LOW INCOME ENERGY EFFICIENCY PROGRAMS ANNUAL SUMMARY AND TECHNICAL APPENDIX

2008 Results
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A Sempra Energy utility®

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Executive Summary

Overview

The Low Income Energy Efficiency[1] (LIEE) program provides income-qualified residential customers with no-cost energy efficiency measures, weatherization services and energy education. Energy education is provided to customers inside their home prior to weatherization. In 2008, Southern California Gas Company (SoCalGas) continued conducting natural gas appliance testing (NGAT) on all homes that received infiltration reduction measures.[2] The LIEE training staff continued conducting audits of each program contractor. As part of the audit process, SoCalGas randomly selected customer enrollments and income documentation to review for accuracy of information and to validate that participating customers meet the program's eligibility requirements. In 2008, SoCalGas continued its post inspection practice on a sampling of completed weatherization jobs and on 100% of those jobs involving either ceiling insulation work or the repair or replacement of a natural gas appliance.

Program Results

The program year (PY) 2008 LIEE program portfolio design and funding was approved by the California Public Utilities Commission (Commission or CPUC) in Decision (D.) 06-12-038 on December 14, 2006. SoCalGas' total authorized budget for PY2008 was $52,181,009, which is comprised of $33,211,970 in 2008 authorized funds, plus $18,969,039 in unspent funds from PY2007. LIEE program expenditures during 2008 totaled $35,067,739. Unspent funds from 2008, totaling $17,113,270 will be carried over and used in SoCalGas' 2009 LIEE program.

During PY2008, the LIEE program weatherized a total of 55,238 homes, provided in-home energy education to 52,351 customers, repaired 3,740 furnaces, replaced 2,352 furnaces, and replaced 331 water heaters.

Throughout 2008, SoCalGas' LIEE training staff continued offering training to SoCalGas LIEE contractors. As a result, the training staff conducted 36 initial training classes to 347 students and 27 refresher classes to 254 students during PY2008.

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[1] The LIEE program is also known as the Direct Assistance Program (DAP).

[2] Infiltration reduction measures such as attic insulation, door weatherstripping, and minor home repairs are designed to reduce the uncontrolled flow of air moving into and out of a home.

Low Income Energy Efficiency Program

Program Summary

SoCalGas' LIEE program provides income qualifying residential customers with no-cost energy efficiency and conservation services, including home weatherization and energy education.

The LIEE program is offered to SoCalGas customers who rent or own their homes. Program services include the installation of ceiling insulation, weatherstripping, caulking, low-flow showerheads, water heater blankets, switch and outlet gaskets, faucet aerators, evaporative cooler vent covers, pipe insulation, and building envelope (minor home) repair. In addition to home weatherization services, customers receive in-home energy education which is designed to help customers learn to save energy by modifying their energy-use habits.

Qualified homeowners with furnaces and/or water heaters that fail NGAT are eligible for furnace and/or water heater repair or replacement services.

SoCalGas continues to conduct an LIEE customer satisfaction survey. Each month a sample of program participants are surveyed to measure their satisfaction with the program. The survey focuses on the quality of service provided during each stage of the program (i.e., outreach, installation, and inspections) as well as customers' understanding of the program, level of ease in completing the paperwork, and overall satisfaction with the program.

As reported in Table 1 and Table TA 2, SoCalGas spent a total of $35,067,739 on the LIEE program. The annual energy savings realized was 1,167 mTherms. The energy savings from the 2008 LIEE program year will contribute to the Commission's energy savings goals adopted for program year 2006 and beyond as set forth in D.04-09-060.[3]

PY2008 Low Income Program

Low Income Energy Efficiency Program

During PY2008, SoCalGas weatherized 55,238 homes, provided in-home energy education to 52,351 customers, repaired 3,740 furnaces, replaced 2,352 furnaces, and replaced 331 water

[3] Findings of Fact 13.

heaters. Additionally, SoCalGas leveraged LIEE outreach with the Medical Baseline and California Alternate Rates for Energy (CARE) programs' outreach activities at events held throughout the SoCalGas territory. Other marketing, education and outreach efforts conducted by SoCalGas during 2008 included the following:

Marketing, Education & Outreach

Integration[4]

- Used existing CARE participant database information to develop mailing lists used to conduct direct mail campaigns specifically targeting potential LIEE customers in underserved areas.
- Provided program contractors with CARE participant database information for use in conducting outreach.
- Used CARE system enrollment information for analysis and identification of households that have a high potential of meeting the LIEE program eligibility criteria.
- Provided LIEE presentations to company field personnel and customer service representatives so they can promote the LIEE program during the normal course of their contact with customers.
- Leveraged CARE capitation agency efforts by working with the agencies to cross-promote LIEE and other SoCalGas low-income programs to potential participants.

