



**SAN DIEGO GAS & ELECTRIC COMPANY (U-902-M)
FOURTEENTH ANNUAL PROGRESS REPORT ON THE
CALIFORNIA ALTERNATE RATES FOR ENERGY PROGRAM
JANUARY 2002 – DECEMBER 2002**

May 1, 2003

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CARE PROGRESS REPORT RESIDENTIAL AND EXPANDED PROGRAMS

January 1, 2002 through December 31, 2002

CARE RESIDENTIAL PROGRAM

Individual and Submetered Participants (Tenants of Qualifying Master-Metered Customers)

I. Participant Information

A. Provide the total number of residential CARE customers, including submetered tenants, by month, by energy source, for the reporting period.

See Tables 1.1 and 1.2.

Table 1.1 Residential CARE Program Gas Customers by Month		
PY2002	Total CARE Participants	Percentage Change
January	102,851	-
February	106,995	4.0%
March	111,373	4.1%
April	113,258	1.7%
May	114,071	0.7%
June	114,798	0.6%
July	115,358	0.5%
August	116,926	1.4%
September	114,941	-1.7%
October	114,490	-0.4%
November	114,261	-0.2%
December	113,172	-1.0%

TABLE 1.2 Residential CARE Program Electric Customers by Month		
PY2002	Total CARE Participants	Percentage Change
January	153,577	-
February	159,443	3.8%
March	166,058	4.1%
April	169,061	1.8%
May	170,224	0.7%
June	171,066	0.5%
July	172,196	0.7%
August	175,156	1.7%
September	172,933	-1.3%
October	172,492	-0.3%
November	172,595	0.1%
December	170,815	-1.0%

Net increases over PY2001 participation at year-end for gas and electric CARE programs were 12% and 13%, respectively.

1. Explain any monthly variance of 5% or more in the number of participants.

No variance of 5% or more is found in PY2002.

B. Describe the methodology, sources of data, and key computations used to estimate the utility's CARE penetration rates by energy source.

1. Describe how the estimates of current demographic CARE-eligibility rates, by energy source for the pre-June 1st and post-June 1st periods, were derived.

CARE eligibility was calculated using Public Use Microdata Sample (PUMS) 1990-based cross-tabulations of income categories by household size, adjusted to match Applied Graphics System's (AGS') 2001 distributions of household size and incomes (separately) for San Diego and Orange County by zip code. Calculation of the eligibility rate expressed as a percentage was done for each fuel source. Except for not updating the eligibility percentages mid year as requested by the Energy Division, this methodology was recommended by the Reporting Requirements Manual (RRM) Working Group in its October 2, 2000

Report for Low Income Assistance Programs and approved by the Commission in D. 01-03-028.

There were no differences in the methodology used pre-June 1st and post-June 1st periods in estimating demographic CARE-eligibility rates for either of SDG&E's energy sources.

2. Describe how the estimates of current CARE-eligible meters were derived. Explain how total residential meters were adjusted to reflect CARE-eligible meters (including submetered tenants) and CARE-ineligible meters (i.e., master meters that are not submetered or other residential meter configurations that do not provide residential service.)

A count of all active residential meters and residential submetered units, minus residential accounts with billing tariffs that do not qualify for CARE, was made to derive the number of residential eligible meters (i.e., households) by fuel source. By using tariff rates as the criteria for counting, all non-eligible master metered accounts were not included in the count.

3. Discuss how the estimates of current CARE-eligible households were developed.

Estimated CARE eligible rates by fuel source, developed as described in B.1 above, were applied to the count of current CARE-eligible meters, developed as described in B.2 above, to estimate the number of CARE-eligible households in SDG&E's service territory.

4. Describe how current CARE customers were counted.

Current CARE customers were counted by tallying the number of customers billed each month on the CARE rate plus the number of submetered tenants receiving service through residential master-metered accounts and participating in CARE.

5. Discuss how the elements above were used to derive the utility's CARE participation rates by energy source.

The formula for calculating CARE-participation rates is:

$$\frac{\text{Number of CARE Customers}}{\text{Number of Estimated CARE-Eligible Households}}$$

The formula is used to determine the CARE-participation rates by energy source and was not changed during PY2002.

C. Provide the total number of CARE residential customers, CARE-eligible households, and CARE participation rates, by energy source, by quarter.

See Tables 2.1 and 2.2.

TABLE 2.1			
CARE Residential Penetration Rate			
Gas			
2002 Quarter Ending	CARE Residential Households	CARE- Eligible Households	CARE Penetration Rate
March 31	111,373	174,931	63.7%
June 30	114,798	175,691	65.3%
September 30	114,941	176,541	65.1%
December 31	113,172	177,214	63.9%

TABLE 2.2			
CARE Residential Penetration Rate			
Electric			
2002 Quarter Ending	CARE Residential Households	CARE- Eligible Households	CARE Penetration Rate
March 31	166,058	241,158	68.9%
June 30	171,066	240,562	71.1%
September 30	172,933	239,848	72.1%
December 31	170,815	238,318	71.7%

D. Provide the estimates of current demographic CARE-eligibility rates by energy source at year-end.

System Wide Gas Rate: .225034
System Wide Electric Rate: .225167

E. Provide the estimates of current CARE-eligible submetered tenants of master-meter customers by energy source at year-end.

SDG&E estimates that 22.5% of residential sub-metered customers are eligible for CARE for both gas & electric services.

Total Gas Tenants:	34,626	Total Eligible Gas:	7,792
Total Electric Tenants:	43,957	Total Eligible Electric:	9,898

F. Provide the current CARE submetered tenant counts by energy source at year-end.

Gas:	7,575
Electric:	8,471

G. Provide the current CARE submetered tenant penetration rates by energy source at year-end.

Gas:	97%
Electric:	86%

H. Discuss any problems encountered during the reporting period administering the CARE program for submetered tenants and/or master-meter customers.

SDG&E did not experience any unusual problems with its 2002 annual recertification of submetered CARE participants that began in July and concluded in September. Managers were sent CARE applications and posters about the recertification process and the new income guidelines. The posters were made available to managers in Spanish & English. SDG&E continues to work closely with all managers to ensure their cooperation in outreaching the program and to ensure that the tenants participating in the program are qualified to receive the program benefits.

However, as SDG&E has found in past years, during the submetered recertification period, there are customers who do not reapply for CARE because of various reasons including:

- Customers have not been informed of the recertification period by their management
- Managers gathered all applications from their tenants and failed to submit the applications to SDG&E before the deadline

- Submetered customers forget to reapply

To manage this problem, in the October/November timeframe, SDG&E sent the park managers whose CARE enrollment dropped by 20% to 30% a reminder letter stating that a majority of their customers had been removed from CARE. SDG&E received a favorable response to this letter bringing the submetered enrollment numbers up again.

II. Usage and Bill Information

A. Provide a comparison of CARE and non-CARE residential usage by Baseline and Non-Baseline, excluding usage of residential master-meter customers, by energy source.

See Table 3.

TABLE 3¹			
Average Monthly Gas/Electric Usage Residential Non-CARE vs. CARE Customers			
Residential Customer	Gas Therms Baseline	Gas Therms Non-Baseline	Total
Non-CARE	21	9	30
CARE	20	5	25
Residential Type	Electric kWh Baseline	Electric kWh Non-Baseline	Total
Non-CARE	249	181	430
CARE	258	81	339

¹ Information contained in Tables 3 and 4 from query of SDG&E's billing data.

B. Provide a comparison of the average monthly bill for CARE and non-CARE residential customers, excluding bills of master-meter residential customers, by energy source.

See Table 4.

TABLE 4		
Average Monthly Gas/Electric Bill Residential Non-CARE vs. CARE Customers (Dollars per Customer)		
Customer	Gas	Electric
Non-CARE	\$24.63	\$66.12
CARE	\$20.25	\$51.05

III. Program Costs

A. Discount Cost

1. State the average monthly CARE discounts received, in dollars per CARE customer, by energy source.

Average Gas Discount: \$5.17

Average Electric Discount: \$12.92

2. State the annual subsidy (discount for PY2002)) for all CARE customers by energy source.

Annual Gas Subsidy: \$5,331,150

Annual Electric Subsidy: \$19,264,822

B. Administrative Cost

1. Show the CARE Residential Program's administrative cost by category.

See Tables 5.1 and 5.2 for a breakdown of base program and Rapid Deployment program costs. Combined administrative cost for base and RD programs was \$2.8 million. Total Program Costs for Base, RD, and Expanded CARE Programs was \$34.1 million.

TABLE 5.1 CARE Residential Program² CARE Costs and Reporting Classifications	
Category	Cost
Outreach	\$523,896
Processing, Certification and Verification	\$112,722
Billing System/Programming	\$0
Measurement and Evaluation	\$7,246
Regulatory Compliance	\$76,654
General Administration	\$155,822
Indirect Costs	\$329,927
LIAB	\$51,818
CPUC Energy Division Staff Funding	\$45,610
Automatic Enrollment ³	\$5,392
Total Program Costs	\$1,309,087
Subsidies and Benefits ⁴	\$31,323,698
Merger Credit	\$76,000
TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$32,632,785

TABLE 5.2 CARE SBX1 5 CARE Costs and Reporting Classifications	
Category	Cost
Capitation Outreach	\$59,513
Outreach	\$636,431
Mass Media	\$709,934
Processing	\$41,312
Billing System/Programming	\$0
Measurement & Evaluation	\$2,425
Regulatory Compliance	\$8,995
Other Administration	\$1,265
Indirect Costs	\$33,191
Energy Division Support Staff	\$0
Total Administrative Costs	\$1,493,066

² Excludes Expansion Program administrative costs of \$18,956 reported in the Expansion Program section of this report.

³ Costs for Automatic Enrollment system programming not included in Rapid Deployment Report.

⁴ Includes CARE Expansion Program subsidy and adjustments of \$6.4 million from PY2000 and PY2001.

2. Explain what is included in each administrative cost category.

Outreach: Costs included in outreach include bill inserts; non-media advertising; the printing and mailing of applications; posters; brochures; flyers; postage; storage and distribution of collateral material; submetered, non-profit and agricultural housing outreach; Call Center labor; staff labor; and any other outreach and enrollment efforts other than capitation outreach.

Capitation Outreach: Third party, community based organizations' outreach conducted under contract to the utility.

Mass Media: Targeted advertising to customers through radio, television, and newspaper media.

Processing, Certification and Verification: Costs included in this category includes staff labor; processing of applications, recertifications and verifications; and submetered certification.

Billing System/Programming: These costs include manual rebilling and programming and billing labor. SDG&E did not incur any costs for these activities during PY2002.

Measurement and Evaluation: Costs for measurement and evaluation includes expenses for the Needs Assessment Study, focus groups, and customer surveys.

Regulatory Compliance: These costs include the staff costs for preparation and filing of Program Applications, Advice Filings, Comments and Reply Comments, and Tariff Revisions; preparing reports and studies; attending working group meetings, public input meetings and other CPUC hearings or meetings.

General Administration: General costs include office supplies; market research; program management labor; and information technology, technical support, and software licensing.

LIAB Funding: These costs are amortized LIAB start-up costs.

CPUC Energy Division Staff Funding: This category of expenses covers the program management and staff support provided by the Energy Division for CARE program implementation.

C. Provide the year-end December 31 balance for the CARE balancing account.

Gas:	\$2,482,887 Undercollection
Electric:	\$18,774,433 Undercollection

D. Describe which cost categories are recorded to the CARE balancing account and which are included in base rates.

The general cost categories recorded to the CARE balancing accounts are discount and program specific administrative expenses as described above. Costs for corporate services (e.g., Legal Department Services and Regulatory Department services) are not recorded to the CARE balancing account. Expenses recorded as SBX5 1 expenses are not included in the CARE balancing account.

CARE program costs are recovered via the public purpose programs (PPP) rate component for electric costs and the tax surcharge PPP rate for gas costs.

E. Provide a table showing, by customer class, the CARE surcharge paid, the average bill paid, the percentage of CARE surcharge paid relative to the average bill, the total CARE surcharge collected, and the percentage of total CARE revenues paid.

See Table 6.1 for gas surcharge paid and Table 6.2 for electric surcharge paid.⁵

⁵ Information contained in Tables 6.1 and 6.2 from SDG&E's CARE balancing account data.

San Diego Gas and Electric Company
Fourteenth Annual CARE Progress Report
May 1, 2003

Table 6.1 Gas CARE Surcharge and Revenue Billed by Customer Class					
Customer Class (1)	Avg. Monthly CARE Surcharge	Avg. Monthly Bill	CARE Surcharge as % of Bill	Total CARE Surcharge Revenue Collected (2)	Percentage of CARE Surcharge Revenue Collected
CORE Residential	\$1	\$28	3.2%	8,236,024	71%
CORE Commercial / Industrial	\$8	\$274	2.9%	2,765,886	24%
CORE Natural Gas Vehicles	\$47	\$1,092	4.3%	108,907	1%
NONCORE Commercial/Industrial	\$348	\$24,327	1.4%	490,739	4%
Total				\$11,601,555	100%

(1) Per SDG&E gas rate Schedule G-PPPS.

