

Application No.: 04-05-_____
(U 39 M)
Exhibit No.: _____
Date: May 3, 2004
Witness: Various

PACIFIC GAS AND ELECTRIC COMPANY

2004 ANNUAL EARNINGS ASSESSMENT PROCEEDING

VOLUME IV

LOW INCOME ENERGY EFFICIENCY PROGRAM
ANNUAL REPORT FOR 2003

AND

LOW INCOME ENERGY EFFICIENCY PROGRAM
ANNUAL REPORT FOR 2003 TECHNICAL APPENDIX



**LOW INCOME ENERGY EFFICIENCY PROGRAM
ANNUAL REPORT
FOR 2003**

May 2004



Pacific Gas and Electric Company

TABLE OF CONTENTS

Section 1. Executive Summary

Low Income Energy Efficiency (LIEE).....	1-1
--	-----

Section 2. Low Income Energy Efficiency

Overview	2-1
LIEE Program.....	2-2
Measurement and Evaluation (M&E) and Regulatory Oversight for Low Income Activities	2-9
Energy-Related Hardship	2-12
Access to Programs Provided by Community-Based Providers	2-13
Bill Savings	2-14
Shareholder Performance Incentives for Low Income Activities	2-14
Table 2.1 - Summary of Costs.....	2-15
Table 2.2 - Summary of LIEE Program Effects	2-18
Table 2.3 - Summary of LIEE Cost Effectiveness	2-19
Table 2.4 - Summary of LIEE Cost Effectiveness (Net Benefits)	2-20

Technical Appendix

Low Income Energy Efficiency (LIEE).....	TA-1
Table TA 1 - LIEE Program Cost Estimates for Cost Effectiveness.....	TA-2
Table TA 2 - LIEE Cost Elements - PG&E	TA-3
Table TA 3 - Program Detail By Housing Type and Heating Source	TA-6
Table TA 4 - Program Detail By Measure.....	TA-7
Table TA 5 - Installation Costs of LIEE Program Installation Contractors	TA-8
Table TA 6 - Percentage of Dwellings Served by Contractor Classification.....	TA-9
Table TA 7 - Life Cycle Bill Savings.....	TA-10
Table TA 8 - Energy Rates used for Bill Savings Calculations.....	TA-11
Table TA 9 - Bill Savings.....	TA-12

Attachment A

LIEE Leveraging and Outreach Initiatives.....	A-1
---	-----

SECTION 1

EXECUTIVE SUMMARY

Low Income Energy Efficiency (LIEE)

PG&E has offered energy efficiency programs to qualifying low income customers in its 47 counties since 1983. The Low Income Energy Efficiency (LIEE) program objective is to help low income customers increase their comfort while reducing their energy consumption, costs, and hardship. The LIEE program provides free home weatherization, energy-efficient appliances and energy education services to qualified, low income PG&E customers throughout the Company's service area. PG&E has treated almost 556,000 homes over the last 13 years and installed weatherization measures in over 480,000 homes.

The 2003 LIEE program continued the 2001 Rapid Deployment LIEE program unchanged per the February 27, 2002 Assigned Commissioner Ruling regarding post-2001 program planning for low income assistance programs. This was reiterated in D. 02-12-019, Ordering Paragraph 2, which also increased PG&E's authorized annual LIEE program budget to \$56.53 million for 2003.

The 2003 LIEE program continued to require installation of all feasible measures offered under the program for which the customer qualified. The 2003 program treated 47,271 homes, 45,670 of which were weatherized. This resulted in energy reductions of 20.143 million kWhs and 0.91 million therms.

PG&E did not achieve its Minimum Performance Standard (MPS) during 2003 and thus requests no shareholder incentives for 2003 LIEE activities.

SECTION 2

LOW INCOME ENERGY EFFICIENCY

Overview

PG&E has offered energy efficiency programs to qualifying low income customers in its 47 counties since 1983. The LIEE program objective is to help low income customers increase their comfort while reducing their energy consumption, costs, and hardship. The LIEE program provides free home weatherization, energy-efficient appliances and energy education services to qualified, low income PG&E customers throughout the Company's service area. PG&E has treated almost 556,000 homes over the 13 years and installed weatherization measures in over 480,000 homes.

In May 2001, Decision (D.) 01-05-033 adopted a "Rapid Deployment" LIEE program to quickly maximize peak load savings and bill savings to low income customers during the California energy crisis. The 2002 and 2003 LIEE programs continued the 2001 Rapid Deployment LIEE program unchanged per the February 27, 2002 Assigned Commissioner Ruling regarding post-2001 program planning for low income assistance programs. After finding that the rapid deployment strategy has been successful in substantially increasing the deployment of low income assistance services to those that have needed it the most during the energy crisis, D. 02-07-033 authorized the continuation of the rapid deployment programs adopted in D. 01-05-033 until further Commission order. This was reiterated in D. 02-12-019, Ordering Paragraph 2, which also increased PG&E's authorized annual LIEE program budget to \$56.53 million for 2003.

The 2003 LIEE program continued to require that customers receive all of the feasible measures offered under the program. PG&E continued to work with the other investor owned utilities, the Energy Division and the Office of Ratepayer Advocates (ORA) to standardize LIEE program implementation and reporting statewide.