Leveraging[5]

- Coordinated with community based organizations (CBOs), other utilities, and various organizations focused on low-income populations to cross-promote LIEE and other SoCalGas low-income programs to potential participants. Outreach activities by the CBOs include special events, walk-ins, door-to-door solicitation and direct mailings.
- Provided SoCalGas contractors with mailing list information of households that have a high potential for meeting LIEE program eligibility criteria.

[4] Integration as defined in D.08-11-031, at page 112.

[5] Leveraging as defined in D.08-11-031, at page 119.

- Worked with the Volunteer Income Tax Association (VITA) and Earned Income Tax Credit (EITC) organization, BroadSpectrum Community Development Corporation, and H&R Block to promote LIEE and SoCalGas' CARE program at all of their free tax preparation offices.
- Provided information on all of SoCalGas' low-income programs to 211[6] for distribution throughout the various county 211 offices. SoCalGas LIEE information is provided via telephone by 211 and also on some of the county's web sites.
- Worked with Heart of Compassion to participate in a food give-away event where information about SoCalGas' low-income programs was provided to nearly 5,000 attendees who also received food, blankets and linens, and toys. In this neighborhood event that directly served the low-income community, English and Spanish Customer Assistance Program (CAP) brochures and CARE applications were distributed to all interested attendees.
- In an effort to fully leverage the LIEE and LIHEAP programs SoCalGas contracted with a LIHEAP service provider to also provide LIEE services to customers in its shared territory. Every customer who receives LIHEAP and whose home is eligible for LIEE fully receives the benefits of both programs. SoCalGas is very pleased to have found a successful process where program participation in both programs is being leveraged 100% and hopes to expand this practice to other contractors in the future.

Marketing

Web

- In order to provide customers interested in participating in the LIEE program the most current information, SoCalGas updated its LIEE web page to include categorical eligibility[7] information and the 2008 income guidelines updated by the Commission on

[6] In 2000, the Federal Communication Commission designated 211 as a public access phone number to provide information on various health and human services.

[7] Categorical eligibility allows customers with proof of a household members' current participation in any one of the following local, state or federal assistance programs to be eligible for LIEE enrollment: TANF (AFDC) or Cal-Works, LIHEAP, WIC, Food Stamps, Medi-Cal or Healthy Families Plan A and B.

June 1st of each year. These updates were made in an effort to educate customers on the ease of qualifying in the LIEE program and to facilitate increased customer enrollments.

- SoCalGas' web page was modified to give customers the option of submitting an LIEE Program Interest form to SoCalGas via the web. The request forwards an email to an LIEE clerk for follow-up and referral to a contractor. In addition, contractors wishing to become a SoCalGas LIEE contractor may also submit their interest via the webpage.

Telephone

- SoCalGas continually encourages customers to contact its toll-free hotline to sign up for LIEE services and will continue to contact customers via automated outbound dialing and live calls to help increase participation in the program.

E-Mail

- In January, SoCalGas sent its residential e-newsletter to 240,000 customers via e-mail. The newsletter contained information on SoCalGas' low-income programs and provided various links for customers to receive additional information. Sixty-two percent of customers (148,800) opened the e-mail and of those customers, over 60% (89,280) clicked on links labeled "20% discount", "Assistance" and "No-Cost Improvements".

Direct Mail

- SoCalGas used direct mail throughout the year to target zip codes having a large concentration of households believed to have a high potential of meeting LIEE eligibility criteria, yet had been deemed underserved in the LIEE program.
- SoCalGas revised its direct mail letters to include less text with the aim of delivering a more concise message to the recipient. In order to avoid confusion among renters who were not aware they may also be eligible for LIEE services, the direct mailing materials now prominently indicate that services are available to qualified renters as well as homeowners.