(2) Includes PPP Surcharge funds.

Table 6.2 Electric CARE Surcharge and Revenue Billed by Customer Class					
Customer Class (1)	Avg. Monthly CARE Surcharge	Avg. Monthly Bill	CARE Surcharge as % of Bill	Total CARE Surcharge Revenue Collected (2)	Percentage of CARE Surcharge Revenue Collected
Residential					
-Individual	\$0.25	\$69	0.4%	2,883,040	34%
-Master Metered	\$1.93	\$427	0.5%	118,849	1%
Commercial	\$3.01	\$557	0.5%	4,921,756	59%
Industrial	\$49.41	\$40,400	0.1%	357,510	4%
Agricultural	\$2.68	\$653	0.4%	125,817	2%
Total				\$8,406,972	100%

(1) Includes funds billed for payment to the Department of Water Resources (DWR).

(2) Funds billed per the public purpose programs (PPP) rate component.

IV. Outreach

A. Discuss utility outreach activities and those undertaken by third parties on the utility's behalf.

For month-by-month details on SDG&E's utility and community outreach, please see Attachments A and Attachment B, "PY2002 SDG&E CARE Media Outreach" and "SDG&E CARE Outreach and Leveraging Through December 2002."

1. Utility Outreach Activity

2002 Annual Notification--SDG&E's annual notification period for 2002 occurred in July. During this same time period when applications were mailed with customer bills, Energy Notes (a bill newsletter insert) featured an article in English and Spanish alerting customers about the program and the new income guidelines. During SDG&E's PY2002 annual notification, information and CARE applications were provided to 1.2 million customers and 18,472 applications were returned.

Prior to the annual notification, SDG&E inserted applications in selected residential bills starting mid-January and running through Mid-February. Additionally, in December, CARE was again featured in SDG&E's Energy Notes mailed to all residential customers.

Bill Message--Printed quarterly CARE bill messages in English and Spanish.

Submetered CARE Recertification--SDG&E's annual recertification of submetered customers occurred July through September. A total of 18,404 submetered applications, along with posters noticing the CARE program, were mailed out to 521 complexes. In the October/November timeframe, SDG&E sent the park managers whose CARE enrollment dropped by 20% to 30% a reminder letter stating that a majority of their customers had been removed from CARE. SDG&E received a favorable response to this letter bringing the submetered enrollment numbers up again.

Customer Contact Employees--SDG&E continues to offer CARE through our customer call center, bill payment offices and field services activities. Customer Service Representatives (CSRs) advise all turn-on customers and customers inquiring about a past-due account or high bill about the program. In PY2002, CSRs requested 124,140 applications be

mailed to potentially CARE-eligible customers. Customers returned 40,751 of these applications.

Interactive Voice Response (IVR) Information on Hold--The messages to customers waiting for help on telephone inquiries provides information about the CARE program in both English and Spanish.

Internet--SDG&E's home page on its website provides access to information on customer assistance programs, including CARE. A CARE application can be printed from this website and then completed and submitted to SDG&E for enrollment in the CARE program. Applications can be downloaded in both English and Spanish.

Field Collections--Field collectors continued to provide a CARE application and a Customer Assistance Brochure that includes information about CARE to all residential customers facing a credit disconnect as part of the first collection call. During 2002 customers returned 738 of these applications.

Collection Call--SDG&E provides an additional outbound telephone call with a follow-up letter to low income customers faced with collection activity on their account. Information about the availability of payment arrangements and customer assistance programs is given, and the customer is urged to call SDG&E for more information. The call is directed to both CARE customers and customers identified as having a high probability of being low income customers.

Bilingual Employees--SDG&E's Customer Call Center and most company business offices are staffed with bilingual CSRs (English/Spanish) to ensure that all customers have access to information about utility services. Requests from Spanish-speaking customers make up nearly 13% of the applications requested through the telephone center and company offices. In addition to Spanish-speaking CSRs, the telephone center is also staffed with CSRs who speak Vietnamese. The CARE processing group is also bilingual in English and Spanish.

To help ensure prompt service to non-English speaking customers, SDG&E contracts with the AT&T Language Line Service. This service offers an interpreter service for several different languages and dialects that includes, but is not limited to, French, German, Italian, Japanese, Russian, Spanish, Tagalog, and Vietnamese. CSRs stay on the telephone line with the customer and connect to the interpreter for translation.

Media--SDG&E continued a CARE television, newspaper and radio campaign during 2002. The television and radio campaign were in both Spanish and English, while the print campaign included Korean, Chinese and Vietnamese in addition to English and Spanish. See Attachment A for more details on SDG&E's CARE media campaign.

Energy Speakers Corps--Speakers from SDG&E delivered 58 presentations about CARE and other residential energy and assistance programs as well as CARE applications to more than 2,500 customers. Employees from all areas of the Company volunteer for these presentations and meetings.

Community Events--Starting in early January, SDG&E participated in over 151 local community events throughout San Diego County to provide information about CARE and its other low income programs and increase CARE enrollment. Types of events included, the Cuyamaca College Parenting Fair, the City of Carlsbad Energy Fair, the CREEC Seed Fair for Environmental Educations, the Council for Minority Aging Annual Ethnic Festival and Resource Fair, the Southern Indian Health Council Women's Day at Manzanita, and the San Diego County Fair, as well as numerous health and safety fairs and events throughout the service territory. Many of the events were leveraged with the Residential Downstream Lighting Program that is targeted to seniors and other hard-to-reach residential customers. See Attachment B for details on CARE outreach community events.

Information for Community Professional--During PY2002, SDG&E also provided education and training about the CARE program to other professionals, such as police and sheriff's department personnel, State disability staffs, American Red Cross staff professionals, Health and Human Service caseworkers, Housing Authority personnel and others that regularly interface with a broad range of residential customers.

Submetered Apartments and Mobile Home Parks--In PY2002, CARE outreach personnel participated in many events targeting submetered communities. Presentations were made to both complex managers and tenants to inform them of all SDG&E's low-income assistance programs. SDG&E also utilized rate change and annual notification mailings to provide CARE information to complex owners and encourage them to inform their tenants about program eligibility.

Customer Brochures--SDG&E customers can receive information about CARE in several different brochures offered to residential customers. In 2002, customers requested the following brochures, which include a description of the CARE program:

<u>Brochure</u>	<u>Requests</u>
"New Customer Brochure" (English)	44,454
"New Customer Brochure" (Spanish)	2,228
"Medical Baseline"	22,103
"Senior Brochure"	6,005

In addition, SDG&E handed out thousands of the "Assistance for Residential Customer" pamphlets in both English and Spanish.

Mail-In Energy Audit--In 2002, SDG&E followed up with the participants in its Mail-In Energy Audit program to provide those who were not CARE participants with the opportunity to enroll. Out of the 908 Energy Audit participants, 584 were sent CARE applications (268 were already enrolled in the CARE, 7 had moved without reconnecting service, and 6 were ineligible).

Multi-Family Rebate Program--SDG&E's Multi-Family Rebate Program provided cash rebates to property owners and managers. The applications, which were sent to interested owners/managers, noted that tenants in these properties might qualify for CARE and made the property owners acknowledge they understood the availability of CARE for qualified tenants. Over 146 multi-family complexes received rebates from this program.

Energy Education for Low Income Program (EELI)--This program, implemented by Richard Heath and Associates, Inc., for SDG&E educates low-income customers about energy conservation and other programs and services, including CARE. Classroom education is provided through a network of local community-based organizations. CARE applications are made available at all classes. During the reporting period, the EELI Program reached 24,443 low income customers, working with 17 San Diego based social service agencies. Agencies participating in EELI in PY2002 were as shown below:

Community Agencies Participating in Energy Education for Low Income (EELI)

Africa Corp.
Alliance for African Assistance (AAA)
Alpha of San Diego
Campesinos Unidos
Casa Familiar
Catholic Charities
Catholic Charities (Cedar Street)
Consumer Credit Counselors, San Diego
Home Start
Metropolitan Area Advisory Committee (MAAC) Project
Mid City Christian Services
North County Lifeline
Refugee Assistance Center
South Bay Community Services
United Way
Vista Community Clinic
SDSU Foundation WIC Program

The EELI Program provided energy education and CARE information to low income customers who spoke the following languages:

Language	Year-to-Date Customers	Percent of Total
African	2,517	10.30%
Arabic	412	1.69%
Eastern European	67	0.27%
English	17,385	71.12%
Laotian	9	0.04%
Middle Eastern	54	0.22%
Russian	31	0.13%
Spanish	3,644	14.91%
Vietnamese	324	1.33%
Totals	24,443	100%

Direct Assistance Program--This low-income weatherization program provides recipients of weatherization measures with in-home energy education, including CARE information and an opportunity to enroll in CARE. In 2002, 14,089 low income households received DAP services and were educated about CARE and energy-saving practices through DAP. Conducting this education in various languages, DAP representatives also helped customers complete 1,500 CARE applications and returned them directly to SDG&E.

2. Third Party Outreach Activity

Outreach and Enrollment "Capitation" Contractors--In D. 01-05-033, the Commission authorized utilities to use a portion of their SBX1 5 funds to implement a capitation fee, or fee per qualified application, of up to \$12 per application payable to contracted agencies that enroll eligible customers in the CARE program. During 2002, SDG&E contracted with 16 agencies to provide outreach services. These agencies enrolled 5,479 customers in CARE, including the recertification of 2,760 customers.

Door-to-Door Outreach and Enrollment Campaign--SDG&E contracted with an outside agency to provide door-to-door outreach and enrollment and recertification services through June 2002. The outreach workers targeted low income areas in Central San Diego. The outside agency enrolled 8,960 low income customers in CARE, including the recertification of 1,503 CARE customers.

B. Discuss each of the following:

1. Most effective outreach method, including a discussion of how success is measured.

SDG&E's Customer Call Center continues to be the most effective *measurable* outreach method, using rate of returned applications as the measure. CSRs inform customers initiating or transferring service, and on credit and billing calls, about CARE and send applications to customers requesting the information. In PY2002, 124,140 applications were requested, and 40,751 were returned for processing, equating to a 32.8% response rate.

Returns from radio and TV media advertising cannot be measured in this manner; however, returns from print media outreach were tracked and showed the following applications were received as a result of the newspaper advertisements.

	APPS RECEIVED
ENGLISH	568
SPANISH	95
VIETNAMESE	305
CHINESE	86
KOREAN	42
TOTAL	1096

2. How CARE customer data and other relevant program information is shared by the utility with other utilities sharing its service territory.

SDG&E's service territory overlaps Southern California Gas Company's service territory in Southern Orange County. In PY2002, the utilities began sharing CARE application information. SDG&E placed 650 of SoCalGas' CARE customers on the SDG&E CARE program, notified the customers of their enrollment and provided customers the opportunity to decline participation. Thirteen customers opted to not participate.

3. How CARE customer data and other relevant program information is shared within the utility, for example, between its LIEE and other appropriate low-income programs.

CARE Customer Information--SDG&E was able to leverage CARE outreach efforts with other utility outreach efforts by providing CARE information and applications and staff for those efforts (for example, SDG&E's Downstream Lighting Program, which was targeting seniors; SDG&E's Multi-Family Rebate Program; and SDG&E's Del Mar Fair exhibit). Also, as discussed above in Section A, outreach for the CARE program is also included in SDG&E's LIEE program, both in the DAP and in the EELI programs.

Resource for SDG&E's DAP--DAP contractor was provided information on CARE customers so that those who had not received LIEE services could be outreached for those services.

LIHEAP Follow-up--SDG&E utilized LIHEAP energy assistance payment lists to mail CARE applications to 271 LIHEAP recipients who were not participating in the CARE.

4. Attach a copy of the utility's agreement with CSD. Describe the process for cross-referral of low-income customers between the utility and CSD. Describe how the utility's CARE customer discount information is provided to CSD for inclusion in its federal funds leveraging application.

See Attachment C for a copy of the Letter Agreement between SDG&E and CSD and Attachment D for a copy of the PY2003 CARE funds reported to CSD for the Leveraging Incentive Program.

5. Discuss barriers to participation encountered during the reporting period and steps taken to mitigate them.

Language--Customers who do not speak English as their primary language may have difficulty with many types of American social interaction and business dealings. SDG&E's CARE application is fully translated into Spanish (approximately 16% of SDG&E's customers are Spanish-speaking). CARE applications were provided in 9 different languages, including Chinese, Korean and Vietnamese. Also, SDG&E published CARE applications in newspapers written in these languages. A customer assistance brochure was also developed to provide information on utility assistance programs in English, Spanish, and Vietnamese.

Pride--Pride is a barrier that affects customers who have always paid their way and never ask for assistance. Customers feel that they are asking for charity by applying for CARE and are too proud to sign up. Income information is also a sensitive and prideful subject with customers. SDG&E has trained employees working at outreach events to be mindful and discrete when signing up customers.

Lack of Sense of Value--Depending on their average monthly utility bill, customers feel that the value of the discount is "not that much money." SDG&E educates customers to realize that even though the dollar amount may not be substantial, every little bit helps in the time of need. If the customer qualifies for the program they could use the extra money on other life necessities.