In accordance with Assembly Bill (AB) 1393 and D. 01-05-033, measures offered under the 2003 LIEE program included attic insulation, water heater blankets, energy-efficient showerheads, door weather stripping, caulking, minor home repairs that affect air infiltration, attic access weather stripping, evaporative cooler covers, reusable furnace filters, outlet gaskets, water heater pipe wrap, faucet aerators, compact fluorescent lamps, hard-wired porch light fixtures, evaporative coolers, energy-efficient refrigerators, and furnace repair and replacement for homeowners whose homes failed the combustion appliance safety test. Air conditioners, duct seal and repair, gas and electric water heaters, set-back thermostats, evaporative cooler maintenance, and whole house fans were added to the program in May 2001 under the Rapid Deployment program. Additionally, the Rapid Deployment program authorized in 2001 made hard-wired porch light

fixtures, refrigerators and evaporative coolers available to qualifying renters where the landlords owned the refrigerators or evaporative coolers. D. 01-05-033 also authorized refrigerator and evaporative cooler replacement of landlord-owned appliances in qualifying master-metered units with a landlord co-payment

Energy education was provided to all participating customers to help them understand how they used energy and what specific strategies they could employ to reduce their energy costs.

PG&E bid out the LIEE program administration and implementation contracts in 2001. Richard Heath and Associates was awarded the LIEE administration contract and began work in that role on May 1, 2001. PG&E continued its program administrator contract with Richard Heath and Associates for the 2003 LIEE program. Contracts to implement the program were assigned to the LIEE administrator in 2001. Additionally, the LIEE administrator is responsible to re-bid implementation contracts and to bid out further work by county/project areas as needed.

Low Income Energy Efficiency (LIEE) Program

2003 PROGRAM ELEMENTS

The LIEE program was implemented by community-based organizations and private contractors who were assigned specific geographic areas within PG&E's service area. LIEE contractors had specific participation goals defined by the estimated number of LIEE-qualifying customers living in their assigned geographic areas, and customer home types, single family, multifamily or mobile home. Each LIEE contractor was also tasked to weatherize a specific number of existing CARE customers, based on how many CARE customers lived in their areas.

Energy education and compact fluorescent lamp (CFL) installations were performed during the initial home assessment visit. Following approval of the assessed measures, PG&E's weatherization contractors installed all feasible LIEE program measures for which a home qualified *except* refrigerators, evaporative coolers and furnaces, which were delivered and installed by separate appliance contractors after the weatherization contractor's work was completed.

Energy Education

In 2003, PG&E continued to offer energy education during the first home visit.

The initial home visit by an energy education specialist assisted the customer with a California Alternate Rates for Energy (CARE) application and/or Home Energy Assistance Program (HEAP) contact information if applicable. The energy education specialist also ensured that low income customers were aware of other low income programs available to help them manage their energy bills. They also informed customers about other utility energy efficiency programs available to

PG&E's residential customers. Additionally, customers received an energy cost calculator, which the energy education specialist used to show them how to calculate their current energy expenditures by measure or type of appliance. The energy cost calculator is an easy-to-understand visual tool that helps customers see how much energy the appliances in their home use so that they can reduce their overall energy usage. The customers were asked to adopt at least three energy saving practices which would result in overall reduced energy usage and increased comfort.

Appliance Replacement

Refrigerator replacement was restricted to customers whose refrigerators were at least 10 years old. Several refrigerator sizes were provided. They ranged from 12 cubic feet to 23 cubic feet and were offered to customers based on existing refrigerator size and the number of refrigerators/freezers removed. Additionally, in the event that a disabled customer needed a specific style of refrigerator, PG&E made special provisions for those requests. The refrigerator replacement service included delivery, installation, removal and environmentally safe recycling of the replaced inefficient units. Rapid Deployment made refrigerator replacement available to low income tenants who did not own the refrigerators in their dwellings.

Evaporative coolers were provided to customer dwellings where the home had existing air conditioning and the addition of an evaporative cooler could lower the customer's consumption of energy. Under the Rapid Deployment program, evaporative coolers were available to both homeowners and renters.

Furnace repair and replacement was provided to customer-owned homes that failed the combustion appliance safety test. Furnace repair and replacement was available only to homeowners, since providing functional heating is the legal responsibility of the landlord.

2003 LIEE Rapid Deployment Program Activities

The 2003 Low Income Energy Efficiency program continued the 2002 Rapid Deployment Low Income Energy Efficiency program unchanged per the Assigned Commissioner Ruling regarding post-2001 program planning for low income assistance programs, dated February 27, 2002. This was reiterated in D. 02-12-019, Ordering Paragraph 2, which also increased PG&E's authorized annual LIEE program budget to \$56.53 million for 2003.

Targeted Market and/or End-Uses

Low income customers who met CARE income guidelines of 175 percent of the Federal Poverty Income Guidelines (or 200 percent for low income customers with heads of household who are 60+ years old and/or disabled), with income adjustments for family size, were targeted for this program.

Implementation Strategy

In 2003, low income customers who experienced problems paying their PG&E bill or requested energy efficiency assistance were referred to PG&E's Smarter

Energy Line (SEL) for pre-qualification and inclusion in the LIEE program. To increase CARE participation and make customers aware of the services provided by PG&E to low income customers, PG&E required contractors to market the LIEE program to existing CARE customers and customers requesting weatherization services. PG&E provided implementation contractors a database of all PG&E residential customers in their assigned areas. The database specified existing CARE customers, as well as customers that previously participated in the LIEE program.¹ PG&E made customers aware of and, upon request, assisted in filling out a CARE program application.

