
ATASCADERO CITY HALL  
6500 PALMA AVE.  
ATASCADERO, CA 93422

CITY ATTORNEY  
AVENAL CITY HALL  
919 SKYLINE AVE.  
AVENAL, CA 93204

CITY CLERK  
AVENAL CITY HALL  
919 SKYLINE AVE.  
AVENAL, CA 93204

CITY ATTORNEY  
AZUSA CITY HALL  
213 E. FOOTHILL BLVD.  
AZUSA, CA 91702

CITY CLERK  
AZUSA CITY HALL  
213 E. FOOTHILL BLVD.  
AZUSA, CA 91702

CITY ATTORNEY  
BAKERSFIELD CITY HALL  
1501 TRUXTUN AVE.  
BAKERSFIELD, CA 93301

CITY CLERK  
BAKERSFIELD CITY HALL  
1501 TRUXTUN AVE.  
BAKERSFIELD, CA 93301

CITY ATTORNEY  
BALDWIN PARK CITY HALL  
14403 E. PACIFIC AVE.  
BALDWIN PARK, CA 91706

CITY CLERK  
BALDWIN PARK CITY HALL  
14403 E. PACIFIC AVE.  
BALDWIN PARK, CA 91706

CITY ATTORNEY  
BANNING CITY HALL  
99 EAST RAMSEY ST.  
BANNING, CA 92220

CITY CLERK  
BANNING CITY HALL  
99 EAST RAMSEY ST.  
BANNING, CA 92220

CITY ATTORNEY  
BEAUMONT CITY HALL  
550 6TH AVE.  
BEAUMONT, CA 92223

CITY CLERK  
BEAUMONT CITY HALL  
550 6TH AVE.  
BEAUMONT, CA 92223

CITY ATTORNEY  
BELL CITY HALL  
6330 PINE AVE.  
BELL, CA 90201

CITY CLERK  
BELL CITY HALL  
6330 PINE AVE.  
BELL, CA 90201

CITY ATTORNEY  
BELL GARDENS CITY HALL  
7100 SO. GARFIELD AVE.  
BELL GARDENS, CA 90201

CITY CLERK  
BELL GARDENS CITY HALL  
7100 SO. GARFIELD AVE.  
BELL GARDENS, CA 90201

CITY ATTORNEY  
BELLFLOWER CITY HALL  
16600 E. CIVIC CENTER DR.  
BELLFLOWER, CA 90706

CITY CLERK  
BELLFLOWER CITY HALL  
16600 E. CIVIC CENTER DR.  
BELLFLOWER, CA 90706

CITY ATTORNEY  
BEVERLY HILLS CITY HALL  
450 NO. CRESCENT DR.  
BEVERLY HILLS, CA 90210

CITY CLERK  
BEVERLY HILLS CITY HALL  
450 NO. CRESCENT DR.  
BEVERLY HILLS, CA 90210

CITY ATTORNEY  
BIG BEAR LAKE CITY  
P. O. BOX 2800  
BIG BEAR LAKE, CA 92315

CITY CLERK  
BIG BEAR LAKE CITY  
P. O. BOX 2800  
BIG BEAR LAKE, CA 92315

CITY CLERK  
BLYTHE CITY HALL  
200 NO. SPRING ST.  
CITY OF BLYTHE, CA 92225

CITY ATTORNEY  
BLYTHE CITY HALL  
200 NO. SPRING ST.  
CITY OF BLYTHE, CA 92225

CITY ATTORNEY  
BRADBURY CITY HALL  
600 WINSTON AVE.  
BRADBURY, CA 91010

CITY CLERK  
BRADBURY CITY HALL  
600 WINSTON AVE.  
BRADBURY, CA 91010

CITY ATTORNEY  
BRAWLEY CITY HALL  
400 MAIN ST.  
BRAWLEY, CA 92227

CITY CLERK  
BRAWLEY CITY HALL  
400 MAIN STREET  
BRAWLEY, CA 92227

CITY ATTORNEY  
BREA CITY HALL  
1 CIVIC CENTER CIRCLE  
BREA, CA 92621

CITY CLERK  
BREA CITY HALL  
1 CIVIC CENTER CIRCLE  
BREA, CA 92621

CITY ATTORNEY  
BUENA PARK CITY HALL  
6650 BEACH BLVD.  
BUENA PARK, CA 90620

CITY CLERK  
BUENA PARK CITY HALL  
6650 BEACH BLVD.  
BUENA PARK, CA 90620

CITY ATTORNEY  
BURBANK CITY HALL  
275 E. OLIVE AVE.  
BURBANK, CA 91502

CITY CLERK  
BURBANK CITY HALL  
275 E. OLIVE AVE.  
BURBANK, CA 91502

CITY CLERK  
CALEXICO CITY HALL  
408 HEBER AVE.  
CALEXICO, CA 92231

CITY ATTORNEY  
CALIFORNIA CITY CITY HALL  
21000 HACIENDA BLVD.  
CALIFORNIA CITY, CA 93505

CITY CLERK  
CALIFORNIA CITY CITY HALL  
21000 HACIENDA BLVD.  
CALIFORNIA CITY, CA 93505

CITY ATTORNEY  
CALIPATRIA CITY HALL  
101 NO. LAKE AVE.  
CALIPATRIA, CA 92233

CITY CLERK  
CALIPATRIA CITY HALL  
101 NO. LAKE AVE.  
CALIPATRIA, CA 92233

CITY ATTORNEY  
CAMARILLO CITY HALL  
601 CARMEN DRIVE  
CAMARILLO, CA 93010

CITY CLERK  
CAMARILLO CITY HALL  
601 CARMEN DRIVE  
CAMARILLO, CA 93010

CITY ATTORNEY  
CANYON LAKE CITY  
31532 RAILROAD CANYON RD,  
#101  
CANYON LAKE, CA 92587

CITY CLERK  
CANYON LAKE CITY  
31532 RAILROAD CANYON RD,  
#101  
CANYON LAKE, CA 92587

CITY ATTORNEY  
CARPINTERIA CITY HALL  
5775 CARPINTERIA AVE.  
CARPINTERIA, CA 93013

CITY CLERK  
CARPINTERIA CITY HALL  
5775 CARPINTERIA AVE.  
CARPINTERIA, CA 93013

CITY ATTORNEY  
CARSON CITY HALL  
701 E. CARSON ST.  
CARSON, CA 90745

CITY CLERK  
CARSON CITY HALL  
701 E. CARSON ST.  
CARSON, CA 90745

CITY ATTORNEY  
CATHEDRAL CITY CITY HALL  
68625 PEREZ ROAD  
CATHEDRAL CITY, CA 92234

CITY CLERK  
CATHEDRAL CITY CITY HALL  
68625 PEREZ ROAD  
CATHEDRAL CITY, CA 92234

CITY ATTORNEY  
CERRITOS CITY HALL  
BLOOMFIELD AND 183RD ST.  
CERRITOS, CA 90701

CITY CLERK  
CERRITOS CITY HALL  
BLOOMFIELD AND 183RD ST.  
CERRITOS, CA 90701

CITY ATTORNEY  
CHINO CITY HALL  
13220 CENTRAL AVE.  
CHINO, CA 91710

CITY CLERK  
CHINO CITY HALL  
13220 CENTRAL AVE.  
CHINO, CA 91710

CITY CLERK  
CLAREMONT CITY HALL  
207 HARVARD AVE.  
CLAREMONT, CA 91711

CITY ATTORNEY  
CLAREMONT CITY HALL  
207 HARVARD AVE.  
CLAREMONT, CA 91711

CITY ATTORNEY  
COACHELLA CITY HALL  
1515 SIXTH ST.  
COACHELLA, CA 92236

CITY CLERK  
COACHELLA CITY HALL  
1515 SIXTH ST.  
COACHELLA, CA 92236

CITY ATTORNEY  
COLTON CITY HALL  
650 N. LACADENA DR.  
COLTON, CA 92324

CITY CLERK  
COLTON CITY HALL  
650 N. LACADENA DR.  
COLTON, CA 92324

CITY ATTORNEY  
COMMERCE CITY HALL  
5655 JILSON ST.  
COMMERCE, CA 90040

CITY CLERK  
COMMERCE CITY HALL  
5655 JILSON ST.  
COMMERCE, CA 90040

CITY ATTORNEY  
COMPTON CITY HALL  
205 SO. WILLOWBROOK AVE.  
COMPTON, CA 90220

CITY CLERK  
COMPTON CITY HALL  
205 SO. WILLOWBROOK AVE.  
COMPTON, CA 90220

CITY ATTORNEY  
CORCORAN CITY HALL  
1033 CHITTENDEN AVE.  
CORCORAN, CA 93212

CITY CLERK  
CORCORAN CITY HALL  
1033 CHITTENDEN AVE.  
CORCORAN, CA 93212



CITY ATTORNEY  
CORONA CITY HALL  
815 W. SIXTH ST.  
CORONA, CA 91720

CITY CLERK  
CORONA CITY HALL  
815 W. SIXTH ST.  
CORONA, CA 91720

CITY ATTORNEY  
COSTA MESA CITY HALL  
77 FAIR DRIVE  
COSTA MESA, CA 92626

CITY CLERK  
COSTA MESA CITY HALL  
77 FAIR DRIVE  
COSTA MESA, CA 92626

CITY ATTORNEY  
COVINA CITY HALL  
125 E. COLLEGE ST.  
COVINA, CA 91723

CITY CLERK  
COVINA CITY HALL  
125 E. COLLEGE ST.  
COVINA, CA 91723

CITY ATTORNEY  
CUDAHY CITY HALL  
5240 SANTA ANA ST.  
CUDAHY, CA 90201

CITY CLERK  
CUDAHY CITY HALL  
5240 SANTA ANA ST.  
CUDAHY, CA 90201

CITY ATTORNEY  
CULVER CITY CITY HALL  
9770 CULVER BLVD.  
CULVER CITY, CA 90230

CITY CLERK  
CULVER CITY CITY HALL  
9770 CULVER BLVD.  
CULVER CITY, CA 90230

CITY ATTORNEY  
CYPRESS CITY HALL  
5275 ORANGE AVE.  
CYPRESS, CA 90630

CITY CLERK  
CYPRESS CITY HALL  
5275 ORANGE AVE.  
CYPRESS, CA 90630

CITY ATTORNEY  
DANA POINT CITY  
33282 GOLDEN LANTERN ST.  
DANA POINT, CA 92629

CITY CLERK  
DANA POINT CITY  
33282 GOLDEN LANTERN ST.  
DANA POINT, CA 92629

CITY ATTORNEY  
DELANO CITY HALL  
1015 11TH AVE.  
DELANO, CA 93215

CITY CLERK  
DELANO CITY HALL  
1015 11TH AVE.  
DELANO, CA 93215

CITY ATTORNEY  
DESERT HOT SPRINGS CITY HALL  
65950 PIERSON BL.  
DESERT HOT SPRINGS, CA 92240

CITY CLERK  
DESERT HOT SPRINGS CITY HALL  
65950 PIERSON BL.  
DESERT HOT SPRINGS, CA 92240

CITY ATTORNEY  
DIAMOND BAR CITY  
21660 E. COPLEY DR. #100  
DIAMOND BAR, CA 91765

CITY CLERK  
DIAMOND BAR CITY  
21660 E. COPLEY DR., #100  
DIAMOND BAR, CA 91765

CITY ATTORNEY  
DINUBA CITY HALL  
1390 E. ELIZABETH WAY  
DINUBA, CA 93618

CITY CLERK  
DINUBA CITY HALL  
1390 E. ELIZABETH WAY  
DINUBA, CA 93618

CITY ATTORNEY  
DOWNEY CITY HALL  
8425 2ND ST.  
DOWNEY, CA 90241

CITY CLERK  
DOWNEY CITY HALL  
8425 2ND ST.  
DOWNEY, CA 90241

CITY CLERK  
DUARTE CITY HALL  
1600 HUNTINGTON DR.  
DUARTE, CA 91010

CITY ATTORNEY  
DUARTE CITY HALL  
1600 HUNTINGTON DR.  
DUARTE, CA 91010

CITY ATTORNEY  
EL CENTRO CITY HALL  
1275 MAIN ST.  
EL CENTRO, CA 92243

CITY CLERK  
EL CENTRO CITY HALL  
1275 MAIN ST.  
EL CENTRO, CA 92243

CITY ATTORNEY  
EL MONTE CITY HALL  
11333 VALLEY BLVD.  
EL MONTE, CA 91734

CITY CLERK  
EL MONTE CITY HALL  
11333 VALLEY BLVD.  
EL MONTE, CA 91734

CITY ATTORNEY  
EL SEGUNDO CITY HALL  
350 MAIN ST.  
EL SEGUNTO, CA 90245

CITY CLERK  
EL SEGUNDO CITY HALL  
350 MAIN ST.  
EL SEGUNDO, CA 90245

CITY ATTORNEY  
EXETER CITY HALL  
P. O. BOX 237  
EXETER, CA 93221

CITY CLERK  
EXETER CITY HALL  
P. O. BOX 237  
EXETER, CA 93221

CITY ATTORNEY  
FARMERSVILLE CITY HALL  
147 E. FRONT ST.  
FARMERSVILLE, CA 93223

CITY CLERK  
FARMERSVILLE CITY HALL  
147 E. FRONT ST.  
FARMERSVILLE, CA 93223

CITY ATTORNEY  
FILLMORE CITY HALL  
524 SESPE AVE.  
FILLMORE, CA 93015

CITY CLERK  
FILLMORE CITY HALL  
524 SESPE AVE.  
FILLMORE, CA 93015

DEP. CITY CLERK  
FONTANA CITY  
8353 SIERRA AVE.  
FONTANA, CA 92335

CITY ATTORNEY  
FONTANA CITY HALL  
8353 SIERRA AVE.  
FONTANA, CA 92335

CITY ATTORNEY  
FOUNTAIN VALLEY CITY HALL  
10200 SLATER AVE.  
FOUNTAIN VALLEY, CA 92708

CITY CLERK  
FOUNTAIN VALLEY CITY HALL  
10200 SLATER AVE.  
FOUNTAIN VALLEY, CA 92708

CITY ATTORNEY  
FOWLER CITY  
128 SOUTH FIFTH  
FOWLER, CA 23625

CITY CLERK  
FOWLER CITY  
128 SOUTH FIFTH  
FOWLER, CA 93625

CITY ATTORNEY  
FULLERTON CITY HALL  
303 W. COMMONWEALTH  
FULLERTON, CA 92632

CITY CLERK  
FULLERTON CITY HALL  
303 W. COMMONWEALTH  
FULLERTON, CA 92632

CITY ATTORNEY  
GARDEN GROVE CITY HALL  
11300 STANFORD AVE.  
GARDEN GROVE, CA 92640

CITY CLERK  
GARDEN GROVE CITY HALL  
11300 STANFORD AVE.  
GARDEN GROVE, CA 92640

CITY ATTORNEY  
GARDENA CITY HALL  
1700 W 162ND ST.  
GARDENA, CA 90247

CITY CLERK  
GARDENA CITY HALL  
1700 W 162ND ST.  
GARDENA, CA 90247

CITY ATTORNEY  
GLENDALE CITY HALL  
613 E. BROADWAY  
GLENDALE, CA 91205

CITY CLERK  
GLENDALE CITY HALL  
613 E. BROADWAY  
GLENDALE, CA 91205

CITY ATTORNEY  
GLENORA CITY HALL  
116 E. FOOTHILL BLVD.  
GLENORA, CA 91740

CITY CLERK  
GLENORA CITY HALL  
116 E. FOOTHILL BLVD.  
GLENORA, CA 91740

CITY ATTORNEY  
GRAND TERRACE CITY HALL  
22795 BARTON ROAD  
GRAND TERRACE, CA 92324

CITY CLERK  
GRAND TERRACE CITY HALL  
22795 BARTON ROAD  
GRAND TERRACE, CA 92324

CITY ATTORNEY  
GROVER CITY CITY HALL  
154 SO. 8TH ST.  
GROVER CITY, CA 93433

CITY CLERK  
GROVER CITY CITY HALL  
154 SO. 8TH ST.  
GROVER CITY, CA 93433

CITY ATTORNEY  
GUADALUPE CITY HALL  
918 OBISPO ST.  
GUADALUPE, CA 93434

CITY CLERK  
GUADALUPE CITY HALL  
918 OBISPO ST.  
GUADALUPE, CA 93434

CITY ATTORNEY  
HANFORD CITY HALL  
400 NO. DOUTY  
HANFORD, CA 93230

CITY CLERK  
HANFORD CITY HALL  
400 NO. DOUTY  
HANFORD, CA 93230

CITY ATTORNEY  
HAWAIIAN GARDENS CITY HALL  
21815 PIONEER BLVD.  
HAWAIIAN GARDENS, CA 90716

CITY CLERK  
HAWAIIAN GARDENS CITY HALL  
21815 PIONEER BLVD.  
HAWAIIAN GARDENS, CA 90716

CITY ATTORNEY  
HAWTHORNE CITY HALL  
4455 W. 126TH ST.  
HAWTHORNE, CA 90250

CITY CLERK  
HAWTHORNE CITY HALL  
4455 W. 126TH ST.  
HAWTHORNE, CA 90250

CITY ATTORNEY  
HEMET CITY HALL  
450 E. LATHAN AVE.  
HEMET, CA 92343

CITY CLERK  
HEMET CITY HALL  
450 E. LATHAN AVE.  
HEMET, CA 92343

CITY ATTORNEY  
HERMOSA BEACH CITY HALL  
1315 VALLEY DR.  
HERMOSA BEACH, CA 90254

CITY CLERK  
HERMOSA BEACH CITY HALL  
1315 VALLEY DR.  
HERMOSA BEACH, CA 90254

CITY ATTORNEY  
HESPERIA CITY  
15776 MAIN STREET  
HESPERIA, CA 92345

CITY CLERK  
HESPERIA CITY  
15776 MAIN STREET  
HESPERIA, CA 92345

CITY ATTORNEY  
HIDDEN HILLS CITY HALL  
6165 SPRING VALLEY RD.  
HIDDEN HILLS, CA 91302

CITY CLERK  
HIDDEN HILLS CITY HALL  
6165 SPRING VALLEY RD.  
HIDDEN HILLS, CA 91302

CITY ATTORNEY  
HIGHLAND CITY  
26985 BASE LINE  
HIGHLAND, CA 92346

CITY CLERK  
HIGHLAND CITY  
26985 BASE LINE  
HIGHLAND, CA 92346

CITY ATTORNEY  
HOLTVILLE CITY HALL  
121 W. 5TH ST.  
HOLTVILLE, CA 92250

CITY CLERK  
HOLTVILLE CITY HALL  
121 W. 5TH ST.  
HOLTVILLE, CA 92250

CITY ATTORNEY  
HUNTINGTON BEACH CITY HALL  
2000 MAIN ST.  
HUNTINGTON BEACH, CA 92648

CITY CLERK  
HUNTINGTON BEACH CITY HALL  
2000 MAIN ST.  
HUNTINGTON BEACH, CA 92648

CITY ATTORNEY  
HUNTINGTON PARK CITY HALL  
6550 MILES AVE.  
HUNTINGTON PARK, CA 90255

CITY CLERK  
HUNTINGTON PARK CITY HALL  
6550 MILES AVE.  
HUNTINGTON PARK, CA 90255

CITY ATTORNEY  
IMPERIAL CITY HALL  
420 SO. IMPERIAL AVE.  
IMPERIAL, CA 92251

CITY CLERK  
IMPERIAL CITY HALL  
420 SO. IMPERIAL AVE.  
IMPERIAL, CA 92251

CITY ATTORNEY  
INDIAN WELLS CITY HALL  
44-950 EL DORADO DR.  
INDIAN WELLS, CA 92210

CITY CLERK  
INDIAN WELLS CITY HALL  
44-950 EL DORADO DR.  
INDIAN WELLS, CA 92210

CITY ATTORNEY  
INDIO CITY HALL  
150 CIVIC CENTER MALL  
INDIO, CA 92202

CITY CLERK  
INDIO CITY HALL  
150 CIVIC CENTER MALL  
INDIO, CA 92202

CITY ATTORNEY  
INDUSTRY CITY HALL  
15651 STANFORD ST.  
CITY OF INDUSTRY, CA 91744

CITY CLERK  
INDUSTRY CITY HALL  
15651 STANFORD ST.  
CITY OF INDUSTRY, CA 91744

CITY ATTORNEY  
INGLEWOOD CITY HALL  
1 MANCHESTER BLVD.  
INGLEWOOD, CA 90301

CITY CLERK  
INGLEWOOD CITY HALL  
1 MANCHESTER BLVD.  
INGLEWOOD, CA 90301

CITY ATTORNEY  
IRVINE CITY HALL  
P. O. BOX 19575  
IRVINE, CA 92713

CITY CLERK  
IRVINE CITY HALL  
P. O. BOX 19575  
IRVINE, CA 92713

CITY ATTORNEY  
IRWINDALE CITY HALL  
5050 NO. IRWINDALE AVE.  
IRWINDALE, CA 91706

CITY CLERK  
IRWINDALE CITY HALL  
5050 NO. IRWINDALE AVE.  
IRWINDALE, CA 91706

CITY ATTORNEY  
KINGSBURG CITY HALL  
1401 DRAPER ST.  
KINGSBURG, CA 93631

CITY CLERK  
KINGSBURG CITY HALL  
1401 DRAPER ST.  
KINGSBURG, CA 93631

CITY ATTORNEY  
LA CANADA FLINTRIDGE  
300 SOUTH GRAND SUITE 1500  
LOS ANGELES, CA 90071

CITY CLERK  
LA CANADA FLINTRIDGE CITY  
HALL  
1327 FOOTHILL BLVD.  
LA CANADA FLINTRIDGE, CA 91011

CITY ATTORNEY  
LA HABRA CITY HALL  
CIVIC CENTER  
LA HABRA, CA 90631

CITY CLERK  
LA HABRA CITY HALL  
CIVIC CENTER  
LA HABRA, CA 90631

CITY ATTORNEY  
LA HABRA HEIGHTS CITY HALL  
1245 NO. HACIENDA BLVD.  
LA HABRA HEIGHTS, CA 90631

CITY CLERK  
LA HABRA HEIGHTS CITY HALL  
1245 NO. HACIENDA BLVD.  
LA HABRA HEIGHTS, CA 90631

CITY ATTORNEY  
LA MIRADA CITY HALL  
13700 SO. LA MIRADA BLVD.  
LA MIRADA, CA 90638

CITY CLERK  
LA MIRADA CITY HALL  
13700 SO. LA MIRADA BLVD.  
LA MIRADA, CA 90638

CITY ATTORNEY  
LA PALMA CITY HALL  
7822 WALKER ST.  
LA PALMA, CA 90623

CITY CLERK  
LA PALMA CITY HALL  
7822 WALKER ST.  
LA PALMA, CA 90623

CITY ATTORNEY  
LA PUENTE CITY HALL  
15900 E. MAIN ST.  
LA PUENTE, CA 91744

CITY CLERK  
LA PUENTE CITY HALL  
15900 E. MAIN ST.  
LA PUENTE, CA 91744

CITY ATTORNEY  
LA QUINTA CITY HALL  
P. O. BOX 1504  
LA QUINTA, CA 92253

CITY CLERK  
LA QUINTA CITY HALL  
P. O. BOX 1504  
LA QUINTA, CA 92253

CITY ATTORNEY  
LA VERNE CITY HALL  
3660 D STREET  
LA VERNE, CA 91750

CITY CLERK  
LA VERNE CITY HALL  
3660 D STREET  
LA VERNE, CA 91750

CITY ATTORNEY  
LAGUNA BEACH CITY HALL  
505 FOREST AVE.  
LAGUNA BEACH, CA 92651

CITY CLERK  
LAGUNA BEACH CITY HALL  
505 FOREST AVE.  
LAGUNA BEACH, CA 92651

CITY ATTORNEY  
LAGUNA NIGUEL CITY  
27821 LA PAZ ROAD  
LAGUNA NIGUEL, CA 92656

CITY CLERK  
LAGUNA NIGUEL CITY  
27821 LA PAZ ROAD  
LAGUNA NIGUEL, CA 92656

CITY ATTORNEY  
LAKE ELSINORE CITY HALL  
130 S. MAIN ST.  
LAKE ELSINORE, CA 92330

CITY CLERK  
LAKE ELSINORE CITY HALL  
130 S. MAIN ST.  
LAKE ELSINORE, CA 92330

CITY ATTORNEY  
LAKEWOOD CITY HALL  
5050 CLARK AVE.  
LAKEWOOD, CA 90714

CITY CLERK  
LAKEWOOD CITY HALL  
5050 CLARK AVE.  
LAKEWOOD, CA 90714

CITY ATTORNEY  
LANCASTER CITY HALL  
44933 N. FERN AVE.  
LANCASTER, CA 93534

CITY CLERK  
LANCASTER CITY HALL  
44933 N. FERN AVE.  
LANCASTER, CA 93534

CITY ATTORNEY  
LAWNSDALE CITY  
611 ANTON BL., SUITE 1400  
COSTA MESA, CA 92628

CITY CLERK  
LAWNSDALE CITY HALL  
14717 BURIN AVE.  
LAWNSDALE, CA 90260

CITY ATTORNEY  
LEMOORE CITY HALL  
119 FOX ST.  
LEMOORE, CA 93245

CITY CLERK  
LEMOORE CITY HALL  
119 FOX ST.  
LEMOORE, CA 93245

CITY ATTORNEY  
LINDSAY CITY HALL  
251 E. HONOLULU ST.  
LINDSAY, CA 93247

CITY CLERK  
LINDSAY CITY HALL  
251 E. HONOLULU ST.  
LINDSAY, CA 93247

CITY ATTORNEY  
LOMA LINDA CITY  
11800 Central Ave, Suite 125  
CHINO, CA 91710

CITY CLERK  
LOMA LINDA CITY HALL  
25541 BARTON RD.  
LOMA LINDA, CA 92354

CITY ATTORNEY  
LOMITA CITY HALL  
24300 NARBONNE AVE.  
LOMITA, CA 90717

CITY CLERK  
LOMITA CITY HALL  
24300 NARBONNE AVE.  
LOMITA, CA 90717

CITY ATTORNEY  
LOMPOC CITY HALL  
100 CIVIC CENTER PLAZA  
LOMPOC, CA 93438

CITY CLERK  
LOMPOC CITY HALL  
100 CIVIC CENTER PLAZA  
LOMPOC, CA 93438

CITY ATTORNEY  
LONG BEACH CITY HALL  
333 W. OCEAN BLVD.  
LONG BEACH, CA 90802

CITY CLERK  
LONG BEACH CITY HALL  
333 W. OCEAN BLVD.  
LONG BEACH, CA 90802

CITY ATTORNEY  
LOS ALAMITOS CITY HALL  
3191 KATELLA  
LOS ALAMITOS, CA 90720

CITY CLERK  
LOS ALAMITOS CITY HALL  
3191 KATELLA  
LOS ALAMITOS, CA 90720

CITY ATTORNEY  
LOS ANGELES CITY HALL  
200 NO. SPRING ST.  
LOS ANGELES, CA 90012

CITY CLERK  
LOS ANGELES CITY HALL  
200 NO. Main St., Ste 1216.  
LOS ANGELES, CA 90012-4125

CITY ATTORNEY  
LYNWOOD CITY HALL  
11330 BULLIS RD.  
LYNWOOD, CA 90262

CITY CLERK  
LYNWOOD CITY HALL  
11330 BULLIS RD.  
LYNWOOD, CA 90262

CITY ATTORNEY  
MANHATTAN BEACH CITY HALL  
1400 HIGHLAND AVE.  
MANHATTAN BEACH, CA 90266

CITY CLERK  
MANHATTAN BEACH CITY HALL  
1400 HIGHLAND AVE.  
MANHATTAN BEACH, CA 90266

CITY ATTORNEY  
MARICOPA CITY HALL  
P. O. BOX 548  
MARICOPA, CA 93252

CITY CLERK  
MARICOPA CITY HALL  
P. O. BOX 548  
MARICOPA, CA 93252

CITY ATTORNEY  
MAYWOOD CITY HALL  
4319 E. SLAUSON AVE.  
MAYWOOD, CA 90270

CITY CLERK  
MAYWOOD CITY HALL  
4319 E. SLAUSON AVE.  
MAYWOOD, CA 90270

CITY ATTORNEY  
MCFARLAND CITY HALL  
401 W. KERN  
MCFARLAND, CA 93250

CITY CLERK  
MCFARLAND CITY HALL  
401 W. KERN  
MCFARLAND, CA 93250

CITY ATTORNEY  
MISSION VIEJO CITY  
25909 PALA, STE. 150  
MISSION VIEJO, CA 92691

CITY CLERK  
MISSION VIEJO CITY  
25909 PALA, STE. 150  
MISSION VIEJO, CA 92691

CITY ATTORNEY  
MONROVIA CITY HALL  
415 SO. IVY AVE.  
MONROVIA, CA 91016

CITY CLERK  
MONROVIA CITY HALL  
415 SO. IVY AVE.  
MONROVIA, CA 91016

CITY ATTORNEY  
MONTCLAIR CITY HALL  
5111 BENITO ST.  
MONTCLAIR, CA 91763

CITY CLERK  
MONTCLAIR CITY HALL  
5111 BENITO ST.  
MONTCLAIR, CA 91763

CITY ATTORNEY  
MONTEBELLO CITY HALL  
1600 BEVERLY BLVD.  
MONTEBELLO, CA 90640

CITY CLERK  
MONTEBELLO CITY HALL  
1600 BEVERLY BLVD.  
MONTEBELLO, CA 90640

CITY ATTORNEY  
MONTEREY PARK CITY HALL  
320 W. NEWMARK AVE.  
MONTEREY PARK, CA 91754

CITY CLERK  
MONTEREY PARK CITY HALL  
320 W. NEWMARK AVE.  
MONTEREY PARK, CA 91754

CITY ATTORNEY  
MOORPARK CITY HALL  
799 MOORPARK AVE.  
MOORPARK, CA 93021

CITY CLERK  
MOORPARK CITY HALL  
799 MOORPARK AVE.  
MOORPARK, CA 93021

CITY ATTORNEY  
MORENO VALLEY CITY HALL  
P. O. BOX 1440  
MORENO VALLEY, CA 92556

CITY CLERK  
MORENO VALLEY CITY HALL  
P. O. BOX 1440  
MORENO VALLEY, CA 92556

CITY ATTORNEY  
MORRO BAY CITY HALL  
DUNES ST. & SHASTA AVE.  
MORRO BAY, CA 93442

CITY CLERK  
MORRO BAY CITY HALL  
DUNES ST. & SHASTA AVE.  
MORRO BAY, CA 93442

CITY ATTORNEY  
MURIETA CITY HALL  
26442 BECKMAN CT.  
MURIETA, CA 92562

CITY CLERK  
MURIETA CITY HALL  
26442 BECKMAN CT.  
MURIETA, CA 92562

CITY ATTORNEY  
NEEDLES CITY  
817 3<sup>rd</sup> Street  
NEEDLES, CA 92363

CITY CLERK  
NEEDLES CITY  
1111 BAILEY AVE.  
NEEDLES, CA 92363

CITY ATTORNEY  
NEWPORT BEACH CITY HALL  
3300 NEWPORT BLVD.  
NEWPORT BEACH, CA 92660

CITY CLERK  
NEWPORT BEACH CITY HALL  
3300 NEWPORT BLVD.  
NEWPORT BEACH, CA 92660

CITY ATTORNEY  
NORCO CITY HALL  
3954 OLD HAMNER AVE.  
NORCO, CA 91760

CITY CLERK  
NORCO CITY HALL  
3954 OLD HAMNER AVE.  
NORCO, CA 91760

CITY ATTORNEY  
NORWALK CITY HALL  
12700 NORWALK BLVD.  
NORWALK, CA 90650

CITY CLERK  
NORWALK CITY HALL  
12700 NORWALK BLVD.  
NORWALK, CA 90650

CITY ATTORNEY  
OJAI CITY HALL  
401 SO. VENTURA ST.  
OJAI, CA 93023

CITY CLERK  
OJAI CITY HALL  
401 SO. VENTURA ST.  
OJAI, CA 93023

CITY ATTORNEY  
ONTARIO CITY HALL  
303 "B" ST.  
ONTARIO, CA 91764

CITY CLERK  
ONTARIO CITY HALL  
303 "B" ST.  
ONTARIO, CA 91764

CITY ATTORNEY  
ORANGE CITY HALL  
300 E. CHAPMAN AVE.  
ORANGE, CA 92666

CITY CLERK  
ORANGE CITY HALL  
300 E. CHAPMAN AVE.  
ORANGE, CA 92666

CITY ATTORNEY  
ORANGE COVE CITY HALL  
555 SIXTH ST.  
ORANGE COVE, CA 93646

CITY CLERK  
ORANGE COVE CITY HALL  
555 SIXTH ST.  
ORANGE COVE, CA 93646

CITY ATTORNEY  
OXNARD CITY HALL  
305 W. THIRD ST.  
OXNARD, CA 93030

CITY CLERK  
OXNARD CITY HALL  
305 W. THIRD ST  
OXNARD, CA 93030

CITY ATTORNEY  
PALM DESERT CITY HALL  
73510 FRED WARING DR.  
PALM DESERT, CA 92260

CITY CLERK  
PALM DESERT CITY HALL  
73510 FRED WARING DR.  
PALM DESERT, CA 92260

CITY ATTORNEY  
PALM SPRINGS CITY HALL  
P. O. BOX 2743  
PALM SPRINGS, CA 92263

CITY CLERK  
PALM SPRINGS CITY HALL  
P. O. BOX 2743  
PALM SPRINGS, CA 92263

CITY ATTORNEY  
PALMDALE CITY HALL  
708 EAST PALMDALE BLVD.  
PALMDALE, CA 93550

CITY CLERK  
PALMDALE CITY HALL  
708 EAST PALMDALE BLVD.  
PALMDALE, CA 93550

CITY CLERK  
PALOS VERDES ESTATES  
340 PALOS VERDES DRIVE W.  
PALOS VERDES ESTATES, CA  
90274

CITY ATTORNEY  
PALOS VERDES ESTATES CITY  
300 SO. GRAND AVE., STE. 1500  
LOS ANGELES, CA 90071

CITY ATTORNEY  
PARAMOUNT CITY HALL  
16400 SO. COLORADO ST.  
PARAMOUNT, CA 90274

CITY CLERK  
PARAMOUNT CITY HALL  
16400 SO. COLORADO ST.  
PARAMOUNT, CA 90274

CITY ATTORNEY  
PARLIER CITY HALL  
1100 E. PARLIER AVE.  
PARLIER, CA 93648

CITY CLERK  
PARLIER CITY HALL  
1100 E. PARLIER AVE.  
PARLIER, CA 93648

CITY ATTORNEY  
PASADENA CITY HALL  
100 NO. GARFIELD AVE.  
PASADENA, CA 91109

CITY CLERK  
PASADENA CITY HALL  
100 NO. GARFIELD AVE.  
PASADENA, CA 91109

CITY ATTORNEY  
PASO ROBLES CITY HALL  
801 4TH ST.  
PASO ROBLES, CA 93446

CITY CLERK  
PASO ROBLES CITY HALL  
801 4TH ST.  
PASO ROBLES, CA 93446

CITY ATTORNEY  
PERRIS CITY HALL  
101 NO. "D" ST.  
PERRIS, CA 92370

CITY CLERK  
PERRIS CITY HALL  
101 NO. "D" ST.  
PERRIS, CA 92370

CITY ATTORNEY  
PICO RIVERA CITY HALL  
6615 PASSONS BLVD.  
PICO RIVERA, CA 90660

CITY CLERK  
PICO RIVERA CITY HALL  
6615 PASSONS  
PICO RIVERA, CA 90660

CITY ATTORNEY  
PISMO BEACH CITY HALL  
1000 BELLO ST.  
PISMO BEACH, CA 93449

CITY CLERK  
PISMO BEACH CITY HALL  
1000 BELLO ST.  
PISMO BEACH, CA 93449

CITY ATTORNEY  
PLACENTIA CITY HALL  
401 E. CHAPMAN AVE.  
PLACENTIA, CA 92670

CITY CLERK  
PLACENTIA CITY HALL  
401 E. CHAPMAN AVE  
PLACENTIA, CA 92670.