Misinformation--Customers, often seniors, feel that if they are taking the discount, other customers who may have a greater need than them will not be able to take advantage of the discount, and therefore, think that they

can manage on their own. SDG&E provides customers with information which lets them know that all eligible customers can apply and use the discount.

C. Discuss any recommendations to improve cost-effectiveness, processing of applications, or program delivery. Discuss methods investigated or implemented by the utility or third parties under contract to the utility to improve outreach and enrollment services to non-participating households in the prior year. Provide cost-effectiveness assessments, if available.

In 2002, SDG&E began investigating a redesign of its CARE processes to more fully automate those processes. With the integration of SDG&E and SoCalGas best practices are continually being reviewed to improve the cost-effectiveness, outreach, and enrollment services of the CARE programs and eliminate the duplication of efforts. Further analysis of the cost-effectiveness of automating the processes will continue in PY2003.

V. Processing CARE Applications

A. Processing Self-Certification and Self-Recertification Applications (Individual and Submetered Customers)

1. Provide the total number of third-party CARE applications received, approved, denied, pending/never completed, or duplicates in the reporting period.

See Tables 7.1 and 7.2.

TABLE 7.1					
CARE Capitation Program					
January 1, 2002 through December 31, 2002					
CARE Applications Submitted^{6, 7}					
	Received	Approved	Denied (Ineligible)	Pending/Never Completed	Duplicates
Total	7785	5479	274	92	1944
Percentage	100%	70%	4%	1%	25%

⁶ Includes recertifications

⁷ Includes recertifications

TABLE 7.2					
CARE Door-to-Door Outreach Program					
January 1, 2002 through June 30, 2002					
CARE Applications Submitted					
	Received	Approved	Denied (Ineligible)	Pending/Never Completed	Duplicates
Total	11304	8960	540	54	1750
Percentage	100%	79%	5%	0.5%	15%

2. Provide the number of utility CARE self-certification and self-recertification applications provided, received, approved, denied, pending/never completed, or duplicates for the reporting period.

See Table 8.

TABLE 8						
CARE Self-Certification and Self-Recertification Applications						
	Provided	Received	Approved	Denied	Pending/ Never Completed	Duplicates
Total	2,199,941	162699	142558	4481	5043	10617
Percentage	100%	7%	88%	3%	3%	7%

3. CARE by month due to the recertification process.

See Table 9.

TABLE 9			
Residential CARE Program Customers Removed by Month through Recertification and Post-Enrollment Verification			
		Post-Enrollment	
2002	Recertification	Verification⁸	Total
January	1166	59	1255
February	747	73	899
March	808	173	1061
April	915	238	1296
May	1010	403	1603
June	1059	439	1701
July	1024	578	1757
August	1055	583	1899
September	1279	586	2181
October	1904	613	2716
November	2694	625	3589
December	1845	541	2639
Total	15,506	4,911	22596

4. Describe the utility's process for recertifying submetered tenants of master-meter customers.

Pursuant to Decision D. 89-07-62, SDG&E recertifies submetered tenants of master-meter customers on an annual basis. The process begins on July 1st, with a notification sent to complex managers at the service address (or mailing address if requested) of the complex. The notification packet contains the following:

⁸ Variance of plus 173 applications from RD reports resulting from final balancing of CARE processing reports.

1. A letter advising the manager that the recertification process has begun
2. Posters in English and Spanish for the manager to post to notify the tenants
3. Submetered CARE applications
4. A large postage paid return envelope for the manager to return completed applications to SDG&E.

Tenants also have the option of returning their applications directly to SDG&E. SDG&E also provides an information form for complexes by which the manager can update the complex information and request more applications or posters.

B. Processing Random Post-Enrollment Verification Applications

- 1. Provide the total number of applications mailed, received, approved, denied, pending/never completed, or duplicates, for the reporting period.**

See Table 10.

TABLE 10						
CARE Random Post-Enrollment Verification Applications⁹						
	Mailed	Received	Approved	Denied	Pending/Never Completed¹⁰	Duplicates
Total	11,890	6,390	3,955	962	7,090	N/A
Percentage	100%	62%	58%	7%	21%	N/A

- 2. Provide a table showing the number of customers removed from CARE by month due to the verification process. (Note: Customers may be removed due to a variety of reasons including non-response to a request to verify income, failure to complete the verification process, ineligibility, or by customer request due to changed eligibility status.)**

See Table 9.

⁹ Total processed can exceed total mailed due to letters being initiated prior year but processed in current year.

¹⁰ Pending/Never Completed include outstanding requests for verifications as of the end of the current year as well as 4,386 applications of customers who were dropped from the CARE program.

C. Describe any contracts the utility has with third parties to conduct certification, recertification and/or verification on the utility's behalf. Describe how these third-party efforts compare to the utility's efforts in comparable customer segments, such as hard-to-reach or under-served. Include comparisons of effectiveness and cost-effectiveness of comparable customer segments, if available.

In PY2002, SDG&E worked with the "capitation" contractors to provide income verification and recertification services for the CARE program. Applications of customers who were already on CARE were reviewed to determine if the application could be used for recertification. Two agencies, which are LIHEAP providers, requested that any income verification requested of their clients be provided by their agencies, since they had collected income documentation during the LIHEAP application process. The agencies then submitted copies of the income documentation to SDG&E.

VI. Program Management

A. Discuss issues and/or events that significantly affected program management in the reporting period and how these were addressed.

The increased CARE outreach efforts undertaken by SDG&E to increase enrollment in the utility's CARE program impacted utility operations in several ways.

- The CARE "capitation" contracts with community-based organizations required SDG&E to expend time communicating with, educating and training the CBO representatives.
- Increased attendance by SDG&E CARE representatives at community events resulted in increased staffing requirements and other resources, not only for attendance at the events but for tracking and reporting on these efforts.
- SDG&E's media campaign increased customer calls to the utility.
- SB920, which mandated a mailing to master-metered facilities, increased both property owner/manager calls and customer calls to the utility.

CARE EXPANSION PROGRAM

This section covers the non-profit homeless shelters and group living facilities, migrant and farm worker housing centers, qualified privately-owned employee housing, and qualified non-profit housing for agricultural employees.

I. Participant Information

A. Provide the total number of residential and/or commercial facilities by month, by energy source for the reporting period.

See Table 11.

TABLE 11						
CARE Expansion Program						
Participating Facilities by Month						
2002	Residential Facilities – Gas	Commercial Facilities – Gas	Total Gas Facilities	Residential Facilities – Electric	Commercial Facilities – Electric	Total Electric Facilities
January	387	107	494	461	185	646
February	385	107	492	460	185	645
March	383	107	490	459	185	644
April	383	107	490	459	187	646
May	496	134	630	582	228	810
June	384	108	492	460	188	648
July	379	108	487	457	185	642
August	379	108	487	458	185	643
September	379	107	486	457	185	642
October	381	108	489	459	186	645
November	384	109	493	464	192	656
December	384	109	493	469	196	665

1. State the total number of residents (excluding caregivers) for residential facilities, and for commercial facilities, by energy source, at year-end.

Residential Gas: 9,525
Commercial Gas: 3,555

Residential Electric: 6,663
Commercial Electric: 8,156

II. Usage Information

A. Provide the average monthly usage by energy source per residential facility and per commercial facility.

See Table 12.

TABLE 12		
CARE Expansion Program		
Average Monthly Gas/Electric Usage		
Type of Facility	Gas Therms	Electric kWhr
Residential Facilities	206	1,592
Commercial Facilities	762	15,258

III. Program Costs

A. Administrative Cost

1. Show the CARE Expansion Program's administrative cost by category.

Outreach	\$3,000
Processing, Certification and Verification	\$13,981
Billing System/Programming	0
Measurement and Evaluation	0
Regulatory Compliance	\$512
General Administration	\$1,463
LIAB Funding	0
CPUC Energy Division Staff Funding	0

B. Discount Information

1. State the average annual CARE discount received per residential facility by energy source.

Residential Facility Gas Discount:	\$399.71
Residential Facility Electric Discount:	\$630.69

2. State the average annual CARE discount received per commercial facility by energy source.

Commercial Facility Gas Discount:	\$1,285.80
Commercial Facility Electric Discount:	\$5,081.29

IV. Outreach

A. Discuss utility outreach activities and those undertaken by third parties on the utility's behalf.

Utility Outreach--On November 2002, SDG&E obtained a list of non-profit organizations and agricultural facilities in San Diego and parts of Orange County that may qualify for the Expanded CARE program. Approximately 800 applications were sent to these organizations. A total of 121 applications were returned. Forty-four of the applications received were new enrollees. However, we received no new applications for the Expanded Agricultural CARE program.

Third Party Outreach—Third parties did not conduct outreach specific to the CARE expansion program on behalf of SDG&E during 2002.

B. Discuss each of the following:

1. Most effective outreach method, including a discussion of how success is measured.

SDG&E considers the outreach in November as described above as successful in that it resulted in the enrollment of over a 100 new facilities.

2. How the CARE facility data and relevant program information is shared by the utility with other utilities sharing its service territory.

No data has been shared with the other utilities for expanded CARE in 2002.

3. Barriers to participation encountered in the prior year and steps taken to mitigate these, if feasible, or not, if infeasible.

The only barrier that was found was that some of the mailing addresses for these facilities were incorrect resulting in the expanded CARE mailing being sent back to SDG&E.

C. Discuss any recommendations to improve the cost-effectiveness, processing of applications, or program delivery. Discuss methods investigated or implemented by the utility or third parties on the utility's behalf to improve outreach and

enrollment services to non-participating facilities in the prior year. Provide cost-effectiveness assessments, if available.

Staff will continue to provide the annual recertification in March and further direct mailings. SDG&E will investigate the possibility of having third parties outreach to expanded CARE customers.

V. Processing CARE Applications

A. Processing Self-Certification and Self-Recertification Applications

1. Provide the total number of third-party CARE Expansion program applications received, approved, denied, pending/never completed, or duplicates.

See Table 13.

TABLE 13					
CARE Expansion Program Self Certification and Self Recertification					
Entity	Received	Approved	Denied	Pending/Never Completed	Duplicates
SDG&E	121	117	0	4	0
Percentage	100%	97%	0%	3%	0%

2. Provide the total number of utility CARE Expansion program applications received, approved, denied, pending/never completed, or duplicates for the reporting period.

See Table 13.

B. Describe any contracts the utility has with third parties to conduct certification, recertification and/or verification on the utility's behalf. Describe how these third-party efforts compare to the utility's efforts in comparable customer segments such as hard-to-reach or under-served. Include comparisons of effectiveness and cost-effectiveness of comparable customer segments, if available.

Third-parties did not conduct recertification and/or verification on SDG&E's behalf for Expanded CARE in PY2002. Utility results are in Table 13.

VI. Program Management

A. Discuss issues and/or events that significantly affected program management in the reporting period, and how these were addressed.

There were no events that significantly affected Expanded CARE during PY2002.

ATTACHMENTS

- A. PY2002 SDG&E CARE Media Outreach**
- B. SDG&E CARE Outreach and Leveraging Through December 2002**
- C. CARE Leveraging Agreement with DCSD—No electronic copy available**
- D. CARE Leveraging Report to DCS**

PY 2002 SDG&E CARE Media Outreach

Media Initiative	Summary	Timeline
Vietnamese Market	<p>SDG&E sponsors a monthly radio show on TNTR, San Diego's only subscriber-based Vietnamese station with over 20,000 listeners. Topics vary but CARE is discussed almost every month since callers have questions about the program. Also, SDG&E has developed an assistance packet for Vietnamese customers that includes the CARE ad. The packet is mailed to customers who call our 800 number.</p> <p>Vietnamese materials (fact sheet, brochure, and CARE application) available on SDG&E's Web site beginning in March 2002.</p> <p>A four-week Spring run of our CARE ad is running in Tieng Viet beginning on April 12.</p>	<p>4-week run scheduled for 4/12/02 through 5/10/02).</p> <p>CARE enrollments for 2001: 258 For April 2002: 11</p>
	<p>A new in-language print ad has been created and began running the week of July 29. The ad will run in Tieng Viet and Nguoi Viet. A new 60-second radio spot will air on TNT Radio in July and August.</p> <p>SDG&E sponsors a monthly radio show on TNTR, San Diego's only subscriber-based Vietnamese station with over 20,000 listeners. Topics vary but CARE is discussed almost every month since callers have questions about the program. Also, SDG&E has developed an assistance packet for Vietnamese customers which includes the CARE ad. The packet is mailed to customers who call our 800 number.</p> <p>Vietnamese materials (home energy survey, fact sheets, brochures, and CARE application) available on SDG&E's Web site beginning in March.</p>	<p>Print: 3-week run scheduled for 10/14/02 through 11/11/02.</p> <p>Radio: Monthly</p> <p>CARE enrollment through 2002: 305 For December: 12</p>