Television

- Televised a customer assistance home weatherization media event promoting both the LIEE and CARE program at a low income customer's home in South Gate. The event was coordinated with one of SoCalGas' LIEE contractors, Winegard Energy, who performed multiple weatherization demonstrations. Wide media coverage included general market television interviews and radio (KNBC 4, KABC, KFI 640, KFWB 980) and ethnic market television interviews and print media channels (Spanish: KVEA 52, KWHY 22, KRCA and La Opinion Newspaper; Chinese: Sing Tao Daily).
- A segment on natural gas and energy efficiency in the home was taped at a customer's home in the Los Angeles area. The story, which aired on KABC-TV (Los Angeles), discussed the LIEE program and focused on summer savings, including pool heating and home water heating.
- A pre-recorded in-studio interview was televised the weeks of November 10th & 17th and December 8th & 15th. The interview aired on the morning show "Despierta LA" on local Los Angeles Univision affiliate KMEX-TV and on the show "LA en Mivimiento" on Telefutura KFTR-TV. The interview focused on SoCalGas' low-income programs and winter heating tips.

Print

- Created mass transit advertisements to promote SoCalGas' LIEE "No-Cost Energy-Saving Home Improvements" message on buses, shelters and interior panels in the San Fernando Valley.
- Articles promoting SoCalGas' LIEE and CARE programs noted how customers receiving benefits from Women, Infants, and Children (WIC), Healthy Families, Medi-Cal, Food Stamps and other means-tested programs may qualify for LIEE.

SoCalGas placed LIEE English print advertising in the following publications:

Publication	Circulation
L.A. Sentinel	18,600
California Crusader	20,000

L.A. Watts Times, Inc.	25,000
Our Weekly	50,000

A copy of the advertisement used in the publications is included as an attachment to this report.

Radio

- Spanish radio interviews promoting SoCalGas' low-income programs were aired in Bakersfield (4 stations), Oxnard (4 stations) and Fresno (2 stations) communities. An English radio interview was aired in Bakersfield (Max Fm).
- A live radio interview promoting SoCalGas' low-income programs was conducted on Inland Empire's KCAA AM with San Bernardino City Councilman Dennis Baxter.
- In its winter radio campaign LIEE developed multiple 10 and 15 second traffic radio spots for the general market and for the Spanish and Vietnamese markets. The radio spots ran for approximately three weeks and directed customers that have limited income or special needs to call SoCalGas or visit the company website to find out more about the program.
- In a continuous effort to build awareness and educate qualifying customers, all LIEE radio interviews and traffic spots include the telephone numbers and SoCalGas website information so that customers can learn more about SoCalGas' low-income programs and obtain program applications and interest forms.

Community Events

- In 2008, SoCalGas participated in the City of Monrovia's Area Partnership (MAP) event. The event allowed MAP to interact with low-income families and offer them grants to help revitalize their homes. As part of this neighborhood revitalization process, SoCalGas provided participants with information on its low-income programs.
- Coordinated with officials from various cities to host neighborhood fairs. Events included Maria Shriver's WEConnect Tax Fair held at the Los Angeles Trade Tech

College, City of Whittier Health and Safety Fair, Commerce Home Improvement Fair, and the Senior Information Fair held at the Menlo Senior Center. These neighborhood fairs effectively reached a large population of income-eligible customers where they were encouraged to contact the SoCalGas LIEE call center to learn more about the program.

- In 2008, SoCalGas participated in various events in order to increase awareness of its energy efficiency and LIEE programs in an effort to increase enrollments among hard to reach customers such as those with unique language or cultural needs and those with disabilities. These events included the American Indian Pow Wow in Los Angeles, the United Negro College Fund Event at Exposition Park, the Philippine-American Exposition Home Show at the LA Convention Center, the Latino Consumer Expo, the Inland Empire Disability Resources Expo, the Scleroderma Walk and the Irvine MS Walk.

Expanded Outreach Efforts

- Used census track data to develop mailing lists used to conduct direct mail and door-to-door campaigns specifically targeting potential LIEE customers in underserved areas.