CITY ATTORNEY  
POMONA CITY HALL  
505 SO. GAREY  
POMONA, CA 91769

CITY CLERK  
POMONA CITY HALL  
505 SO. GAREY  
POMONA, CA 91769

CITY ATTORNEY  
PORT HUENEME CITY HALL  
250 NO. VENTURA RD.  
PORT HUENEME, CA 93041

CITY CLERK  
PORT HUENEME CITY HALL  
250 NO. VENTURA RD.  
PORT HUENEME, CA 93041

CITY ATTORNEY  
PORTERVILLE CITY HALL  
291 NO. MAIN ST.  
PORTERVILLE, CA 93257

CITY CLERK  
PORTERVILLE CITY HALL  
291 NO. MAIN ST.  
PORTERVILLE, CA 93257

CITY ATTORNEY  
RANCHO CUCAMONGA CITY HALL  
P. O. Box 807  
RANCHO CUCAMONGA, CA 91729

CITY CLERK  
RANCHO CUCAMONGA CITY HALL  
P. O. Box 807  
RANCHO CUCAMONGA, CA 91729

CITY ATTORNEY  
RANCHO MIRAGE CITY  
RANCHO MIRAGE CITY HALL  
RANCHO MIRAGE, CA 92270

CITY CLERK  
RANCHO MIRAGE CITY  
RANCHO MIRAGE CITY HALL  
RANCHO MIRAGE, CA 92270

CITY CLERK  
RANCHO PALOS VERDES  
30940 HAWTHORNE BLVD.  
RANCHO PALOS VERDES, CA 90275

CITY ATTORNEY  
RANCHO PALOS VERDES  
30940 HAWTHORNE BLVD.  
RANCHO PALOS VERDES, CA 90275

CITY ATTORNEY  
REDLANDS CITY HALL  
P. O. BOX 280  
REDLANDS, CA 92373



CITY CLERK  
REDLANDS CITY HALL  
P. O. BOX 280  
REDLANDS, CA 92373

CITY ATTORNEY  
REDONDO BEACH CITY HALL  
415 DIAMOND ST.  
REDONDO BEACH, CA 90277

CITY CLERK  
REDONDO BEACH CITY HALL  
415 DIAMOND ST.  
REDONDO BEACH, CA 90277

CITY ATTORNEY  
REEDLEY CITY HALL  
845 "G" ST.  
REEDLEY, CA 93654

CITY CLERK  
REEDLEY CITY HALL  
845 "G" ST.  
REEDLEY, CA 93654

CITY ATTORNEY  
RIALTO CITY HALL  
150 SO. PALM AVE.  
RIALTO, CA 92376

CITY CLERK  
RIALTO CITY HALL  
150 SO. PALM AVE.  
RIALTO, CA 92376

CITY ATTORNEY  
RIVERSIDE CITY HALL  
3900 MAIN ST.  
RIVERSIDE, CA 92522

COUNTY CLERK  
RIVERSIDE COUNTY  
2720 GATEWAY DR.  
RIVERSIDE, CA 92507

CITY ATTORNEY  
ROLLING HILLS CITY HALL  
#2 PORTUGUESE BEND RD.  
ROLLING HILLS, CA 90274

CITY CLERK  
ROLLING HILLS CITY HALL  
#2 PORTUGUESE BEND RD.  
ROLLING HILLS, CA 90274

CITY ATTORNEY  
ROLLING HILLS ESTS. CITY HALL  
4045 PALOS VERDES DR.  
ROLLING HILLS ESTS., CA 90274

CITY CLERK  
ROLLING HILLS ESTS. CITY HALL  
4045 PALOS VERDES DR.  
ROLLING HILLS ESTS., CA 90274

CITY ATTORNEY  
ROSEMEAD CITY HALL  
8838 E. VALLEY BLVD.  
ROSEMEAD, CA 91770

CITY CLERK  
ROSEMEAD CITY HALL  
8838 E. VALLEY BLVD.  
ROSEMEAD, CA 91770

CITY CLERK  
SAN BERNARDINO CITY HALL  
300 NO. "D" STREET  
SAN BERNARDINO, CA 92418

CITY ATTORNEY  
SAN BERNARDINO CITY HALL  
300 NO. "D" STREET  
SAN BERNARDINO, CA 92418

CITY ATTORNEY  
SAN CLEMENTE CITY HALL  
100 AVENIDA PRESIDIO  
SAN CLEMENTE, CA 92672

CITY CLERK  
SAN CLEMENTE CITY HALL  
100 AVENIDA PRESIDIO  
SAN CLEMENTE, CA 92672

CITY ATTORNEY  
SAN DIMAS CITY HALL  
245 E. BONITA AVE.  
SAN DIMAS, CA 91773

CITY CLERK  
SAN DIMAS CITY HALL  
245 E. BONITA AVE.  
SAN DIMAS, CA 91773

CITY ATTORNEY  
SAN FERNANDO CITY HALL  
117 MACNEIL ST.  
SAN FERNANDO, CA 91340

CITY CLERK  
SAN FERNANDO CITY HALL  
117 MACNEIL ST.  
SAN FERNANDO, CA 91340

CITY CLERK  
SAN GABRIEL CITY HALL  
425 S. MISSION DRIVE  
SAN GABRIEL, CA 91776

CITY CLERK  
SAN GABRIEL CITY HALL  
425 S. MISSION DRIVE  
SAN GABRIEL, CA 91776

CITY ATTORNEY  
SAN JACINTO CITY HALL  
209 E. MAIN ST.  
SAN JACINTO, CA 92383

CITY CLERK  
SAN JACINTO CITY HALL  
209 E. MAIN ST.  
SAN JACINTO, CA 92383

CITY ATTORNEY  
SAN JUAN CAPISTRANO CITY  
HALL  
32400 PASEO ADELANTO  
SAN JUAN CAPISTRANO, CA  
92675

CITY CLERK  
SAN JUAN CAPISTRANO CITY  
HALL  
32400 PASEO ADELANTO  
SAN JUAN CAPISTRANO, CA  
92675

CITY ATTORNEY  
SAN LUIS OBISPO CITY HALL  
990 PALM STREET  
SAN LUIS OBISPO, CA 93401

CITY CLERK  
SAN LUIS OBISPO CITY HALL  
990 PALM ST.  
SAN LUIS OBISPO, CA 93401

CITY ATTORNEY  
SAN MARINO CITY HALL  
2200 HUNTINGTON DR.  
SAN MARINO, CA 91108

CITY CLERK  
SAN MARINO CITY HALL  
2200 HUNTINGTON DR.  
SAN MARINO, CA 91108

CITY ATTORNEY  
SANGER CITY  
1700 7TH STREET  
SANGER, CA 93657

CITY CLERK  
SANGER CITY  
1700 7TH STREET  
SANGER, CA 93657

CITY ATTORNEY  
SANTA ANA CITY HALL  
22 CIVIC CENTER PLAZA  
SANTA ANA, CA 92701

CITY CLERK  
SANTA ANA CITY HALL  
22 CIVIC CENTER PLAZA  
SANTA ANA, CA 92701

CITY ATTORNEY  
SANTA BARBARA CITY HALL  
DE LA GUERRA PLAZA  
SANTA BARBARA, CA 93102

CITY CLERK  
SANTA BARBARA CITY HALL  
DE LA GUERRA PLAZA  
SANTA BARBARA, CA 93102

CITY ATTORNEY  
SANTA CLARITA CITY  
23920 VALENCIA BLVD., #300  
SANTA CLARITA, CA 91355

CITY CLERK  
SANTA CLARITA CITY  
23920 VALENCIA BLVD., #300  
SANTA CLARITA, CA 91355

CITY ATTORNEY  
SANTA FE SPRINGS CITY HALL  
11710 TELEGRAPH RD.  
SANTA FE SPRINGS, CA 90670

CITY CLERK  
SANTA FE SPRINGS CITY HALL  
11710 TELEGRAPH RD.  
SANTA FE SPRINGS, CA 90670

CITY ATTORNEY  
SANTA MARIA CITY HALL  
110 EAST COOK ST.  
SANTA MARIA, CA 93454

CITY CLERK  
SANTA MARIA CITY HALL  
110 EAST COOK ST.  
SANTA MARIA, CA 93454

CITY ATTORNEY  
SANTA MONICA CITY HALL  
1685 MAIN ST.  
SANTA MONICA, CA 90401

CITY CLERK  
SANTA MONICA CITY HALL  
1685 MAIN ST.  
SANTA MONICA, CA 90401

CITY ATTORNEY  
SANTA PAULA CITY HALL  
970 VENTURA ST.  
SANTA PAULA, CA 93060

CITY CLERK  
SANTA PAULA CITY HALL  
970 VENTURA ST.  
SANTA PAULA, CA 93060

CITY ATTORNEY  
SEAL BEACH CITY HALL  
211 8TH ST.  
SEAL BEACH, CA 90740

CITY CLERK  
SEAL BEACH CITY HALL  
211 8TH ST.  
SEAL BEACH, CA 90740

CITY ATTORNEY  
SELMA CITY HALL  
1814 TUCKER ST.  
SELMA, CA 93662

CITY CLERK  
SELMA CITY HALL  
1814 TUCKER ST.  
SELMA, CA 93662

CITY ATTORNEY  
SHAFTER CITY HALL  
336 PACIFIC AVE.  
SHAFTER, CA 93263

CITY CLERK  
SHAFTER CITY HALL  
336 PACIFIC AVE.  
SHAFTER, CA 93263

CITY ATTORNEY  
SIERRA MADRE CITY HALL  
232 W. SIERRA MADRE BLVD.  
SIERRA MADRE, CA 91024

CITY CLERK  
SIERRA MADRE CITY HALL  
232 W. SIERRA MADRE BLVD.  
SIERRA MADRE, CA 91024

CITY ATTORNEY  
SIGNAL HILL CITY HALL  
2175 CHERRY AVE.  
SIGNAL HILL, CA 90806

CITY CLERK  
SIGNAL HILL CITY HALL  
2175 CHERRY AVE.  
SIGNAL HILL, CA 90806

CITY ATTORNEY  
SIMI VALLEY CITY HALL  
3200 COCHRAN ST.  
SIMI VALLEY, CA 93065

CITY CLERK  
SIMI VALLEY CITY HALL  
3200 COCHRAN ST.  
SIMI VALLEY, CA 93065

CITY ATTORNEY  
SOLVANG CITY HALL  
P. O. BOX 107  
SOLVANG, CA 93464

CITY CLERK  
SOLVANG CITY HALL  
P. O. BOX 107  
SOLVANG, CA 93464

CITY ATTORNEY  
SOUTH EL MONTE CITY HALL  
1415 SANTA ANITA DR.  
SOUTH EL MONTE, CA 91733

CITY CLERK  
SOUTH EL MONTE CITY HALL  
1415 SANTA ANITA DR.  
SOUTH EL MONTE, CA 91733

CITY ATTORNEY  
SOUTH GATE CITY HALL  
8650 CALIFORNIA AVE.  
SOUTH GATE, CA 90280

CITY CLERK  
SOUTH GATE CITY HALL  
8650 CALIFORNIA AVE.  
SOUTH GATE, CA 90280

CITY ATTORNEY  
SOUTH PASADENA CITY HALL  
1414 MISSION STREET  
SOUTH PASADENA, CA 91030

CITY CLERK  
SOUTH PASADENA CITY HALL  
1414 MISSION STREET  
SOUTH PASADENA, CA 91030

CITY ATTORNEY  
STANTON CITY HALL  
7800 KATELLA ST.  
STANTON, CA 90680

CITY CLERK  
STANTON CITY HALL  
7800 KATELLA ST.  
STANTON, CA 90680

CITY ATTORNEY  
TAFT CITY HALL  
209 E. KERN ST.  
TAFT, CA 93268

CITY CLERK  
TAFT CITY HALL  
209 E. KERN ST.  
TAFT, CA 93268

CITY ATTORNEY  
TEHACHAPI CITY HALL  
115 SO. ROBINSON ST  
TEHACHAPI, CA 93561

CITY CLERK  
TEHACHAPI CITY HALL  
115 SO. ROBINSON ST  
TEHACHAPI, CA 93561

CITY ATTORNEY  
TEMECULA CITY  
P. O. BOX 9033  
TEMECULA, CA 92589-9033

CITY CLERK  
TEMECULA CITY  
P. O. BOX 9033  
TEMECULA, CA 92589-9033

CITY ATTORNEY  
TEMPLE CITY CITY HALL  
9701 LAS TUNAS  
TEMPLE CITY, CA 91780

CITY CLERK  
TEMPLE CITY CITY HALL  
9701 LAS TUNAS  
TEMPLE CITY, CA 91780

CITY ATTORNEY  
THOUSAND OAKS CITY HALL  
2100 E. THOUSAND OAKS BLVD.  
THOUSAND OAKS, CA 91362

CITY CLERK  
THOUSAND OAKS CITY HALL  
2100 E. THOUSAND OAKS BLVD.  
THOUSAND OAKS, CA 91362

CITY ATTORNEY  
TORRANCE CITY HALL  
3031 TORRANCE BLVD.  
TORRANCE, CA 90503

CITY CLERK  
TORRANCE CITY HALL  
3031 TORRANCE BLVD.  
TORRANCE, CA 90503

CITY ATTORNEY  
TULARE CITY  
1220 W. MAIN ST.  
VISALIA, CA 93291

CITY CLERK  
TULARE CITY  
411 E. KERN AVE.  
TULARE, CA 93274

CITY ATTORNEY  
TUSTIN CITY HALL  
300 CENTENNIAL WAY  
TUSTIN, CA 92680

CITY CLERK  
TUSTIN CITY HALL  
300 CENTENNIAL WAY  
TUSTIN, CA 92680

CITY ATTORNEY  
UPLAND CITY HALL  
460 NO. EUCLID AVE.  
UPLAND, CA 91786

CITY CLERK  
UPLAND CITY HALL  
460 NO. EUCLID AVE.  
UPLAND, CA 91786

CITY ATTORNEY  
VENTURA CITY HALL  
P. O. BOX 99  
VENTURA, CA 93002

CITY CLERK  
VENTURA CITY HALL  
P. O. BOX 99  
VENTURA, CA 93002

CITY ATTORNEY  
VERNON CITY HALL  
4305 SANTA FE AVE.  
VERNON, CA 90058

CITY CLERK  
VERNON CITY HALL  
4305 SANTA FE AVE.  
VERNON, CA 90058

CITY ATTORNEY  
VICTORVILLE CITY HALL  
14343 CIVIC DRIVE  
VICTORVILLE, CA 92392

CITY CLERK  
VICTORVILLE CITY HALL  
14343 CIVIC DRIVE  
VICTORVILLE, CA 92392

CITY ATTORNEY  
VILLA PARK CITY HALL  
17855 SANTIAGO BLVD.  
VILLA PARK, CA 92667

CITY CLERK  
VILLA PARK CITY HALL  
17855 SANTIAGO BLVD.  
VILLA PARK, CA 92667

CITY ATTORNEY  
VISALIA CITY HALL  
707 W. ACEQUIA ST.  
VISALIA, CA 93291

CITY CLERK  
VISALIA CITY HALL  
707 W. ACEQUIA ST.  
VISALIA, CA 93291

CITY ATTORNEY  
WALNUT CITY HALL  
21201 LA PUENTE RD.  
WALNUT, CA 91789

CITY CLERK  
WALNUT CITY HALL  
21201 LA PUENTE RD.  
WALNUT, CA 91789

CITY ATTORNEY  
WASCO CITY HALL  
764 "E" STREET  
WASCO, CA 93280

CITY CLERK  
WASCO CITY HALL  
764 "E" STREET  
WASCO, CA 93280

CITY ATTORNEY  
WEST COVINA CITY HALL  
1444 W. GARVEY AVE.  
WEST COVINA, CA 91790

CITY CLERK  
WEST COVINA CITY HALL  
1444 W. GARVEY AVE.  
WEST COVINA, CA 91790

CITY CLERK  
WESTLAKE VILLAGE CITY HALL  
4373 PARK TERRACE DR.  
THOUSAND OAKS, CA 91361

CITY CLERK  
WEST HOLLYWOOD CITY HALL  
8611 STA. MONICA BLVD.  
WEST HOLLYWOOD, CA 90069

CITY ATTORNEY  
WESTLAKE VILLAGE CITY HALL  
4373 PARK TERRACE DR.  
THOUSAND OAKS, CA 91361

CITY ATTORNEY  
WESTMORLAND CITY HALL  
355 SO. CENTER ST.  
WESTMORLAND, CA 92281

CITY ATTORNEY  
WESTMINSTER CITY HALL  
8200 WESTMINSTER AVE.  
WESTMINSTER, CA 92683

CITY CLERK  
WESTMINSTER CITY HALL  
8200 WESTMINSTER AVE.  
WESTMINSTER, CA 92683

CITY CLERK  
WHITTIER CITY HALL  
13230 PENN ST.  
WHITTIER, CA 96062

CITY CLERK  
WESTMORLAND CITY HALL  
355 SO. CENTER ST.  
WESTMORLAND, CA 92281

CITY ATTORNEY  
WHITTIER CITY HALL  
13230 PENN ST.  
WHITTIER, CA 96062

CITY CLERK  
YORBA LINDA CITY HALL  
4845 CASA LOMA AVE.  
P. O. BOX 87014  
YORBA LINDA, CA 92686

CITY ATTORNEY  
WOODLAKE CITY HALL  
350 NO. VALENCIA BLVD.  
WOODLAKE, CA 93286

CITY CLERK  
WOODLAKE CITY HALL  
350 NO. VALENCIA BLVD.  
WOODLAKE, CA 93286

CITY ATTORNEY  
YORBA LINDA CITY HALL  
RUTAN & TUCKER, 611 ANTON BL.  
COSTA MESA, CA 92626

CITY ATTORNEY  
YUCAIPA CITY  
34272 YUCAIPA BLVD.  
YUCAIPA, CA 92399

# **Attachment A**

# **Attachment A-1**

**PY 2012-2014 Energy Savings Assistance Program Proposed Electric & Gas Budget  
Southern California Gas Company**

	PY2011 Authorized	PY2012 Year-End Projected	PY2013 Year-End Projected	PY2014 Year-End Projected
<b>Energy Savings Assistance Program</b>				
Energy Efficiency				
<i>Appliances</i>	\$3,963,911.00	\$4,273,045	\$4,725,254	\$5,069,638
<i>Domestic Hot Water</i>	\$4,298,090.00	\$14,053,437	\$11,084,205	\$11,260,521
<i>Enclosure</i>	\$18,725,309.00	\$29,982,892	\$23,940,183	\$24,599,087
<i>HVAC</i>	\$17,345,119	\$16,053,624	\$12,780,810	\$13,073,791
<i>Maintenance</i>	\$5,800,598	\$2,303,685	\$1,828,838	\$1,868,898
<i>Lighting</i>	\$0.00	\$0	\$0	\$0
<i>Miscellaneous</i>	\$0.00	\$0	\$0	\$0
<i>Customer Enrollment</i>	\$17,211,246.00	\$20,368,129	\$16,032,969	\$16,235,643
In Home Education	\$2,188,110.00	\$2,427,634	\$1,844,475	\$1,854,400
Pilot	\$28,127.00	\$0	\$0	\$0
<b>Energy Efficiency Total</b>	<b>\$69,560,510</b>	<b>\$89,462,446</b>	<b>\$72,236,735</b>	<b>\$73,961,979</b>
Training Center	\$320,587	\$505,117	\$486,403	\$498,992
Inspections	\$1,701,533	\$2,618,378	\$2,093,899	\$2,156,375
Marketing and Outreach	\$1,050,293	\$1,013,000	\$931,900	\$878,000
Statewide Marketing Education and Outreach	\$0	\$100,000	\$100,000	\$100,000
Measurement and Evaluation Studies	\$0	\$225,000	\$0	\$0
Regulatory Compliance	\$272,837	\$295,333	\$295,333	\$295,333
General Administration	\$5,264,735	\$5,603,781	\$5,891,204	\$6,202,206
CPUC Energy Division	\$85,774	\$86,000	\$86,000	\$86,000
<b>TOTAL PROGRAM COSTS</b>	<b>\$78,256,269</b>	<b>\$99,909,056</b>	<b>\$82,121,475</b>	<b>\$84,178,885</b>
<b>Funded Outside of ESAP Program Budget</b>				
Indirect Costs <sup>1</sup>				
NGAT Costs	\$1,600,000	\$4,200,000	\$4,200,000	\$4,200,000

# **Attachment A-1a**



**PY 2012-2014 Energy Savings Assistance Program Proposed Electric Budget  
Southern California Gas Company**

	PY2011 Authorized	PY 2012 Year-End Projected	PY 2013 Year-End Projected	PY 2014 Year-End Projected
<b>Energy Savings Assistance Program</b>				
Energy Efficiency				
<i>Appliances</i>	-	-	-	-
<i>Domestic Hot Water</i>	-	-	-	-
<i>Enclosure</i>	-	-	-	-
<i>HVAC</i>	-	-	-	-
<i>Maintenance</i>	-	-	-	-
<i>Lighting</i>	-	-	-	-
<i>Miscellaneous</i>	-	-	-	-
<i>Customer Enrollment</i>	-	-	-	-
In Home Education	-	-	-	-
Pilot	-	-	-	-
<b>Energy Efficiency Total</b>	-	-	-	-
Training Center	-	-	-	-
Inspections	-	-	-	-
Marketing and Outreach	-	-	-	-
Statewide Marketing Education and Outreach	-	-	-	-
Measurement and Evaluation Studies	-	-	-	-