PY 2002 SDG&E CARE Media Outreach

Media Initiative	Summary	Timeline
Korean Market	<p>Korea Times is the largest ethnic newspaper in the U.S. The 2002 CARE ad was translated and formatted. It ran three times in Korea Times beginning on April 17.</p> <p>One hundred copies of the CARE application were distributed to two Korean Senior Centers.</p>	<p>3-week run scheduled for 4/17/02, 5/1/02 and 5/15/02).</p> <p>CARE enrollments for 2001: 42 For April 2002: 1</p>
	<p>A new in-language print ad has been created and began running the week of July 15. Korea Times is the largest ethnic newspaper in the U.S.</p>	<p>2-week run scheduled for 10/7/02 and 10/28/02)</p> <p>CARE enrollment for 2002: 42 For December: 1</p>
Filipino Market	<p>A new print ad ran in the Filipino Press, San Diego's largest Filipino community newspaper, and Asian Journal, every other week in January through mid-February. Additionally, we placed 60-second radio spots on KYYX/96.5FM, which is the #1 ranked radio station in San Diego among Filipinos. The radio ad ran in early January through the middle of February, and is currently running through mid-May.</p>	<p>6-week Winter run (1/7/02 through w/o 2/11/02) 6-week Spring run (4/8/02 through w/o 5/13/02).</p>
	<p>A new print ad began running in the Filipino Press, San Diego's largest Filipino community newspaper, Asian Journal and the California Examiner the week of July 8. Additionally, a new 60-second radio spot on KYYX/96.5FM, which is the #1 ranked radio station in San Diego among Filipinos will run for five weeks beginning the week of July 8.</p> <p>Additional radio spots and print ads running in October and November.</p>	<p>Print - 3-week run from 10/7/02 through 11/11/02 (non-consecutive weeks)</p> <p>Radio: 3-week run scheduled for 11/25/02 through 12/9/02.</p> <p>CARE enrollments for July – Dec. 2002 – 17</p>

PY 2002 SDG&E CARE Media Outreach

Media Initiative	Summary	Timeline
Chinese Market	The 2002 CARE ad ran is running in two publications in April and May - American Chinese Times and We Chinese.	4-week run scheduled for 4/12/02 through 5/10/02). Appear in We Chinese in May 2002. CARE enrollments for 2001: 67 For April 2002: 4
	A new in-language print ad will run in two publications in August, September, October & November - American Chinese Times and We Chinese.	3-week run scheduled for 10/7/02 through 11/4/02 (non-consecutive weeks) in American Chinese Times. Also to appear in We Chinese in October & November 2002. CARE enrollment through 2002: 86 For December: 1
African American Market	Voice & Viewpoint, the largest African-American newspaper in the San Diego region, ran the new print ad in early January through mid-February, as well as April through mid-May. Additionally, XHRM/92.5, the #1 ranked radio station for the African-American adult market, ran the radio spot in early January through the middle of February, and is currently running through mid-May.	6-week Winter run (1/7/02 through w/o 2/11/02) 6-week Spring run (4/8/02 through w/o 5/13/02).
	Voice & Viewpoint, the largest African-American newspaper in the San Diego region, will run the print ad in October and November. Additionally, XHRM/92.5, the #1 ranked radio station for the African-American adult market, will run the new radio spot in October and November.	Print: 3-week run from 7/8/02 through 8/5/02 (non-consecutive weeks). Radio: 3-week run scheduled for 11/25/02 through 12/9/02.

PY 2002 SDG&E CARE Media Outreach

Media Initiative	Summary	Timeline
Cambodian Market	Union of Pan Asian Communities (UPAC) is providing information on CARE.	Ongoing.
Spanish Market	<p>El Latino (the largest weekly Hispanic paper in the San Diego region), La Prensa and El Sol, ran the new in-language print ad from early January through the middle of February, and is running again April through mid-May. A new health publication for the Latino community also ran the CARE ad in April. La Nueva and K-Love, the two top Spanish language radio stations in San Diego, ran CARE spot during the same timeframe as well. In addition, we ran the in-language CARE TV spot on Telemundo and Televisa, the two top-rated stations for our target market during the same time frame.</p>	<p>6-week Winter run (1/7/02 through w/o 2/11/02) 6-week Spring run (4/8/02 through w/o 5/13/02).</p>
	<p>El Latino (the largest weekly Hispanic paper in the San Diego region), La Prensa and En Lace will run the new in-language print ad in October and November. La Nueva and K-Love, the two top Spanish language radio stations in San Diego, will run the Spanish CARE spot during the same timeframe as well. In addition, we will run the in-language CARE TV spot on Telemundo, one of the top-rated stations for our target market during the same time frame.</p>	<p>Print: 2-week run from 10/14/02 through 11/11/02 (alternating weeks).</p> <p>Radio & TV: 3- and 4-week runs scheduled for 11/25/02 through 12/16/02.</p> <p>CARE enrollment through 2002: 95 For December: 1</p>

PY 2002 SDG&E CARE Media Outreach

Media Initiative	Summary	Timeline
Senior Market	<p>The print ad ran in Senior Life during the month of February and April. Also, KPOP/1360AM, the highest ranking non-news station among the senior market, ran the CARE spot from early January through the middle of February, and is running again April through mid-May.</p> <p>The ads are also scheduled to run again for another 6 weeks in April and May. The new print ad will run in Senior Life during the month of October. Also, KPOP/1360AM, the highest-ranking non-news station among the senior market, will run the new CARE spot from in October and November.</p>	<p>6-week Winter run (1/7/02 through w/o 2/11/02) 6-week Spring run (4/8/02 through w/o 5/13/02).</p> <p>Print: One-month run in October. Radio: 3-week run scheduled for 11/25/02 through 12/9/02.</p> <p>CARE enrollments from July – Dec. 2002 – 17</p>
General Market	<p>Targeting specific geographic communities in San Diego that have been ranked as having large low-income populations, we ran new page dominant print ads in local newspapers. Targeted newspapers were:</p> <ul style="list-style-type: none"> • Union/Tribune – South Zone--run dates: w/o 1/7, 1/21, 2/4, 4/8, 4/22, 5/6 • North County Times – Oceanside & Escondido Zones--run dates: w/o 1/14, 1/28, 2/11, 4/15, 4/29, 5/13 • North Park News--run dates February and April issues • Imperial Beach Eagle & Times--run dates w/o 1/14, 1/28, 2/11, 4/15, 4/29, 5/13 • Chula Vista Star News--run dates w/o 1/14, 1/28, 2/11, 4/15, 4/29, 5/13 • East County Californian—run dates w/o 1/14, 1/28, 2/11, 4/15, 4/29, 5/13 <p>Targeting specific geographic communities in San Diego that have been ranked as having large low-income populations, we'll run new page dominant print ads in local newspapers. Targeted newspapers were:</p> <ul style="list-style-type: none"> • Union/Tribune – South Zone--run dates: w/o 10/7, 10/21, 11/4 • North County Times – Oceanside & Escondido Zones--run dates: w/o 10/14, 10/28 and 11/4 	<p>6-week Winter run (1/7/02 through w/o 2/11/02) 6-week Spring run (4/8/02 through w/o 5/13/02).</p> <p>3-week run varies in October and November.</p> <p>English CARE enrollment through 2002: 568 For December: 11</p>

PY 2002 SDG&E CARE Media Outreach

Media Initiative	Summary	Timeline												
	<ul style="list-style-type: none">• North Park News--run dates October issue• Imperial Beach Eagle & Times--run dates w/o 10/14, 10/28, and 11/11• Chula Vista Star News--run dates w/o 10/14, 10/28 and 11/11• East County Californian/Alpine Sun—run dates w/o 10/14, 10/28 and 11/11													
English & Spanish Market	New CARE posters were developed for all SDG&E office locations and pay stations. The posters displayed in the office locations will direct customers to ask their customer service clerk for more information on the CARE program. The posters for the pay stations will inform the customer of the discount and refer them to the SDG&E toll free number.	Ongoing												
English & Spanish Market	<p>The CARE TV spot ran on local TV from early January through mid-February, and is running again April through mid-May. The media schedule was bought based on high-ranking shows among our specific audience criteria (low-income, senior and ethnic). A Spanish version was also developed. Stations that the TV spot will be running on are:</p> <table><tr><td>English:</td><td>Spanish:</td></tr><tr><td>KFMB –8-CBS</td><td>XHAS-33-Telemundo</td></tr><tr><td>KGTV-10-ABC</td><td>XEWT-12Televisa</td></tr><tr><td>KUSI-9/51-IND</td><td></td></tr><tr><td>XETV-6-FOX</td><td></td></tr><tr><td>KSWB-6/59-WB</td><td></td></tr></table> <p>Additionally, dual language bus posters were posted on 100 San Diego buses through the entire month of March.</p>	English:	Spanish:	KFMB –8-CBS	XHAS-33-Telemundo	KGTV-10-ABC	XEWT-12Televisa	KUSI-9/51-IND		XETV-6-FOX		KSWB-6/59-WB		<p>6-week Winter run (1/7/02 through w/o 2/11/02)</p> <p>6-week Spring run (4/8/02 through w/o 5/13/02).</p>
English:	Spanish:													
KFMB –8-CBS	XHAS-33-Telemundo													
KGTV-10-ABC	XEWT-12Televisa													
KUSI-9/51-IND														
XETV-6-FOX														
KSWB-6/59-WB														
	<p>The revised CARE TV spot will run on local TV from early October through early November. The media schedule was bought based on high-ranking shows among our specific audience criteria (low-income, senior and ethnic). A Spanish version was also developed. Stations that the TV spot will be</p>	<p>4-week run scheduled for 11/25/02 through 12/16/02.</p>												

PY 2002 SDG&E CARE Media Outreach

Media Initiative	Summary	Timeline
	running on are: English: KFMB -8-CBS KGTV-10-ABC KNSD-7/39-NBC KUSI-9/51-IND XETV-6-FOX KSWB-6/59-WB Spanish: XHAS-33-Telemundo	
HR Market	We ran a print ad in a monthly newsletter distributed to the Human Resource industry. This promotes SDG&E's low-income assistance programs, including CARE. The ad ran in March, April and May 2001.	March – May 2001
Military	The new print ad will run in At Ease/Navy Dispatch and the Scout for several weeks in October and November. The papers are distributed at on-base locations.	3-week run varies from 10/7/02 through 11/11/02 (non-consecutive weeks). CARE enrollments from July – Dec. 2002 – 30

SDG&E CARE Outreach and Leveraging Through December 2002

Activity	Summary	Timeline	Status/Results/Cost
January 2002			
Energy Notes newsletter with monthly bill	Article in English/Spanish CARE providing income guidelines in English and Spanish.	Mid-January 2002 through mid-February 2002	Information to 1.2M customers at no cost to programs.
CARE Application Insert and Bill Message on the Billing Document	CARE application inserted in residential bills and CARE bill message printed on all residential bills.	Mid-January 2002 through mid-February 2002	Information to 1.2M customers
COMNAV - Family Housing	Mailed CARE applications.	1/8/02	Mailed 100 applications.
Greater San Diego Transportation (Yellow Cab)	Mailed CARE applications.	1/9/02	Mailed 800 applications.
American Red Cross	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance and Energy Efficiency programs.	1/11/02	3 Outreach Representatives
State Disability Office – San Diego location	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance and Energy Efficiency programs.	1/14/02	Office manager and staff to provide information to 200 telephone intake representatives
Camp Pendleton Military Housing Specialists	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance and Energy Efficiency programs.	1/17/02	14 Intake Counselors providing help to military members through the base housing office and Navy Family Relief. Installed 20 CARE posters and Point of Purchase displays (POPs).
Mobile Meadows MHP	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	1/18/02	55 lower to moderate income and seniors
YMCA Childcare Resource Service	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance and Energy Efficiency programs.	1/22/02	20 Site Managers. Installed 91 CARE posters and POPs in 167 of their sites.