Additionally, PG&E signed capitation outreach contracts with 82 service providers to enroll qualifying customers in the CARE program. In addition to signing up new CARE customers, capitation outreach contractors told CARE customers about the LIEE program services available at no cost to them and gave them literature about the LIEE program including phone numbers to call to participate.

LIEE Rapid Deployment Go-Back Initiative

Under LIEE standardization rules, homes that were treated under the LIEE program within the past 10 years were generally not eligible for participation in the current program, although exceptions could be granted with the written approval of the utility administrator's program manager.² D. 01-05-033 granted utility administrators the flexibility to send service providers back to treated homes to install the new measures adopted under the Rapid Deployment program. Other load reduction measures that were not offered at the time the home was treated and would contribute significantly to bill savings (e.g., refrigerator replacements) could also be installed under the Rapid Deployment program. D. 01-05-033 granted an "automatic exception" to previously treated homes for these measures during the rapid deployment period.

PG&E implemented a special Go-Back component of the Rapid Deployment LIEE program in 2001 and 2002. Under the Go-Back Initiative, PG&E attempted to contact all previous LIEE participants to determine whether they might now qualify for additional measures newly provided under the Rapid Deployment Program. Often this was because either the refrigerator was not old enough to be replaced at the time the customer originally participated or because the participant was a renter and therefore ineligible to receive the measure at the time of their previous participation. RHA, PG&E's LIEE program administrator, initiated several agreements to deliver refrigerators, evaporative coolers and other measures to the qualified, past-participating low income customers.

Although the Go-Back Initiative was completed as a special component of the LIEE program in 2002, PG&E continued to provide Rapid Deployment measures

¹ Under LIEE standardization rules, homes that were treated under the LIEE program within the past 10 years were generally not eligible for participation in the current program, or 5 years for master-metered residences per D. 01-03-028.

² See D.01-03-028, mimeo., p. 16 and Attachment 3.

to previously treated homes that were not eligible for them at the time they were originally treated. This re-entry into the program is available to any customers that called back to ask for them, as mandated under D. 01-05-033.

PG&E notes that if customers are always eligible to re-enter the program to receive any measures which they were unqualified to receive at the time of their original participation, a home treated under the LIEE program may never be truly completed. This continuing participation also raises questions regarding when to start the 10-year clock ticking against program re-entry: following original participation, or following any subsequent participation to upgrade measures. Furthermore, if previous LIEE participants are forever eligible to upgrade their measures, the program in effect becomes more like a subscription program than a one-time treatment service. A large number of customers in any given year asking to replace refrigerators that are now 10 years old may limit the funding available to expend treating and weatherizing new participant homes.

LIEE Outreach

PG&E program staff made hundreds of presentations to community groups and local ethnic media throughout PG&E's service area. PG&E program staff also participated in several on-going county or area-wide low income agency working groups, such as the Sacramento Community Housing Coalition, to share information on PG&E programs with community service providers.

Leveraging Pilot Program

PG&E has always promoted leveraging in its LIEE program. In its Application For Approval of the 2003 California Alternative Rates for Energy and Low Income Energy Efficiency Programs and Budget (Application 02-07-003, filed July 1, 2002), and Supplemental Testimony to the 2003 Low Income Energy Efficiency Programs and Budget (filed August 9, 2002), PG&E proposed to set aside \$500,000 of its 2003 budget to promote specific, targeted community leveraging opportunities with community agencies not otherwise involved in PG&E's LIEE program.

D.02-12-019, Ordering Paragraph 2 authorized PG&E to leverage its relationships with community agencies to increase the enrollment of eligible customers in its LIEE programs as part of its 2003 LIEE program. PG&E was allocated \$500,000 for this pilot project. Following a public workshop and bid process, PG&E contracted with four community agencies in the summer of 2003 to provide key measures of PG&E's LIEE program to their clients for a total of \$362,700.³ This leveraging relationship provided another distribution channel for PG&E's LIEE program. For example, each agency was able to offer refrigerator replacements

³ The four successful leveraging pilot project bidders are: Community Action Agency of San Mateo County (\$90,700), Amador – Tuolumne Community Action Agency (\$103,200), Community Action Board of Santa Cruz (\$77,400), and Community Resource Project, Inc (\$91,400). The uncommitted \$137,300 was released back into the general LIEE Program budget to ensure that all of the 2003 budget was expended to assist low income customers.

through PG&E's LIEE program while providing their normal services to clients who were also qualified PG&E customers and where appliance replacement was appropriate under the LIEE program.

One of the four leveraging contractors completed their contract in 2003. The other three will complete their contracts by mid 2004. Pursuant to D.03-12-019, PG&E will evaluate the leveraging pilot results once all the pilot projects are completed.

Major Accomplishments

LIEE program results for 2003 are shown in detail in Technical Appendix Tables TA 4, TA 5 and TA 7. Highlights of the completed⁴ accomplishments are as follows:

- Treated⁵ 47,271 homes;
- Weatherized⁶ 45,670 homes;
- Provided energy education in 38,631 homes;
- Replaced primary refrigerators in 17,752 homes
- Provided evaporative coolers in 3,915 homes
- Installed 192,936 compact fluorescent lamps;
- Repaired or replaced furnaces in 933 homes; and
- Installed rapid deployment measures including:
 - 579 air conditioners;
 - 441 water heaters;
 - 3,877 set-back thermostats,
 - 6,063 duct sealing and repair and
 - 244 whole house fans.