Regulatory Compliance	-	-	-	-
General Administration	-	-	-	-
CPUC Energy Division	-	-	-	-
<b>TOTAL PROGRAM COSTS</b>	-	-	-	-
<b>Funded Outside of ESAP Program Budget</b>				
Indirect Costs	-	-	-	-
NGAT Costs	-	-	-	-

# **Attachment A-1b**

**PY 2012-2014 Energy Savings Assistance Program Proposed Gas Budget  
Southern California Gas Company**

	PY 2011 Authorized	PY 2012 Year-End Projected	PY 2013 Year-End Projected	PY 2014 Year-End Projected
<b>Energy Savings Assistance Program</b>				
Energy Efficiency				
<i>Appliances</i>	\$3,963,911	\$4,273,045	\$4,725,254	\$5,069,638
<i>Domestic Hot Water</i>	\$4,298,090	\$14,053,437	\$11,084,205	\$11,260,521
<i>Enclosure</i>	\$18,725,309	\$29,982,892	\$23,940,183	\$24,599,087
<i>HVAC</i>	\$17,345,119	\$16,053,624	\$12,780,810	\$13,073,791
<i>Maintenance</i>	\$5,800,598	\$2,303,685	\$1,828,838	\$1,868,898
<i>Lighting</i>	\$0	\$0	\$0	\$0
<i>Miscellaneous</i>	\$0	\$0	\$0	\$0
<i>Customer Enrollment</i>	\$17,211,246	\$20,368,129	\$16,032,969	\$16,235,643
In Home Education	\$2,188,110	\$2,427,634	\$1,844,475	\$1,854,400
Pilot	\$28,127	\$0	\$0	\$0
<b>Energy Efficiency Total</b>	<b>\$69,560,510</b>	<b>\$89,462,446</b>	<b>\$72,236,735</b>	<b>\$73,961,979</b>
Training Center	\$320,587	\$505,117	\$486,403	\$498,992
Inspections	\$1,701,533	\$2,618,378	\$2,093,899	\$2,156,375
Marketing and Outreach	\$1,050,293	\$1,013,000	\$931,900	\$878,000
Statewide Marketing Education and Outreach	\$0	\$100,000	\$100,000	\$100,000
Measurement and Evaluation Studies	\$0	\$225,000	\$0	\$0
Regulatory Compliance	\$272,837	\$295,333	\$295,333	\$295,333
General Administration	\$5,264,735	\$5,603,781	\$5,891,204	\$6,202,206
CPUC Energy Division	\$85,774	\$86,000	\$86,000	\$86,000
<b>TOTAL PROGRAM COSTS</b>	<b>\$78,256,269</b>	<b>\$99,909,056</b>	<b>\$82,121,475</b>	<b>\$84,178,885</b>
<b>Funded Outside of ESAP Program Budget</b>				
Indirect Costs				
NGAT Costs	\$1,600,000	\$4,200,000	\$4,200,000	\$4,200,000

<sup>1</sup> SoCalGas does not budget or project for indirect costs.

# **Attachment A-2**

**PY 2012-2014 Energy Savings Assistance Program Planning Assumptions  
Southern California Gas Company**

Measures*	Units	PY 2011 Authorized*					PY 2012 Planned					PY 2013 Planned					PY 2014 Planned				
		Quantity Installed	kWh (Annual)	kW (Annual)	Therms (Annual)	Projected Expenses	Quantity Installed	kWh (Annual)	kW (Annual)	Therms (Annual)	Proposed Expenses	Quantity Installed	kWh (Annual)	kW (Annual)	Therms (Annual)	Proposed Expenses	Quantity Installed	kWh (Annual)	kW (Annual)	Therms (Annual)	Proposed Expenses
<b>Appliances</b>																					
High Efficiency Clothes Washer	Each	6,793	-	-	251,355	\$ 3,396,691	5,705	-	-	211,085	\$ 4,273,045	6,125	-	-	226,625	\$ 4,725,254	6,380	-	-	236,060	\$ 5,069,638
Refrigerators	Each	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Microwaves	Each	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Domestic Hot Water</b>																					
Water Heater Conservation Measures**	Home	116,400	-	-	1,495,022	\$ 3,341,522	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Water Heater Blanket	Home	-	-	-	NA	NA	6,917	-	-	42,024	\$ 457,920	5,371	-	-	32,631	\$ 365,632	5,371	-	-	32,631	\$ 375,695
Low Flow Shower Head	Home	-	-	-	NA	NA	91,359	-	-	519,310	\$ 3,714,350	70,939	-	-	403,237	\$ 2,965,766	70,939	-	-	403,237	\$ 3,047,392
Water Heater Pipe Insulation	Home	-	-	-	NA	NA	6,188	-	-	13,831	\$ 239,293	4,805	-	-	10,740	\$ 191,066	4,805	-	-	10,740	\$ 196,325
Faucet Aerator	Home	-	-	-	NA	NA	83,064	-	-	173,744	\$ 1,296,837	64,498	-	-	134,909	\$ 1,035,474	64,498	-	-	134,909	\$ 1,063,973
Water Heater Repair/Replacement	Each	286	-	-	3,464	\$ 305,159	7,778	-	-	-	\$ 2,023,377	6,040	-	-	-	\$ 1,615,776	6,040	-	-	-	\$ 1,664,829
Tankless Water Heater-Gas	Each	14	-	-	401	\$ 36,369	-	-	-	\$ -	-	-	-	-	\$ -	-	-	-	-	-	\$ -
Thermostatic Shower Valve	Each	NA	-	-	NA	NA	103,985	-	-	956,673	\$ 6,321,660	80,743	-	-	742,843	\$ 4,910,491	80,743	-	-	742,843	\$ 4,912,306
<b>Enclosure</b>																					
Envelope and Air Sealing***	Home	71,350	-	-	419,911	\$ 11,912,740	122,650	-	-	444,978	\$ 28,990,478	95,236	-	-	345,519	\$ 23,147,779	95,236	-	-	345,519	\$ 23,784,874
Caulking**	Home	NA	-	-	NA	NA	NA	-	-	-	NA	NA	-	-	-	NA	NA	-	-	-	NA
Weatherstripping***	Home	NA	-	-	NA	NA	NA	-	-	-	NA	NA	-	-	-	NA	NA	-	-	-	NA
Utility Gaskets***	Home	NA	-	-	NA	NA	NA	-	-	-	NA	NA	-	-	-	NA	NA	-	-	-	NA
Attic Access Weatherstripping***	Home	NA	-	-	NA	NA	NA	-	-	-	NA	NA	-	-	-	NA	NA	-	-	-	NA
Evaporative Cooler Cover***	Home	NA	-	-	NA	NA	NA	-	-	-	NA	NA	-	-	-	NA	NA	-	-	-	NA
AC Vent Cover***	Each	NA	-	-	NA	NA	NA	-	-	-	NA	NA	-	-	-	NA	NA	-	-	-	NA
Attic Insulation	Home	5,573	-	-	228,708	\$ 4,133,050	1,037	-	-	13,394	\$ 992,414	805	-	-	10,400	\$ 792,404	805	-	-	10,400	\$ 814,214
Minor Home Repair***	Home	NA	-	-	NA	NA	NA	-	-	-	NA	NA	-	-	-	NA	NA	-	-	-	NA
<b>HVAC</b>																					
FAU Standing Pilot Light Conversion	Each	13,546	-	-	596,007	\$ 3,589,586	13,484	-	-	572,264	\$ 4,393,060	10,470	-	-	444,354	\$ 3,507,689	10,470	-	-	444,354	\$ 3,604,231
Furnace Repair/Replacement	Each	10,535	-	-	274,833	\$ 8,693,683	11,757	-	-	-	\$ 11,660,564	9,129	-	-	-	\$ 9,273,121	9,129	-	-	-	\$ 9,469,560
Room A/C Replacement	Each	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Central A/C Replacement	Each	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Heat Pump Replacement	Each	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Evaporative Coolers (Replacement)	Each	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Evaporative Coolers (Installation)	Each	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Duct Testing and Sealing	Home	3,617	-	-	76,266	\$ 2,579,831	-	-	-	\$ -	-	-	-	-	\$ -	-	-	-	-	-	\$ -
<b>Maintenance</b>																					
Furnace Clean and Tune	Home	100,242	-	-	\$ -	\$ 4,970,555	37,996	-	-	85,271	\$ 2,303,685	29,504	-	-	66,221	\$ 1,828,838	29,504	-	-	66,221	\$ 1,868,898
Central A/C Tune-up	Home	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Evaporative Cooler Maintenance	Home	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Lighting</b>																					
Compact Fluorescent Lights (CFLs)	Each	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Interior Hard wired CFL fixtures	Each	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Exterior Hard wired CFL fixtures	Each	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Torchiere	Each	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Occupancy Sensor	Each	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
LED Night Lights	Each	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Miscellaneous</b>																					
Pool Pumps	Each	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Pilots</b>																					
High Efficiency Forced Air Unit Furnace	Each	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Customer Enrollment	Each	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Customer Enrollment</b>																					
In-Home Education	Home	125,000	-	-	-	\$ 1,875,000	129,106	-	-	-	\$ 2,427,634	100,249	-	-	-	\$ 1,844,475	100,249	-	-	-	\$ 1,854,400
Customer Enrollment	Home	125,000	-	-	-	\$ 14,748,384	129,106	-	-	-	\$ 20,368,129	100,249	-	-	-	\$ 16,032,969	100,249	-	-	-	\$ 16,235,643
<b>Total</b>					<b>3,345,967</b>	<b>\$ 59,582,570</b>			<b>3,032,575</b>	<b>\$ 89,462,446</b>				<b>2,417,480</b>	<b>\$ 72,236,735</b>				<b>2,426,915</b>	<b>\$ 73,961,979</b>	

\*The PY2011 Authorized reflects the planning assumptions in SoCalGas' application for measure installations, however, it does not reflect the additional funds authorized by the Commission in D.08-11-031 which directed the IOUs to serve more homes with those funds. In 2011, SoCalGas plans to use the authorized funds as directed.

\*\* Water Heater Conservation measures were bundled in PY 2011 per the 2005 Load Impact Evaluation. Measures include: Water Heater Blanket, Low Flow Showerhead, Water Heater Pipe Insulation and Faucet Aerator.

\*\*\* The energy savings for Envelope Air Sealing measures are bundled for 2012-2014. Envelope and Air Sealing measures include: Caulking, Weatherstripping, Utility Gaskets, Attic Access Weather Stripping, Evaporative Cooler Cover, AC Vent Cover, and Minor Home Repair.

# **Attachment A-3**

## Energy Savings Assistance Program Penetration Southern California Gas Company

	Number of Customers in Utility Service Area	Number of Eligible Low Income Customers* <sup>1</sup>	Number of Customers Served by LIEE in Past 10 Years <sup>2</sup>	Number of Customers Enrolled in CARE	Number of Eligible and Willing LIEE Customers** <sup>3</sup>	Customers to be Treated by LIEE Program <sup>4</sup>	Percent of LIEE Programmatic Initiative Achieved <sup>5</sup>
<b>PY 2007</b>	5,232,672	2,046,086	282,889	1,332,614	N/A	44,176	N/A
<b>PY 2008</b>	5,267,509	2,066,547	341,689	1,435,398	N/A	65,000	N/A
<b>PY 2009</b>	5,267,509	2,024,477	426,836	1,560,543	1,561,260	85,147	5%
<b>PY 2010</b>	5,267,509	1,802,661	548,110	1,714,044	1,581,088	121,274	13%
<b>PY 2011</b>	5,267,509	2,106,758	713,110	1,736,858	1,601,115	165,000	23%
<b>PY 2012</b>	5,411,852	2,304,130	842,216	1,754,766	902,238	129,106	55%
<b>PY 2013</b>	5,475,270	2,304,130	942,465	1,775,263	902,238	100,249	67%
<b>PY 2014</b>	5,546,406	2,304,130	1,042,714	1,798,260	902,238	100,249	78%

\* Number of eligible low income customers to be based on customers at or below 200 percent of the Federal Poverty Line.

\*\* Number of eligible and willing ESAP customers based on utility's proposed "standard means of deriving the number of ESAP customers on which to reaching 1/2 of the Commission's programmatic initiative," as discussed in Section III.

<sup>1</sup> Estimated eligible customers. Actual data through 2010. The figures are escalated by 1% annually in 2011 - 2014.

<sup>2</sup> Based on the number of customers served since PY2002. PY2011 is the forecasted number of customers to be served. PY2012-2014 are the estimated number of customers to be served based on the methodology specified in D.08-11-031 and Section III of the Application for Program Years 2012-2014.

<sup>3</sup> The number of eligible and willing ESAP customers for 2009-2011 are specified in D.08-11-031. The 2012-2014 estimates were calculated as described in the Revision of the Calculation of Unwilling Customers in the testimony for Program Years 2012-2014.

<sup>4</sup> Cumulative data. SCG plans to treat 329,604 homes in the 2012-2014 program cycle.

<sup>5</sup> The percent of the ESAP Programmatic Initiative Achieved is calculated using the escalated 2020 number which differs from the 2009-2011 programmatic initiative number in D.08-11-031. This percent of the programmatic initiative is calculated by taking the estimated number of customers served since 2009 compared to the number of eligible and willing ESAP customers for that year.

# **Attachment A-4**



**Energy Savings Assistance Program Detail by Housing Type  
Southern California Gas Company**

	PY 2010		PY 2011 (Projected)		PY 2012 (Projected)		PY 2013 (Projected)		PY 2014 (Projected)	
	Customers Eligible	Customers Treated	Customers Eligible	Customers Treated	Customers Eligible	Customers Treated	Customers Eligible	Customers Treated	Customers Eligible	Customers Treated
<b>Gas and Electric Customers</b>										
<b>Owners - Total</b>	-	-	-	-	-	-	-	-	-	-
<b>Single Family</b>	-	-	-	-	-	-	-	-	-	-
<b>Multifamily</b>	-	-	-	-	-	-	-	-	-	-
<b>Mobile Homes</b>	-	-	-	-	-	-	-	-	-	-
<b>Renters - Total</b>	-	-	-	-	-	-	-	-	-	-
<b>Single Family</b>	-	-	-	-	-	-	-	-	-	-
<b>Multifamily</b>	-	-	-	-	-	-	-	-	-	-
<b>Mobile Homes</b>	-	-	-	-	-	-	-	-	-	-
<b>Electric Customers (only)</b>										
<b>Owners - Total</b>	-	-	-	-	-	-	-	-	-	-
<b>Single Family</b>	-	-	-	-	-	-	-	-	-	-
<b>Multifamily</b>	-	-	-	-	-	-	-	-	-	-
<b>Mobile Homes</b>	-	-	-	-	-	-	-	-	-	-
<b>Renters - Total</b>	-	-	-	-	-	-	-	-	-	-
<b>Single Family</b>	-	-	-	-	-	-	-	-	-	-
<b>Multifamily</b>	-	-	-	-	-	-	-	-	-	-
<b>Mobile Homes</b>	-	-	-	-	-	-	-	-	-	-
<b>Gas Customers (only)</b>										
<b>Owners - Total</b>	558,077	66,025	558,077	89,831	314,480	70,289	314,480	54,578	314,480	54,578
<b>Single Family</b>	460,076	58,093	460,076	79,039	259,256	61,845	259,256	48,021	259,256	48,021
<b>Multifamily</b>	24,276	524	24,276	713	13,680	558	13,680	433	13,680	433
<b>Mobile Homes</b>	73,725	7,408	73,725	10,079	41,544	7,886	41,544	6,124	41,544	6,124
<b>Renters - Total</b>	1,043,038	55,249	1,043,038	75,169	587,758	58,817	587,758	45,670	587,758	45,670
<b>Single Family</b>	458,741	27,974	458,741	38,060	258,503	29,781	258,503	23,124	258,503	23,124
<b>Multifamily</b>	560,595	26,542	560,595	36,112	315,899	28,256	315,899	21,940	315,899	21,940
<b>Mobile Homes</b>	23,702	733	23,702	997	13,356	780	13,356	606	13,356	606

# **Attachment A-5**

**Summary of Energy Savings Assistance Program Cost Effectiveness  
Southern California Gas Company**

	<b>Ratio of Program Benefits over Program Costs</b>		
	<b>Utility Cost Test</b>	<b>Modified Participant Test</b>	<b>Total Resource Cost Test</b>
<b>PY 2008</b>	0.28	0.20	0.71
<b>PY 2009</b>	0.31	0.67	0.21
<b>PY 2010</b>	0.27	0.70	0.18
<b>PY 2011</b>	0.46	0.86	0.35
<b>PY 2012</b>	0.33	0.73	0.23
<b>PY 2013</b>	0.33	0.73	0.23
<b>PY 2014</b>	0.33	0.73	0.23