Regulatory Compliance and Oversight, Measurement and Evaluation (M&E) Activities

Regulatory Compliance and Oversight

During 2008, SoCalGas' LIEE program complied with Public Utilities Code (PU Code) Sections 327 and 381.5. Over half of the weatherization contractors participating in SoCalGas' program are able to leverage their LIEE program funding with funding they received under the State of California Department of Community Services and Development's (DCSD) Low Income Home Energy Assistance Program (LIHEAP) weatherization program. Local CBOs and other community organizations also provided LIEE program energy education to customers in conjunction with their other community services offerings.

Section 2790 of the PU Code mandates that the LIEE program provide as many program energy efficiency measures as feasible to eligible customers served in the program. In addition, Section 2790 provides that the Commission will determine whether the measures are feasible,

taking into consideration both cost-effectiveness of the measures as a whole and the policy of reducing energy-related hardships facing low-income households. SoCalGas' LIEE program installed all feasible program measures in all the homes served during PY2008. Additionally, SoCalGas continued to revisit customers who received LIEE weatherization services prior to 2001, to provide the new program measures authorized by the Commission in D.01-05-033.

In D.06-12-038, the Commission directed the utilities to collaborate with the Energy Division to revise low-income program reporting requirements, conduct public meetings every 90 days to facilitate program improvements, and to include a discussion of the benefits of energy efficiency programs in energy education materials for reducing greenhouse gases and promoting water conservation.

In D.07-12-051, the Commission directed the investor-owned utilities[8] (IOUs) to file a statewide strategic long-term plan that includes a plan to achieve the LIEE programmatic initiatives adopted in D.07-12-051 and consistent with D.07-10-032.

D.07-12-051 also directed the utilities to file 2009 through 2011 low-income program applications for the LIEE and CARE programs no later than May 15, 2008. Further D.07-12-051 instructed the utilities to incorporate the following guidelines into their low-income program and budget applications:

- Propose a portfolio that identifies the benefit-cost ratio for each program and a justification for each program that is not cost-effective, as required in D.02- 08-034 and according to the Commission's cost-effectiveness methodology;
- Be designed to achieve over the three-year budget period approximately 1/4th of the programmatic initiative;
- Demonstrate that all program elements included toward the achievement of the initiative are cost-effective using the total resource test adopted in D.02-08-034;

[8] The IOUs consist of Pacific Gas and Electric Company (PG&E), San Diego Gas & Electric Company (SDG&E), Southern California Edison Company (SCE), and Southern California Gas Company (SoCalGas).

- Propose program elements that may not be cost-effective but that serve other important policy objectives and provide justifications for each consistent with D.02-08-034;
- Present specific strategies and programs for the budget years 2009-2011 toward accomplishing the LIEE programmatic initiative that emphasizes long term and enduring energy savings, ways to leverage the resources of other entities, and ways to integrate LIEE programs with other demand-side programs, especially energy efficiency programs;
- Propose Marketing, Education & Outreach programs to promote LIEE programs and the LIEE programmatic initiative, including a program element that targets renters;
- Propose a process for automatically qualifying all tenants of public housing and tenants of Section 8 housing improving information to public housing authorities;
- Eliminate or modify the ten year "go back" rule to permit installations of new measures and technologies in all households while avoiding duplicative installations;
- Propose ways to promote program continuity and long term LIEE investments with more flexible budgeting and funding rules, consistent with the practices;
- Propose specific program participation goals in specific population sectors or segments and budgets designed to meet those goals, consistent with D.06-12-038; and
- Propose methods of tracking costs for each program element and participation in each that will permit cost-benefit analysis for each program element and that are consistent for all utilities.

In response to the Commission's direction outlined above, the following results were achieved during PY2008:

LIEE Reporting Requirements

The LIEE monthly, quarterly, and annual reporting requirements were finalized by the Energy Division in 2007 to report program activities for PY2007 and PY2008. During 2008, SoCalGas filed its monthly and quarterly reports to reflect its LIEE program activities in accordance with the final reporting requirements established by the Energy Division. In addition, this Annual Report is being filed in accordance to those reporting requirements established by the Energy Division.