2004 PROGRAM ELEMENTS

The 2004 LIEE program continues the 2002 Rapid Deployment LIEE program with several changes. D. 03-11-020 continued authorization of a \$56.530 million funding level for PG&E's LIEE program and dropped several measures from the LIEE program, including: high-efficiency water heaters, high-efficiency central air

⁴ Installations and services are not counted as completed until they have been expensed, per agreement at 11/6/02 and 11/13/02 RRM Rapid Deployment Monthly Reporting Compliance meetings.

⁵ A treated home is an income-qualified home that has received any measure or service under the LIEE program, including energy education, CFLs, weatherization and appliances (D.02-12-019). Under the LIEE program, a treated home must receive all feasible measures for which it qualifies.

⁶ Weatherized homes are a subset of treated homes, and are defined as income-qualified homes that have received any weatherization measures under the LIEE program (D.02-12-019). Weatherization measures include attic insulation, caulking, weather-stripping, low flow showerheads, water heater blankets and door and building envelope repairs that reduce infiltration (D.01-12-020).

conditioners, duct testing and sealing, evaporative cooler maintenance, set-back thermostats (except where required by code in conjunction with furnace repair or replacement), and whole house fans. Additionally, several measures are restricted to certain climate zones or housing types. These modifications to the 2004 program were made based on Standardization Team and Cost Effectiveness activities and recommendations. The authorized 2004 LIEE program measures and installation criteria are listed below.

Measure	Adopted Action
Non-Weather-Sensitive Measures	
Hard-wired CFL porch lights	Retain in all climate zones for single family homes, but drop for multifamily and mobile homes
Compact fluorescent lamps	Retain in all climate zones and residence types
Faucet aerators	Retain in all climate zones and residence types
Low-flow showerheads	Retain in all climate zones and residence types
High efficiency refrigerators	Retain in all climate zones and residence types
Water heater blankets	Retain in all climate zones and residence types
Water heater pipe wrap	Retain in all climate zones and residence types
High-efficiency water heaters	Drop from Program
Weather-Sensitive Measures	
Outlet gaskets	Retain in all climate zones and residence types
High efficiency central Air Conditioners	Drop in all climate zones and residence types
High efficiency room Air Conditioners	Retain in Climate Zones 11, 12, 13, 14, and 15
Caulking	Retain in all climate zones and residence types
Attic Insulation	Retain in all climate zones and residence types
Duct testing and sealing	Drop in all climate zones and residence types
Evaporative cooler / AC covers	Retain in all climate zones and residence types
Evaporative cooler maintenance	Drop in all climate zones and residence types
Evaporative coolers	Retain in Climate Zones 11 – 16 for single family and mobile homes; drop for multifamily homes and in Climate Zones other than 11 – 16.
Furnace filters	Retain, but only as part of furnace repair or replacement
Gas furnace repairs	Retain in all climate zones and residence types
Gas furnace replacements	Retain in all climate zones and residence types
Minor home repairs	Retain in all climate zones and residence types
Setback Thermostats	Drop Program except where required by code in conjunction with furnace repair or replacement
Weatherstripping attic access	Retain in all climate zones and residence types
Weatherstripping doors	Retain in all climate zones and residence types
Whole house fans	Drop in all climate zones and residents types

PG&E continues its program administrator contract with Richard Heath and Associates for the 2004 LIEE program. RHA continues to contract out LIEE program implementation work with 18 weatherization contractors and 3 appliance

contractors. Additionally, the LIEE administrator may bid out further work by county/project areas as needed.

PG&E continues to work with the Utility LIEE Standardization Project Team to standardize the LIEE program among utilities on a statewide basis. In previous phases, the Team successfully standardized the Weatherization Installation Standards Manual and the Policy and Procedures Manual for the Statewide LIEE program. Most recently, the Standardization Team implemented studies of Natural Appliance Safety Testing (NGAT) and of program and measure Cost Effectiveness.

Natural Gas Appliance Safety Testing (NGAT)

D. 03-11-020 adopted the Standardization Team's NGAT recommendations. This meant that PG&E changed its LIEE implementation process for 2004 to provide NGAT testing *after* home weatherization was completed, rather than prior to weatherizing the home.

Leveraging to Provide Infiltration Measures to Homes with Non-Utility Fueled Combustion Appliances

D. 03-11-020 required the Standardization Team to investigate providing infiltration-reduction measures and combustion appliance testing in homes that use a utility fuel for space heating and a non-utility combustion fuel for one or more other end uses. Homes that receive utility space heating are eligible for infiltration measures under the LIEE program. In 2003, PG&E's NGAT procedures included tests of non-utility combustion fuel appliances (such as propane water heaters, for example) to ascertain the safety and feasibility of installing infiltration measures in LIEE participant homes. However the NGAT protocol adopted in D. 03-11-020 for 2004 does not allow for testing of non-utility fueled combustion appliances. D.03-11-020 authorized PG&E to continue its current practices in PG&E-space heated homes and homes that also have non-PG&E supplied combustion appliances until the Commission rules on the Standardization Team's recommendations. The Standardization Team's report was filed on March 12, 2004. PG&E is currently negotiating leveraging agreements with LIHEAP agencies so that these homes can be referred to LIHEAP agencies to provide NGAT and install infiltration measures, as recommended in the Standardization Team's report.