# **Attachment A-6**

**Energy Savings Assistance Program Cost-Effectiveness - Weather Sensitive Measures  
Southern California Gas Company**

Measure*	Measure Group	Type of Home (SF, MH, MF)	Electric or Gas (E, G)	Climate Zone** (Number)	Ratio of Benefits Over Costs***		
					Utility Cost Test	Modified Participant Test	Total Resource Cost Test
Envelope and Air Sealing	Enclosure	MF	G	4	0.03	0.23	0.02
Envelope and Air Sealing	Enclosure	MF	G	5	0.03	0.22	0.02
Envelope and Air Sealing	Enclosure	MF	G	6	0.02	0.13	0.01
Envelope and Air Sealing	Enclosure	MF	G	7	0.02	0.16	0.02
Envelope and Air Sealing	Enclosure	MF	G	8	0.02	0.13	0.01
Envelope and Air Sealing	Enclosure	MF	G	9	0.02	0.13	0.01
Envelope and Air Sealing	Enclosure	MF	G	10	0.02	0.14	0.01
Envelope and Air Sealing	Enclosure	MF	G	13	0.03	0.23	0.02
Envelope and Air Sealing	Enclosure	MF	G	14	0.03	0.23	0.02
Envelope and Air Sealing	Enclosure	MF	G	15	0.02	0.13	0.01
Envelope and Air Sealing	Enclosure	MF	G	16	0.02	0.16	0.02
Envelope and Air Sealing	Enclosure	MH	G	4	0.32	2.28	0.23
Envelope and Air Sealing	Enclosure	MH	G	5	0.32	2.28	0.23
Envelope and Air Sealing	Enclosure	MH	G	6	0.26	1.82	0.19
Envelope and Air Sealing	Enclosure	MH	G	7	0.28	1.98	0.20
Envelope and Air Sealing	Enclosure	MH	G	8	0.22	1.56	0.16
Envelope and Air Sealing	Enclosure	MH	G	9	0.22	1.58	0.16
Envelope and Air Sealing	Enclosure	MH	G	10	0.26	1.82	0.19
Envelope and Air Sealing	Enclosure	MH	G	13	0.31	2.18	0.22
Envelope and Air Sealing	Enclosure	MH	G	14	0.35	2.52	0.26
Envelope and Air Sealing	Enclosure	MH	G	15	0.23	1.61	0.17
Envelope and Air Sealing	Enclosure	MH	G	16	0.36	2.54	0.26
Envelope and Air Sealing	Enclosure	SF	G	4	0.16	1.15	0.12
Envelope and Air Sealing	Enclosure	SF	G	5	0.19	1.31	0.14
Envelope and Air Sealing	Enclosure	SF	G	6	0.12	0.86	0.09
Envelope and Air Sealing	Enclosure	SF	G	7	0.12	0.81	0.08
Envelope and Air Sealing	Enclosure	SF	G	8	0.12	0.83	0.09
Envelope and Air Sealing	Enclosure	SF	G	9	0.12	0.83	0.09
Envelope and Air Sealing	Enclosure	SF	G	10	0.13	0.94	0.10
Envelope and Air Sealing	Enclosure	SF	G	13	0.18	1.30	0.13
Envelope and Air Sealing	Enclosure	SF	G	14	0.21	1.48	0.15
Envelope and Air Sealing	Enclosure	SF	G	15	0.12	0.86	0.09
Envelope and Air Sealing	Enclosure	SF	G	16	0.15	1.08	0.11
Attic insulation	Enclosure	SF	G	5	0.18	0.33	0.13
Attic insulation	Enclosure	SF	G	13	0.19	0.35	0.13
Attic insulation	Enclosure	SF	G	14	0.20	0.36	0.14
Furnace clean and tune	Maintenance	MF	G	4	0.44	1.58	0.30
Furnace clean and tune	Maintenance	MF	G	5	0.44	1.58	0.30
Furnace clean and tune	Maintenance	MF	G	6	0.44	1.58	0.30
Furnace clean and tune	Maintenance	MF	G	7	0.44	1.58	0.30
Furnace clean and tune	Maintenance	MF	G	8	0.44	1.58	0.30
Furnace clean and tune	Maintenance	MF	G	9	0.44	1.58	0.30
Furnace clean and tune	Maintenance	MF	G	10	0.44	1.58	0.30

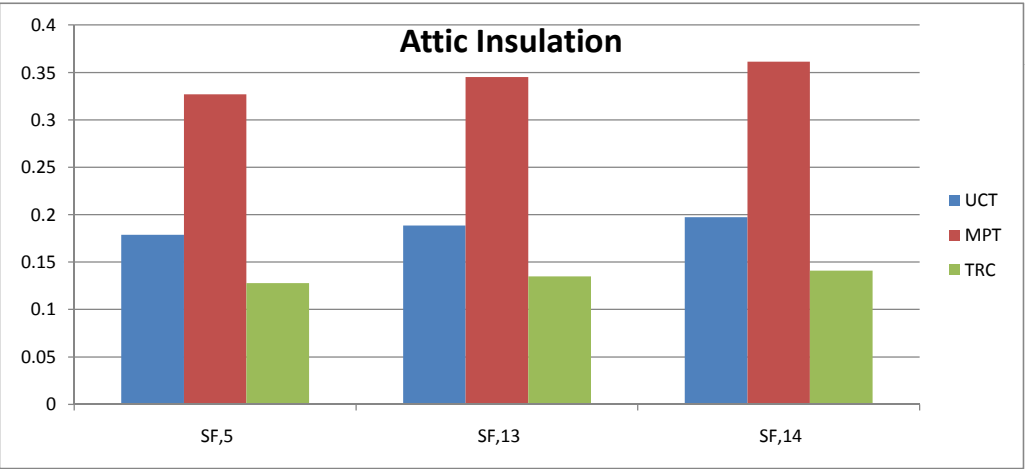
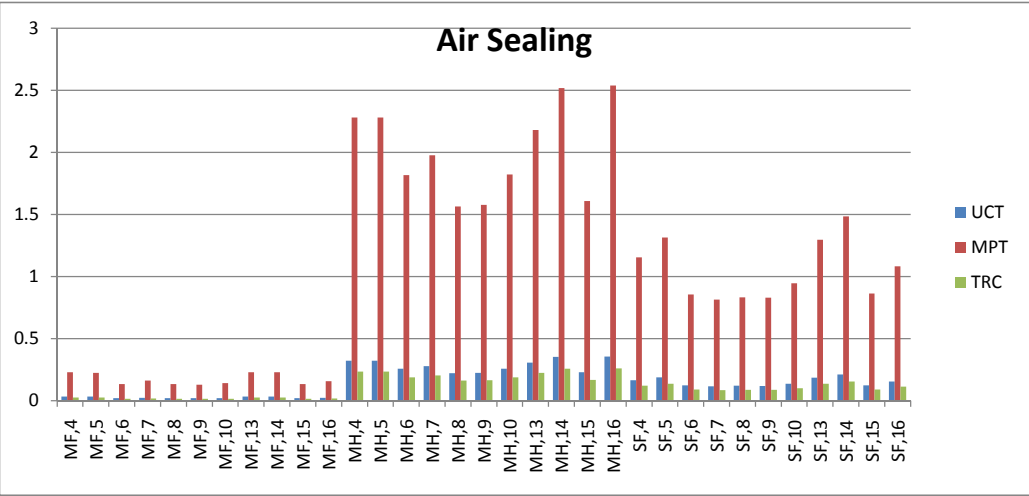
**Energy Savings Assistance Program Cost-Effectiveness - Weather Sensitive Measures  
Southern California Gas Company**

Measure*	Measure Group	Type of Home (SF, MH, MF)	Electric or Gas (E, G)	Climate Zone** (Number)	Ratio of Benefits Over Costs***		
					Utility Cost Test	Modified Participant Test	Total Resource Cost Test
Furnace clean and tune	Maintenance	MF	G	13	0.44	1.58	0.30
Furnace clean and tune	Maintenance	MF	G	14	0.44	1.58	0.30
Furnace clean and tune	Maintenance	MF	G	15	0.44	1.58	0.30
Furnace clean and tune	Maintenance	MF	G	16	0.44	1.58	0.30
Furnace clean and tune	Maintenance	MH	G	4	0.43	1.54	0.30
Furnace clean and tune	Maintenance	MH	G	5	0.43	1.54	0.30
Furnace clean and tune	Maintenance	MH	G	6	0.43	1.54	0.30
Furnace clean and tune	Maintenance	MH	G	7	0.43	1.54	0.30
Furnace clean and tune	Maintenance	MH	G	8	0.43	1.54	0.30
Furnace clean and tune	Maintenance	MH	G	9	0.43	1.54	0.30
Furnace clean and tune	Maintenance	MH	G	10	0.51	1.83	0.35
Furnace clean and tune	Maintenance	MH	G	13	0.43	1.54	0.30
Furnace clean and tune	Maintenance	MH	G	14	0.43	1.54	0.30
Furnace clean and tune	Maintenance	MH	G	15	0.43	1.54	0.30
Furnace clean and tune	Maintenance	MH	G	16	0.43	1.54	0.30
Furnace clean and tune	Maintenance	SF	G	4	0.43	1.51	0.29
Furnace clean and tune	Maintenance	SF	G	5	0.43	1.51	0.29
Furnace clean and tune	Maintenance	SF	G	6	0.43	1.51	0.29
Furnace clean and tune	Maintenance	SF	G	7	0.43	1.51	0.29
Furnace clean and tune	Maintenance	SF	G	8	0.31	1.07	0.21
Furnace clean and tune	Maintenance	SF	G	9	0.28	0.96	0.19
Furnace clean and tune	Maintenance	SF	G	10	0.36	1.27	0.25
Furnace clean and tune	Maintenance	SF	G	13	0.43	1.51	0.29
Furnace clean and tune	Maintenance	SF	G	14	0.43	1.51	0.29
Furnace clean and tune	Maintenance	SF	G	15	0.23	0.80	0.16
Furnace clean and tune	Maintenance	SF	G	16	0.43	1.51	0.29
Furnace Repair/Replacement	HVAC	MF	G	4	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	MF	G	5	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	MF	G	6	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	MF	G	7	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	MF	G	8	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	MF	G	9	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	MF	G	10	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	MF	G	13	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	MF	G	14	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	MF	G	15	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	MF	G	16	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	MH	G	4	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	MH	G	5	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	MH	G	6	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	MH	G	7	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	MH	G	8	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	MH	G	9	0.00	0.00	0.00

**Energy Savings Assistance Program Cost-Effectiveness - Weather Sensitive Measures  
Southern California Gas Company**

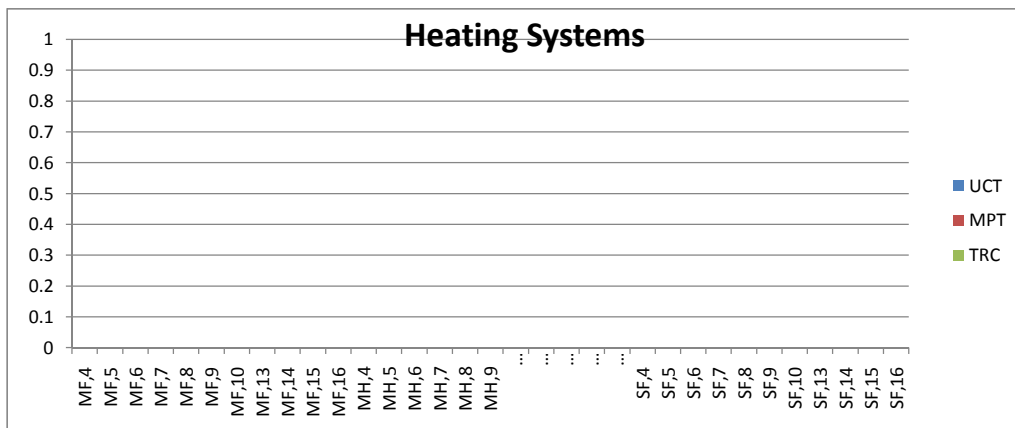
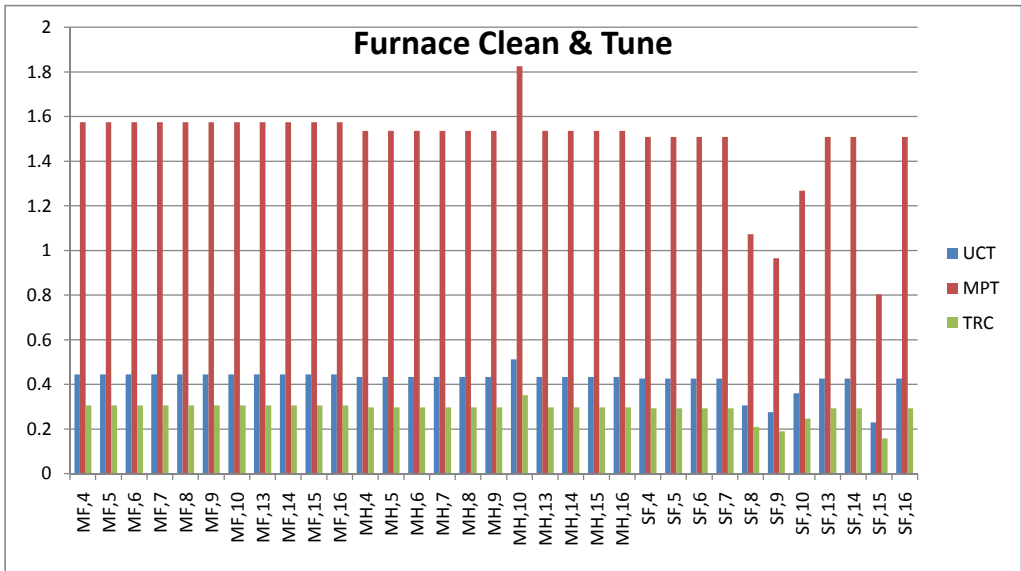
Measure*	Measure Group	Type of Home (SF, MH, MF)	Electric or Gas (E, G)	Climate Zone** (Number)	Ratio of Benefits Over Costs***		
					Utility Cost Test	Modified Participant Test	Total Resource Cost Test
Furnace Repair/Replacement	HVAC	MH	G	10	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	MH	G	13	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	MH	G	14	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	MH	G	15	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	MH	G	16	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	SF	G	4	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	SF	G	5	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	SF	G	6	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	SF	G	7	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	SF	G	8	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	SF	G	9	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	SF	G	10	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	SF	G	13	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	SF	G	14	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	SF	G	15	0.00	0.00	0.00
Furnace Repair/Replacement	HVAC	SF	G	16	0.00	0.00	0.00

Charts





Charts



# **Attachment A-7**

**Energy Savings Assistance Program Cost-Effectiveness - Non Weather Sensitive Measures  
Southern California Gas Company**

Measure*	Measure Group	Type of Home (SF,MH,MF)	Electric or Gas (E,G)	Ratio of Benefits Over Costs***		
				Utility Cost Test	Modified Participant Test	Total Resource Cost Test
FAU standing pilot light conversion	HVAC	all	G	0.63	0.71	0.43
Faucet Aerator	Domestic Hot Water	MH	G	0.36	0.62	0.24
Faucet Aerator	Domestic Hot Water	SF	G	0.42	0.73	0.28
HE Clothes washer	Appliance	all	G	0.38	0.65	0.26
Low Flow Shower Head	Domestic Hot Water	MF	G	0.20	0.38	0.14
Low Flow Shower Head	Domestic Hot Water	MH	G	0.47	0.86	0.33
Low Flow Shower Head	Domestic Hot Water	SF	G	0.56	1.02	0.40
Thermostatic Shower Valve	Domestic Hot Water	all	G	0.67	0.81	0.47
Water Heater Blanket	Domestic Hot Water	MH	G	0.28	0.34	0.20
Water Heater Blanket	Domestic Hot Water	SF	G	0.33	0.41	0.24
Water Heater Pipe Insulation	Domestic Hot Water	MH	G	0.22	0.27	0.15
Water Heater Pipe Insulation	Domestic Hot Water	SF	G	0.48	0.59	0.34
Water heater repair and replace	Domestic Hot Water	MF	G	0.00	0.00	0.00
Water heater repair and replace	Domestic Hot Water	MH	G	0.00	0.00	0.00
Water heater repair and replace	Domestic Hot Water	SF	G	0.00	0.00	0.00

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# **Attachment A-8**

**PY 2012 - 2014 Energy Savings Assistance Program Pilots and Studies  
Southern California Gas Company**

<b>Line No.</b>	<b>Statewide Study</b>	<b>Total Cost</b>	<b>Percent paid by Utility</b>	<b>Total Cost paid by Utility</b>
1	Load Impact Evaluation Study	\$600,000	25%	\$150,000
2	Energy Education Assessment Study	\$300,000	25%	\$75,000
<b>Total</b>		<b>\$900,000</b>		<b>\$225,000</b>

# **Attachment A-9**

**ATTACHMENT A-9**

**STATEWIDE MARKETING, OUTREACH, AND EDUCATION**

**MARKETING PLAN**

**ENERGY SAVINGS ASSISTANCE PROGRAM**

# Low-Income Statewide Marketing Plan

## STRATEGY

To help customers become smarter energy users and move them through the continuous engagement cycle, the utilities plan to implement the following Statewide ME&O strategies and efforts during 2012-2014:

1. **Incorporating the Energy Savings Assistance Program name, logo, and messaging into Engage 360 efforts as appropriate.** This will include tactics such as brochures, promotional items, website, press releases, outreach scripts and talking points.
  
2. **Utilizing Engage 360 grassroots opportunities.** At the core of the approach are the tactics of grassroots marketing, with a focus on overcoming the barriers that limit the reach of traditional awareness campaigns. Community-based grassroots marketing acknowledges the necessity of speaking to the interests, concerns and motivations of the individual as a member of the community, and of using community networks to drive awareness of energy efficiency programs and behaviors.

Grassroots marketing has proven particularly effective in reaching the low-income market. This marketing strategy enables the development of personal relationships with low-income consumers and breaks trust barriers commonly held by the low-income segment.

Grassroots Marketing Techniques	
I.	<b><i>Connecting with Individual Consumers</i></b>
II.	<b><i>Connecting with Community Leaders</i></b>

Grassroots Marketing To The Low-Income Consumer Breaking Trust Issues By Connecting To The Community	
I. Connecting with Individual	II. Connecting with Community Leaders
Using One-on-One Marketing through:	Using Community Spokespeople such as:
<i>Events (Community- and Faith-based)</i>	<i>Church Leaders</i>
<i>Door-to-Door Outreach</i>	<i>Small Business Leaders</i>
	<i>Politicians</i>
	<i>Pundits</i>



## Low-Income Statewide Marketing Plan (continued)

### I. Connecting with Individual Consumers

This approach concentrates on providing information about Engage 360 to one customer at a time by identifying and then meeting their individual needs through interaction at outreach events and door-to-door outreach. These individuals will be asked to participate in the program in the form of personal commitments and menus of actions. When applicable, for instance in underserved communities, individuals will be made aware and provided with information on the Energy Savings Assistance Program. Customers will be reached on an individual level through a combination of Engage 360 outreach activities, as well as through the utilities' network of community based organizations.

### II. Connecting with Community Leaders

Progressive marketing organizations often forge partnerships with key community figures such as church leaders, hoping to use them as spokespeople in the community. According to a 2004 Gallup Poll, more than two-thirds of those surveyed trust the ethics and integrity of their church leaders. Engage 360 will utilize these community leaders to deliver the campaign messages to their constituents and drive awareness when appropriate for Energy Savings Assistance Program. Engage 360 will forge new partnerships with community leaders, in addition to leveraging the extensive partnerships that already exist between utilities and key community organizations.

- Leveraging Engage 360 social media activities.** The social web has given rise to a new way of marketing: people are engaged in conversations online and markets have become conversations. The most trusted form of advertising today is a recommendation from another person 'just like me.' Engage 360 will tap into these conversations and determine where the audience is spending time online and what subjects and issues are of interest to them. To reach the consumer successfully Engage 360 will tell stories directly such as tips and how-to, co-creation with people and other groups, and curation of existing content—all in a way intended to spark conversations. When applicable, Energy Savings Assistance Program will become a part of those conversations.
- Incorporating Energy Savings Assistance Program messaging onto the Engage 360 website.** Engage 360.com will act as the knowledge library and information portal for the effort. Information and links for program sign up will be incorporated into website.

# **Attachment A-10.a.**

**Attachment A-10.a.**

**Impact Evaluation of the Energy Savings Assistance Program**

**Joint Utility Study (PG&E, SCE, SDG&E, SoCalGas)**

The Joint Utilities will continue the required two-year program impact review with the Impact Evaluation of the Energy Savings Assistance Program. The primary objective of the study will be to estimate the first year electric and gas savings for the program for each utility, by housing type, and by measure group, and any other “scenario-building” or “planning-relevant” dimensions (e.g. household size, tenure) to assist the 2015-17 planning cycle of the program. Other savings impact-related program issues will likely be addressed as they arise during the program year. This study will occur in 2012-2014, after the completion of the 2011 program year and when a full year of post-installation billing data is available for 2011.

**1. Overview Budget**

	<b>Total Cost</b>	<b>SoCalGas Cost 25% of Total</b>
Impact Evaluation of the Energy Savings Assistance Program	\$600,000	\$150,000

**2. Brief Study Description**

- The Joint Utilities propose to conduct an impact evaluation of the 2011 Energy Savings Assistance Program. The 2011 impact evaluation will not just provide savings estimates for a particular year and program implementation, but also inform future program planning.
- The 2011 Impact Evaluation will provide program savings at a needed disaggregation level for the purposes of projecting within meaningful categories of population, such as climate

zones, dwelling types, dwelling age, etc. Such a level of estimation is important for guiding current and future program delivery as well as determining program cost-effectiveness.

### **3. Study Rationale and Expected Outcome**

- The study will provide a set of program energy savings estimates at a disaggregated level that will be used for both reporting purposes and future program development. In addition, it will provide useful information on participant energy consumption and characteristics. The study will also provide a comparison with the results from previous years, and, if needed, could provide rigorous examination of whether savings achieved in the 2011 program for given measure groups or measures are significantly different from previous years, adding a cumulative, knowledge-building aspect to the evaluation effort that has been missing in most work done in the previous two Impact Evaluations.
- D.03-10-041 specified that Energy Savings Assistance Program impact evaluations should occur every two years. The Joint Utilities completed an Impact Evaluation of the 2009 Program and, as such, will be implementing the next Impact Evaluation for the 2011 program.

### **4. Pilot or Study Implementation**

The following implementation steps will be conducted for this study:

- Development of a detailed research plan to be submitted for approval to the joint utilities,
- Development of a sampling plan and weights,
- Data collection and verification,
- Development of a regression model for estimating energy savings,
- Analysis and evaluation of regression results, and
- Presentation of conclusions and recommendations.
- In addition, the study may include customer surveys or other data collection and analysis as approved by the Joint Utilities.
- The study will commence in 2012 and is expected to be completed in 2014.

## 5. Study Budget & Timing Table

While no proposal has been received, we anticipate the following evaluation activities to be cost drivers for this study:

<b>Activity</b>	<b>Estimated Cost</b>	<b>Estimated Commencement</b>
Review of current program implementation and delivery	\$2,500	March 2012
Review of program tracking data, measures, participant customer characteristics	\$2,500	March 2012
Review of prior impact studies and methodologies	\$2,500	March 2012
Interviews with program staff on future program planning issues	\$2,500	March 2012
Development of a data collection plan (sample design, sampling frames, data collection instruments) and an analysis plan (combination of statistical billing with engineering data) grounded in a sound theoretical rationale.	\$5,000	April 2012
Development of an Analysis Plan identifying appropriate combination of statistical billing and , engineering analyses)	\$5,000	April 2012
Development of draft and final Research Plans	\$5,000	May 2012
Gathering of billing data and secondary engineering data & preliminary analyses	\$10,000	May 2012
Refinement of an Analysis Plan & Preliminary Results review	\$10,000	June 2012
Primary Data collection through a combination of onsite, telephone, in person surveys, and Secondary Data collection (small geography demographic data)	\$300,000	June 2012
Full Data Analysis	\$150,000	Dec 2012
Reporting (early findings memos, draft and final reports & presentation of findings)	\$80,000	March 2013
<i>Final Report Completion</i>		<i>September 2013</i>
General Project management	\$25,000	ongoing

# **Attachment A-10.b.**

**Attachment A-10.b.**

**Energy Education Assessment for the Energy Savings Assistance Program**

**Joint Utility Study (PG&E, SCE, SDG&E, SoCalGas)**

The purpose of the Education Assessment and Needs Analysis Study is to identify ways to optimize and/or improve the educational component of the Energy Savings Assistance Program. This study is intended to examine the current and potential value of the Education that is provided to participants of the Energy Savings Assistance Program.

**1. Study Budget Table**

<b>Statewide Study</b>	<b>Total Cost</b>	<b>SoCalGas Cost 25% of Total</b>
Energy Education Assessment	\$300,000	\$75,000

**2. Projected Pilot Impacts Table.**

*Not Applicable for Studies*

**3. Brief Study Description.**

The Energy Education Assessment Study will examine current and potential practices related to the educational materials, delivery mechanisms, and relative value (and possible savings) associated with the education component of the Energy Savings Assistance Program. The specific research objectives may include one or more of the following:

Description of Study Objectives:

- Understand and improve practices related to the education delivery to customers, including, but not limited to (1) contractor training (2) contractor practices (3) customer responsiveness and needs. This would include examining how other similar programs deliver similar information and relevant “best practices” both in terms of customer and contractor experience. Assess opportunities for improving cost-effectiveness of how energy education is delivered.

- Examine and explore needs related to educational materials. The purpose of this piece of the project would be to look at the materials and explore other curriculums and best practices with regard to energy education. In addition, understanding what consumers need and want and how they can best receive this information. What do customers not know? Where is their knowledge lacking or erroneous? What do they “want” to know more about – to assist them in being more energy efficient? Explore customized education delivery – within and across households. While additional data collection may be warranted to understand this, some of this can be garnered from data already collected (but not yet analyzed) during the 2009-2011 program cycle.

