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July 21, 2004

Advice No. 3394  
(U 904 G)

Public Utilities Commission of the State of California

**Subject: California Alternate Rates for Energy (CARE) Automatic Enrollment**

Southern California Gas Company (SoCalGas) hereby submits for filing revisions to its tariff schedules, applicable throughout its service territory, as shown on Attachment B.

**Purpose**

This filing revises SoCalGas' income-qualified rate schedules to clarify program requirements for customers enrolled in its California Alternate Rates for Energy (CARE) program through the automatic enrollment (AE) process. SoCalGas' CARE program provides a 20% rate discount on eligible customers' bills and a reduction in the customer's service establishment charge (SEC) pursuant to Rule 10 of SoCalGas' tariffs.

**Background**

In Decision (D.) 02-07-033, the California Public Utilities Commission (Commission) ordered a CARE automatic enrollment program<sup>1</sup> whereby customers are to be automatically enrolled in the utility's CARE program by virtue of their participation in other public assistance programs—i.e., Medi-Cal; Women, Infants and Children (WIC); Healthy Families; and Low Income Home Energy Assistance (LIHEAP). These agencies were chosen because they provide public assistance to customers with eligibility requirements that most closely match the CARE income requirements of 175% of the federal poverty guidelines. These partner agencies require eligible customers to complete an application on the number of household members, amount and sources of household income and require proof of income prior to enrollment. Due to the similarities of the program requirements, the Commission determined that customers currently enrolled in the partner agency programs should be automatically enrolled in the utility's CARE program without the need to fill out an additional application for CARE.

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<sup>1</sup> The CARE automatic enrollment program was adopted by the Commission for customers of Pacific Gas & Electric Company, Southern California Edison Company, Southern California Gas Company and San Diego Gas & Electric Company.

In a May 5, 2004 Assigned Commissioner's Ruling, the Commission notified the utilities that it intended to move forward with automatic enrollment with one agency, the Department of Community Services and Development (DCSD), which administers the LIHEAP program. At this time, efforts to implement CARE AE with the other agencies have been put on hold.

The Commission will administer the agency data exchange by providing the utilities with a list of eligible customers on a quarterly basis (starting in May) which is to be matched with utility customer information for automatic enrollment in CARE. For those customers where there is a match on bill account number but not a match on the customer last name, SoCalGas will send the household a CARE application. For those customers where the last name and bill account number do match, a letter will be sent indicating they will be enrolled in CARE unless they "opt out" of the program. Customers have 30 days to inform the utility that they do not want to participate in the CARE program. SoCalGas is revising its tariffs to include these program requirements.

More specifically, SoCalGas is revising its tariffs to reflect that: (1) customers will be enrolled into the utility's CARE program for a period of two years based upon their participation in the Commission's AE program with partner agencies; (2) recertification of CARE AE customers will occur every two years; (3) prior to enrollment, customers qualified for CARE through AE will receive a letter from the utility indicating how they can choose not to be enrolled in CARE; and (4) customers enrolled through AE are not subject to the income verification process under the utility's traditional CARE program requirements.

This filing will not increase any rates or charges, conflict with any schedules or rules, or cause the withdrawal of service.

### **Protest**

Anyone may protest this Advice Letter to the Commission. The protest must state the grounds upon which it is based, including such items as financial and service impact, and should be submitted expeditiously. The protest must be made in writing and received within 20 days of the date of this Advice Letter. There is no restriction on who may file a protest. The address for mailing or delivering a protest to the Commission is:

Energy Division - IMC Branch  
California Public Utilities Commission  
505 Van Ness Avenue, 4<sup>th</sup> Floor  
San Francisco, CA 94102

Copies of the protest should also be sent via e-mail to the attention of both Jerry Royer ([jjr@cpuc.ca.gov](mailto:jjr@cpuc.ca.gov)) and Honesto Gatchalian ([jnj@cpuc.ca.gov](mailto:jnj@cpuc.ca.gov)) of the Energy Division. A copy of the protest shall also be sent via both e-mail and facsimile to the address shown below on the same date it is mailed or delivered to the Commission.

Attn: Sid Newsom  
Regulatory Tariff Manager - GT14D6  
555 West Fifth Street  
Los Angeles, CA 90013-1011  
Facsimile No. (213) 244-4957  
E-Mail: [snewsom@semprautilities.com](mailto:snewsom@semprautilities.com)

**Effective Date**

SoCalGas respectfully requests that this filing become effective on August 30, 2004, which is 40 days after it is filed. SoCalGas believes that no resolution is required to approve this filing.

**Notice**

In accordance with Section III.G of General Order No. 96-A, a copy of this advice letter is being sent to the parties listed on Attachment A, which includes the service list for R.04-01-006.