Shareholder Incentives for Low Income Activities

PG&E believes that the shareholder mechanism for 2003 should be revisited and revised, since the 2004 program is not a continuation of the 2001-2003 Rapid Deployment programs. Neither the shareholder incentive mechanism nor the adopted minimum performance standards are particularly relevant to the current LIEE program design in which all feasible measures must be installed in each home enrolled in the program.

Measurement and Evaluation (M&E) and Regulatory Oversight for Low Income Activities

PG&E conducted studies as directed by the Commission to report the results of LIEE program activities. PG&E also participated on several statewide LIEE teams with the purpose of standardizing LIEE programs and utility reporting to the Commission.

Measurement and Evaluation

Low income measurement and evaluation activities completed in 2003 include a Statewide First Year Load Impact Study of the 2001 LIEE programs completed in April 2003 and a Statewide LIEE Process Evaluation, also completed and filed in April 2003.

PG&E is participating with Energy Division, the Office of Ratepayer Advocates and Southern California Edison Company, San Diego Gas and Electric Company, and Southern California Gas Company to complete a Statewide First Year Load Impact Study of the 2002 LIEE programs to be completed and filed during 2004. Following completion of the 2002 LIEE impact evaluation, LIEE program evaluations will return to a biannual schedule, as affirmed in D. 02-12-019. Thus, the next LIEE program load impact evaluation will occur in 2006 for the 2004 program.

PG&E also completed and filed twelve Rapid Deployment Monthly Reports and an End-of-Year Report detailing LIEE Rapid Deployment program activities, impacts and expenditures through December 31, 2003, as directed in D. 01-05-033.

PG&E will use the results of these studies and reports as appropriate to augment and refine future programs. Many of the recommendations made in the Process Evaluation have already been implemented.

Utility Standardization

PG&E also participated in the Low Income Utility Standardization Project. Since its inception, the Standardization Team has completed the Statewide LIEE Policy and Procedures Manual and Statewide Weatherization Installation Standards, and conducted a study on refrigerator grounding. D. 03-06-027 adopted the Standardization Team's recommendations to update the Statewide LIEE Policy and Procedures Manual and Statewide Weatherization Installation Standards.

In 2003, the Standardization Team completed Phase 4 reports, to study carbon monoxide testing, and program and measure cost effectiveness assessments.⁷ These issues were addressed in D. 03-12-020, in which the Commission adopted measures for the 2004 LIEE program and a procedure for conducting NGAT. The Decision required further study by the Standardization Team on several issues,

⁷ *Low Income Energy Efficiency Standardization Project: Final Phase 4 Report on Natural Gas Appliance Testing Study Results (NGAT Final Report)*, May 5, 2003. *Low Income Energy Efficiency Program Measure Cost Effectiveness Study Final Report*, June 2, 2003.

including: determining flue gas thresholds and providing infiltration measures to customers in homes with both utility space heat and non-utility combustion appliances.⁸

PG&E will continue to work with the other utilities, the Energy Division, and ORA on the Low Income Utility Standardization Project as directed by the Commission.

Reporting Requirements Manual

The Assigned Commissioner Ruling dated April 28, 2000 directed the RRM Working Group to file a report revising the Reporting Requirements Manual (RRM) low income sections to standardize reporting requirements and administrative costs. The RRM Working Group includes PG&E, San Diego Gas and Electric Company (SDG&E), Southern California Edison Company (SCE), Southern California Gas Company (SoCalGas), the Energy Division, ORA, and other interested parties. The RRM Working Group filed the Phase I RRM Report on October 2, 2000. D. 01-03-028 adopted the revised reporting requirements and directed that they be used by the utilities to report the results of the 2000 LIEE programs. The RRM Working Group has filed two revisions since filing the first report: the Phase II RRM Report on April 9, 2001 incorporated definitions from the Bill Savings Report filed March 15, 2001, and the January 10, 2002 RRM Report revised RRM sections in compliance with the Commission's directives in D. 01-12-020, Ordering Paragraph 11. The RRM tables are included in this filing.

PG&E filed monthly reports detailing its 2003 LIEE Rapid Deployment activities. PG&E worked with SDG&E, SCE, SoCalGas, the Energy Division, and ORA to develop a common set of monthly reporting tables in compliance with D. 01-05-033, Ordering Paragraphs 2 through 7.

In December 2002, PG&E, SDG&E, SCE, SoCalGas, the Energy Division, and ORA determined that the measure expense date would be the basis for reporting 2003 LIEE program activities and expenditures.

For reporting purposes, PG&E counted a home as treated as soon as it has received any service or measure under the LIEE program. The home is counted as completed following installation of all measures installed by the weatherization contractor. PG&E's weatherization contractors installed all feasible LIEE program measures for which a home qualified *except* refrigerators and evaporative coolers, which were delivered and installed by a separate appliance contractor after the weatherization contractor's work was completed.

PG&E continues to work with the other utilities, Energy Division and ORA to refine LIEE program reporting requirements.