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#### 4. **Pilot or Study Rationale and Expected Outcome**

- Research findings from the 2009-2011 program cycle<sup>1</sup> suggest that learning more about ways that we can maximize the benefit of our customer education may produce additional meaningful savings benefits for our low income customers. For example, the Process Evaluation recognizes that education delivery is not consistent across the utilities, yet more information is needed to determine the extent to which this difference is reflected in any overall savings. Likewise, the Segmentation and High Usage Needs Assessment Studies point to some general findings that show that customers are either oblivious to, don't know about, (or don't care about) things that are resulting in unusually high energy usage - a strong education component as the potential to assist in increasing customer knowledge and thereby mitigate actions that contribute to high usage that may be causing more energy burden for these Low Income customers.

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<sup>1</sup> “Impact Evaluation of the 2009 California Low Income Energy Efficiency Program” conducted by EcoNorthwest for the CPUC (Draft Final Report issued March, 2011); California Low Income Energy Efficiency Program 2009-2010 Process Evaluation, conducted by Research Into Action for the CPUC, (Draft Final Report issued March,2011); and Low Income Energy Efficiency Program Household Segmentation Study, conducted by Hiner and Partners for SCE & PG&E, (Preliminary Draft Report available March 2011; and High Usage Needs Assessment, conducted by Hiner and Partners for SCE, (Preliminary Draft Report available March 2011).



- The joint IOUs recognize cursory findings from the Evaluations that suggest customers would benefit from more / different information and education at multiple phases of the program delivery including marketing and outreach, assessment and enrollment, and measure installation. The proposed study is expected to garner additional more in-depth data that would allow the IOUs to maximize the educational component of the program.
- Moreover, the educational component of the Energy Savings Assistance Program has the capability to take on a more significant role within the program with the introduction of and potential of the Smart Meter technology as well as National and Statewide strategic initiatives become increasingly directed towards inciting long term behavior and attitude changes in customers to reach long-term GHG goals.
- Given how the program is delivered (in person/one-on-one), relative to other types of programs, social science research suggests that the Energy Savings Assistance Program has the potential to induce knowledge, attitude and behavior changes related to energy efficiency.
- In addition, understanding customer attitudes toward program messages and energy saving opportunities will inform marketing and outreach plans which will help achieve penetration goals.
- This combination of factors suggests the need for a more focused evaluation effort on the education component of the Energy Savings Assistance Program.

#### **1. Pilot or Study Implementation**

- Development of the Request for Proposals, Solicitation of Bids, Award of Research Project
- Development of a detailed research plan (by proponent contractor)
- Data collection methods and analyses plan.
- Types of data collection and analyses may include:
  - Program Delivery analyses (contractor interviews & surveys; staff interviews; customer interviews; training material and practice review; literature and other program review)

- Curriculum analyses & best practices (training material and practice review; comparative material review (w/ other programs and based on cost & assessed value)
- Customer needs assessment for education and marketing (contractor interviews & surveys; staff interviews; customer interviews; in home assessments; secondary review of other RASS, ME&O, etc research on relevant issues for this population AND national & state trends)
- Data Analysis
- Presentation of conclusions and recommendations.

#### 5. Study Budget & Timing Table

While no proposal has been received, we anticipate the following evaluation activities to be cost drivers for this study:

<b>Activity</b>	<b>Estimated Cost</b>	<b>Estimated Timing</b>
Review of current program implementation and delivery, and materials	\$5,000	March 2012
Development of a detailed research plan	\$5,000	April 2012
Data collection methods and analyses plan.	\$5,000	May 2012
Primary and Secondary Data Collection which may include:	\$170,000	June 2012
<ul style="list-style-type: none"> <li>• Program Delivery analyses (interviews &amp; surveys; literature and other program review)</li> <li>• Curriculum analyses &amp; best practices (training material and practice review)</li> <li>• Customer needs assessment for education and marketing (interviews &amp; surveys; in home assessments; focus groups, secondary review of existing data)</li> </ul>		
Data Analysis	\$50,000	Dec 2012
Reporting (early findings memos, draft and final reports)	\$50,000	April 2013
General Project management	\$15,000	ongoing

# **Attachment A-11**

"Revised Attachment G" - 3 Measure Minimum – Measures That Qualify for One Measure Installation

PY 2009 - 2011 LIEE Planning Assumptions  
 Southern California Gas Company

Measures	PY 2012 Planned			PY 2013 Planned			PY 2014 Planned		
	Quantity Installed	Therms (Annual)	Therms Savings	Quantity Installed	Therms (Annual)	Therms Savings	Quantity Installed	Therms (Annual)	Therms Savings
<b>Appliances</b>									
High Efficiency Clothes Washer	5,705	211,085	37	6,125	226,625	37	6,380	236,060	37
Refrigerators	-	-	-	-	-	-	-	-	-
Microwaves	-	-	-	-	-	-	-	-	-
<b>Domestic Hot Water</b>									
Water Heater Conservation Measures									
Water Heater Blanket	6,917	42,024	6	5,371	32,631	6	5,371	32,631	6
Low Flow Shower Head	91,359	519,310	6	70,939	403,237	6	70,939	403,237	6
Water Heater Pipe Insulation	6,188	13,831	2	4,805	10,740	2	4,805	10,740	2
Faucet Aerator	83,064	173,744	2	64,498	134,909	2	64,498	134,909	2
Water Heater Repair/Replacement	7,778	-	-	6,040	-	-	6,040	-	-
Tankless Water Heater-Gas	-	-	-	-	-	-	-	-	-
Thermostatic Shower Valve	103,985	956,673	9	80,743	742,843	9	80,743	742,843	9
<b>Enclosure</b>									
Envelope and Air Sealing*	122,650	444,978	4	95,236	345,519	4	95,236	345,519	4
Caulking	NA	-	-	NA	-	-	NA	-	NA
Weatherstripping	NA	-	-	NA	-	-	NA	-	NA
Utility Gaskets	NA	-	-	NA	-	-	NA	-	NA
Attic Access Weatherstripping	NA	-	-	NA	-	-	NA	-	NA
Evaporative Cooler Cover	NA	-	-	NA	-	-	NA	-	NA
AC Vent Cover	NA	-	-	NA	-	-	NA	-	NA
Attic Insulation	1,037	13,394	13	805	10,400	13	805	10,400	13
Minor Home Repair	NA	-	-	NA	-	-	NA	-	NA
<b>HVAC</b>									
FAU Standing Pilot Light Conversion	13,484	572,264	42	10,470	444,354	42	10,470	444,354	42
Furnace Repair/Replacement	11,757	-	-	9,129	-	-	9,129	-	-
Room A/C Replacement	-	-	-	-	-	-	-	-	-
Central A/C Replacement	-	-	-	-	-	-	-	-	-
Heat Pump Replacement	-	-	-	-	-	-	-	-	-
Evaporative Coolers (Replacement)	-	-	-	-	-	-	-	-	-
Evaporative Coolers (Installation)	-	-	-	-	-	-	-	-	-
Duct Testing and Sealing	-	-	-	-	-	-	-	-	-
<b>Maintenance</b>									
Furnace Clean and Tune	37,996	85,271	2	29,504	66,221	2	29,504	66,221	2
Central A/C Tune-up	-	-	-	-	-	-	-	-	-
Evaporative Cooler Maintenance	-	-	-	-	-	-	-	-	-
<b>Lighting</b>									
Compact Fluorescent Lights (CFLs)	-	-	-	-	-	-	-	-	-
Interior Hard wired CFL fixtures	-	-	-	-	-	-	-	-	-
Exterior Hard wired CFL fixtures	-	-	-	-	-	-	-	-	-
Torchiere	-	-	-	-	-	-	-	-	-
Occupancy Sensor	-	-	-	-	-	-	-	-	-
LED Night Lights	-	-	-	-	-	-	-	-	-
<b>Miscellaneous</b>									
Pool Pumps	-	-	-	-	-	-	-	-	-
<b>Pilots</b>									
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
<b>Customer Enrollment</b>									
In-Home Education	129,106	-	-	100,249	-	-	100,249	-	-
Customer Enrollment	129,106	-	-	100,249	-	-	100,249	-	-
<b>Total</b>		3,032,575			2,417,480			2,426,915	

\* The energy savings for Envelope Air Sealing measures are bundled for 2012-2014. Envelope and Air Sealing measures include: Caulking, Weatherstripping, Utility Gaskets, Attic Access Weather Stripping, Evaporative Cooler Cover, AC Vent Cover, and Minor Home Repair.

# **Attachment A-12**

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking on the  
Commission's Own Motion to Address the  
Issue of Customers' Electric and Natural  
Gas Service Disconnection.

Rulemaking 10-02-005  
(Filed February 4, 2010)

**JOINT MOTION OF SAN DIEGO GAS & ELECTRIC COMPANY (U 902E),  
THE SOUTHERN CALIFORNIA GAS COMPANY (U 904G), DISABILITY RIGHTS  
ADVOCATES, THE DIVISION OF RATEPAYER ADVOCATES, THE GREENLINING  
INSTITUTE, THE NATIONAL CONSUMER LAW CENTER, AND THE UTILITY  
REFORM NETWORK FOR ADOPTION OF THE SETTLEMENT AGREEMENT**

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September 9, 2010

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INSTITUTE, THE NATIONAL CONSUMER LAW CENTER, AND THE UTILITY  
REFORM NETWORK FOR ADOPTION OF THE SETTLEMENT AGREEMENT**

Pursuant to Rule 12.1 *et seq.* of the California Public Utilities Commission's ("Commission") Rules of Practice and Procedure, San Diego Gas & Electric Company ("SDG&E" or the "Utility"), Southern California Gas Company ("SoCalGas" or the "Utility"), (collectively, SDG&E and SoCalGas are referred to as the "Utilities"), Disability Rights Advocates, The Division Of Ratepayer Advocates, The Greenlining Institute, The National Consumer Law Center, and The Utility Reform Network, (collectively, "Intervenors" and together with the Utilities, the "Settling Parties"),<sup>1</sup> request that the Commission adopt and find reasonable the Residential Disconnection Settlement Agreement ("Settlement Agreement"), attached hereto as Appendix A.

**I. BACKGROUND**

On February 5, 2010, the California Public Utilities Commission ("Commission") opened this rulemaking to reexamine utility disconnection rules and practices, so as to reduce customer disconnections by improving customer notification and education. The rulemaking required all

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<sup>1</sup> Although City and County of San Francisco ("CCSF") did not sign the Settlement Agreement, it was actively involved in the negotiations and documentation of the Settlement Agreement, and has indicated that it strongly supports the Agreement.

of the California investor-owned utilities (“IOUs”)—SDG&E, SoCalGas, Pacific Gas and Electric Company (“PG&E”), and Southern California Edison Company (“SCE”) – to implement the following interim practices:

- Customer service representatives (“CSRs”) must inform any customer that owes an arrearage on a utility bill that puts the customer at risk for disconnection that the customer has a right to arrange a bill payment plan extending for a minimum of three months the period in which to pay the arrearage. CSRs may exercise discretion as to extending the period in which to pay the arrearage from three months up to twelve months depending on the particulars of a customer’s situation and ability to repay the arrearage. CSRs may work with customers to develop a shorter repayment plan, as long as the customer is informed of the three month option. Customers must keep current on their utility bills while repaying the arrearage balance.
- Once a customer has established credit as a customer of that utility, the utility must not require that customer to pay additional reestablishment of credit deposits with the utility for either slow-payment/no-payment of bills or following a disconnection.
- Utilities were authorized to establish memorandum accounts using Tier 1 Advice Letters to track any significant additional costs, including operations and maintenance charges associated with implementing the customer practices, and any uncollectable expenses that exceed those projected in the utility’s last General Rate Case (“GRC”).

The rulemaking established a Preliminary Scoping Memo, which outlined issues to be considered, required the IOUs to file monthly reports of specific disconnection data, and provided utilities and parties an opportunity to comment on the interim practices and address other issues in the Preliminary Scoping Memo. Furthermore, R.10-02-005 directed the IOUs to file Tier 3 Advice Letters to establish a new fund using California Alternate Rates for Energy (“CARE”) funds as matching funds to apply for federal funds available through the Temporary Assistance to Needy Families (“TANF”) Emergency Contingency Fund.<sup>2</sup>

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<sup>2</sup> R.10-02-005 also directed the IOUs to propose a uniform billing/accounting methodology that ensures that the customer receives proper credit for monies paid.

Opening and reply comments to the rulemaking were filed by parties on March 12, and April 2, 2010, respectively. In May 2010, the Settling Parties met to discuss the possibility of settlement. For the next two months, the Settling Parties continued to meet regularly to explore settlement. During this time period, the Commission issued a Proposed Decision on June 17, 2010, and on July 29, 2010, the Commission issued Decision (“D.”) 10-07-048 (the “Decision”) to address Phase I of the proceeding. D.10-07-048 adopts customer service, billing, and communications practices that are intended to have minimal cost implications. Specifically, the Decision:

1. Continues the requirement that all PG&E, SDG&E, SCE, and SoCalGas CSRs must inform any customer that owes an arrearage on a utility bill that puts the customer at risk for disconnection that the customer has a right to arrange a bill payment plan extending for a minimum of three months the period in which to repay the arrearage.
2. Continues to allow these CSRs the discretion to extend the period in which to pay the arrearage from three months up to twelve months.<sup>3</sup>
3. Provides that CARE and Family Electric Rate Assistance (“FERA”) customers in the PG&E, SDG&E, SCE, and SoCalGas service territories are not required to pay additional reestablishment of credit deposits with a utility for either slow-payment/no-payment of bills or following a disconnection.
4. Provides that medical baseline or life support customers shall not be disconnected without an in-person visit from a utility representative.
5. Directs SDG&E and SoCalGas to develop an automatic payment plan that allows new customers or reconnecting customers a payment option that is in lieu of a cash deposit for credit. Requires PG&E and SCE to continue to offer their non cash credit deposit options to all new customers and those required to post a reestablishment of credit deposit following a disconnection.
6. Directs PG&E, SDG&E and SCE to collect from customers a reestablishment of credit deposit following a disconnection based on twice the average monthly bill, rather than twice the maximum monthly bill. Requires SoCalGas to continue its current reestablishment of credit deposit amount of a two times the monthly average bill.

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<sup>3</sup> The Decision notes that while each utility may implement a repayment plan exceeding 12 months, the Commission is only requiring a 3 month extension to the repayment plan schedule D.10-07-048, at note 3.

7. Directs SoCalGas and SDG&E to waive reestablishment of credit deposits for late payment of bills. Requires PG&E and SCE to continue their practice of not collecting credit deposits for late payment of bills.
8. Directs PG&E and SCE to provide a field representative who can collect on a bill during an in-person visit prior to disconnection for medical baseline or life support customers. Requires SDG&E and SoCalGas to continue this practice.
9. Directs PG&E, SCE, SDG&E and SoCalGas to implement these customer service disconnection practices by October 1, 2010.
10. Directs SoCalGas, SDG&E, SCE and PG&E to recommend to the Commission, by October 1, 2010, uniform notice of disconnection procedures.
11. Authorizes PG&E, SCE, SDG&E and SoCalGas to charge significant costs associated with complying with the new practices in this decision to their disconnection memorandum accounts (“DAM”); however, the recovery of costs tracked in the DAM will be reviewed in the utilities’ next General Rate Cases (“GRCs”).<sup>4</sup>
12. Continues the disconnection data reporting requirements adopted in the rulemaking, and adds other data reporting requirements.<sup>5</sup>

As a result of their progress, the Settling Parties were able to reach an agreement in principle on July 23, 2010. On July 28, 2010, the Settling Parties noticed a settlement conference pursuant to Rule 12.1 of the Commission’s Rules of Practice and Procedure, and a settlement conference was convened on August 5, 2010. Participating parties were the Settling Parties, PG&E, SCE, and the CCSF. After the settlement conference, the Settling Parties continued to diligently pursue settlement. These efforts resulted in the Residential

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<sup>4</sup> The Decision directs that these customer service practices shall be in effect until the effective date for each utility’s next GRC, which is anticipated to be January 1, 2012. D.10-07-048, at p. 25.

<sup>5</sup> In the second phase of the proceeding, the Commission will address additional issues, regarding: 1) cost recovery, 2) third-party language services, 3) remote disconnection protocol, 4) a means to limit CARE-customer disconnections, 5) the definition and identification of sensitive customers, 6) the increased role of CSRs, 7) disconnection notice practices, 8) deposit rules for certain customers demonstrating bad faith, 9) the discrepancy between the disconnection rates of PG&E and SCE, as compared to SDG&E and SoCalGas, 10) uniform billing and accounting methodology, and 11) customer choice of a monthly bill date. D.10-07-048, at pp. 27-28.

Disconnection Settlement Agreement, which the Settling Parties are filing as Appendix A to this Motion, and concurrently with a Petition to Modify D.10-07-048.

## **II. SUMMARY OF THE RESIDENTIAL DISCONNECTION SETTLEMENT AGREEMENT**

### **A. The Residential Disconnection Settlement Agreement Resolves All Phase I and Phase II Issues, as They Relate to SDG&E and SoCalGas**

The Settlement Agreement directly advances the rulemaking's goal of reducing residential service disconnections, by improving customer notification and education. The Settlement Agreement also includes enhanced reporting requirements and performance-based residential disconnection benchmarks, which will allow the Commission, the Utilities, Consumer Groups, and other stakeholders a better opportunity to evaluate the Utilities' success in assisting customers to reduce disconnections. The performance-based disconnection benchmarks not only establish a reference point from which to evaluate the Utilities' efforts and the extent to which the hardship being experienced by customers has been sufficiently mitigated, they also create incentives for SDG&E and SoCalGas to maintain their relatively low residential disconnection rates. The Settlement Agreement incorporates further additional customer service and communications practices, policies, and protocols to address additional issues articulated in, or related to, this rulemaking.

### **B. Summary of the Provisions of the Settlement Agreement**

Section I of the Settlement Agreement describes the parties, and provides the background to the settlement. Section II contains the main provisions of the Settlement Agreement. As noted in Section II.A, the Settlement Agreement is effective upon Commission approval, through December 31, 2013, unless the Settling Parties agree to extend the terms of the Settlement Agreement. Section II.B establishes the performance-based disconnection benchmarks, and describes how the benchmarks are calculated. This Section also discusses when the Utilities are

deemed to fall below or exceed their disconnection benchmarks, and the consequences in each instance. Section II.C discusses Utility cost recovery.

Section II.D memorializes the Utilities' extreme weather policies. Exhibit 2 details the specifics of the extreme weather policies. Section II.E describes the Utilities' continued commitment to delivering 48-hour notices in the field. In Section II.F, the Utilities agree to increase and enhance their efforts to effectively communicate with customers to help further reduce residential disconnections. Section II.G memorializes the Utilities' obligations in connection to remote disconnections. In Section II.H, the Settling Parties agree to meet quarterly to review the Utilities' performance and discuss other related issues. In Section II.I, the Settling Parties agree to consolidate the Utility Collection Activity Report and R.10-02-005 Disconnection Data Report into a single report. Exhibit 3 provides the reporting requirements. Finally, in Section II.J, the Settling Parties agree that they may mutually consent to other specific measures to advance the Commission's objectives, as stated in this rulemaking.

Section III sets forth the Reservations of the Settling Parties in entering into this Settlement Agreement. The Settling Parties request that the Commission adopt the Settlement Agreement without modification.

Section IV sets forth a sundry of provisions regarding implementation of the Settlement Agreement, regulatory approval, waiver, amendments, etc.

The material provisions of the Settlement Agreement are summarized below; however, the Settlement Agreement is the governing document over this summary in case of any unintended inconsistency.

#### **1. The All Residential and CARE-Only Disconnection Benchmarks**

Section II.B.1 establishes two performance benchmarks for residential service disconnections: one for all residential customers and one for CARE-only customers. SDG&E's

benchmark for all residential customers is 2.08%; SDG&E's benchmark for CARE-only customers is 3.44%. SoCalGas' benchmark for all residential customers is 3.36%; SoCalGas' benchmark for CARE-only customers is 4.32%.

## **2. When Disconnection Benchmarks Must Be Reported and How They Are Calculated**

Section III.B.2 provides that the Utilities must report their disconnection rates each month, and describes how the annual and monthly disconnection rates are calculated. The annual disconnection rates for all residential customers are calculated by dividing the total disconnections for all residential customers, for the most recent 12 months, by the average number of active residential customer accounts, over the same 12 month period. Likewise, the annual disconnection rates for CARE-only customers are calculated by dividing the total disconnections for CARE-only customers, for the most recent 12 months, by the average number of active CARE-only customer accounts, over the same 12 month period.

The monthly disconnection rates for all residential customers are calculated by dividing the total monthly disconnections for all residential customers by the number of active residential accounts for that month. The monthly disconnection rates for CARE-only customers are calculated by dividing the total monthly disconnections for CARE-only customers by the number of active CARE-only customer accounts for that month. Exhibit 1 of the Settlement Agreement provides a sample calculation of the annual and monthly disconnection rates.

## **3. Basis for the Disconnection Rate Calculations**

Pursuant to Section II.B.3, the annual and monthly all residential customer and CARE-only disconnection benchmarks will be based on the consolidated Utility Collection Activity Report and R.10-02-005 Disconnection Data Report, available no later than the 25<sup>th</sup> of the subsequent month.

#### **4. When a Utility Will Be Deemed to Fall Below the Disconnection Benchmark**

Section II.B.4 describes that a Utility will be deemed to fall below either disconnection benchmark (all residential customers or CARE-only benchmark), if the annual disconnection rate, as calculated through the end of May and through the end of November each year, is less than or equal to the established benchmark, and if the monthly disconnection rate does not exceed  $1/12^{\text{th}}$  of 120% of the established benchmark for any two consecutive months.

#### **5. Implications if a Utility Falls Below the Disconnection Benchmark**

So long as a Utility's disconnection rates are less than or equal to the established benchmarks, Section II.B.4 allows the Utility to implement its various discretionary credit and collections-related practices, as deemed necessary.

#### **6. When a Utility Is Deemed to Exceed the Disconnection Benchmark**

Section II.B.5 describes that a Utility will be deemed to exceed, i.e. fail to meet, the disconnection benchmark (either all residential customers or CARE-only benchmark), if the annual disconnection rate, as calculated through the end of May and through the end of November each year, is greater than the established benchmark, or if the monthly disconnection rate in any two consecutive months is greater than  $1/12^{\text{th}}$  of 120% of the established benchmark.

#### **7. Implications if a Utility Exceeds the Disconnection Benchmark**

If a Utility exceeds the disconnection benchmark, Section II.B.5 requires the Utility to implement certain mandatory measures, until the next May or November checkpoint, described in Section II.B.5, for which the annual shutoff rate is less than or equal to the benchmark. These measures will apply to all residential customers in the event the All Residential benchmark is exceeded. In the event only the CARE-only benchmark is exceeded, these measures will apply to all CARE, FERA, and Medical Baseline customers, and customers self-identified as disabled.



## **8. Description of the Mandatory Measures that Apply When a Disconnection Benchmark Is Exceeded**

Sections II.B.5.a and II.B.5.b detail that the mandatory measures consist of minimum payment arrangements of 3 months and limited re-establishment of credit deposit requirements.

## **9. Minimum Payment Arrangement Requirements**

Section II.B.5.a provides that with respect to payment arrangements, the Utility must offer a minimum three-month period, and not unreasonably withhold payment arrangements of up to 12 months. The Utility must educate its CSRs so that they may enter into longer payment plans, if appropriate. The Utility must offer payment plans at every stage of the collections process, including restoration and transfer of service.

Section II.B.5 further states that if a customer defaults on an initial payment arrangement, the Utility will provide adequate notice and information about the availability of a renegotiated payment plan. This notice and information will be provided by the Utility on the insert accompanying 48-hour notice to the customer per Section II.E of the Settlement Agreement. The Utility must offer a second payment arrangement for a minimum of the remaining term of the original payment arrangement. The Utility may offer subsequent reasonable renegotiated payment arrangements. For CARE, FERA, Medical Baseline, and customers self-identified as disabled, if the customer defaults on a payment arrangement, the Utility must offer a second payment arrangement of equal or greater repayment term as the first agreement.

## **10. Limited Re-Establishment of Credit Deposit Requirements**

With respect to re-establishment of credit deposit requirements, Section II.B.5.b states that the Utility must not require a re-establishment of credit deposit for customers whose service has been disconnected involuntarily due to non-payment and who pay their outstanding bills

within five months, except where the Utility determines that fraud has occurred pursuant to SoCalGas Rule 16.B or SDG&E Rule 18.D.

For customers whose service was terminated voluntarily, or in cases where there has been a break in service in excess of two years, the Utility may still require the applicable deposit.

Section II.B.5.b further states that residential deposits may not exceed twice the average monthly bill as estimated by the Utility. Customers required to pay such a deposit shall be permitted to amortize the deposit over a period of three months. The Utility will not require any residential customer to pay a re-establishment of credit deposit solely on the basis of late/slow payment.

In cases of customers in bankruptcy, a re-establishment of credit deposit that is required of customers in bankruptcy must be consistent with Section 366 of the Federal Bankruptcy Code, 11 U.S.C. § 366 and must be assessed in a manner that is reasonable and nondiscriminatory.