Statewide Strategic Long-Term Plan

On June 2, 2008, the IOUs filed a joint statewide strategic long-term plan that included a plan to achieve the LIEE programmatic initiatives adopted in D.07-12-051 and consistent with D.07-10-032. The Commission published its final Strategic Plan for California in September 2008.[9]

2009 – 2011 Low Income Program and Budget Application

In compliance with Commission D.07-12-051, SoCalGas filed Application (A.) 08-05-025 on May 15, 2008 to request approval of its LIEE program plans and funding for PY2009, PY2010, and PY2011. In its Application, SoCalGas presented proposed modifications to its LIEE program which is designed to meet the Commission's key policy objectives of making LIEE a reliable energy resource and accomplishing the programmatic initiative of reaching 25% of all willing and eligible households in PY2009-PY2011. SoCalGas' A.08-05-025 was approved by the Commission in D.08-11-031 issued on November 6, 2008.

D.08-11-031 directed post-decision action in 2008, amongst other things, for the utilities 2009-2011 LIEE program cycle. Specifically, D.08-11-031 directed the utilities to forecast the LIEE program "add back" measures that fall below the 0.25 cost effectiveness threshold test for the 2009 through 2011 program cycle, expand upon the program studies and pilots filed in its application, and revise the Statewide LIEE Policy and Procedures (P&P) Manual in accordance with the decision. In response to D.08-11-031, SoCalGas 1) filed its "add back" measures with the Commission on December 8, 2008; 2) expanded on its LIEE program studies and pilots and filed an Advice Letter on January 5, 2009; and 3) SoCalGas has been working jointly with the

[9] California Long Term Energy Efficiency Strategic Plan published September 2008.

IOUs, Energy Division, and interested parties in A.08-05-022 et al to revise the LIEE P&P Manual in accordance with D.06-12-038 and D.08-11-031.

Quarterly Public Meetings

In D.06-12-038, the Commission directed the IOUs to sponsor quarterly public meetings to allow interested parties to share ideas and information that could facilitate improvements to the program elements, processes, and practices. During PY2008, the utilities jointly sponsored a meeting in each utilities respective service territory. The meeting notes were distributed to the members of the Low Income Oversight Board, attendees at the meeting, Energy Division staff, and any other parties requesting the meeting notes. The meetings were held on the following dates:

PG&E Service Territory:	Discuss LIEE and CARE Programs – February 20, 2008
SoCalGas Service Territory:	Discuss LIEE and CARE Programs – May 20, 2008
SDG&E Service Territory:	Discuss LIEE and CARE Programs – August 13, 2008
SCE Service Territory:	Discuss LIEE and CARE Programs – November 6, 2008

Energy Education

SoCalGas continues to distribute collateral energy education material to educate customers about the benefits of energy efficiency programs in an effort to reduce greenhouse gases and promote water conservation. The title to SoCalGas' energy education collateral is "Helping the Environment through Energy Efficiency". It provides simple helpful steps that customers can use to save money through reduced energy and water usage and discusses the benefits of reduced carbon dioxide emissions.

Measurement and Evaluation (M&E) Activities

Energy Savings Methods Used for PY2008

In Ordering Paragraph 9 of D.05-012-026, the Commission, without adopting or approving the results, authorized the use of the Impact Evaluation of the 2001 Statewide Low Income Energy Efficiency Program for calculating the energy savings for the LIEE program activities on a case by case basis until the Commission can address and resolve Low Income Energy

Efficiency-related issues in the 2006 Annual Earnings Assessment Proceeding. To determine the energy savings for PY2008, SoCalGas has utilized several measurement and evaluation methods adopted by the Commission to calculate the measure savings. SoCalGas has used the 2001 LIEE Load Impact study measure evaluation data, the LIEE measure cost effectiveness study, the database for energy efficiency resources (DEER), and the measure assessment conducted by the LIEE Statewide Standardization Project Team.[10]

Other Program-Related Survey and Research

During PY2008, SoCalGas surveyed 1,215 customers to evaluate their satisfaction with all aspects of the LIEE program, from enrollment to inspection. Additionally, the survey was designed to provide program management with insight into the effectiveness of the program and to identify potential areas for improvement. Portions of the survey were designed to ascertain how the contractors performed in delivering program services, customer satisfaction with the service, and whether participants experienced increased comfort and safety as a result of participating in the program.