⁸ The Standardization Project Team completed and filed reports on these issues in 2004: *Joint Utility Low Income Energy Efficiency Program Statewide Standardization Project Team Response in Compliance with Ordering Paragraph 7 of Decision 03-11-020*, February 11, 2004; and *Joint Utility Low Income Energy Efficiency Program Statewide Standardization Project Team Supplemental Report Submitted in Compliance with Ordering Paragraph 12 of Decision 03-11-020*, March 12, 2004.

Cost-Effectiveness Tests

PG&E included results of the Total Resource Cost Test (TRC), the Utility Cost (UC) Test and the modified Participant Cost (PC_m) Test for 2003 LIEE programs in Table 2.3.

In D. 00-09-036, the Commission stated its expectations that the RRM Working Group would develop specific modifications to the cost effectiveness tests for low income programs. The Low Income Public Purpose Test (LIPPT) Report was filed on April 9, 2001, as part of the RRM Working Group Phase 2 Report. In compliance with the directives of D. 01-03-028, the LIPPT incorporated non-energy benefits (NEBs) including comfort, health and safety into the cost-effectiveness testing methodology.

D. 01-12-020 adopted the NEBs proposed in the LIPPT report but ordered that the RRM Working Group and the Standardization Team work together to develop a methodology for incorporating them into the Participant and Utility Cost Tests to assess the LIEE program and individual measures.

The Joint RRM Working Group and Standardization Team Cost Effectiveness Subcommittee filed its report and recommendations for using the results of the UC and PC_m Tests to assess LIEE program and measure cost effectiveness on April 10, 2002.

On September 30, 2002 the Standardization Team submitted a report on the cost effectiveness of LIEE programs and individual measures.⁹ D. 02-12-019 ordered the utilities to work with the Standardization Team to revise the results of measure cost effectiveness to comply with the adopted 2003 LIEE program budgets and measure cost assumptions for each individual utility. The Standardization Team filed *The Joint Utilities Revised Results of Measure Cost-Effectiveness* on January 6, 2003. PG&E measure costs were based on PG&E's costs of installed measures for 2002 from January through August, with some exceptions. Room air conditioner, wall air conditioner, duct sealing and testing, furnace repair, furnace replacement, whole house fan, water heater replacement, and refrigerator costs were based on selected contractor and retail data. CFL and programmable thermostat costs were based on expected negotiated costs with contractors. On June 2, 2003, the Standardization Team filed the *Low Income Energy Efficiency Program Measure Cost Effectiveness Study Final Report*, which included measure assessment by climate zone.

D. 03-11-020 adopted the Standardization Team's measure recommendations for the 2004 program and required the Team to conduct another measure cost effectiveness evaluation in 2005 to develop recommendations for the 2006 LIEE program. The Decision determined that the 2006 program planning cycle would be the forum for considering the cost effectiveness of new and existing LIEE measures, as well as proposed changes to the LIEE measures offered under the program.

⁹ *LIEE Measure Cost Effectiveness*, filed by the LIEE Standardization Team September 30, 2002.

PG&E will continue to work with the Standardization Team to assess measure cost effectiveness in order to recommend what measures to retain for the 2006 LIEE program.

Energy-Related Hardship

The Energy-Related Hardship subsection describes how PG&E's LIEE program attempted to mitigate Energy-Related Hardship according to the following definition.

Low income energy efficiency programs recognize the limited financial resources and access that might hinder low income customer participation in conventional energy efficiency programs. The intent was to create equity for customers who might not be able to take advantage of energy efficiency measures or otherwise manage their energy costs, thereby relieving the energy-related difficulties faced by low income customers. The following definition seeks to characterize hardship as it relates to customers participating in low income energy efficiency programs.

Energy-related hardship is defined as adverse impacts on the comfort, health, and safety of low income customers that can be mitigated by access to low income energy efficiency programs and services.

Within the context of this definition, the following adverse elements of hardship can be mitigated:

- *Comfort* - Reduce energy-related stress resulting from inadequate control over ambient climate or temperature due to insufficient energy efficiency measures or uninformed decision making on energy use, thereby promoting effective energy management behaviors.
- *Health* - Enhance physical and mental well being through improved ambient temperature and increased dwelling unit protection from weather-related elements.
- *Safety* - Increase home and personal security through the application of energy efficiency measures.¹⁰

PG&E participated in the LIPPT study to develop a cost effectiveness test that incorporated these hardship benefits and other non-energy benefits (NEBs). The LIPPT Report was filed by the RRM Working Group on May 25, 2001, in compliance with D. 01-03-028, Ordering Paragraph 15. D. 01-12-020 adopted the NEBs, although not the LIPPT. D. 01-12-020, Ordering Paragraph 9 ordered the RRM Working Group together with the Standardization Team to apply the adopted NEBs to the Participant Cost Test and the Utility Cost Test.

The RRM Working Group and the Standardization Team formed a Joint Cost Effectiveness Subcommittee to develop a methodology for applying NEBs to the

¹⁰ Reporting Requirements Manual (RRM) Working Group – Revised RRM Sections for Low Income Assistance Programs, in R. 01-08-027, January 10, 2002.

two tests. PG&E participated in the Joint Cost Effectiveness Subcommittee and filed the Subcommittee report describing the two tests developed on behalf of the Subcommittee on April 10, 2002. The cost effectiveness results reported in Tables 3 and 4 are consistent with the methodology developed by the Joint Cost Effectiveness Subcommittee.