#### **11. Applicable Utility Cost Recovery**

Section II.C.1 provides that effective through the Settlement Term, the Utilities will not seek incremental operating and maintenance (“O&M”) costs resulting from implementing the Commission’s Orders in R.10-02-005, this Settlement Agreement, or in the event the Utility exceeds the benchmarks established in Section III.B of the Settlement Agreement.

Section III.C.2 also states that for the 12-month period beginning the first of the month on or after the Settlement Agreement’s effective date, cost recovery for uncollectible costs will be granted for up to \$600,000 for SoCalGas and \$300,000 for SDG&E of the residential uncollectible expenses that exceed the residential uncollectible expense for the period 08/01/09 through 07/31/10. In the event of cost recovery for uncollectible expenses, SoCalGas and SDG&E will record the costs in the Utilities’ respective Disconnection Memorandum Accounts (“DMA”), which were authorized in R.10-02-005. The DMA balances will be recovered in rates

in the Utilities' Annual Regulatory Update filings, which are submitted in October of each year for rates effective January 1 of the following year.

### **12. Utility Extreme Weather Policy**

Section II.D establishes an extreme weather policy, whereby SDG&E and SoCalGas agree not to disconnect residential customers for nonpayment in the event the temperature reaches at or above 100 degrees F or at or below 32 degrees F for SDG&E, or at or below 32 degrees F for SoCalGas.

### **13. Utility Protocol for Delivering 48-Hour Notices**

In Section II.E.1, SDG&E agrees to continue field delivery of residential 48-hour disconnect notices and in-person disconnection for non-payment except this policy is modified for remote disconnect implementation as described in Section II.G of the Settlement Agreement.

In Section II.E.2, SoCalGas agrees to continue in-person disconnection for non-payment and field delivery of residential 48-hour disconnect notices for customers vulnerable to health and safety risks, that is: 1) customers who self-identify that they or a full-time resident of the customer's household is elderly (age 62 or older) and that disconnection of service could be life threatening to that individual, 2) customers who receive Medical Baseline allowances, 3) customers who self-identify that they or a full-time resident of the customer's household is a person with a disability, including those customers who the Utility identifies in order to reach the D.08-11-031 Low Income Energy Efficiency ("LIEE") goal that 15% of the LIEE households served be disabled, and 4) customers who self-identify that they or a full-time resident of the customer's household has a serious illness, defined as a condition that could become life threatening if service is disconnected.

#### **14. In-Language 48-Hour Notices**

In Section II.F.1, SDG&E and SoCalGas agree to implement multi-language, large print 48-hour Notice inserts in English, Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, and Tagalog, as well as large print (at least 16 point sans serif font) in English, to provide customers with instruction and contact information regarding how to obtain assistance. The text of the document shall read: “You are at risk for disconnection. We can help. You may be eligible for a payment plan. Please call (insert appropriate CSR number for that language).”

#### **15. Pre-Disconnection Customer Telephone Communications**

Section II.F.2 describes the Utilities’ agreement to continue to make pre-disconnection calls to customers encouraging them to contact the Utility for payment arrangements and assistance. At SoCalGas, this call will be made 48 hours prior to disconnection in an automated fashion, but, when answered, handled by a live agent who will explain the urgency and offer payment arrangements and assistance. Unanswered calls will continue to receive a written notice.

At SDG&E, an Out Bound Call will be placed to delinquent CARE/FERA or CARE/FERA-qualified customers who do not have an active payment arrangement. The call will occur three business days after the disconnection notice is delivered. The call describes the services available to the customer.

#### **16. Customer-Requested Braille Bills and 48-Hour Notices**

Consistent with Section II.F.3, the Utilities will provide Braille Bills and Braille 48-Hour Notices upon request from customers. Customers may request such format through a call center agent. After the initial call is made, future bills will be sent automatically in Braille. Implementation will occur 30 days after approval of the Settlement. Braille Bills will only translate specific, relevant payment-related information, not all other messaging or non-payment related information. Braille 48-Hour Notices will also be mailed to customers requesting utility

bills in Braille. The Braille-translated 48-Hour Notice will be in conjunction with the system-generated, non-Braille notice they receive and may not be received the same day; however, the collections cycle will be adjusted in the customers' favor to accommodate the timing difference.

### **17. Provision of Large Print Bills**

Section II.F.5 describes that the Utilities will provide large print bills through their websites for customers enrolled in "My Account." Utility websites will be updated with instructions for accessing and modifying the electronically produced bill in large font. Customers unable to access the Internet or otherwise unable to manage modifying electronically presented bills may contact the call center for agent assistance. Implementation will occur 30 days after approval of the Settlement.

### **18. Automated Message Options**

Pursuant to Sections II.F.6 and II.F.7, the Utilities will offer all customers the option of having automated messages repeated either through a selection to hear the message again or it will automatically repeat if the customer does not terminate the call. Implementation will occur 30 days after approval of the Settlement Agreement.

Consistent with Section II.F.7, the Utilities will ensure that automated calls providing information regarding service disconnection maximize accessibility as follows: (1) for SoCalGas, all messages will have an option to be repeated; (2) to the extent that it is consistent with 47 USC Sec. 227 (The Telephone Consumer Protection Act of 1991), and to the extent that the machines delivering the call have the capability to deliver text messages, messages containing the same information as the audio message will be loaded for delivery; (3) to the extent that the machines delivering the call do not have the capability to deliver text messages, any new machines purchased shall include this capability, which will be put into use immediately upon the new machines going into service.

### **19. Sign Language and Relay Service Training for Utility Field Representatives**

Section II.F.8 provides that the Utilities will ensure that workers conducting field visits are trained to communicate effectively with customers who use sign language, including through use of relay services if appropriate.

### **20. Sign Language and Relay Service Training for Utility CSRs**

Section II.F.9 states that the Utilities will ensure that CSRs are trained to respond appropriately to incoming calls made using relay services, including assurances that they will not be penalized for the length of relay calls.

### **21. Utility Remote Disconnect Policies**

In Section II.G, SDG&E agrees to implement a 12-month transition process during at least the first 12 months following the installation of each smart meter, whereby remote disconnections will not be allowed except if the customer initiates a termination of service request to the Utility. If and when remote disconnect commences, SDG&E will continue current notification procedures, including the in-person field delivery of the 48 hour notice, during which time the field staff will attempt to make contact with the customer.

In Section II.G.4, SDG&E agrees that remote disconnect will not be used for customers who are particularly vulnerable to the health and safety risks associated with the loss of utility service, i.e., self-identified seniors (age 62 or older), self-identified disabled customers, Medical Baseline customers, Life Support customers, or other customers who self-certify that they or a full-time resident of the customer's household has a serious illness, defined as a condition which could become life threatening if service is disconnected.

In Section II.G.5, SDG&E and SoCalGas agree that gas service will not be remotely disconnected, and in Section II.G.6, SDG&E agrees not to charge customers for remote disconnection and reconnection prior to the implementation of its next GRC.

## **22. Stakeholder Dialogue**

In Section II.H, the Settling Parties agree to meet no less than quarterly to review Utility performance and to discuss other related issues. Prior to the expiration of the Settlement Agreement, the Settling Parties agree to meet to discuss the extension, termination, and/or modification of the Agreement, including rate case issues relative to SoCalGas' and SDG&E's post-2012 GRCs.

## **23. Reporting of Disconnection Data**

Consistent with Section II.I, the Settling Parties agree to consolidate the Utility Collection Activity Report and R.10-02-005 Disconnection Data Report into single monthly report due on the 25<sup>th</sup> of each month through the Settlement Term.

## **24. Other Mutually Agreeable Measures to Further the R.10-02-005 Objectives**

Pursuant to Section II.J.1, the Settling Parties agree that they may mutually agree to other specific measures in their efforts to support the Commission's objectives, as stated in R.10-02-005, but shall be under no obligation to support such additional measures, including the potential additional measure discussed in the next paragraph.

Section III.J.2 describes that a potential additional measure may include expanding the Commission's Telecommunications Education and Assistance in Multiple-Languages ("TEAM") program to include energy bills. The TEAM program provides in-language bill education and customer outreach to telecommunications customers who are not proficient in English.

### III. REQUEST FOR ADOPTION OF THE SETTLEMENT AGREEMENTS

The Settlement Agreement is submitted pursuant to Rule 12.1 *et seq.* of the Commission's Rules Practice and Procedure. The Settlement Agreement is consistent with Commission decisions on settlements, which express the strong public policy favoring settlement of disputes if they are fair and reasonable in light of the whole record.<sup>6</sup> This policy supports many worthwhile goals, including conserving scarce Commission resources, and allowing parties to reduce the risk that litigation will produce unacceptable results.<sup>7</sup> This strong public policy favoring settlements also weighs in favor of the Commission resistance to altering the results of the negotiation process. As long as a settlement taken as a whole is reasonable in light of the record, consistent with the law, and in the public interest it should be adopted without modification.

The Settlement Agreement complies with Commission guidelines and relevant precedent for settlements. The general criteria for Commission approval of settlements are stated in Rule 12.1(d), which states:

The Commission will not approve settlements, whether contested or uncontested, unless the settlement is reasonable in light of the whole record, consistent with law, and in the public interest.

The Settlement Agreement meets the criteria for a settlement pursuant to Rule 12.1(d), as discussed below.

#### A. The Settlement Agreement Is Reasonable In Light of the Record as a Whole

The Settling Parties have reached the Settlement Agreement after filing numerous comments and reply comments setting forth their legal and policy arguments on the issues in this proceeding, conducting research, participating in a workshop to discuss the parties' positions on

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<sup>6</sup> See, e.g., D.88-12-083 (30 CPUC 2d 189, 221-223) and D.91-05-029 (40 CPUC 2d, 301, 326).

<sup>7</sup> D.92-12-019, 46 CPUC 2d 538, 553.



the issues, presenting the parties' positions at a Commission en banc meeting, having the opportunity to evaluate their respective positions on the issues, and after having many informal discussions regarding the merits of the issues. Each Settling Party has obtained substantial information on the other Settling Parties' positions on the issues. Armed with that information, the Settling Parties strongly believe that the Settlement Agreement accomplishes mutually acceptable outcomes regarding the customer education and notification procedures to help reduce residential service disconnections.

The Settlement Agreement addresses all material issues in Phase I and II of this proceeding. The filings of the parties in this proceeding, the workshop record, including party presentations, the Settlement Agreement itself, the Petition to Modify D.10-07-048, and this motion provide the necessary record for the Commission to find the Settlement Agreement reasonable. Thus, the Settlement Agreement represents a reasonable compromise of the Settling Parties' positions.

**B. The Settlement Agreement Is Consistent with Law and Prior Commission Decisions**

The Settling Parties represent that Settlement Agreement is fully consistent with law and prior Commission decisions. The Settlement Agreement is also consistent with the Commission's objectives in this rulemaking to reduce residential disconnections by improving customer notification and education. The Settling Parties are not aware of any basis on which it could be alleged that the Settlement Agreement is not consistent with law. The Settling Parties reached agreement in accordance with Rule 12.1 of the Commission's Rules of Practice and Procedure.

**C. The Settlement Agreement Is in the Public Interest**

The Settlement Agreement is a reasonable compromise of the Settling Parties' respective positions. The Settlement Agreement is in the public interest because it enables the Utilities to advance the Commission's goal of reducing residential disconnections, without unduly overburdening other ratepayers.

In addition, the Settlement Agreement, if adopted by the Commission, will reduce the Commission resources that must be devoted to resolving the issues in this proceeding regarding the residential disconnections, as they relate to SDG&E and SoCalGas. The saved resources of the Commission may then be devoted to matters that involve greater costs or policy issues. Given that the Commission's workload is extensive, the impact on Commission resources is doubly important.

Each portion of the Settlement Agreement is dependent upon the other portions of such Settlement Agreement. Changes to one portion of such Settlement Agreement would alter the balance of interests and the mutually agreed upon compromises and outcomes which are contained in the Settlement Agreement. As such, the Settling Parties request that the Settlement Agreement be adopted as a whole by the Commission, as it is reasonable in light of the whole record, consistent with law, and in the public interest.

For the foregoing reasons, the Commission should find that the Settlement Agreement represents a reasonable resolution of the issues identified in this proceeding, is in the public interest, and is consistent with law and previous Commission decisions.

**D. The Settling Parties Have Complied with the Requirements of Rule 12.1(b)**

The Settling Parties noticed the convention of a settlement conference on July 28, 2010, and convened the settlement conference on August 5, 2010 to describe and discuss the terms of the Settlement Agreement. The settlement conference was attended by representatives of



**THE GREENLINING INSTITUTE**

By: \_\_\_\_\_  
          /s/  
          SAMUEL KANG

**THE NATIONAL CONSUMER LAW CENTER**

By: \_\_\_\_\_  
          /s/  
          JOHN HOWAT

By: \_\_\_\_\_  
          /s/  
          DARLENE R. WONG

**SAN DIEGO GAS & ELECTRIC COMPANY  
SOUTHERN CALIFORNIA GAS COMPANY**

By: \_\_\_\_\_  
          /s/  
          KIM F. HASSAN

**THE UTILITY REFORM NETWORK**

By: \_\_\_\_\_  
          /s/  
          HAYLEY GOODSON

September 9, 2010

**Appendix A**

**RESIDENTIAL DISCONNECTION SETTLEMENT AGREEMENT**

**Disconnection Rulemaking, R.10-02-005**  
**San Diego Gas & Electric and Southern California Gas Company**  
**Summary of Potential Settlement Agreement Terms**

**SETTLEMENT AGREEMENT BETWEEN**  
**SAN DIEGO GAS & ELECTRIC COMPANY, SOUTHERN CALIFORNIA GAS**  
**COMPANY, DISABILITY RIGHTS ADVOCATES, THE DIVISION OF**  
**RATEPAYER ADVOCATES, THE GREENLINING INSTITUTE, THE NATIONAL**  
**CONSUMER LAW CENTER, AND THE UTILITY REFORM NETWORK**  
**RESOLVING ISSUES IN THE RESIDENTIAL DISCONNECTION PROCEEDING**  
**(RULEMAKING NO. 10-02-005)**

In accordance with Article 12 of the California Public Utilities Commission’s (“Commission”) Rules of Practice and Procedure, San Diego Gas & Electric Company (“SDG&E” or “the Utility”), Southern California Gas Company (“SoCalGas” or “the Utility”) (collectively, SoCalGas and SDG&E are referred to as the “Utilities”), Disability Rights Advocates, The Division of Ratepayer Advocates, The Greenlining Institute, The National Consumer Law Center, and The Utility Reform Network (collectively, “Intervenors,” and together with the Utilities, the “Settling Parties”), by and through their undersigned representatives, enter into this Settlement Agreement (“Agreement”) resolving all matters at issue, as they relate to SDG&E and SoCalGas, arising, now and hereafter, in the Residential Customers’ Electric and Natural Gas Service Disconnection proceeding, Commission Rulemaking No. 10-02-005. As a compromise to resolve all issues in this proceeding, the Settling Parties agree to support, in aggregate, the terms of this Agreement, which are limited to the context of residential disconnections due to nonpayment.

**I. THE RESIDENTIAL CUSTOMER DISCONNECTION PROCEEDING**

On February 5, 2010, the Commission opened this rulemaking to further its goal of reducing the number of residential utility service disconnections due to nonpayment. In the Rulemaking, the Commission reexamined utility disconnection rules and practices so as to help improve customer notification and education. The rulemaking required all of the California investor-owned utilities (“IOUs”)—SDG&E, SoCalGas, Pacific Gas and Electric

Company (“PG&E”), and Southern California Edison Company (“SCE”)—to implement the following interim practices:

- Customer service representatives (“CSRs”) must inform any customer that owes an arrearage on a utility bill that puts the customer at risk for disconnection that the customer has a right to arrange a bill payment plan extending for a minimum of three months the period in which to pay the arrearage. CSRs may exercise discretion as to extending the period in which to pay the arrearage from three months up to twelve months depending on the particulars of a customer’s situation and ability to repay the arrearage. CSRs may work with customers to develop a shorter repayment plan, as long as the customer is informed of the three month option. Customers must keep current on their utility bills while repaying the arrearage balance.
- Once a customer has established credit as a customer of that utility, the utility must not require that customer to pay additional reestablishment of credit deposits with the utility for either slow-payment/no-payment of bills or following a disconnection.
- Utilities were authorized to establish memorandum accounts using Tier 1 Advice Letters to track any significant additional costs, including operations and maintenance charges associated with implementing the customer practices, and any uncollectable expenses that exceed those projected in the utility’s last General Rate Case (“GRC”).

The rulemaking established a Preliminary Scoping Memo, which outlined issues to be considered, required the IOUs to file monthly reports of specific disconnection data, and provided utilities and parties an opportunity to comment on the interim practices and address other issues in the Preliminary Scoping Memo. Furthermore, R.10-02-005 directed the IOUs to file Tier 3 Advice Letters to establish a new fund using California Alternate Rates for Energy (“CARE”) funds as matching funds to apply for federal funds available through the Temporary Assistance to Needy Families (“TANF”) Emergency Contingency Fund.<sup>1</sup>

Opening and reply comments to the rulemaking were filed by parties on March 12, and April 2, 2010, respectively. A Proposed Decision was then issued by Commissioner

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<sup>1</sup> R.10-02-005 also directed the IOUs to propose a uniform billing/accounting methodology that ensures that the customer receives proper credit for monies paid.

Grueneich on June 17, 2010. A final decision was issued by the Commission at its July 29, 2010 meeting. D.10-07-048 sets forth the following direction:

1. Continues the requirement that all PG&E, SDG&E, SCE, and SoCalGas CSRs must inform any customer that owes an arrearage on a utility bill that puts the customer at risk for disconnection that the customer has a right to arrange a bill payment plan extending for a minimum of three months the period in which to repay the arrearage.
2. Continues to allow these CSRs the discretion to extend the period in which to pay the arrearage from three months up to twelve months.
3. Provides that CARE and Family Electric Rate Assistance (“FERA”) customers in the PG&E, SDG&E, SCE, and SoCalGas service territories are not required to pay additional reestablishment of credit deposits with a utility for either slow-payment/no-payment of bills or following a disconnection.
4. Provides that medical baseline or life support customers shall not be disconnected without an in-person visit from a utility representative.
5. Directs SDG&E and SoCalGas to develop an automatic payment plan that allows new customers or reconnecting customers a payment option that is in lieu of a cash deposit for credit. Requires PG&E and SCE to continue to offer their non cash credit deposit options to all new customers and those required to post a reestablishment of credit deposit following a disconnection.
6. Directs PG&E, SDG&E and SCE to collect from customers a re-establishment of credit deposit following a disconnection based on twice the average monthly bill, rather than twice the maximum monthly bill. Requires SoCalGas to continue its current reestablishment of credit deposit amount of a two-month average bill.
7. Directs SoCalGas and SDG&E to waive reestablishment of credit deposits for late payment of bills. Requires PG&E and SCE to continue their practice of not collecting credit deposits for late payment of bills.
8. Directs PG&E and SCE to provide a field representative who can collect on a bill during an in-person visit prior to disconnection for medical baseline or life support customers. Requires SDG&E and SoCalGas to continue this practice.
9. Directs PG&E, SCE, SDG&E and SoCalGas to implement these customer service disconnection practices by October 1, 2010.
10. Directs SoCalGas, SDG&E, SCE and PG&E to recommend to the Commission, by October 1, 2010, uniform notice of disconnection procedures.
11. Authorizes PG&E, SCE, SDG&E and SoCalGas to charge significant costs associated with complying with the new practices in this decision to their



memorandum accounts; however, the recovery of costs tracked in the memorandum accounts will be reviewed in the utilities' next GRCs.

D.10-07-048 further adds that the interim measures as revised in this decision along with the new requirements in this decision shall be effective until the effective date for each utility's next GRC.<sup>2</sup> Lastly, D.10-07-048 states that many other measures proposed in comments could provide a reduction in utility disconnections but could also result in significant costs. The Commission plans to continue to analyze the costs and benefits of the alternate measures in the second phase of this proceeding.

The Settlement Parties sponsor this Agreement in order to further the Commission's goal in R.10-02-005 to reduce utility disconnections and improve customer notification and education and ask that the Commission to approve the attached Agreement to supersede D.10-07-48 as it applies to SDG&E and SoCalGas.

## **II. AGREEMENT**

In consideration of the mutual obligations, covenants and conditions contained herein, the Settling Parties agree to the terms of this Agreement. The Settling Parties, by signing this Agreement, acknowledge that they pledge support for Commission approval and subsequent implementation of all the provisions of this Agreement. The Settling Parties agree to perform diligently and in good faith all actions required or implied hereunder, including the execution of any other documents required to effectuate the terms of this Agreement, and the preparation of exhibits for, and presentation of witnesses at any required hearings to obtain the approval and adoption of this Agreement by the Commission. No Settling Party will contest in this proceeding or in any other forum, or in any manner before this Commission, the recommendations contained in this Agreement. It is understood by the Settling Parties

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<sup>2</sup> D.10-07-048, at p. 25. Because the effective date of PG&E's next GRC is not expected until January 2014, the Commission will address a sunset date for PG&E's disconnection practices in Phase 2 of this proceeding.

that time is of the essence in obtaining the Commission's approval of this Agreement and that each will extend its best efforts to ensure its adoption.

**A. Term of Agreement**

1. The Agreement is effective upon Commission approval, through December 31, 2013 (the "Settlement Term"). Unless the Settling Parties agree to extend the Agreement, as provided in Paragraph H below, this Agreement will sunset on January 1, 2014, and the terms of this Agreement will no longer apply.

**B. Disconnection Benchmark**

1. Two performance benchmarks for service disconnection will be established. The benchmarks will be established for all residential customers and CARE-only customers. SDG&E's benchmark for all residential customers is 2.08%; SDG&E's benchmark for CARE-only customers is 3.44%. SoCalGas' benchmark for all residential customers is 3.36%; SoCalGas' benchmark for CARE-only customers is 4.32%.

2. The benchmark rates will not change and will apply for the term of the Agreement. Benchmark performance will be reported by the Utility, each month, based on the prior 12-month period.

- The 12-month disconnection rate will be calculated by dividing the total disconnections for residential and CARE-only customers for the most recent 12 months by the average number of active residential and CARE-only customer accounts, respectively, over the same 12 month period. *See Exhibit 1.*
- The monthly disconnection rate will be calculated by dividing the total monthly disconnections for residential and CARE-only customers by the number of active residential and CARE-only accounts, respectively, for that month. *See Exhibit 1.*

3. The disconnection rate calculations above shall be based on the reports available no later than the 25<sup>th</sup> of the subsequent month in accordance with Paragraph J below. If the disconnection rate is above the benchmark, the "mandatory" measures will

become effective the first day of the following month. Similarly, if the disconnection rate is less than or equal to the benchmark, the requirement for “mandatory” measures will be lifted the first day of the following month, in accordance with Section II.B.5 below.

4. Below Benchmark Regime - The Utility shall be deemed to be below the benchmark if all of the following conditions are met:

- the annual disconnection rate as calculated through the end of May and through the end of November each year is less than or equal to the established benchmark; and
- the monthly disconnection rate does not exceed 1/12<sup>th</sup> of 120% of the established benchmark for any two consecutive months.

As long as these conditions are met, the Utility shall be allowed to implement its various discretionary credit and collections-related practices as it deems necessary.

5. Above Benchmark Regime - The Utility shall be deemed to be above the applicable benchmark if any of the following conditions are met:

- the annual disconnection rate as calculated through the end of May or through the end of November each year is greater than the established benchmark; or
- the disconnection rate in any two consecutive months is greater than 1/12<sup>th</sup> of 120% of the established benchmark.

In such event, the Utility shall be required to implement certain “mandatory” measures, as noted below, until the next May or November checkpoint, described above, for which the annual disconnection rate is less than or equal to the benchmark. These measures will apply to all residential customers in the event the All Residential benchmark is exceeded. In the event only the CARE-only benchmark is exceeded, these measures will apply to all disconnection at-risk customers, i.e. CARE, FERA, and Medical Baseline customers, and customers self-identified as disabled.<sup>3</sup> The mandatory measures consist of:

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<sup>3</sup> Customers may self-identify as disabled by responding to optional and voluntary language on written LIEE or CARE applications and other customer materials that will allow them to identify themselves or a full-time resident of the customers' household as disabled. In addition, customers may self-identify as disabled by

a. Payment Arrangements

i) The Utility must offer a minimum three-month period, and not unreasonably withhold payment arrangements of up to 12 months. The Utility will educate its Customer Service Representatives that they may enter into longer payment plans, if appropriate. The Utility will offer payment plans at every stage of the collections process, including restoration and transfer of service.

ii) If a customer defaults on an initial payment arrangement, the Utility will provide adequate notice and information about the availability of a renegotiated payment plan. This notice and information will be provided by SDG&E and SoCalGas on the insert accompanying 48-hour notice to the customer per Paragraph F below in this settlement document. The Utility must offer a second payment arrangement for a minimum of the remaining term of the original payment arrangement. The Utility may offer subsequent reasonable renegotiated payment arrangements. For disconnection of at-risk customers, i.e., CARE, FERA, Medical Baseline, and customers self-identified as disabled, if the customer defaults on a payment arrangement, the Utility must offer a second payment arrangement of equal or greater repayment term.

b. Re-Establishment of Credit Deposit

i) For customers whose service has been disconnected involuntarily due to non-payment, and who pay their outstanding bills within five months, the Utility may not require a re-establishment of credit deposit except where the Utility determines that fraud has occurred pursuant to SoCalGas Tariff Rule 16.B or SDG&E Tariff Rule 18.D.