The findings of the survey showed that the majority of customers claim to be more comfortable as a result of the program. On average, 79% of customers said they are "more comfortable" as a result of the work done by LIEE, 20% said they are "about the same" and 1% said they are "less comfortable." Overall the LIEE program received high ratings. During PY2008, overall customer satisfaction with the program was 86%.

LIEE Program Name and Tagline Research

In response to Commission direction in D.07-12-051, the joint IOUs conducted twenty focus groups in various areas of each utility's service territory to help establish a single LIEE program name and tagline for the LIEE program. Focus groups participants were asked to evaluate a list of names and program descriptor allowing utilities to gauge their reactions to potential names/descriptions for the program. The objectives of the focus groups also included:

[10] The 2008 LIEE energy savings are based on the following: 1) 2001 Low Income Impact Evaluation Study; 2) D.03-11-020 approved the "LIEE Measure Cost Effectiveness Study" conducted by Itron, Inc. filed on June 2, 2003 for new measure mix effective 1/1/04; 3) D.05-12-026 approved the" Report on the Assessment of Proposed New Year 2006 LIEE Program Measures" conducted by Itron, Inc. filed on May 2, 2005; and 4) the DEER.

- Identifying the energy saving methods customers are currently using (aside from those in the programs presently sponsored by their utility);
- Probing awareness and understanding of the LIEE program.; and
- Gaining insight on customer impressions of the LIEE program.

On July 1, 2008, SoCalGas (as well as the other IOUs) submitted a response to an assigned Commissioner's Ruling dated June 13, 2008. In its response, among other things, SoCalGas recommended the following as the new program name and tagline:

Name: Energy Savings Assistance Program
Tagline: A no-cost energy savings program for qualified renters and homeowners.

In D.08-11-031, the Commission addressed the Joint Utilities' July 1, 2008 filing and because it plans to engage marketing professionals and others to develop the statewide ME&O program the Commission determined that it is premature to decide whether the IOUs proposal is acceptable.

Further in D.08-11-031, the Commission directs the IOUs to stay abreast of developments on the ME&O program as part of the general Energy Efficiency proceeding.

Bill Savings

Table TA 4 reports lifecycle bill savings by measure, by fuel type, and combined for PY2008; Table TA 5 reports the energy rates used for calculating the bill savings; and, Table TA 6 reports the bill savings and the cost ratio for SoCalGas' LIEE programs over the last three years.

CBO, Leveraging and Access to Community Services

In D.01-05-033, the Commission directed utility program administrators to use the funding authorized for LIEE and appliance replacements to leverage the programs provided through DCSD's network of community-based organizations to customers within their service territories. Per D.01-05-033, the utilities could conduct leveraging utilizing the following three approaches:

- "The utility can purchase equipment and appliances in bulk and have a LIHEAP provider install them in eligible low-income homes within the utility service territory, along with additional weatherization measures provided by LIHEAP."
- "The utility can contract directly with a LIHEAP provider to deliver the LIEE program, so that LIHEAP provider can use funds from both LIEE and LIHEAP to provide a comprehensive set of services."
- "The utility can enter into a memorandum of understanding with LIHEAP providers to complete units in a coordinated manner, using LIEE contractors to install measures not provided under LIHEAP."

In an effort to ensure that the network of community-based providers are fully and effectively utilized, D.01-05-033 also directed the utilities to use LIEE funds to leverage low-income weatherization services provided by non-LIHEAP community service providers, under certain circumstances.

D.01-05-033 states:

> "[I]f there are no LIHEAP providers or non-LIHEAP community-based organizations that can, or are willing to, provide weatherization services in a particular geographic area, then utilities also have the option to implement today's rapid deployment strategy with other types of service providers, including private contractors. We provide the utilities considerable flexibility in deciding which of the three approaches, and in what combination, to employ. In this way, a utility can develop the leveraging strategy that is most compatible with its existing delivery system.
>
> The leveraging approach we adopt today will require a shift in thinking within the utility program infrastructure. Instead of considering the LIEE program as a stand-alone activity that provides referrals to DCSD programs, utility administrators and their contractors also need to view the LIEE program as a leveraging vehicle to rapidly expand and enhance the delivery system in place through DCSD's network of LIHEAP providers. We believe that this shift in thinking is warranted by the dire situation facing low-income customers during

the energy crisis, and needed to ensure the efficient and effective deployment of all of the State's resources appropriated for this purpose."[11]

In accordance with the above provisions set forth in D.01-05-033 to deploy a leveraging vehicle to expand and enhance the delivery system of the LIEE program, SoCalGas has utilized the variety of the leveraging scenarios described by the Commission.