Access to Programs Provided by Community-Based Providers

In D. 00-07-020, the Commission directed the utilities to report on the access of their low income program participants to programs provided by community service providers, consistent with the intent of the Legislature in Public Utilities Code § 381.5(a).

This section describes PG&E's referral system between the CARE program and Low Income Home Energy Assistance Program (LIHEAP). PG&E met the requirements for the state to qualify for financial leveraging of federal funds. In addition, the system is in place for identifying the needs of LIEE program participants and directing them to CBOs and other low income community agencies that can address their needs. The number of CBOs participating in the LIEE program as contractors or subcontractors as well as the percentage of units treated by CBOs and non-CBOs are reported in Table TA 6.

During 2003, PG&E actively pursued leveraging and outreach opportunities with other State and local agencies offering low income services, including the California Department of Community Services and Development (CSD) which provides LIHEAP services in California. In addition, PG&E continued to increase outreach and leveraging within the company, coordinating activities and advertising with other PG&E energy efficiency programs likely to reach low income customers and service providers. PG&E's LIEE contractors were required to leverage the LIEE program and report leveraging activities monthly.

In 2003 PG&E implemented a Leveraging Pilot Project, as directed by D. 02-12-019, Ordering Paragraph 2. This leveraging project will be completed in mid-2004, after which PG&E will evaluate the results. By March 31, 2004, PG&E's four Leveraging Pilot contractors had leveraged PG&E and LIHEAP programs. They spent \$200,000 of PG&E program funds to install 197 refrigerators.

PG&E employees regularly made presentations about the Company's Low Income and Hard-to-Reach programs to the media and at community events throughout the PG&E service area. These presentations were used to educate customers about energy efficiency and inform them about assistance programs and opportunities available to them through PG&E. PG&E employees made over 270 presentations in 2003 about LIEE and CARE in English, Spanish, Cantonese, Mandarin, Vietnamese, Korean, Tagalog, Russian, Hmong and Japanese.

Attachment A summarizes PG&E leveraging and outreach activities during 2003.

Bill Savings

This section discusses updates to the variables and calculations used in preparing the applicable standard tables in the Technical Appendix for this program area.

PG&E, SCE, SDG&E and SoCalGas filed the “Joint Utility Low Income Energy Efficiency 2003 Costs and Bill Savings Standardization Report” on May 1, 2004, in the Low Income Rulemaking proceeding, R. 04-01-006. The report calculates, compares and explains differences in the annual bill savings achieved by each utility for 2001, 2002, and 2003. In compliance with Ordering Paragraph 4 of D. 01-12-020, the Joint Utility Report is incorporated by reference in this Annual Report. Monthly bill savings are reported by the utilities in their Monthly Rapid Deployment Reports.

Shareholder Performance Incentives for Low Income Activities

Utilities are eligible for shareholder incentives based on the criteria described below. PG&E is not eligible for shareholder incentives for 2003 low income activities and makes no claim for 2003 earnings in this AEAP.

Shareholder Incentives for 2003 Low Income Activities

The 2003 LIEE program provided shareholder incentives based on the 2001 LIEE shareholder incentive mechanism adopted in D. 01-06-082.

The shareholder incentive provided a flat 2% management fee on actual LIEE program expenditures, not including shareholder earnings, provided that the Minimum Performance Standard (MPS) was achieved during calendar year 2001. The MPS was equal to 100% of the first-year savings goals for “Big Six” measures, as verified in the AEAP with actual program participation levels. PG&E’s MPS for the 2003 LIEE program was 2,139,056 kWh and 1,198,319 therms. For purposes of this incentive mechanism, the Big Six measures consisted of attic insulation, caulking, weather stripping, low flow showerheads, water heater blankets, and door and building envelope repairs that reduce infiltration.

Recovery of LIEE incentives takes place in two equal installments. The first 50% installment will be included in the first AEAP proceeding in which the Commission conducts an assessment of actual program participation levels and expenditures for 2003. The remaining 50% of the earnings claim will be authorized for recovery in the AEAP proceeding following the completion of a first-year load impact study for 2003. The load impact study will not affect the amount of earnings claim recovery, but rather will be used to guide future program development.

PG&E did not achieve its MPS during 2003 and thus requests no shareholder incentives for 2003 LIEE program activities.

TABLE 2.1
SUMMARY OF COSTS: LOW INCOME - PG&E
Electric and Gas Combined
(\$)

	2003		2004
LIEE Programs	Budgeted	Recorded ⁷	Budgeted
Energy Efficiency			
Gas Appliances	3,841,814	3,555,355	4,463,833
Electric Appliances	22,087,769	15,475,896	19,747,236
Weatherization Measures	15,818,472	14,230,828	14,273,477
Outreach & Assessment	1,926,250	2,114,264	3,750,000
In Home Energy Education	1,926,250	1,955,693	3,750,000
Education Workshops	54,513	1,124	50,000
Energy Efficiency TOTAL	45,655,068	37,333,160	46,034,546
Pilots			
Leveraging Pilot	500,000	120,632	300,000
Phase 4 Pilot	0	0	0
Total Pilots	500,000	120,632	300,000
Training Center	300,000	199,869	400,000
Inspections	2,703,804	3,518,177	3,462,135
Advertising	92,000	0	0
M&E Studies ¹	525,786	420,230	600,000
Regulatory Compliance ²	400,813	418,600	396,550
Other Administration ³	6,317,529	6,821,109	12,953,971
Indirect Costs ⁴	4,273,428	3,425,358	3,000,000
Oversight Costs			
LIOB Expense	0	0	0
CPUC Energy Division	35,000	46,021	35,000
Total Oversight Costs	35,000	46,021	35,000
Shareholder Incentives ⁵	NA	NA	NA
TOTAL COSTS⁶	56,530,000	48,877,798	64,182,202