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voluntarily describing themselves, or a full-time resident of the customers' household, as disabled to a CSR, or other utility representative. In addition, any customer who is identified in a Utility database as disabled, as of the effective date of this Agreement, will be included in all relevant measures.

ii) In cases in which the prior service was terminated voluntarily, or in cases where there has been a break service in excess of two years, the Utility may still require the applicable re-establishment of credit deposit.

iii) Residential deposits may not exceed twice the average monthly bill, as estimated by the Utility. Customers required to pay such a deposit shall be permitted to amortize the deposit over a period of three months. The Utility shall not require any residential customer to pay a re-establishment of credit deposit solely on the basis of late/slow payment.

iv) A deposit that is required of customers in bankruptcy must be consistent with Section 366 of the Federal Bankruptcy Code, 11 USC § 366 , and must be assessed in a manner that is reasonable and nondiscriminatory.

### **C. Cost Recovery**

#### **1. O&M Costs**

Effective through the Settlement Term, SoCalGas and SDG&E will not seek incremental O&M cost recovery resulting from implementing the Commission's Order in R.10-02-005, this Agreement, or in the event the Utility exceeds the benchmark established pursuant to Paragraph B above. This provision shall be without prejudice to any position any party may take upon the expiration of this Agreement regarding future O&M cost recovery.

#### **2. Uncollectible Costs**

a. For the 12-month period beginning the first of the month on or after the Agreement's effective date, cost recovery will be granted for up to \$600,000 for SoCalGas and \$300,000 for SDG&E of the residential uncollectible expense that exceeds the residential uncollectible expense for the period 08/01/09 through 07/31/10. In the event of cost recovery for uncollectible expenses, SoCalGas and SDG&E will record these costs at the end of the 12-month period in the Utilities' respective Disconnection Memorandum Accounts ("DMA"),

which were authorized in R.10-02-005. The DMA balances will be recovered in rates in the Utilities' Annual Regulatory Update filings, which are submitted in October of each year for rates effective January 1 of the following year.

b. SDG&E and SoCalGas will only record costs incurred during the 12-month period beginning the first of the month on or after the settlement effective date, unless the Utility obtains the prior approval of the Settlement Parties.

**D. Disconnection for Extreme Weather Policy**

1. SDG&E agrees that no disconnection of service to any residential customer shall occur if the National Weather Service forecasts, for the customer's climate zone, a temperature at or below 32 degrees Fahrenheit or at or above 100 degrees Fahrenheit within a 24-hour period beginning at 8:00 A.M. *See Exhibit 2.*

2. SoCalGas agrees that no disconnection of service to any residential customer shall occur if the National Weather Service forecasts, for the customer's climate zone, a temperature at or below 32 degrees Fahrenheit within a 24-hour period beginning at 8:00 A.M. *See Exhibit 2.*

**E. In-Person Field Contact**

1. SDG&E agrees to continue in-person disconnection for non-payment (except as modified for remote disconnect implementation as described below) and field delivery of residential 48-hour disconnect notices.

2. SoCalGas agrees to continue in-person disconnection for non-payment and SoCalGas also agrees to field delivery of residential 48-hour disconnect notices for customers vulnerable to health and safety risks. This vulnerable customer group consists of:

- Customers who self-identify that they or a full-time resident of the customer's household are elderly (age 62 or older) and disconnection of service could be life threatening to that individual;
- Customers who receive Medical Baseline allowances;

- Customers who self-identify that they or a full-time resident of the customer's household are a person with a disability, including those customers who the Utility identifies in order to reach the D.08-11-031 Low Income Energy Efficiency goal, i.e., that 15% of households served be disabled; or
- Customers who self-certify that they or a full-time resident of the customer's household have a serious illness, defined as a condition which could become life threatening if service is disconnected.

#### **F. Effective Communications**

1. The Utilities agree to implement multiple language<sup>4</sup>, large print 48-Hour Notice inserts and/or leave behind documents (if customer is not home for field visit) to provide customers with direction and contact information on how to seek help. The text of the document shall read: "You are at risk for disconnection. We can help. You may be eligible for a payment plan. Please call [insert appropriate CSR number for that language]."

2. The Utilities will continue to make pre-disconnection calls to customers encouraging them to contact the Utility for payment arrangements and assistance. At SoCalGas, this call is made 48 hours prior to disconnection in an automated fashion, but, when answered, handled by a live agent who will explain the urgency and offer payment arrangements and assistance. Unanswered calls will continue to receive a written notice. At SDG&E, an Out Bound Call will be placed to delinquent CARE/FERA or CARE/FERA - qualified customers who do not have an active payment arrangement. The call will occur three business days after the disconnection notice is delivered. The call describes the services available to the customer.

3. The Utilities will provide Braille Bills and 48-Hour Disconnection Notices upon request from customers. Customers may request such format through a call center

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<sup>4</sup> The languages provided will be consistent with SB 120, which includes English, Spanish, Chinese, Tagalog, Vietnamese, and Korean.

agent. After the initial call is made, future bills will be sent automatically in Braille.

Implementation will occur 30 days after approval of the Settlement Agreement. Braille Bills only translate specific, relevant payment-related information, not all other messaging or non-payment related information. Braille 48-Hour Disconnection Notices will also be mailed to customers requesting utility bills in Braille. The Braille-translated 48-Hour Disconnection Notice will be in conjunction with the system-generated, non-Braille notice they receive and may not be received the same day; however, the collections cycle will be adjusted in the customers' favor to accommodate the timing difference.

4. The Utilities will provide large print bills through their websites for customers enrolled in "My Account." Utility websites will be updated with instructions for accessing and modifying the electronically produced bill in large font. Customers unable to access the Internet or otherwise unable to manage modifying electronically presented bills may contact the call center for agent assistance. Implementation will occur 30 days after approval of the Agreement.

5. The Utilities will offer all customers the option of having automated messages repeated either through a selection to hear the message again or it will automatically repeat if the customer does not terminate the call. Implementation will occur 30 days after approval of the Agreement.

6. The Utilities will ensure that automated calls providing information regarding service disconnection maximize accessibility as follows: (1) For SoCalGas, all messages will have an option to be repeated; (2) To the extent that it is consistent with 47 USC § 227 (The Telephone Consumer Protection Act of 1991), and to the extent that the machines delivering the call have the capability to deliver text messages, messages containing the same information as the audio message will be loaded for delivery; (3) to the extent that the machines delivering the call do not have the capability to deliver text messages, any new



machines purchased shall include this capability, which will be put into use immediately upon the new machines going into service;

7. The Utilities will ensure that workers conducting field visits are trained to communicate effectively with customers who use sign language, including through use of relay services if appropriate

8. The Utilities will ensure that CSRs are trained to respond appropriately to incoming calls made using relay services, including assurances that they will not be penalized for the length of relay calls.

9. The Utilities understand that DisabRA and Greenlining intend to raise broader issues regarding effective communication with customers with disabilities and language access issues regarding utility services in the Utilities' upcoming GRCs. Without prejudice to any position any party may take on these issues, SoCalGas and SDG&E recognize that such issues may be within the scope of the GRCs and will be addressed by the Commission in that forum.

**G. Remote Disconnect**

1. SDG&E agrees to implement a transition process during at least the first 12 months following the installation of each smart meter, whereby remote disconnections will not be allowed except if the customer initiates a termination of service request to the Utility.

2. If and when remote disconnect commences, SDG&E will continue current notification procedures, including the in-person field delivery of the 48-Hour Notice, during which time the field staff will attempt to make contact with the customer.

3. Nothing in this Agreement shall be with prejudice to any party's position with regard to remote disconnections or smart meters in the future, except as explicitly provided herein.

4. SDG&E agrees that remote disconnect will not be used for customers who are particularly vulnerable to the health and safety risks associated with the loss of utility service, i.e, self-identified seniors (age 62 or older), self-identified disabled customers, Medical Baseline customers, Life Support customers or other customers who self-certify that they have a serious illness or condition that could become life threatening if service is disconnected

5. SDG&E and SoCalGas agree that gas service will not be remotely disconnected.

6. SDG&E agrees not to charge customers for remote disconnection for non-payment and subsequent reconnection prior to the implementation of its next GRC.

#### **H. Stakeholder Dialogue**

1. The Settling Parties agree to meet no less than quarterly to review Utility performance and discuss issues.

2. Prior to the expiration of the Agreement, the Settling Parties agree to meet to discuss the extension, termination, and/or modification of the Agreement, including rate case issues beyond SoCalGas' and SDG&E's upcoming GRCs.

#### **I. Reporting of Disconnection Data**

1. The Settling Parties agree to consolidate the Utility Collection Activity Report and R.10-02-005 Disconnection Data Report into single monthly report due on the 25<sup>th</sup> of each month through the settlement term. *See* Exhibit 3.

#### **J. Other Items**

1. The Settlement Parties may mutually agree to other specific measures in their efforts to support the CPUC's objectives, as stated in R.10-02-005. The Settlement Parties shall be under no obligation to support such additional measures, including the potential additional measure discussed in the next paragraph.

2. SoCalGas and SDG&E will work collaboratively with the Commission's Public Information Office to expand the Commission's Telecommunications Education and Assistance in Multiple-Languages ("TEAM") program to include energy bills in the SoCalGas and SDG&E service areas. The TEAM program currently provides in-language bill education and customer outreach to telecommunications consumers who are not proficient in English. The incremental costs of this measure are estimated at \$125,000 for SDG&E and \$75,000 for SoCalGas. These costs would be recorded to the Utilities' disconnection memorandum accounts authorized in R.10-02-005. The DAM balances will be recovered in rates in the Utilities' Annual Regulatory Update filings, which are submitted in October of each year for rates effective January 1 of the following year. Should PG&E and SCE also participate in the TEAM Program SoCalGas and SDG&E will collaborate to create a statewide, consistent program.

3. This Agreement is without prejudice to any active party in R.10-02-005 who is not a party to the Agreement.

### **III. RESERVATIONS**

#### **A. Compromise of Disputed Claims**

The Settling Parties agree that this Agreement represents a compromise of their respective positions. It does not represent the Settling Parties' endorsement of, or agreement with, any or all of the positions of the other parties.

#### **B. Implementation of Agreement**

It is the intent of the Settling Parties that the Commission adopt this Agreement in its entirety and without modification. The Settling Parties agree that if the Commission fails to approve the Agreement as reasonable and adopt it unconditionally and without modification, any Settling Party may in its sole discretion elect to terminate the Agreement.

**C. Regulatory Approval**

The Settling Parties shall use their best efforts to obtain Commission approval of this Agreement. The Settling Parties shall jointly request that the Commission adopt this Agreement in its entirety and without modification as reasonable in light of the record, consistent with law, and in the public interest.

**D. Incorporation of Complete Agreement**

This Settlement embodies the entire understanding and agreement of the Settling Parties with respect to the matters described herein, and, except as described herein, supersedes and cancels any and all prior oral or written agreements, principles, negotiations, statements, representations or understandings among the Settling Parties. This Agreement is to be treated as a complete package and not as a collection of separate agreements on discrete issues. To accommodate the interests related to various issues, the Settling Parties acknowledge that changes, concessions or compromises by one or more Settling Parties in one section of this Agreement could result in changes, concessions or compromises by one or more Settling Parties in other sections of this Agreement. Consequently, the Settling Parties agree to oppose any modification of this Agreement not agreed to by all Settling Parties. Any Settling Party may withdraw from this Agreement if the Commission modifies it. However, the Settling Parties agree to negotiate in good faith with regard to any Commission-ordered changes, in order to restore the balance of benefits and burdens, and to exercise the right to withdraw only if such negotiations are unsuccessful.

**E. Modification of Agreement**

The terms and conditions of this Agreement may only be modified in writing subscribed to by the Settling Parties.

**F. Non-Precedential**

This Agreement represents a compromise between the Settling Parties and, consistent with Rule 12.5 of the Commissions Rules, should not be considered precedent in any future proceeding before this Commission. The Settling Parties have assented to the terms of this Agreement only for the purpose of arriving at the compromise herein.

**G. Non-Waiver**

It is understood and agreed that no failure or delay by any Settling Party hereto in exercising any right, power or privilege hereunder shall operate as a waiver hereof, nor shall any single or partial exercise thereof preclude any other or future exercise thereof or the exercise of any other right, power or privilege.

**H. Number of Originals**

This document may be executed in counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument.

**I. Governing Law**

This Agreement shall be interpreted, governed and construed under the laws of the State of California, including Commission decisions, orders and rulings, as if executed and to be performed wholly within the State of California.

**J. Effective Date**

This Settlement shall become effective between the Settling Parties on the date the last Settling Party executes the Settlement as indicated below.

In witness whereof, intending to be legally bound, the Settling Parties hereto have duly executed this Agreement on behalf of the parties they represent.

This Settlement shall become effective between the Settling Parties on the date the last Settling Party executes the Settlement as indicated below.

In witness whereof, intending to be legally bound, the Settling Parties hereto have duly executed this Agreement on behalf of the parties they represent.

San Diego Gas & Electric Company  
By: Carol  
Title: VP - Customer Services  
Date: 9/8/10

Southern California Gas Company  
By: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

Disability Rights Advocates  
By: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

The Division of Ratepayer Advocates  
By: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

The Greenlining Institute  
By: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

The National Consumer Law Center

This Settlement shall become effective between the Settling Parties on the date the last Settling Party executes the Settlement as indicated below.

In witness whereof, intending to be legally bound, the Settling Parties hereto have duly executed this Agreement on behalf of the parties they represent.

San Diego Gas & Electric Company

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Southern California Gas Company

By: *[Signature]*

Title: VP Customer Operations

Date: Sept. 8, 2010

Disability Rights Advocates

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

The Division of Ratepayer Advocates

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

The Greenlining Institute

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

In witness whereof, intending to be legally bound, the Settling Parties hereto have duly executed this Agreement on behalf of the parties they represent.

San Diego Gas & Electric Company

By: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

Southern California Gas Company

By: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

Disability Rights Advocates

By: Melissa G. Smith (KH)  
Title: Managing Attorney  
Date: 9/8/10

The Division of Ratepayer Advocates

By: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

The Greenlining Institute

By: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_



In witness whereof, intending to be legally bound, the Settling Parties hereto have duly executed this Agreement on behalf of the parties they represent.

San Diego Gas & Electric Company

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Southern California Gas Company

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Disability Rights Advocates

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

The Division of Ratepayer Advocates

By: Harvey G. Morris

Title: Assistant General Counsel

Date: 9/9/10

The Greenlining Institute

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

In witness whereof, intending to be legally bound, the Settling Parties hereto have duly executed this Agreement on behalf of the parties they represent.

San Diego Gas & Electric Company

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Southern California Gas Company

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Disability Rights Advocates

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

The Division of Ratepayer Advocates

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

The Greenlining Institute

By: Sam King

Title: Managing Attorney

Date: 9/8/10

The National Consumer Law Center

By: 

Title: Staff Attorney

Date: 9/9/2010

The Utility Reform Network

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

The National Consumer Law Center

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

The Utility Reform Network

By: Hayden

Title: Staff Attorney

Date: 9-8-2010

**EXHIBIT 1**

**Sample Calculation of Monthly and 12-month Disconnection Rate**

# Disconnection Benchmark Calculation Example

**Residential Benchmark:** 2.08%  
**1/12th of 120% of Residential Benchmark:** 0.21%

Below Benchmark   
 At Risk   
 Above Benchmark 

	<b>Total Residential Accounts</b>	<b>Total Residential Disconnects</b>	<b>Monthly Disconnect Rate</b>	<b>Twelve-month Moving Average Disconnect Rate</b>
200906	1,232,501	2,511	0.20%	
200907	1,233,982	2,270	0.18%	
200908	1,235,100	1,963	0.16%	
200909	1,235,390	1,959	0.16%	
200910	1,236,917	1,822	0.15%	
200911	1,237,695	1,191	0.10%	
200912	1,238,148	874	0.07%	
201001	1,239,341	1,342	0.11%	
201002	1,239,465	1,893	0.15%	
201003	1,240,574	2,207	0.18%	
201004	1,241,636	1,891	0.15%	
201005	1,242,359	2,117	0.17%	1.78%
201006	1,242,877	2,000	0.16%	1.74%
201007	1,243,395	2,200	0.18%	1.73%
201008	1,243,913	2,400	0.19%	1.77%
201009	1,244,431	2,500	0.20%	1.81%
201010	1,244,950	2,400	0.19%	1.85%
201011	1,245,468	2,700	0.22%	1.97%
201012	1,245,987	2,000	0.16%	2.06%
201101	1,246,507	2,000	0.16%	2.12%
201102	1,247,026	1,800	0.14%	2.11%
201103	1,247,546	1,700	0.14%	2.07%
201104	1,248,065	1,800	0.14%	2.06%
201105	1,248,586	2,000	0.16%	2.05%
201106	1,249,106	2,000	0.16%	2.05%
201107	1,249,626	2,700	0.22%	2.09%
201108	1,250,147	2,800	0.22%	2.12%
201109	1,250,668	2,400	0.19%	2.11%
201110	1,251,189	2,400	0.19%	2.11%
201111	1,251,711	2,500	0.20%	2.09%

**EXHIBIT 2**

**Disconnection for Extreme Weather Policy**

## **Exhibit 2 - Extreme Weather Policy**

### **1. SDG&E**

***SDG&E agrees that no disconnection of service to any residential customer shall occur if the National Weather Service forecasts, for the customer's climate zone, a temperature at or below 32 degrees Fahrenheit or at or above 100 degrees Fahrenheit within a 24-hour period beginning at 8:00 A.M.***

- A. A Residential customer's gas or electric service shall not be disconnected for non-payment during periods of extreme freezing temperatures, where the lives or health of our customers would be endangered. Extreme weather is defined as a temperature at or below 32 degrees Fahrenheit or at or above 100 degrees Fahrenheit in the given customer's climate zone.
- B. This policy shall be in effect for a climate zone if the National Weather Service forecasts that temperatures in that climate zone will reach the extreme weather levels during a 24-hour period, beginning at 8:00 A.M. on the date of the proposed disconnection.
- C. If a Field Collector should arrive on site to an area that has not been determined as a temperature extreme, he or she will determine if an exception based on temperature extremes should apply to that area. The employee's determinations will be conclusive and noted in the remarks section of the field order.
- D. This policy applies also to master-metered residential buildings.

### **2. SoCalGas**

***SoCalGas agrees that no disconnection of service to any residential customer shall occur if the National Weather Service forecasts, for the customer's climate zone, a temperature at or below 32 degrees Fahrenheit within a 24-hour period beginning at 8:00 A.M.***

- A. A Residential customer's gas or electric service shall not be disconnected for non-payment during periods of extreme freezing temperatures, where the lives or health of our customers would be endangered. Extreme weather is defined as a temperature at or below 32 degrees Fahrenheit in the given customer's climate zone.
- B. This policy shall be in effect if the National Weather Service forecasts that temperatures in each climate zone for a 24-hour period, beginning at 8:00 A.M. on the date of the proposed disconnection reach the extreme weather levels.
- C. If a Field Collector should arrive on site to an area that has not been determined as a temperature extreme, he or she will determine if an exception based on temperature extremes should apply to that area. The employee's determinations will be conclusive and noted in the remarks section of the field order.
- D. This policy applies also to master-metered apartment buildings.



**EXHIBIT 3**

**Disconnection Reporting Requirements**

### **EXHIBIT 3: Disconnect Reporting Requirements**

- Number of active accounts, categorized by CARE, FERA, non-CARE/non-FERA, and Medical Baseline
- Number of bills paid within 30 days, categorized by 100% paid, 50% to 99% paid, and less than 50% paid, and further categorized by CARE, FERA and non-CARE/non-FERA
- Number of disconnect notices, categorized by CARE, FERA, non-CARE/non-FERA, and Medical Baseline
- Number of fielded non-pay disconnects, categorized by CARE, FERA, non-CARE/non-FERA, and Medical Baseline
- Number of remote non-pay disconnects, categorized by CARE, FERA, non-CARE/non-FERA, and Medical Baseline (SDG&E only)
- Number of reconnections, categorized by same day, one day after disconnection, two days after disconnection, and three or more days after disconnection, and further categorized by CARE, FERA, non-CARE/non-FERA, and Medical Baseline
- Number of payment extension plans initiated, further categorized by CARE, FERA, and non-CARE/non-FERA
- Number of installment payment plans initiated, broken and canceled, separately reported by month and categorized by duration up to 12 months, and further categorized by CARE, FERA, and non-CARE/non-FERA
- Dollar amount of the plan at the outset of the payment plan and percentage of original payment plan amount paid when installment payment plan is broken or canceled, categorized by duration up to 12 months, and further categorized by CARE, FERA, and non-CARE/non-FERA (SDG&E only)
- Number of accounts and outstanding receivables, categorized by aging period, and further categorized by CARE, FERA, and non-CARE/non-FERA (confidential until earnings are released for the applicable quarter)

Settlement report data to be provided annually:

- Number of unique accounts that had disconnect notices in the calendar year, categorized by CARE, FERA, and non-CARE/non-FERA
- Number of unique accounts that had non-pay disconnects in the calendar year, categorized by CARE, FERA, and non-CARE/non-FERA
- Number of unique accounts that had reconnections in the calendar year, categorized by CARE, FERA, and non-CARE/non-FERA
- Number of unique accounts that had payment extension plans initiated in the calendar year, categorized by CARE, FERA, and non-CARE/non-FERA
- Number of unique accounts that had installment payment plans initiated, renegotiated (i.e. payment plans created on an account within 30 days of a plan being broken or

cancelled), broken and canceled in the calendar year, separately recorded and categorized by CARE, FERA, and non-CARE/non-FERA

- Net residential write-offs (confidential until earnings are released for the applicable year)

**CERTIFICATE OF SERVICE**

I hereby certify that I have this day served a copy of the foregoing **JOINT MOTION OF SAN DIEGO GAS & ELECTRIC COMPANY (U 902E), THE SOUTHERN CALIFORNIA GAS COMPANY (U 904G), DISABILITY RIGHTS ADVOCATES, THE DIVISION OF RATEPAYER ADVOCATES, THE GREENLINING INSTITUTE, THE NATIONAL CONSUMER LAW CENTER, AND THE UTILITY REFORM NETWORK FOR ADOPTION OF THE SETTLEMENT AGREEMENT** on all parties identified in Docket No. R.10-02-005 by U.S. mail and electronic mail, and by Federal Express to the assigned Commissioner(s) and Administrative Law Judge(s).

Dated at San Diego, California, this 9<sup>th</sup> day of September, 2010.

/s/ JOEL DELLOSA

Joel Dellosa

# **Attachment A-13**

## Eligibility Criteria for Categorical Enrollment Programs for the IOUs CARE and the Energy Savings Assistance Program

Program Name	Administered By	Income Eligibility	Exemptions	Definition of Household	Consistent with CARE Eligibility Criteria	Information Source
<b>California Alternate Rates for Energy/Energy Savings Assistance Program</b>	Investor-Owned Utilities	200% of the Federal Poverty Guidelines <sup>1</sup>	None	To qualify for CARE, total household income is defined as: “[a]ll revenues, from all household members, from whatever source derived, whether taxable or non-taxable, including, but not limited to: wages, salaries, interest, dividends, spousal support and child support, grants, gifts, allowances, stipends, public assistance payments, social security and pensions, rental income, income from self-employment and cash payments from other sources, and all employment-related, non-cash income	---	---
<b>Supplemental Security Income (SSI)</b>	Social Security Administration	Income and Resource Based Criteria - Countable income including spouse and/or parents if under 18. Resources that count in deciding whether an	Resources (things that are owned) that do not count include an applicant’s home and the land it is on,	An individual can qualify for the program. Can be independent or living in a household with other persons. Anyone who	No	<a href="http://www.ssa.gov/pgm/ssi.htm">http://www.ssa.gov/pgm/ssi.htm</a>

<sup>1</sup> The Federal Poverty Guidelines are updated annually by the Federal Health and Human Services Department (HHS) <http://aspe.hhs.gov/poverty/11poverty.shtml> According to the HHS website, the following programs (among others) do not use the FPG to determine eligibility: TANF, SSI, State of Local Funded General Assistance, Section 8 Low Income Housing Assistance, and Low Rent Public Housing. <http://aspe.hhs.gov/poverty/faq.shtml#differences> When determining program eligibility, some agencies compare before-tax income to the poverty guidelines, while other agencies compare after-tax income.