SDG&E CARE Outreach and Leveraging Through December 2002

Activity	Summary	Timeline	Status/Results/Cost
Labor's Community Service Agency	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	1/22/01 (Summary of monthly activity. Services provided on one-on-one basis.)	44 lower income Senior homeowners
Boys & Girls Clubs of San Diego	Presentation to coordinator about CARE, LIEE, Medical Baseline, Customer Assistance and Energy Efficiency programs.	1/23/02	Resource Development Coordinator. Arranged to install CARE posters and POPs in 12 centers.
Employment Development Department (EDD) Branch Managers and VA Counselors	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance and Energy Efficiency programs.	1/23/02	6 EDD Branch Managers and 24 VA Intake Counselors. Workshop meetings set-up in various EDD/Career Center sites.
Mujeres Con Proposito	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, Energy Efficiency programs, and light bulb/torchiere exchange event.	1/24/02	Det. Penalosa from San Diego Police Department. Set-up a CARE/light bulb/torchiere event for 2/9/02.
Host/Marriott International	Mailed CARE applications	1/25/02	CARE applications provided in paychecks for 500 food service and maintenance personnel at the SD International Airport.
Professional Housing Management Association	Presentation to landlords and managers of off-base low cost housing to military members, providers of Section 8 housing and HUD housing about CARE, LIEE, Medical Baseline, Customer Assistance and Energy Efficiency programs available for their tenants.	1/26/02	40 Complex owners and/or managers

SDG&E CARE Outreach and Leveraging Through December 2002

Activity	Summary	Timeline	Status/Results/Cost
COMNAV - Family Housing	Mailed CARE applications, posters and POPs	1/29/02	Mailed 1,000 applications, 20 posters and 20 POPs.
Catholic Charities	Provided CARE applications, posters and POPs	1/29/02	Provided 100 applications, posters and 2 POPs.
San Diego Community Service Centers	Mailed CARE applications, posters and POPs.	1/30/02	Mailed 750 applications, 30 posters and 30 POPs to 15 San Diego Community Service Centers within the county.
St Jude's Nutrition Center	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	1/30/02	80 lower income seniors
East County Career Center	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance and Energy Efficiency programs.	1/30/02	20 Various Counselors from EDD, Grossmont College, San Diego Workforce and Career Centers. Set-up workshop meeting with State of CA Rehab. Center.
SD Hilton by the Bay Hotel	Provided information and applications for CARE, LIEE, Medical Baseline, Customer Assistance and Energy Efficiency programs for Employee Health Fair and Blood Drive.	1/31/02	80 hotel employees. Installed CARE posters and POPs.
Customer Call Center	Mailed CARE application per customer's request	Month of January 2002	10,684 applications mailed (9,371 English and 1,313 Spanish)
February 2002			
Tierrasanta Community Center	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	02/06/02	85 lower income seniors
South Metro EDD/Career Center (Encanto)	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance and Energy	02/07/02	8 career center counselors

SDG&E CARE Outreach and Leveraging Through December 2002

Activity	Summary	Timeline	Status/Results/Cost
	Efficiency programs.		
Linda Vista Elementary School	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	02/07/02	17 lower income hard-to-reach families (monolingual/Spanish)
American Red Cross WIC Office (University)	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, energy efficiency programs, and Light bulb/torchiere exchange.	02/08/02	20 WIC counselors. Posted assistance programs information in office. Set-up date for Light bulb/torchiere event.
Mujeres Con Proposito	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	02/09/02	137 lower income mothers from primarily Spanish-speaking households
American Red Cross WIC Office (Oceanside)	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, energy efficiency programs, and Light bulb/torchiere exchange.	02/11/02	20 WIC counselors. Posted assistance programs information in office. Set-up date for Light bulb/torchiere event.
Braille Institute of San Diego	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	02/11/02	68 vision-impaired customers
Diza Recreation Center (San Ysidro)	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, and energy efficiency programs.	02/12/02	20 community based organizations, store owners, law-enforcement officials and city officials.
American Red Cross WIC Office (Euclid)	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, energy efficiency programs, and Light bulb/torchiere exchange.	02/13/02	Manager and supervisor of office. Follow-up to occur with staff. Set-up date for Light bulb/torchiere event.
City of San Diego Senior	Light bulb/torchiere exchange with CARE	02/14/02	128 lower to moderate income

SDG&E CARE Outreach and Leveraging Through December 2002

Activity	Summary	Timeline	Status/Results/Cost
Citizens Club	applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.		seniors and caregivers
Blessed Sacrament Church	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	02/19/02	36 lower income seniors
CASA Familiar	San Ysidro community meeting discussing the rehabilitation of low-income homes. Provided CARE, LIEE, Weatherization and Payment information.	2/20/02	100 Low-income Hispanic families
American Red Cross WIC Office (Spring Valley)	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, energy efficiency programs, and Light bulb/torchiere exchange.	02/20/02	Manager of site. Follow-up to staff occurred later in month. Set-up date for Light bulb/torchiere event.
CalWorks Escondido Site	CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	02/20/02	6 CalWorks participants about to leave the welfare system to full time employment
County Housing Authority Section 8 Program	CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	02/21/02	Briefing for 45 Section 8 intake personnel. Also provided 2500 CARE applications, 1000 Medical Baseline applications and 1500 Residential Assistance Brochures, 10 bilingual posters and countertop displays
Hacienda Vallecitos Senior Housing Complex	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	02/21/02	50 lower to moderate income seniors
Red Cross Paratransit Unit	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications,	02/21/02	Briefing for 10 paratransit supervisors on distribution of all

SDG&E CARE Outreach and Leveraging Through December 2002

Activity	Summary	Timeline	Status/Results/Cost
	LIEE, Customer Assistance and Energy Efficiency Programs information provided.		customer assistance brochures through their 200 vans
American Red Cross WIC Office (Spring Valley)	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, energy efficiency programs, and Light bulb/torchiere exchange.	02/25/02	10 WIC case counselors. Posted energy efficiency information in office.
Cal. Dept of Social Services Complex (Bloodmobile)	Compact fluorescent light bulbs with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided to each blood donor.	02/26/02	60 blood donors
Labor's Community Service Agency	CFL installation with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	02/26/02 (Summary of monthly activity. Services provided in one-on-one setting.)	47 lower income senior homeowners
Alpine/Manzanita After School Program	CARE applications provided for distribution for parents of children attending 5 after school childcare sites in rural San Diego County.	02/27/02	1250 CARE applications provided for distribution to students in five after school programs
Metro EDD/Career Center (Kearny Mesa)	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, and energy efficiency programs.	02/28/02	40 EDD, Veterans and Career Center counselors. Will post assistance information within office.
Customer Call Center	Mailed CARE application per customer's request	Month of February 2002	10,085 applications mailed. (9,024 English and 1,061 Spanish requests).
March 2002			
Alvarado Hospital (Bloodmobile)	Compact fluorescent light bulbs with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided to	03/01/02	33 health care employees

SDG&E CARE Outreach and Leveraging Through December 2002

Activity	Summary	Timeline	Status/Results/Cost
	each blood donor.		
California State Rehabilitation Office – El Cajon	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, and energy efficiency programs.	03/01/02	12 State Rehabilitation caseworkers. Will post assistance information within office.
Navy/Marine Corp. Relief Society	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, and energy efficiency programs.	03/04/02	20 Navy/Marine Corp. Relief Society volunteers. Will post assistance information within offices of the various bases in San Diego they represented.
Grossmont Hospital (Bloodmobile)	Compact fluorescent light bulbs with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided to each blood donor.	03/05/02	68 health care employees
South Metro Career Center	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, and energy efficiency programs.	03/07/02	30 EDD, Veterans and Career Center counselors. Will post assistance information within office.
American Red Cross WIC Office (Linda Vista)	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, energy efficiency programs, and Light bulb/torchiere exchange.	03/08/02	10 WIC case counselors. Posted energy efficiency information in office. Also, set-up a turn-in event to occur in May.
City of San Diego (Jacob Center)	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, and energy efficiency programs.	03/08/02	8 community organizations affiliated with Jacob Center. Will post assistance information within their offices.
American Red Cross Paratransit Units	Provided CARE, LIEE, Medical Baseline, Customer Assistance, energy efficiency, and Residential Audit information.	03/11/02	2000 Customer Assistance and energy efficiency information provided for their March

SDG&E CARE Outreach and Leveraging Through December 2002

Activity	Summary	Timeline	Status/Results/Cost
			Paratransit member mailing.
Asociacion Latina de Padres de Crianza	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, energy efficiency programs, and light bulb/torchiere exchange.	03/12/02	50 Foster Parents from the Latin Association of Foster Parents. Presented them with Customer Assistance and Energy Efficiency information. Also, conducted a light bulb/torchiere exchange event.
California Crime Prevention Officer's Association	CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	03/13/02	40 police officers who interface with city and county residents. Provided multiple copies of customer assistance information.
Santee Sheriff's Station	CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	03/14/02	Legal/law enforcement meeting for 45 Apartment, mobilehome and single-family property managers. Provided all customer assistance information for their use with tenants.
Anza Elementary School	CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	03/14/02	200 parents and teachers in multi-ethnic school district. Provided customer assistance information and complimentary CFLs.
American Red Cross Paratransit Units	SDG&E bags filled with CARE, LIEE, Medical Baseline, Customer Assistance Brochures, Energy Efficiency Brochures, and Audit information to be distributed to riders of paratransit mobile units.	03/15/02	300 English and 150 Spanish bags provided with Customer Assistance and Energy Efficiency information provided for CARE applications provided for distribution.

SDG&E CARE Outreach and Leveraging Through December 2002

Activity	Summary	Timeline	Status/Results/Cost
San Diego Access Center	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	03/19/02	25 staff members of agency serving disabled clients.
South Metro Career Center	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, and energy efficiency programs.	03/19/02	50 local agencies and businesses within the Encanto area. Various attendees of meeting requested an SDG&E representative to contact them a present at their organization.
San Diego Electric Training Center	CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	03/20/02	22 apprentices training to become electricians.
Education Cultural Complex – San Diego Community College (Child Development Center)	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, energy efficiency programs, and light bulb/torchiere exchange.	03/21/02	15 parents of students of the Child Development Center at the Education Cultural Complex. Also, center will post Assistance Information permanently within department.
San Diego Access Center	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	03/25/02	36 disabled customers receiving rehabilitation services through the Access Center
Maintenance Staff, State Office Building	CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	03/29/02	50 state employees working as maintenance staff.

SDG&E CARE Outreach and Leveraging Through December 2002

Activity	Summary	Timeline	Status/Results/Cost
Customer Call Center	Mailed CARE application per customer's request	Month of March 2002	9,280 applications mailed. (8,176 English and 1,104 Spanish requests).
April 2002			
South County Career Center (Chula Vista)	CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	04/03/02	40 Caseworkers. Provided assistance information for office.
Casa de Servicio (South San Diego)	CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	04/03/02	10 Caseworkers. Provided assistance information for office.
City of Vista	CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	04/04/02	100 SDG&E bags filled with Customer Assistance Information for riders of their paratransit unit.
American Red Cross WIC Office (Jamaica)	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, energy efficiency programs, and Light bulb/torchiere exchange.	04/04/02	45 low-income, ethnically diverse mothers.
Asociacion Latina de Padres de Crianza (DHHS Office, Chula Vista)	Presentation and CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	04/04/02	20 Foster Grand Parents providing care to their grandchildren
The Access Center of San Diego	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	04/08/02	77 disabled adult customers receiving rehabilitation services thorough this agency.
The Gay and Lesbian Center (Hillcrest)	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	04/10/02	48 low-income, ethnically diverse customers.
Association Latina de	Presentation about CARE, LIEE, Medical	04/11/02	34 families providing foster care

SDG&E CARE Outreach and Leveraging Through December 2002

Activity	Summary	Timeline	Status/Results/Cost
Padres (Chula Vista)	Baseline, Customer Assistance, energy efficiency programs, and Light bulb/torchiere exchange.		services for San Diego County.
State Rehabilitation Office - Downtown	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, energy efficiency programs.	04/12/02	9 caseworkers
American Red Cross – Euclid WIC Office	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, energy efficiency programs.	04/15/02	10 caseworkers
SD County Probation Center	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, energy efficiency programs, and Light bulb/torchiere exchange.	04/16/02	23 customers
Migrant Education Center (Oceanside)	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, energy efficiency programs, and Light bulb/torchiere exchange.	04/16/02	114 migrant workers
Golden Avenue Elementary School (Lemon Grove)	Information about CARE. LIEE, Medical Baseline, Customer Assistance and energy efficiency programs. Two CFLs provided to each attending family.	04/18/02	250 families of elementary schoolchildren in culturally diverse area
Cuyamaca College Single Parents Resource Fair (East County/El Cajon)	CARE applications provided for resource book for all attendees. LIEE, Medical Baseline, Customer Assistance and Energy Efficiency information provided at event.	04/19/02	200 single parents
Agape Apostolic Community Temple of Salvation	CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	04/20/02	200 SDG&E bags provided with assistance information for the attendees of their soul conference.
Independent City Event – SD County Welfare Department (SD City)	Assisted foster children about to ‘graduate’ from the foster care system learn how to initiate utility service. Provided information	04/20/02	125 17- & 18-year old foster children who will graduate from foster care upon high school

SDG&E CARE Outreach and Leveraging Through December 2002

Activity	Summary	Timeline	Status/Results/Cost
College)	about CARE, LIEE, Medical Baseline, Customer Assistance and energy efficiency programs.		graduation in June.
Navy/Marine Key Volunteer Group (MCAS Miramar)	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, energy efficiency programs.	04/22/02	30 representatives from various volunteer groups on MCAS Miramar
San Diego Eldercare Directory	Reviewed methods of partnering with the publisher of this directory and the Southern Caregivers Resource Council.	04/22/02	5 Sign-on San Diego and Director of Programs and Services from SCRC (Non-profit provider of caregiver respite services.)
Aging & Independent Services (Escondido)	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, energy efficiency programs, and Light bulb/torchiere exchange.	04/23/02	15 caseworkers providing intake and referral services to SD County seniors. CARE posters and counter displays installed.
Southern Indian Health Council (Manzanita)	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, energy efficiency programs, and Light bulb/torchiere exchange.	04/24/02	75 Native American women, residing both on and off reservations.
East County Outreach (El Cajon)	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, energy efficiency programs. Applications for assistance programs provided.	04/24/02	15 caseworkers providing case management and assistance information to low-income and senior residents of East County.
State Treasurer's HUD Housing list	Mailed letters to managers/owners of 77 HUD housing facilities offering CARE applications, posters, and presentations for tenants about CARE and Customer Assistance	04/26/02	77 managers/management companies offering subsidized housing to income-qualified tenants in SDG&E service territory.
County Department of General Services	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	04/30/02	31 bloodmobile participants