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J. STEVE RAHON  
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Attachments

**ATTACHMENT A**

**Advice No. 3394**

**(See Attached Service Lists)**

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ATTACHMENT B  
Advice No. 3394

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 38092-G	Schedule No. GRL, RESIDENTIAL SERVICE, INCOME-QUALIFIED, Sheet 5	Revised 31503-G
Original 38093-G	Schedule No. GRL, RESIDENTIAL SERVICE, INCOME-QUALIFIED, Sheet 6	
Revised 38094-G	Schedule No. GT-RL, CORE AGGREGATION TRANSPORTATION, RESIDENTIAL SERVICE, INCOME-QUALIFIED, Sheet 4	Revised 37834-G
Revised 38095-G	Schedule No. GT-RL, CORE AGGREGATION TRANSPORTATION, RESIDENTIAL SERVICE, INCOME-QUALIFIED, Sheet 5	Revised 36803-G
Original 38096-G	Schedule No. GT-RL, CORE AGGREGATION TRANSPORTATION, RESIDENTIAL SERVICE, INCOME-QUALIFIED, Sheet 6	
Revised 38097-G	TABLE OF CONTENTS	Revised 38085-G
Revised 38098-G	TABLE OF CONTENTS	Revised 37973-G

Schedule No. GRL

Sheet 5

RESIDENTIAL SERVICE, INCOME-QUALIFIED

(Continued)

SPECIAL CONDITIONS (Continued)

6. (Continued)

Upon completion and acceptance of the self-certification or self-recertification applications by the Utility (Form Nos. 6491-A or 64-91-B), customers shall be billed on this rate commencing with their next regularly scheduled bill.

Customers are only eligible to receive this rate at one residential location at any one time.

Automatic Enrollment: Customers will be automatically enrolled in the CARE program based upon their participation in the Commission's approved CARE Automatic Enrollment (AE) partner agency program adopted in D.02-07-033. Customers eligible through AE will receive a letter from the Utility indicating they can opt out of being enrolled in CARE and how to notify the Utility. Customers not opting out will be enrolled in the CARE program by the Utility after a 30-day opt out period.

Random Post-Enrollment Verification: Resolution E-3586 authorized the Utility to undertake random post-enrollment verification of customers receiving the CARE rate. If selected for random post-enrollment verification, customers must provide proof of income to the Utility. The Utility will verify the eligibility of each customer so selected. Customers enrolled through CARE AE will not be subject to the income verification process under the Utility's traditional CARE program requirements.

Further, questionable applications will also be subject to post-enrollment verification. A customer either suspected or found to have provided incorrect information will be required to submit proof of income eligibility. Customer refusal or failure to provide proof of eligibility, upon request, will be removed immediately from the CARE rate.

Customers who are found to be ineligible or fail to timely notify the Utility that they are no longer qualify for the rate discount may be subject to corrective rebilling under the appropriate rate schedule.

It is the customer's responsibility to notify the Utility of any change in eligibility status.

Self-Recertification: CARE customers, including those enrolled through the AE program, will be required to self-recertify their eligibility every two years.

(Continued)

(TO BE INSERTED BY UTILITY)  
 ADVICE LETTER NO. 3394  
 DECISION NO. 02-07-033

ISSUED BY  
**Lee Schavrien**  
 Vice President  
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)  
 DATE FILED Jul 21, 2004  
 EFFECTIVE \_\_\_\_\_  
 RESOLUTION NO. \_\_\_\_\_

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Schedule No. GT-RL

Sheet 4

**CORE AGGREGATION TRANSPORTATION  
 RESIDENTIAL SERVICE, INCOME-QUALIFIED**

(Continued)

**SPECIAL CONDITIONS** (Continued)

4. Seasonal Changes: Bills reflecting Baseline allowances will be prepared in the May and November billing periods using the applicable daily allowance from each respective seasonal period.
5. Eligibility: An income-qualified household has total annual income from all sources (taxable and non-taxable) that is no more than shown in the table below for the number of persons in the household.

<u>Number of Persons In Household</u>	<u>Total Annual Household Income</u>
1 or 2	\$23,400
3	\$27,500
4	\$33,100
5	\$38,700
6	\$44,300
7	\$49,900

For households with more than seven persons, add \$5,600 annually for each additional person living in the household.

No person who is claimed on another person's income tax return shall be eligible for this rate.

Upon completion and acceptance of the self-certification or self-recertification applications by SoCalGas (Form Nos. 6491-A or 6491-B), customers shall be billed on this rate commencing with their next regularly scheduled bill.

Customers are only eligible to receive this rate at one residential location at any one time.

Automatic Enrollment: Customers will be automatically enrolled in the CARE program based upon their participation in the Commission's approved CARE Automatic Enrollment (AE) partner agency program adopted in D.02-07-033. Customers eligible through AE will receive a letter from the Utility indicating they can opt out of being enrolled in CARE and how to notify the Utility. Customers not opting out will be enrolled in the CARE program by the Utility after a 30-day opt out period.

Random Post-Enrollment Verification: Resolution E-3586 authorized SoCalGas to undertake random post-enrollment verification of customers receiving the CARE rate. If selected for random post-enrollment verification, customers must provide proof of income to SoCalGas. SoCalGas will verify the eligibility of each customer so selected. Customers enrolled through CARE AE will not be subject to the income verification process under the Utility's traditional CARE program requirements.

(Continued)

(TO BE INSERTED BY UTILITY)  
 ADVICE LETTER NO. 3394  
 DECISION NO. 02-07-033

ISSUED BY  
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 Vice President  
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(TO BE INSERTED BY CAL. PUC)  
 DATE FILED Jul 21, 2004  
 EFFECTIVE \_\_\_\_\_  
 RESOLUTION NO. \_\_\_\_\_

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(Continued)

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GR	Residential Service .....	30818-G,38036-G,38071-G,37639-G,36638-G
GT-R	Core Aggregation Transportation for Residential Service .....	31173-G,37671-G,37641-G,36798-G
GS	Multi-Family Service Submetered .....	32567-G,38037-G,38072-G,36641-G 36642-G
GT-S	Core Aggregation Transportation for Multi-Family Submetered Service .....	32570-G,37674-G,37643-G,36799-G,31179-G
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ISSUED BY  
**Lee Schavrien**  
 Vice President  
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