## Eligibility Criteria for Categorical Enrollment Programs for the IOUs CARE and the Energy Savings Assistance Program

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Program Name	Administered By	Income Eligibility	Exemptions	Definition of Household	Consistent with CARE Eligibility Criteria	Information Source
		<p>applicant qualifies include real estate, bank accounts, cash, stocks and bonds.</p>	<p>life insurance policies with a face value of \$1,500 or less, a car, burial plots for applicant and family members, and up to \$1,500 in burial funds for the applicant and up to \$1,500 in burial funds for their spouse. Non-countable income includes \$20 of income per month, The first \$65 a month earned from working and half the amount over \$65, value of food stamps received, income tax refunds, home energy assistance, dividends, gifts, grants, student income, value-impaired work expenses, shelter from private nonprofit organizations. Also includes other</p>	<p>meets the eligibility criteria can receive it. Disabled or blind children can also receive SSI.</p>		

## Eligibility Criteria for Categorical Enrollment Programs for the IOUs CARE and the Energy Savings Assistance Program

Program Name	Administered By	Income Eligibility	Exemptions	Definition of Household	Consistent with CARE Eligibility Criteria	Information Source
			exemptions for blind and disabled applicants.			
<b>CalWorks<sup>2</sup>/ Temporary Assistance to Needy Families (TANF)</b>	California Department of Social Services	Must have a net monthly income less than the maximum aid payment for family size. \$2,000 - \$3,000 for seniors' property limit excluding vehicles and \$5,000 in restricted bank accounts. Gross income must be below \$784 per month	Non-countable income allowance of \$90 per month per employed household member. No. Does not count "gross income" from all household members. Has income exemptions for some working family members.		No	<a href="http://www.cdss.ca.gov/cdssweb/PG85.htm">http://www.cdss.ca.gov/cdssweb/PG85.htm</a> <a href="http://www2.sdcounty.ca.gov/hhsa/ServiceDetails.asp?ServiceID=512">http://www2.sdcounty.ca.gov/hhsa/ServiceDetails.asp?ServiceID=512</a> <a href="http://www.dss.cahwnet.gov/cdssweb/PG141.htm">http://www.dss.cahwnet.gov/cdssweb/PG141.htm</a>
<b>Tribal TANF</b>	California Department of Social Services	Must meet income guidelines of equal to or less than 150% of the Federal Poverty Guidelines.	Same as CalWorks	Is dependent on the Tribes' definition of an "Indian Family" or "Tribal Family".		<a href="http://www.tanfonline.com/eligibility.html">http://www.tanfonline.com/eligibility.html</a>
<b>Low Income Home Energy Assistance Program (LIHEAP)</b>	California Department of Community Services and Development (DCSD)	2011 Income guidelines are based on 60 percent of the State median income. <a href="http://www.csd.ca.gov/Programs/EnergyIncomeGuidelines.aspx">http://www.csd.ca.gov/Programs/EnergyIncomeGuidelines.aspx</a>	None	Anyone living in the same dwelling unit regardless if they are tenants or boarders Persons living in board-and-care facilities, nursing or convalescent homes, or in jail or prison, are not eligible for HEAP	No	<a href="http://www.csd.ca.gov/Programs/Low%20Income%20Home%20Energy%20Assistance%20Program%20(LIHEAP).aspx">http://www.csd.ca.gov/Programs/Low%20Income%20Home%20Energy%20Assistance%20Program%20(LIHEAP).aspx</a>
<b>Women Infants</b>	California	185% of the Federal Poverty	None	Applicant's Family	No	<a href="http://www.cdph.ca.gov/programs/wicwork">http://www.cdph.ca.gov/programs/wicwork</a>

<sup>2</sup> CalWorks is the name of the TANF Program used in the State of California.



## Eligibility Criteria for Categorical Enrollment Programs for the IOUs CARE and the Energy Savings Assistance Program

Program Name	Administered By	Income Eligibility	Exemptions	Definition of Household	Consistent with CARE Eligibility Criteria	Information Source
<b>&amp; Children (WIC)</b>	Department of Public Health	Guidelines  <a href="http://www.cdph.ca.gov/programs/wicworks/Documents/WIC-IncomeGuidelines-WIC.pdf">http://www.cdph.ca.gov/programs/wicworks/Documents/WIC-IncomeGuidelines-WIC.pdf</a>		Household. A person or groups of persons who are residing in one home and are independent of any other members in that home make up a household. Unborn children count toward family  There may be more than one household residing in a dwelling unit. total		<a href="http://www.cdph.ca.gov/Programs/OPA/Pages/default.aspx">s/Pages/default.aspx</a>
<b>CalFresh<sup>3</sup></b>	California Department of Social Services	CalFresh households, except those containing an aged or disabled member or where all members receive cash assistance, are subject to gross and net income determination tests. Gross Income – all non-excludable income from any source including all earned income and all unearned income. The maximum gross allowed is 130% of the Federal poverty level (FPL) or 165% of the FPL if the household has an elderly or disabled person who qualifies to be a separate household. If the household passes the gross income test, then the net income test is computed. Net income is	In-kind benefits – Any gain or benefit that is not in the form of money (i.e., meals, clothing, housing provided by the employer, etc.)  Vendor Payments – Money paid to a third party for a household expense by a person or organization outside of the household  Deferred Educational Loans  Grants and	Everyone who lives together and purchases and prepares meals together is grouped together as one household. However, if a person is 60 years of age or older and he or she is unable to purchase and prepare meals separately because of a permanent disability, the person and the person's spouse may be a separate household if the others they live with do not have very much income. Some people who live together, such as husbands and wives and most children under	No	<a href="http://www.calfresh.ca.gov/PG841.htm">http://www.calfresh.ca.gov/PG841.htm</a>

<sup>3</sup> CalFresh is the name of the National Supplemental Nutrition Assistance Program (SNAP) in California.

## Eligibility Criteria for Categorical Enrollment Programs for the IOUs CARE and the Energy Savings Assistance Program

Program Name	Administered By	Income Eligibility	Exemptions	Definition of Household	Consistent with CARE Eligibility Criteria	Information Source
		<p>computed by deducting the following, if applicable, from gross income. The resultant amount cannot exceed 100% of the FPL.</p> <p>Resource limits are \$2,000 for all households except those that have a member who has a disability or who is 60 years of age or older. These households can have up to \$3,000 in resources. Any countable resource will be added to the household's resource limit when making an eligibility determination.</p> <p>There are also some citizenship/immigration status requirements</p>	<p>scholarships</p> <p>Cash donations from a charitable organization of not more than \$300 per calendar quarter</p> <p>Income received too infrequently/irregularly to be reasonably anticipated but not more than \$30 in a quarter</p> <p>In-Kind Benefits – Any gain or benefit that is not in the form of money (i.e., meals, clothing, housing provided by the employer, etc.)</p> <p>Vendor Payments – Money paid to a third party for a household expense by a person or organization outside of the household.</p> <p>Preferred Educational Loans</p> <p>Grants and Scholarships</p>	<p>age 22 are included in the same household, even if they purchase and prepare meals separately.</p>		

## Eligibility Criteria for Categorical Enrollment Programs for the IOUs CARE and the Energy Savings Assistance Program

Program Name	Administered By	Income Eligibility	Exemptions	Definition of Household	Consistent with CARE Eligibility Criteria	Information Source
			<p>Cash donations from a charitable organization of not more than \$300 in a calendar quarter. Income received too infrequently/irregularly to be reasonably anticipated but not more than \$30 in a quarter</p>			
<b>National School Lunch Program</b>	US Department of Agriculture	<p>Children from families with incomes at or below 130 percent of the poverty level are eligible for free meals. Those with incomes between 130 percent and 185 percent of the poverty level are eligible for reduced-price meals, for which students can be charged no more than 40 cents. Children from families with incomes over 185 percent of poverty pay a full price, though their meals are still subsidized to some extent. Local school food authorities set their own prices for full-price (paid) meals, but must operate their meal services as non-profit programs. Afterschool snacks are provided to children on the same income</p>	<p>Households that automatically qualify through participation in the CalFresh/SNAP Program have the same exemptions as the CalFresh/SNAP Program.</p> <p>Value of Food Stamps and FDPIR is not counted toward household income.</p> <p>Examples of other exemptions include: Payments received for foster care, student financial</p>	<p>Definition for households automatically qualifying through their participation in the CalFresh Program use the same household definition as CalFresh.</p> <p>Otherwise, literature review did not indicate a definition of household for the NSLP.</p>	No.	<p><a href="http://www.fns.usda.gov/cnd/lunch/AboutLunch/NSLPFactSheet.pdf">http://www.fns.usda.gov/cnd/lunch/AboutLunch/NSLPFactSheet.pdf</a></p> <p><a href="http://www.fns.usda.gov/cnd/Governance/notices/iegs/EligibilityManual.pdf">http://www.fns.usda.gov/cnd/Governance/notices/iegs/EligibilityManual.pdf</a></p>

## Eligibility Criteria for Categorical Enrollment Programs for the IOUs CARE and the Energy Savings Assistance Program

Program Name	Administered By	Income Eligibility	Exemptions	Definition of Household	Consistent with CARE Eligibility Criteria	Information Source
		<p>eligibility basis as school meals. However, programs that operate in areas where at least 50 percent of students are eligible for free or reduced-price meals may serve all their snacks for free</p> <p>Participants of the SNAP Program automatically qualify for the NSLP.</p>	<p>assistance such as grants and loans, occasional income received on an irregular basis such as babysitting and mowing lawns; lump sum payments from settlements, and specific military benefits.</p>			
<b>Medi-Cal</b>	California Department of Health Care Services	<p>Recipients of SSI, CalWorks, Refugee Assistance, Foster Care of Adoption Assistance, and In Home Supportive Services automatically qualify for Medi-Cal.</p> <p>Various income guidelines depending on the various programs offered under Medi-Cal. Income eligibility ranges from 100% - 200% of the Federal Poverty Guidelines. Household Income over 250% of the Federal Poverty Guidelines are eligible for assistance under the Healthy Families Plan C eligibility.</p>	<p>Same exemptions for those who participate under SSI and CalWorks. Counts gross family income less allowable expenses.</p> <p>Deducts some allowable expenses such as some work expenses, child support, dependent adult care, and child care expenses up to a maximum allowable limit for each.</p> <p>Income not included: income of a step parent, SSI/SSP, foster care payments,</p>		No	<a href="http://www.dhcs.ca.gov/services/medi-cal/Pages/MCIndividual.aspx">http://www.dhcs.ca.gov/services/medi-cal/Pages/MCIndividual.aspx</a>

## Eligibility Criteria for Categorical Enrollment Programs for the IOUs CARE and the Energy Savings Assistance Program

Program Name	Administered By	Income Eligibility	Exemptions	Definition of Household	Consistent with CARE Eligibility Criteria	Information Source
			CalWorks, General Relief, Loans, College Work Study, Government Benefits, and Medicare costs.			
<b>Healthy Families</b>	California Managed Risk Medical Insurance Board	Incomes exceeding 205% of the Federal Poverty Level	Has certain income and resource exemptions that is determined through the eligibility process	Any child under age 21 living at home, or away at school and claimed as tax dependent The birth parents, adoptive parents, or a stepparent who lives with a child you are applying for The pregnant woman and her unborn child (If she is married, list her husband, too.) •The spouse of any teenager living in the home An emancipated minor Does not count aunts, uncles, cousins, nieces, nephews, or grandparents living in the home	No	<a href="http://www.healthyfamilies.ca.gov/HFProgram/Income_Guidelines.aspx">http://www.healthyfamilies.ca.gov/HFProgram/Income_Guidelines.aspx</a>  <a href="http://www.healthyfamilies.ca.gov/Downloads/default.aspx#general_information">http://www.healthyfamilies.ca.gov/Downloads/default.aspx#general_information</a>
<b>Native American Tribal Head Start</b>	US Department of Health and Human Services	Follow same guidelines as CalWorks. <a href="http://eclkc.ohs.acf.hhs.gov/hslc/">http://eclkc.ohs.acf.hhs.gov/hslc/</a>	Follow same guidelines as CalWorks	Same as CalWorks	No	<a href="http://eclkc.ohs.acf.hhs.gov/hslc/Head%20Start%20Program/Head%20Start%20Program%20Factsheets">http://eclkc.ohs.acf.hhs.gov/hslc/Head%20Start%20Program/Head%20Start%20Program%20Factsheets</a>

## Eligibility Criteria for Categorical Enrollment Programs for the IOUs CARE and the Energy Savings Assistance Program

Program Name	Administered By	Income Eligibility	Exemptions	Definition of Household	Consistent with CARE Eligibility Criteria	Information Source
	California Head Start Association	<a href="http://caheadstart.org/index.html">Head%20Start%20Program/Program%20Design%20and%20Management/Head%20Start%20Requirements/Pis/2010/Head%20Start%20Eligibility%20Verification%20Form.%20expires%2002-28-2013.pdf</a>				<a href="http://caheadstart.org/index.html">http://caheadstart.org/index.html</a>
<b>Bureau of Indian Affairs General Assistance</b>	Bureau of Indian Affairs	Eligibility is determined by each federally recognized tribe. Income eligibility cannot exceed the State of Federal Poverty Guidelines. Must have zero income to qualify.	No	Eligibility is for indigent individuals and does not include income of other people living in the home.	No	<a href="http://www.bia.gov/">http://www.bia.gov/</a>
<b>Public Housing Assistance/Section 8 Housing</b>	California Housing Finance Association (on behalf of the Federal Housing Urban Development Department)	Varies from 50% of the Area Median Income for Very Low Families to 80% of the Area Median Income. In California, the "Area" is defined as the County. Includes some adjustments based on family size.  For San Diego County see: <a href="http://www.huduser.org/portal/datasets/il/il2010/2010summary.pdf">http://www.huduser.org/portal/datasets/il/il2010/2010summary.pdf</a>  For Los Angeles County See: <a href="http://www.huduser.org/portal/datasets/il/il2010/2010summary.pdf">http://www.huduser.org/portal/datasets/il/il2010/2010summary.pdf</a>	Does not count food stamps, income from government training, or wages of minors-under 18. Does count SSI benefits for minor children.	Counts all people living in the homes weather related or not.	No.	<a href="http://portal.hud.gov/hudportal/HUD?src=/states/california">http://portal.hud.gov/hudportal/HUD?src=/states/california</a>

# **Attachment B**

# **Attachment B-1**



**PY 2012 - 2014 CARE Proposed Program Budget  
Southern California Gas Company**

<b>CARE Budget Categories</b>	<b>2011 Authorized</b>	<b>2012 Planned</b>	<b>2013 Planned</b>	<b>2014 Planned</b>
<b>Outreach</b>	\$ 3,785,932	\$ 3,909,220	\$ 3,845,745	\$ 3,750,223
<b>Processing, Certification, Recertification</b>	\$ 1,248,928	\$ 1,027,881	\$ 1,004,923	\$ 1,036,958
<b>Post Enrollment Verification</b>	\$ -	\$ 322,188	\$ 333,083	\$ 343,978
<b>IT Programming</b>	\$ 522,554	\$ 1,539,760	\$ 1,334,767	\$ 1,468,725
<b>Cool Centers</b>	\$ -	\$ -	\$ -	\$ -
<b>Pilots</b>	\$ -	\$ -	\$ -	\$ -
<b>Measurement and Evaluation</b>	\$ 17,192	\$ 17,639	\$ 18,150	\$ 18,659
<b>Regulatory Compliance</b>	\$ 236,919	\$ 227,412	\$ 234,962	\$ 242,507
<b>General Administration</b>	\$ 604,963	\$ 887,541	\$ 915,488	\$ 943,426
<b>CPUC Energy Division Staff</b>	\$ 171,500	\$ 60,000	\$ 60,000	\$ 60,000
<b>SUBTOTAL MANAGEMENT COSTS</b>	<b>\$ 6,587,988</b>	<b>\$ 7,991,640</b>	<b>\$ 7,747,118</b>	<b>\$ 7,864,477</b>
<b>Subsidies and Benefits</b>	\$ 135,901,649	\$ 128,773,189	\$ 129,892,840	\$ 131,142,177
<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	<b>\$ 142,489,637</b>	<b>\$ 136,764,829</b>	<b>\$ 137,639,959</b>	<b>\$ 139,006,654</b>

Note: CARE customers are exempt from paying costs for CARE Public Purpose Program. During the 2012-2014 period, SoCalGas estimates these exemptions will total \$61,300,908.

CARE Surcharge Exemptions are based on the forecasted CARE surcharge and forecasted CARE sales.

# **Attachment B-2**

**PY 2012 - 2014 CARE Estimated Participation  
Southern California Gas Company**

	Total Enrolled 12-31-10	Total Enrolled Through March 2011	PY 2011 Estimated Eligible	Estimated Net PY 2011 Enrollments	Estimated Year End PY 2011 Participation	Estimated PY 2011 Goal Rate	Estimated PY 2012 Net Enrollments	Estimated Year End PY 2012 Participation	Estimated PY 2012 Goal Rate (a)	Estimated PY 2013 Net Enrollments	Estimated Year End PY 2013 Participation	Estimated PY 2013 Goal Rate (a)	Estimated PY 2014 Net Enrollments	Estimated Year End PY 2014 Participation	Estimated PY 2014 Goal Rate (a)
(Source)	(1)	4/21/11 RD Report (4)	(2)	(3)	(Col. B+E)	(Col. F/D)	(2)	(Col. F+H)	(Col. I/D)	(2)	(Col. I+K)	(Col. L/D)	(2)	(Col. L+N)	(Col. O/D)
SoCalGas	1,714,044	1,721,214	1,828,272	22,814	1,736,858	95%	17,908	1,754,766	96%	20,497	1,775,263	97%	22,997	1,798,260	98%

(a) Estimated PY2012, PY2013 and PY2014 Goal Rate will fluctuate based on updated CARE Eligibility information to be filed September 2011, September 2012 and September 2013.

(1) CARE Annual Reports, dated 5/1/12

(2) Each utility's estimate based on eligibility rates filed.

(3) Most recent estimates of net enrollments.

(4) March data, filed April 21, 2011, was provided as this was the most current data available prior to the application filing date.

# **Attachment B-3**

**PY 2010 - 2011 CARE Outreach and Penetration Information  
Southern California Gas Company**

<b>CARE PY 2010</b>				
<b>Outreach Method</b>	<b>Total Cost</b>	<b>Estimated # of Customers Reached</b>	<b>Estimated # of Customers Enrolled*</b>	<b>Percent of Net Enrollments for PY 2010</b>
Automated Voice Messaging	\$ 149,888	324,000	19,545	2.59%
Bill Inserts	\$ 239,598	3,000,000	33,584	4.45%
Direct Mail	\$ 820,816	1,200,000	91,459	12.13%
3rd Party Outreach	\$ 788,729	1,000,000	54,087	7.17%
Data Exchange	\$ -	-	198,675	26.34%
CARE Capitation	\$ 2,348	4,135	827	0.11%
Customer Contact (applications mailing cost)	\$ 333,389	2,500,000	302,213	40.07%
Web	\$ 35,700	100,000	53,801	7.13%
Events	\$ 20,843	n/a	n/a	n/a
Mass Media	\$ 489,528	1,000,000	n/a	n/a
ABX 1 3 (included as bill insert)	\$ -	n/a	n/a	n/a
Special Markets	\$ -	n/a	n/a	n/a
Miscellaneous	\$ 19,357	n/a	n/a	n/a
Outreach Labor Cost	\$ 336,035	n/a	n/a	n/a
<b>Total</b>	<b>\$ 3,236,231</b>	<b>9,128,135</b>	<b>754,191</b>	<b>100.00%</b>

<b>CARE PY 2011</b>				
<b>Outreach Method</b>	<b>Total Cost</b>	<b>Estimated # of Customers Reached</b>	<b>Estimated # of Customers Enrolled*</b>	<b>Percent of Net Enrollments for PY 2011</b>
Automated Voice Messaging	\$ 171,289	324,000	10,000	1.88%
Bill Inserts	\$ 293,630	3,000,000	20,000	3.77%
Direct Mail	\$ 724,000	1,000,000	40,000	7.53%
3rd Party Outreach	\$ 1,097,144	1,000,000	50,000	9.42%
Data Exchange	\$ -	-	150,000	28.25%
Web	\$ 26,445	100,000	60,000	11.30%
CARE Capitation	\$ 55,188	5,000	1,000	0.19%
Customer Contact (applications mailing cost)	\$ 451,766	2,500,000	200,000	37.66%
Events	\$ 52,942	10,000	n/a	n/a
Mass Media	\$ 461,589	1,000,000	n/a	n/a
ABX 1 3 (included as bill insert)	\$ -	n/a	n/a	n/a
Special Markets	\$ 100,489	10,000	n/a	n/a
Outreach Labor Costs	\$ 351,450	n/a	n/a	n/a
<b>Total</b>	<b>\$ 3,785,932</b>	<b>8,949,000</b>	<b>531,000</b>	<b>100.00%</b>

\* Data on estimated number of customers enrolled may not be available for certain types of outreach.

# **Attachment B-4**



# **Attachment B-5**



**PY 2012 - 2014 CARE and LIEE Rate Impacts - Gas (cents/Therm)  
Southern California Gas Company**

PY 2012	Average Rate Excluding CARE/ESAP Surcharge	CARE Subsidy Portion of Rate	CARE Administration Portion of Rate	ESAP Program Portion of Rate	ESAP Administration Portion of Rate	Total CARE/ESAP Surcharge	Average Rate Including CARE/ESAP Surcharge
<b>Customer Type</b>							
Residential (non CARE)	1.35	3.04	0.19	3.57	0.45	7.25	8.60
Residential (CARE)	1.46	-	-	3.57	0.45	4.03	5.48
Commercial <sup>1</sup>	3.62	3.04	0.19	-	-	3.23	6.85
Industrial <sup>2</sup>	0.29	3.04	0.19	-	-	3.23	3.52
Agricultural	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Lighting	N/A	N/A	N/A	N/A	N/A	N/A	N/A
System	N/A	N/A	N/A	N/A	N/A	N/A	N/A

PY 2013	Average Rate Excluding CARE/ESAP Surcharge	CARE Subsidy Portion of Rate	CARE Administration Portion of Rate	ESAP Program Portion of Rate	ESAP Administration Portion of Rate	Total CARE/ESAP Surcharge	Average Rate Including CARE/ESAP Surcharge
<b>Customer Type</b>							
Residential (non CARE)	1.35	3.06	0.18	2.87	0.44	6.55	7.90
Residential (CARE)	1.46	0.00	0.00	2.87	0.44	3.31	4.77
Commercial <sup>1</sup>	3.62	3.06	0.18	0.00	0.00	3.24	6.87
Industrial <sup>2</sup>	0.29	3.06	0.18	0.00	0.00	3.24	3.53
Agricultural	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Lighting	N/A	N/A	N/A	N/A	N/A	N/A	N/A
System	N/A	N/A	N/A	N/A	N/A	N/A	N/A

PY 2014	Average Rate Excluding CARE/ESAP Surcharge	CARE Subsidy Portion of Rate	CARE Administration Portion of Rate	ESAP Program Portion of Rate	ESAP Administration Portion of Rate	Total CARE/ESAP Surcharge	Average Rate Including CARE/ESAP Surcharge
<b>Customer Type</b>							
Residential (non CARE)	1.35	3.10	0.19	2.93	0.46	6.68	8.02
Residential (CARE)	1.46	0.00	0.00	2.93	0.46	3.39	4.85
Commercial <sup>1</sup>	3.62	3.10	0.19	0.00	0.00	3.28	6.90
Industrial <sup>2</sup>	0.29	3.10	0.19	0.00	0.00	3.28	3.57
Agricultural	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Lighting	N/A	N/A	N/A	N/A	N/A	N/A	N/A
System	N/A	N/A	N/A	N/A	N/A	N/A	N/A

<sup>1</sup> Core C/I

<sup>2</sup> NonCore C/I

Natural Gas CARE subsidy for this table is illustrative. Actual 2012 CARE subsidy will be updated in an Advice Letter filing by October 31st per ordering paragraph 22 in D.04-08-010.

# **Attachment B-6**

**Low Income Customer Usage Levels  
Southern California Gas Company**

		PY 2010		PY 2011 (Projected)		PY 2012 (Projected)		PY 2013 (Projected)		PY 2014 (Projected)	
		Number of CARE Customers	Number of Customers Treated by ESAP	Number of CARE Customers	Number of Customers Treated by ESAP	Number of CARE Customers	Number of Customers Treated by ESAP	Number of CARE Customers	Number of Customers Treated by ESAP	Number of CARE Customers	Number of Customers Treated by ESAP
<b>Electric</b>	<b>Total</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	<b>Tier 1*</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	<b>Tier 2*</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	<b>Tier 3*</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	<b>Tier 4*</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	<b>Tier 5*</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>Gas</b>	<b>Total</b>	1,714,044	121,274	1,736,858	165,000	1,754,766	129,106	1,775,263	100,249	1,798,260	100,249
	<b>Below Baseline*</b>	1,003,553	60,951	1,016,910	82,927	1,027,395	64,887	1,039,396	50,384	1,052,860	50,384
	<b>Above Baseline*</b>	710,491	60,323	719,948	82,073	727,371	64,219	735,867	49,865	745,400	49,865

# **Attachment B-7**

**PY 2012 - 2014 CARE Pilots and Studies  
Southern California Gas Company**

<b>Line No.</b>	<b>Statewide Study</b>	<b>Total Cost</b>	<b>Percent paid by Utility</b>	<b>Total Cost paid by Utility</b>
	-	-	-	-
	-	-	-	-
	-	-	-	-
	-	-	-	-
	-	-	-	-
<b>Total</b>	-	-	-	-