SDG&E CARE Outreach and Leveraging Through December 2002

Activity	Summary	Timeline	Status/Results/Cost
Customer Call Center	Mailed CARE application per customer's request	Month of April 2002	11,059 applications mailed. (9,973 English and 1,086 Spanish requests).
May 2002			
WIC/Linda Vista	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	05/07/02	45 low income applicants for WIC food supplement services
Kempton Elementary School	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	05/10/02	38 lower to moderate income parents
Coronado Senior Fair	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	05/11/02	112 senior citizens attended
City of El Cajon Recreation Department	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	05/13/02	55 Seniors in conjunction with mile walk and safety fair
El Cajon Police Department	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	05/14/02	21 owners and managers of mobile home complexes
San Diego County Sheriff's Department	Posted CARE and Medical Baseline Points of Purchase along with Assistance for Residential Customers and Energy Team Brochures.	05/15/02	Visited 11 Sheriff's Stations in North San Diego County
Sharp Cabrillo Hospital	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications,	05/15/02	68 seniors (Sharp's Older Americans Month)

SDG&E CARE Outreach and Leveraging Through December 2002

Activity	Summary	Timeline	Status/Results/Cost
	LIEE, Customer Assistance and Energy Efficiency Programs information provided.		
Sharp Medical Center, Chula Vista	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	05/15/02	283 senior hospital volunteers and hospital staff members
City of Carlsbad, Energy Fair	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	05/16/02	333 city employees working in outside maintenance, safety and building services
American Red Cross - Transportation	Provided packets containing a CFL and information about CARE, Medical Baseline, LIEE, and other Customer Assistance programs.	05/17/02	8 bags provided to paratransit driver for distribution to low income clients
Dia de San Ysidro Health Fair	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	05/18/02	126 Low Income customers, predominantly Spanish speaking.
San Diego County Dept of Health and Human Services	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	05/18/02	114 foster families
CREEC Seed Fair for Environmental Educators	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	05/18/02	75 resource center educators and elementary/middle school teachers
Ditmar Elementary School Carnival – Oceanside	Presentation and information event providing energy conservation, CARE, LIHEAP, NTNF, Customer Assistance information with CFL distribution.	05/18/02	300 low income households (over 650 children) predominantly Spanish-speaking
Bonita Wesleyan Church	Light bulb/torchiere exchange with CARE	05/20/02	30 Seniors

SDG&E CARE Outreach and Leveraging Through December 2002

Activity	Summary	Timeline	Status/Results/Cost
	applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.		
New Alternatives – Kinship Support Services	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, energy efficiency programs. Applications for assistance programs provided.	05/21/02	20 Spanish-speaking foster parents and grandparents caring for grandchildren
Salvation Army – San Diego	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	05/22/02	45 Low income customers
San Diego Housing Commission	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	05/23/02	34 Low income applicants for subsidized housing
Juarez Lincoln Elementary School – Chula Vista	School conservation event providing energy efficiency information, CARE, EELI, Customer Assistance information, energy efficiency Girl Scout patch, and energy conservation posters.	05/23/02	200 elementary school students and parents, in predominantly Spanish-speaking area
Cordova Village Apartments – Chula Vista (Response to HUD-list mailing)	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, energy efficiency programs. Low-cost, no-cost energy conservation information, and multi-family statewide rebate program discussed	05/28/02	Complex manager and 2 tenants attended. CARE, Medical Baseline Applications, Customer Assistance brochures, and energy conservation brochures provided for 80 apartments.
NAMI – San Diego (National Alliance for the Mentally Ill)	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications,	05/29/02	65 low income and disabled customers

SDG&E CARE Outreach and Leveraging Through December 2002

Activity	Summary	Timeline	Status/Results/Cost
	LIEE, Customer Assistance and Energy Efficiency Programs information provided.		
Customer Call Center	Mailed CARE application per customer's request	Month of May 2002	9,652 applications mailed. (8,641 English and 1,011 Spanish requests).
June 2002			
Labor's Community Service Agency	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided. Services provided on a one-by-one basis to very low-income senior homeowners receiving housing rehabilitation services.	06/01/02	61 poverty level seniors
SD County Office of Education (Linda Vista)	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	06/04/02	50 Office of Education employees, including office and maintenance staffs
SDG&E – Northern Meter Reading department	Presentation about residential Customer Assistance programs, including low income and energy efficiency programs.	06/04/02	80 meter readers and support staff
American Red Cross – Transportation Services	Provided packets containing a CFL and information about CARE, Medical Baseline, LIEE, and other Customer Assistance programs.	06/05/02	18 packets provided to new clients requesting transportation
SDG&E – Metro Meter Reading department	Presentation about residential Customer Assistance programs, including low income and energy efficiency programs.	06/05/02	100 meter readers and support staff
Braille Institute	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, energy efficiency programs, energy safety and services for visually impaired customers. Low-cost, no-cost energy conservation information, and multi-family statewide	06/10/02	16 sight-impaired adults

SDG&E CARE Outreach and Leveraging Through December 2002

Activity	Summary	Timeline	Status/Results/Cost
	rebate program discussed.		
City of Laguna Beach	Presentation about Customer Assistance programs and services along with representatives of SCG and SCE.	06/11/02	50 landlords and tenants with focus on affordable housing
Sharp Spectrum Building – Bloodmobile	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE, Customer Assistance and Energy Efficiency Programs information provided.	06/11/02	51 blood donors
Health and Human Services Department – Chula Vista	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided.	06/12/02	200 low-income residential customers applying for financial assistance benefits
Braille Friendship Club of Oceanside	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, energy efficiency programs, energy safety and services for visually impaired customers. Low-cost, no-cost energy conservation information, and multi-family statewide rebate program discussed.	06/13/02	20 sight-impaired senior customers
Council for Minority Aging Annual Ethnic Festival and Resource Fair	Provided information and sign up assistance for CARE and Medical Baseline. Provided information about LIEE, Customer Assistance and Energy Efficiency Programs.	06/14/02	300 ethnically diverse seniors
Braille Institute	Presentation about CARE, LIEE, Medical Baseline, Customer Assistance, energy efficiency programs, energy safety and services for visually impaired customers. Low-cost, no-cost energy conservation information, and multi-family statewide rebate program discussed.	06/14/02	21 sight-impaired adults
National Alliance for the	Provided compact fluorescent light bulbs	06/15/02	100 residential customers

SDG&E CARE Outreach and Leveraging Through December 2002

Activity	Summary	Timeline	Status/Results/Cost
Mentally Ill (Fun Walk/Resource Fair)	and customer assistance information, including CARE, LIEE and Medical Baseline applications.		
North County NAACP Health Fair	Provided compact fluorescent light bulbs and customer assistance information, including CARE, LIEE and Medical Baseline applications.	06/15/02	1000 ethnically diverse customers
San Diego County Sheriff's Department	Posted CARE and Medical Baseline Points of Purchase along with Assistance for Residential Customers and Energy Team Brochures.	06/17/02	Visited 11 Sheriff's Stations in South and East San Diego County
Department of Health & Human Services – CalWorks Class	Provided a class covering energy conservation and customer assistance programs, including CARE, LIEE, Medical Baseline and assistance with CARE sign-up.	06/17/02	14 single parents returning to the work force
“Outreach Around the Region” electronic newsletter inaugural edition	Provided information on the new CARE and DAP income guidelines as well as information about lighting exchange events, community outreach partners and Cool Zones.	06/19/09	100 community based organizations serving approximately 65,000 low income, senior and hard-to-reach clients
New Alternative, Inc. – San Diego	Presentation about residential assistance programs and energy efficiency programs.	06/19/02	15 Home Base Counselors
New Alternatives, Inc. – Escondido	Presentation about residential assistance programs and energy efficiency programs. (Train the caseworkers)	06/26/02	8 Family Resource Counselors
San Diego County Cool Zones Kick-off	Cool Zones kick-off with County Supervisor Diane Jacob. Provided compact fluorescent light bulb, CARE applications and energy conservation information to each participant. Provided interview in Spanish for Univision.	06/28/02	200 seniors and low-income customers. (Event covered by 3 major television stations, and Univision.)

SDG&E CARE Outreach and Leveraging Through December 2002

Activity	Summary	Timeline	Status/Results/Cost
Customer Call Center	Mailed CARE application per customer's request	Month of June 2002	8,874 applications mailed. (7,887 English and 987 Spanish requests).
July 2002			
CARE Annual Notification	CARE application inserted in residential bills and CARE article in <u>Energy Notes</u> advising customers in English and Spanish about the availability of the discount program and the participation guidelines.	Month of July 2002	Information and CARE applications provided to 1.2 M customers
Submetered CARE Recertification	CARE applications, complex letters, complex posters sent to all submetered complexes.	07/01/02	18,404 submetered applications mailed out to 521 submetered complexes for annual notification
San Diego County Fair	Energy Efficiency Information with interactive displays for residential, small commercial and large commercial customers. Information about low-income programs, including CARE, LIEE, Energy Education For Low Income. Information about Customer Assistance programs and services, including Medical Baseline, payment options and bill payment assistance.	Ended 07/07/02. Entire fair held from 6/17/02 through 07/07/02	Total fair attendance was 1,169,384 with 116,900 stopping at the SDG&E booth for information and to use the interactive displays showing energy conservation techniques
Habitat for Humanity (Lemon Grove)	CARE applications, Medical Baseline applications, LIEE information. Bilingual representation with CARE sign up assistance provided. Light bulb exchange for 3 attendants.	07/09/02	15 Habitat for Humanity participants attended for information about Customer Assistance programs. Three exchanged bulbs.
Our Lady of Guadalupe Church	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided.	07/14/02	142 low to moderate income customers in designated 'hard-to-reach' area
Rancho San Luis Rey	Presentation about gas and electric safety,	07/17/02	63 MHP residents, primarily

SDG&E CARE Outreach and Leveraging Through December 2002

Activity	Summary	Timeline	Status/Results/Cost
Mobile Home Park (Oceanside)	residential assistance programs and energy efficiency programs.		seniors and handicapped customers
Oceanside Senior Center	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided.	07/17/02	30 senior customers (low to moderate income)
San Diego Police Department RSVP Program	Presentation covering energy conservation and customer assistance programs, including CARE, LIEE, Medical Baseline.	07/18/02	35 RSVP volunteers who assist the police department with home safety visits
NAACP Housing Fair	Presentation about residential assistance programs and energy efficiency programs.	07/20/02	85 low to moderate-income families
Horn of Africa (San Diego)	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided.	07/20/02	42 very low income refugees and families
City of Imperial Beach (City Hall)	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE and energy efficiency information. Bilingual representation with CARE sign up assistance provided.	07/22/02	24 low to moderate income customers residing in designated 'hard-to-reach' area
City of Imperial Beach (City Hall)	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided.	07/23/02	50 low to moderate income customers residing in designated 'hard-to-reach' area
Health & Human Services Family Resource Center – Northeast District	Presentation covering energy conservation and customer assistance programs, including CARE, LIEE, Medical Baseline and assistance with CARE sign-up.	07/25/02	100 low income families applying for or receiving public assistance
Direct mail to CBOs and businesses that installed CARE countertop displays	17,600 CARE applications and posters mailed to agencies and business that had installed CARE countertop displays in English and Spanish	7/26/02	17,600 CARE applications, 240 posters and 450 information display sheets mailed to 77 CBOs and businesses that had

SDG&E CARE Outreach and Leveraging Through December 2002

Activity	Summary	Timeline	Status/Results/Cost
			installed CARE countertop displays. (English/Spanish)
Faith Chapel (SD)	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided.	07/28/02	54 low to moderate income customers residing in designated 'hard-to-reach' area
MHS CalWorks (Escondido)	Provided a class covering energy conservation and customer assistance programs, including CARE, LIEE, Medical Baseline and assistance with CARE sign-up.	07/31/02	20 single parents preparing to enter the workforce
Customer Call Center	Mailed CARE application per customer's request	Month of July 2002	10,562 applications mailed. (9,396 English and 1,166 Spanish requests).
August 2002			
Urban Housing Coalition	Presentation covering energy conservation and customer assistance programs, including CARE, LIEE, Medical Baseline.	08/03/02	25 low to moderate income families working to become homeowners
La Mesa Senior Center Health Fair	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided.	08/03/02	150 Senior citizens and low to moderate income customers residing in designated "hard-to-reach" area
Pomerado Terrace Military Housing Complex	Presentation about residential assistance programs and energy efficiency programs.	08/08/02	15 military families
Leyte Rd Military Housing	Presentation about residential assistance programs and energy efficiency programs.	08/13/02	40 military families
Health & Human Services Childrens' Services	Provided a class covering energy conservation and customer assistance	08/15/02	40 low-income families