In 2008, SoCalGas used the following leveraging efforts to service low-income customers:

CBO Participation

The percentage of Enrollment & Assessment and Weatherization Installation agencies/contractors that are classified as either CBOs or are Women, Minority, and Disabled Veteran Business Enterprises (WMDVBE) certified is 79%. Over two-thirds of the appliance contractors providing furnace and water heater services in PY2008 also hold either CBO or WMDVBE status.

Leveraging

California LIHEAP Block Grant weatherization and bill assistance efforts are funded by the Federal Department of Health & Human Services (DHHS) and provides the following types of services through the DCSD:

- Financial Assistance to offset the costs of heating and/or cooling dwellings;
- Weatherization measures to improve the energy efficiency of the dwelling;
- Education to assist the customer in identifying conservation opportunities; and
- Appliance replacement primary range/oven and installation of microwaves and ceiling fans.

CBOs are eligible to apply for federal funding to install weatherization measures under the LIHEAP Block Grant Program. Over one third of SoCalGas' LIEE participating program weatherization contractors are also LIHEAP providers. This affords the opportunity to leverage

[11] D.01-05-033 at page 5. Also see Conclusions of Law 4 through 7.

the services offered by both programs to our customers. The LIHEAP providers, and other LIEE contractors, are committed to providing comprehensive services to each low-income household.

Access to Other Low-Income Services

In addition to the weatherization services offered by many participating agencies, other programs and services (from other funding sources) are offered to customers. When outreached in the community or when applying for specialized assistance, the low income customer is screened for all services that are needed and/or that they qualify for, including SoCalGas' LIEE programs. The types of non-energy services provided by community agencies in SoCalGas' LIEE program include:

- Consumer credit counseling
- Housing programs
- Food and clothing referrals
- Job assistance
- Child care
- Transportation services
- Recycling programs
- Youth and family services
- Senior programs
- Neighborhood beautification
- Computer labs and vocational training
- Homeless centers
- Legal Assistance
- Handyman programs
- Drug and domestic violence programs
- Healthy Family and Head Start Programs

Local Government and Community Partnerships

In 2008, SoCalGas met with the City of Burbank's Department of Water and Power and Imperial Irrigation District (IID) with the goal of establishing agreements whereby SoCalGas' LIEE program would be leveraged with other municipal low-income services. SoCalGas seeks to partner with both the city of Burbank and IID in order to ensure that customers receiving measures under SoCalGas' LIEE program at the same time also receive low-income program services offered by these municipalities with the goal of fully serving each low-income home. Work continues to be put forth in finalizing the agreements between SoCalGas and Burbank Water and Power and SoCalGas and IID with signed agreements expected in place by early 2009. Additionally, SoCalGas will seek further partnerships throughout 2009 so that customers receiving measures through SoCalGas' LIEE program also receive other measures they may be entitled to.

Technical Appendix

THE PEOPLE WE SERVE ARE MORE THAN OUR CUSTOMERS. THEY'RE OUR NEIGHBORS.

For more than 140 years, we've been proud to provide safe, reliable natural gas service in the communities where we live and work. We also offer assistance programs that may help eligible customers save money:

- **20% rate discount** for qualifying customers through our California Alternate Rates for Energy (CARE) program. Look for an application in your March gas bill.
- **No-cost energy-saving home improvements** for income-qualified customers. Homeowners may also be eligible for no-cost limited appliance repair or replacement. For details, call 1-800-331-7593.
- **Additional gas at the lowest rate** for qualifying customers with certain medical conditions through our Medical Baseline Allowance program.

To learn more, visit *www.socalgas.com/residential/assistance*, or have your account number handy and call **1-800-427-2200**. For Telecommunication Devices for the Speech and Hearing Impaired (TDD) call **1-800-252-0259**.

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