SDG&E CARE Outreach and Leveraging Through December 2002

Activity	Summary	Timeline	Status/Results/Cost
	programs, including CARE, LIEE, Medical Baseline and assistance with CARE sign-up.		
Redwood Drive Military Housing	Presentation about residential assistance programs and energy efficiency programs.	08/15/02	15 military families
Child Protective Services	Presentation covering energy conservation and customer assistance programs, including CARE, LIEE, Medical Baseline.	08/19/02	20 counselors and intake workers at the Imperial office
Health & Human Services	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided.	08/20/02	200 lower income customers including bilingual families
Vista Community Township	Presentation covering energy conservation and customer assistance programs, including CARE, LIEE, Medical Baseline. CARE sign-up assistance provided in Spanish.	08/20/02	30 Hispanic members of the Vista Townsite Park Community Center
Bruckart Square Military Housing	Presentation about residential assistance programs and energy efficiency programs.	08/20/02	15 military families
Central Region Health & Human Services Office	Presentation covering energy conservation and customer assistance programs, including CARE, LIEE, Medical Baseline.	08/21/02	65 intake managers and counseling services managers
Mira Costa Military Housing	Presentation about residential assistance programs and energy efficiency programs.	08/22/02	14 military families
Health & Human Services Clients – 73 rd Street Office	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided.	08/27/02	200 lower income customers including bilingual families
Vintage Pointe Senior Apartments	Presentation covering energy conservation and customer assistance programs, including CARE, LIEE, Medical Baseline.	08/28/02	30 very low income senior customers

SDG&E CARE Outreach and Leveraging Through December 2002

Activity	Summary	Timeline	Status/Results/Cost
	CARE sign-up assistance provided.		
Health & Human Services Clients – 54 th Street Office	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided.	08/29/02	10 lower income customers including bilingual families
Murray Ridge Military Housing	Presentation about residential assistance programs and energy efficiency programs.	08/29/02	30 military families
Jocelyn Senior Center Escondido	Presentation covering energy conservation and customer assistance programs, including CARE, LIEE, Medical Baseline.	08/30/02	25 seniors residing in designated 'hard-to-reach' area
Customer Call Center	Mailed CARE application per customer's request	Month of August 2002	10,637 applications mailed. (9,587 English and 1,050 Spanish requests).
September 2002			
San Diego-Imperial County Labor Council		09/02/02	500
Family Resource Center	Presentation covering energy conservation and customer assistance programs, including CARE, LIEE, Medical Baseline. CARE sign-up assistance provided.	09/03/02	28 Low-Income Families

SDG&E CARE Outreach and Leveraging Through December 2002

Activity	Summary	Timeline	Status/Results/Cost
Bayscene Mobile Home Park	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	09/09/02	44 Low-income seniors and families.
SD Police RSVP Administrators	Presentation covering and customer assistance programs, including CARE, LIEE, Medical Baseline.	09/10/02	30 store front administrators.
LIHEAP	Monthly meeting with LIHEAP agencies to update them on Customer Assistance Program changes, including CARE, Medical Baseline and DAP.	09/12/02	Representatives from all three LIHEAP agencies in San Diego and Orange County.
AARP National Convention	Event showcasing Customer Assistance and Customer Service programs, including CARE, DAP, Medical Baseline, Energy Efficiency and energy conservation	09/12-14/02	75,000 Seniors, including those from senior assistance agencies, attended convention.
Fiestas Patrias City of Chula Vista	Distributed Information about low- income programs, including CARE, LIEE, Energy Education For Low Income. Information about Customer Assistance programs and services, including Medical Baseline, payment options and bill payment assistance.	09/15/02	20,000 lower income customer, primarily Hispanic
Carlsbad Fiestas del Barrio	Distributed Information about low-income programs, including CARE, LIEE, Energy Education For Low Income. Information about Customer Assistance programs and services, including Medical Baseline, payment options and bill payment assistance.	9/15/02	12,000 income customer, primarily Hispanic
City of Chula Vista	Light bulb/torchiere exchange with CARE sign up, applications, Medical Baseline applications, LIEE. Bilingual representation.	09/17/02	775 lower-income and senior families.

SDG&E CARE Outreach and Leveraging Through December 2002

Activity	Summary	Timeline	Status/Results/Cost
Ecumenical Council	Presentation covering energy conservation and customer assistance programs, including CARE, LIEE, Medical Baseline. CARE sign-up assistance provided.	09/18/02	40 clergy members
City of Oceanside	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	09/19/02	500 Lower-income families
NAACP	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	09/21/02	28 Low-income African-American Families
Catholic Charities	Presentation covering energy conservation and customer assistance programs, including CARE, LIEE, Medical Baseline. CARE sign-up assistance provided.	09/21/02	20 Low-income customers
Vintage Point Senior Apartments	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	09/23/02	13 Low-income seniors
SDG&E Employee Education Class (Clairemont Branch Office)	Presentation to inform employees about the Customer Assistance Programs, including CARE, Medical Baseline & DAP	09/27/02	15 SDG&E Employees
Genesee Summit Apartments	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided.	09/25/02	6 low-income families

SDG&E CARE Outreach and Leveraging Through December 2002

Activity	Summary	Timeline	Status/Results/Cost
Retired Seniors Volunteer Patrol (RSVP)	Participated in fair to inform senior customers about the Customer Assistance Programs, including CARE, Medical Baseline & DAP	09/26/02	200 Seniors
St. John the Cross Fall Festival – Lemon Grove	Distributed Information about low- income programs, including CARE, LIEE, Energy Education For Low Income. Information about Customer Assistance programs and services, including Medical Baseline, payment options and bill payment assistance.	09/27-29/02	800 low to moderate-income families in designated 'hard-to-reach' area attended the festival
4 th Annual East County Fleet We4ek	Distributed Information about low- income programs, including CARE, LIEE, Energy Education For Low Income. Information about Customer Assistance programs and services, including Medical Baseline, payment options and bill payment assistance.	09/28/02	5000 military families and East County residents attended. Most of East County is designated as 'hard-to-reach' area
Hope CDC Housing Festival 2002	Distributed Information about low- income programs, including CARE, LIEE, Energy Education For Low Income. Information about Customer Assistance programs and services, including Medical Baseline, payment options and bill payment assistance.	09/28/02	4000 families in designated 'hard-to-reach' area.
Bonitafest Festival - Bonita	Distributed Information about low- income programs, including CARE, LIEE, Energy Education For Low Income. Information about Customer Assistance programs and services, including Medical Baseline, payment options and bill assistance.	09/28/02	20,000 South and East County families (some designated 'hard-to-reach')

SDG&E CARE Outreach and Leveraging Through December 2002

Activity	Summary	Timeline	Status/Results/Cost
Baby Fest – La Mesa	Distributed Information about low- income programs, including CARE, LIEE, Energy Education For Low Income. Information about Customer Assistance programs and services, including Medical Baseline, payment options and bill payment assistance	09/28/02	2000
National City	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	09/29/02	300 Low-Income Families
Customer Call Center	Mailed CARE application per customer's request	Month of September 2002	10,637 applications mailed. (9,587 English and 1,050 Spanish requests).
October 2002			
Oasis Seniors – Escondido	Presentation covering energy conservation and rebates, including customer assistance programs (CARE, LIEE, Medical Baseline.)	10/01/02	15 senior customers
SDSU Foundation WIC site	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	10/02/02	28 low to moderate income families
Bostonia Women's Club – El Cajon	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	10/02/02	30 low income and senior customers
California League of Cities Annual Convention – Long Beach	Distributed information about SDG&E's including CARE, DAP, Medical Baseline, bill payment assistance and EE rebates	10/03-04/02	2500 representatives of city governments in California

SDG&E CARE Outreach and Leveraging Through December 2002

Activity	Summary	Timeline	Status/Results/Cost
So Kids Can Dream – Carlsbad	Distributed Information about low- income programs, including CARE, LIEE, Energy Education For Low Income. Information about Customer Assistance programs and services, including Medical Baseline, payment options and bill payment assistance.	10/05/02	2000 North County families
Mira Mesa Street Fair	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	10/05/02	225 low to moderate income families
Safety Fair – Wal Mart, El Cajon	Distributed Information about energy safety and low- income programs, including CARE, LIEE, Energy Education For Low Income. Information about Customer Assistance programs and services, including Medical Baseline, payment options and bill payment assistance.	10/05/02	500 families in 'hard-to-reach' area.
San Marcos Alive, San Marcos	Distributed Information about low- income programs, including CARE, LIEE, Energy Education For Low Income. Information about Customer Assistance programs and services, including Medical Baseline, payment options and bill payment assistance.	10/06/02	3000 families in 'hard-to-reach' area
Sessions Senior Apartments – San Juan Capistrano	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	10/07/02	200 low to moderate income seniors
SDSU Foundation WIC – Escondido	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	10/08/02	97 low to moderate income families in 'hard to reach' area

SDG&E CARE Outreach and Leveraging Through December 2002

Activity	Summary	Timeline	Status/Results/Cost
City of El Cajon – Renette Park	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	10/09/02	224 low to moderate income families in 'hard to reach' area
Encinitas Senior Center	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	10/10/02	63 low income seniors
SDSU Foundation WIC – Vista	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	10/11/02	64 low to moderate income families in 'hard to reach' area
El Cajon Firehouse Open House, El Cajon	Distributed Information about energy safety and low- income programs, including CARE, LIEE, Energy Education For Low Income. Information about Customer Assistance programs and services, including Medical Baseline, payment options and assistance.	10/12/02	500 low to moderate income families from hard to reach area
SDSU Foundation WIC – Escondido	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	10/12/02	56 low to moderate income families in 'had to reach' area
UCSD Energy Fair	Distributed information about energy efficiency (including green power), energy safety and customer service programs, including CARE, DAP, bill payment assistance and payment options	10/14/02	500 university faculty and students

SDG&E CARE Outreach and Leveraging Through December 2002

Adult Protective Services Open House – San Diego	Distributed Info about energy safety and low- income programs, including CARE, LIEE, Energy Education For Low Income, including Medical Baseline, payment options and bill payment assistance.	10/14/02	145 Representatives of Senior Agencies in San Diego County
North County Collaboratives Task Force on Aging	Presented “Senior Initiative” project in development for Senior customers to include low income programs and safety programs to assist area seniors	10/15/02	25 Representatives of Senior Agencies in North County – chaired by Aging and Independence Services
Summit Park Village Apartments	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	10/16/02	14 very low income seniors
Bay Vista Methodist Heights Apartments	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	10/17/02	59 low income families
2002 Mud Run – Camp Pendleton	Distributed information about energy efficiency (including green power), energy safety and customer service programs, including CARE, DAP, bill payment assistance and payment options	10/19/02	8000 customers – event held in ‘hard to reach’ area
Light the Night Against Crime – downtown San Diego	Distributed information about energy efficiency (including green power), energy safety and customer service programs, including CARE, DAP, bill payment assistance and payment options	10/19/02	5000 customers – event held in ‘hard-to-reach area
Carmel Mountain Ranch Fall Festival	Distributed information about energy efficiency (including green power), energy safety and customer service programs, including CARE, DAP, bill payment assistance and payment options	10/19/02	3000 customers attended event

SDG&E CARE Outreach and Leveraging Through December 2002

Posada de Valle – El Cajon	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	10/29/02	25 low income families
Mesa Palm Apartments – San Diego	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	10/19/02	23 low income families
Lowe's Energy Efficiency Clinics – Mission Valley	Distributed information about energy efficiency (including green power), energy safety and customer service programs, including CARE, DAP, bill payment assistance and payment options	10/19 & 10/26/02	280 customers installing energy efficient improvements in their homes
Lowe's Energy Efficiency Clinics – San Clemente	Distributed information about energy efficiency (including green power), energy safety and customer service programs, including CARE, DAP, bill payment assistance and payment options	10/19 & 10/26/02	280 customers installing energy efficient improvements in their homes
Santee Villas Apartments	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	10/21/02	43 low to moderate income families in hard to reach area
Energy Fun Run	Distributed information about energy efficiency (including green power), energy safety and customer service programs, including CARE, DAP, bill payment assistance and payment options	10/22/02	300 customers (general)
Energy Fair – American Heritage Celebration – North Island, SD	Distributed information about energy efficiency (including green power), energy safety and customer service programs, including CARE, DAP, bill payment assistance and payment options	10/23/02	1000 customers and their families – event held in hard to reach area

SDG&E CARE Outreach and Leveraging Through December 2002

Grossmont Hospital – La Mesa Senior Health Fair	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	10/23/02	37 low to moderate income seniors in hard to reach area
Chavez Resource Center – Oceanside	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	10/26/02	176 low to moderate income, primarily Hispanic customers in hard to reach area
African Families Health Fair	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	10/26/02	76 low to moderate income families in hard to reach area
Customer Call Center	Mailed CARE application per customer's request	Month of October 2002	9,262 applications mailed. (8,205 English and 1,057 Spanish requests).
November 2002			
City of Escondido	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	11/02/02	231 low to moderate income residential customers
Lowe's Grand Opening Event – Oceanside	Booth with information about energy efficiency, energy safety, and customer service and assistance programs, including CARE, DAP, Medical Baseline.	11/02/02	350 residents in hard to reach area
Vistan Apartments – Chula Vista	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	11/03/02	48 low income mostly Hispanic senior customers
2002 Race for the Cure – Solana Beach	Corporate Sponsorship and booth with information about energy efficiency, energy safety, and customer service and assistance programs, including CARE, DAP, Medical Baseline.	11/03/02	15,000 attended community event supporting cancer research

SDG&E CARE Outreach and Leveraging Through December 2002

SDS Foundation WIC Program – Oceanview Blvd site	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	11/06/02	115 low income families
Energy Awareness Fair – Camp Pendleton	Presentation and information booth about energy conservation, customer services and assistance programs for service members and their families	11/06/02	200 service families
SDSU Foundation WIC Program – 19 th St site	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	11/07/02	55 low income families
United Services Org (USO) – downtown San Diego	Presentation and information booth about energy conservation, customer services and assistance programs for newly assigned service members	11/07/02	100 Sailors and families
Spring Valley Community Center Seniors Luncheon	Presentation about customer assistance services and energy conservation for senior customers	11/08/02	30 senior customers in hard to reach area
SDSU Foundation WIC Program – E St site	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	11/09/02	161very low to low income families, primarily Hispanic
Home Depot – Westview Parkway	Booth with information about energy efficiency, energy safety, and customer service and assistance programs, including CARE, DAP, Medical Baseline.	11/10/02	150 residential customers in hard to reach area
Presentation to SDG&E billing employees	Customer Assistance information and programs, including low income energy efficiency and mass market energy efficiency programs	11/12/02	35 billing department employees
Laguna Cliffs Marriott Employee Heath Fair	Presentation and information booth about customer assistance programs, energy safety, and energy efficiency	11/12/02	350 hotel employees

SDG&E CARE Outreach and Leveraging Through December 2002

City of Vista event	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	11/12/02	220 low to moderate income families
SDSU Foundation WIC Program – Van Houten site	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	11/12/02	81 low to moderate income families in hard to reach area
North Park Family Resource Center	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	11/14/02	100 low to moderate income families
San Diego County Multiple Sclerosis Society meeting	Presentation providing information about Medical Baseline, CARE, DAP, safety and energy efficiency programs	11/14/02	55 adults with MS and their families
Clairemont Community Center	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. CARE sign up assistance provided	11/15/02	62 low to moderate income and senior customers
Wintercrest Apartments Fall Festival - Lakeside	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	11/16/02	47 low to moderate income and senior customers in hard to reach area
Home Depot – Chula Vista	Booth with information about energy efficiency, energy safety, and customer service and assistance programs, including CARE, DAP, Medical Baseline.	11/16/02	150 customers in hard to reach area
Philippine-American Expo – Del Mar Fairgrounds	Booth with information about energy efficiency, energy safety, and customer service and assistance programs, including CARE, DAP, Medical Baseline.	11/16-17/02	50,000 total attendance at event

SDG&E CARE Outreach and Leveraging Through December 2002

City of El Cajon – Chapel of the Valley (In cooperation with the San Diego Ecumenical Council)	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	11/17/02	70 low to moderate income families
Home Depot – San Marcos	Booth with information about energy efficiency, energy safety, and customer service and assistance programs, including CARE, DAP, Medical Baseline.	11/17/02	125 customers in hard to reach area
North County Senior Coalition meeting	Customer Assistance information and programs, including CARE, low income energy efficiency and mass market energy efficiency programs	11/19/02	24 Representatives of senior health and service agencies
Vista Project CARE meeting	Customer Assistance information and programs, including CARE, low income energy efficiency and mass market energy efficiency programs	11/20/02	10 representatives of senior health and service agencies
Lakeside Senior Center Health Fair	Presentation providing Customer Assistance information and programs, including CARE, low income energy efficiency and mass market energy efficiency programs	11/20/02	40 seniors in hard to reach area
City of Lemon Grove Health and Resources Event	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	11/20/02	273 low to moderate income families
La Mesa Senior Adult Center	Presentation providing Customer Assistance information and programs, including CARE, low income energy efficiency and mass market energy efficiency programs	11/21/02	50 low income seniors
Lemon Grove Senior Center	Presentation providing Customer Assistance information and programs, including CARE, low income energy efficiency and mass market energy efficiency programs	11/22/02	70 low income seniors

SDG&E CARE Outreach and Leveraging Through December 2002

Mission Bay Apartments	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	11/23/02	22 low income senior customers in hard to reach area
Home Depot (1) - Oceanside	Booth with information about energy efficiency, energy safety, and customer service and assistance programs, including CARE, DAP, Medical Baseline.	11/23/02	150 customers in hard to reach area
Home Depot (2) - Oceanside	Booth with information about energy efficiency, energy safety, and customer service and assistance programs, including CARE, DAP, Medical Baseline.	11/23/02	130 customers in hard to reach area
Home Depot (1) - Escondido	Booth with information about energy efficiency, energy safety, and customer service and assistance programs, including CARE, DAP, Medical Baseline.	11/24/02	125 customers in hard to reach area
Home Depot (2) - Escondido	Booth with information about energy efficiency, energy safety, and customer service and assistance programs, including CARE, DAP, Medical Baseline.	11/24/02	140 customers in hard to reach area
Home Depot – Genesee (San Diego)	Booth with information about energy efficiency, energy safety, and customer service and assistance programs, including CARE, DAP, Medical Baseline.	11/30/02	200 customers in hard to reach area
Home Depot – El Cajon	Booth with information about energy efficiency, energy safety, and customer service and assistance programs, including CARE, DAP, Medical Baseline.	11/30/02	150 customers in hard to reach area
Customer Call Center	Mailed CARE application per customer's request	Month of November 2002	8,238 applications mailed. (7,258 English and 980 Spanish requests).
December 2002			
Home Depot – Lemon	Booth with information about energy	12/01/02	200 customers in hard to reach

SDG&E CARE Outreach and Leveraging Through December 2002

Grove	efficiency, energy safety, and customer service and assistance programs, including CARE, DAP, Medical Baseline.		area
Home Depot – Market Place	Booth with information about energy efficiency, energy safety, and customer service and assistance programs, including CARE, DAP, Medical Baseline.	12/01/02	150 customers in hard to reach area
City of San Diego – Logan Heights	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	12/03/02	150 low to moderate income families in hard to reach area
Braille Institute	Presentation covering customer assistance (CARE, DAP, Medical Baseline) programs and services, plus energy safety issues	12/04/02	22 sight-impaired adults
Villages of Monterey – Oceanside	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	12/04/02	90 low to moderate income families in hard to reach area
Ecumenical Council of San Diego	Direct mail providing CARE information, CARE applications and other Customer Assistance information	12/06/02	700 churches in San Diego County
Home Depot – Imperial Beach	Booth with information about energy efficiency, energy safety, and customer service and assistance programs, including CARE, DAP, Medical Baseline.	12/07/02	300 customers in hard to reach area
Home Depot – Otay Mesa	Booth with information about energy efficiency, energy safety, and customer service and assistance programs, including CARE, DAP, Medical Baseline.	12/07/02	150 customers in hard to reach area
Home Depot – Santee	Booth with information about energy efficiency, energy safety, and customer service and assistance programs, including CARE, DAP, Medical Baseline.	12/08/02	300 customers in hard to reach area

SDG&E CARE Outreach and Leveraging Through December 2002

City of San Marcos	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	12/08/02	600 low to moderate income families in hard to reach area in cooperation with the City of San Marcos
Home Depot – Sports Arena	Booth with information about energy efficiency, energy safety, and customer service and assistance programs, including CARE, DAP, Medical Baseline.	12/08/02	225 customers in hard to reach area
Walker Head Start Parents	Presentation providing Customer Assistance information and programs, including CARE, low income energy efficiency and mass market energy efficiency programs	12/11/02	22 parents of head start children (San Diego – hard to reach area)
City of San Diego – Golden Hill Community Development Center	Light bulb/torchiere exchange with CARE applications, Medical Baseline applications, LIEE. Bilingual representation with CARE sign up assistance provided	12/18/02	122 low to moderate income families in hard to reach area
Casa Familiar – San Ysidro	CARE sign up day in conjunction with holiday party for low income families	12/23/02	250 low income families
Customer Call Center	Mailed CARE application per customer's request	Month of December 2002	8,439 applications mailed. (7,370 English and 1,069 Spanish requests).



May 23, 2000

This Letter of Agreement is entered into by the Department of Community Services and Development (CSD) and San Diego Gas & Electric (SDG&E) for the purpose of ensuring integration and coordination of resources and benefits between CSD's Home Energy Assistance Program (HEAP), and SDG&E's California Alternate Rates for Energy (CARE) Program. The existence of the Agreement places CSD within compliance of the Department of Health and Human Services' LIHEAP Leveraging Incentive Program requirements and enables California to claim the CARE discount as a leveraged resource. Both programs provide a form of energy assistance to low-income customers. It is mutually agreed that both parties will assist in the referral of their customers to the other energy assistance program through written and/or verbal advertising of the program.

The eligibility criteria for both programs is based solely on income eligibility and the guidelines are specific to each program. HEAP income guidelines are set at 60% of the State Median Income; CARE guidelines are set at 150% of the Federal Income Poverty Guidelines, adjusted annually by a formula based on changes in the Consumer Price Index. Assistance for either program is limited to eligible low-income households.

The levels of assistance for each program vary according to the respective program. The amount of Federal funding; the number of persons in the household; the applicant's geographical location; and the household's income determine HEAP assistance levels. The CARE program offers a 15% reduction off the applicant's monthly gas/electric costs or charges.

Both programs are operated year round. HEAP provides one-time assistance, per household, per program year (January through December). Applicants must reapply annually. CARE provides a continuous rate reduction throughout the year with the applicant re-certifying biennially.

Both programs are integrated/coordinated through the written/verbal referral of applicants/customers to the opposite program. Both programs provide the name and

telephone number of the other program with their respective applications and have included cross-references to the other program in their marketing materials.

A report on the number of households assisted and the total amount of assistance will be provided to the HEAP Program annually.

SDG&E shall make available to the CSD or its representative all appropriate nonprivileged documents, papers and records pertinent to the referral process and leveraged amounts for examination, copying or mechanical reproduction for a period of three years from the date the information is submitted to CDS. Specifically, SDG&E will provide CSD with data necessary for completion of California's annual Leveraging Application. The data will be requested each October and will cover the preceding October through September timeframe. The information requested includes: 1) the total number of households currently receiving the reduced rates; and 2) the total discount received by all participating households.

AGREED TO:

[signed: Tim Dayonot]

Director
Department of Community
Services and Development

[dated: 6/16/00]

Date

[signed: Yvette M. Vazquez]

Manager, Residential Energy Programs
San Diego Gas & Electric

[dated: 5/24/00]

Date

[Executed document on file at SDG&E]



October 15, 2002

Lisa Kjer
Department of Community Services and Development
700 North 10th Street, Room 258
Sacramento, CA 95814

Dear Ms.Kjer:

SDG&E is herein providing the Department of Community Services and Development (CSD) the CARE data needed for completion of California's annual leveraging applications in the LIHEAP Leveraging Incentive program.

The attached report, covering the time period of October 2001 through September 2002, lists the total number of low-income households currently receiving the CARE discount and the total discounts received by all participating households.

If you have any questions, please contact me at (858) 650-4160 or e-mail me at idepratti@semprautilities.com.

Sincerely,

/Original Signed/

Irma DePratti
CARE Program Manager
Customer Assistance Programs

Attachments

**San Diego Gas & Electric Company
Residential CARE Participation and Discounts**

Month	Gas Discount	Electric Discount	Total Discount	Total Participants
Oct -01	\$ 268,454	\$ 793,239	\$ 1,061,693	150,119
Nov - 01	\$ 220,536	\$ 737,588	\$ 958,124	149,323
Dec - 01	\$ 624,938	\$ 929,082	\$ 1,554,020	151,121
Jan - 02	\$ 680,226	\$ 1,026,966	\$ 1,707,192	153,577
Feb - 02	\$ 706,054	\$ 966,848	\$ 1,672,902	159,443
Mar - 02	\$ 515,977	\$ 906,080	\$ 1,422,057	166,058
Apr - 02	\$ 498,200	\$ 870,838	\$ 1,369,038	169,061
May - 02	\$ 427,657	\$ 828,408	\$ 1,256,065	170,224
Jun - 02	\$ 369,853	\$ 1,511,259	\$ 1,881,112	171,066
Jul -02	\$ 309,635	\$ 1,659,280	\$ 1,968,915	172,196
Aug - 02	\$ 275,875	\$ 1,616,559	\$ 1,892,434	175,156
Sep - 02	\$ 271,796	\$ 1,764,549	\$ 2,036,345	172,933
Grand Total	\$ 5,169,201.00	\$ 13,610,696.00	\$ 18,779,897	*

* September 2002 figure is reported as the total number of CARE participants

CC: Margee Moore
Carmen Rudshagen
Barbara Cronin
Yvette Vazquez