Notes:

1. M&E Studies include: Bill Savings Report, Cost Effectiveness Study, and Joint Utility Impact Evaluation.
2. Regulatory Compliance includes LIEE Standardization, RRM Working Group and Monthly CPUC Reports.
3. Other Administration includes PG&E's program management and Prime contractor's management and \$2.5 Million of contractors workman's compensation insurance.
4. Indirect Costs include Combustion Appliances Safety (CAS) Testing, which is not part of the LIEE budget.
5. Shareholder Incentives are not included in the LIEE budget. No shareholder claim is made for 2003.
6. Total costs do not include Combustion Appliance Safety (CAS) testing and Shareholder incentives since they are not part of the LIEE budget.
7. Includes all funds expended in 2003 (burdened) and a December goods receipt reversal of \$3,001,791.

TABLE 2.1
SUMMARY OF COSTS: LOW INCOME - PG&E
Electric
(\$)

	2003		2004
LIEE Programs	Budgeted	Recorded ⁶	Budgeted
Energy Efficiency			
Gas Appliances	0	0	0
Electric Appliances	22,087,769	15,475,896	19,747,236
Weatherization Measures	3,739,571	4,486,550	3,568,370
Outreach & Assessment	1,194,275	1,329,504	2,250,000
In Home Energy Education	1,194,275	1,230,500	2,250,000
Education Workshops	33,798	697	30,000
Energy Efficiency TOTAL	28,249,688	22,523,147	27,845,606
Pilots			
Leveraging Pilot	310,000	74,792	300,000
Phase 4 Pilot	0	0	0
Total Pilots	310,000	74,792	300,000
Training Center	186,000	123,920	240,000
Inspections	1,676,358	2,181,285	2,077,281
Advertising	57,040	0	0
M&E Studies ¹	325,987	260,542	360,000
Regulatory Compliance ²	248,504	259,261	237,930
Other Administration ³	3,916,868	4,233,177	7,772,383
Indirect Costs	0	0	0
Oversight Costs			
LIOB Expense	0	0	0
CPUC Energy Division	21,700	28,554	21,000
Total Oversight Costs	21,700	28,554	21,000
Shareholder Incentives ⁴		NA	NA
TOTAL COSTS⁵	34,992,145	29,684,679	38,854,200

Notes:

1. M&E Studies include: Bill Savings Report, Cost Effectiveness Study, and Joint Utility Impact Evaluation.
2. Regulatory Compliance includes LIEE Standardization, RRM Working Group and Monthly CPUC Reports.
3. Other Administration includes PG&E's program management and Prime contractor's management and \$2.5 Million of contractors workman's compensation insurance..
4. Shareholder Incentives are not included in the LIEE budget. No shareholder claim is made for 2003.
5. Total costs do not include Combustion Appliance Safety (CAS) testing and shareholder incentives since they are not part of the LIEE budget.
6. Includes all funds expended in 2003 (burdened) and a December goods receipt reversal of \$3,001,791.

TABLE 2.1
SUMMARY OF COSTS: LOW INCOME - PG&E
Gas
(\$)

	2003		2004
LIEE Programs	Budgeted	Recorded ⁷	Budgeted
Energy Efficiency			
Gas Appliances	3,841,814	3,555,355	4,463,833
Electric Appliances	0	0	0
Weatherization Measures	12,078,901	9,744,278	10,705,107
Outreach & Assessment	731,975	784,760	1,500,000
In Home Energy Education	731,975	725,193	1,500,000
Education Workshops	20,715	427	20,000
Energy Efficiency TOTAL	17,405,380	14,810,013	18,188,940
Pilots			
Leveraging Pilot	190,000	45,840	0
Phase 4 Pilot	0	0	0
Total Pilots	190,000	45,840	0
Training Center	114,000	75,949	160,000
Inspections	1,027,446	1,336,892	1,384,854
Advertising	34,960	0	0
M&E Studies ¹	199,799	159,687	240,000
Regulatory Compliance ²	152,309	159,339	158,620
Other Administration ³	2,400,661	2,587,932	5,181,588
Indirect Costs ⁴	4,273,428	3,425,358	3,000,000
Oversight Costs			
LIOB Expense	0	0	0
CPUC Energy Division	13,300	17,467	14,000
Total Oversight Costs	13,300	17,467	14,000
Shareholder Incentives ⁵	NA	NA	NA
TOTAL COSTS⁶	21,537,855	19,193,119	25,328,002

Notes:

1. M&E Studies include: Bill Savings Report, Cost Effectiveness Study, and Joint Utility Impact Evaluation
2. Regulatory Compliance includes LIEE Standardization, RRM Working Group and Monthly CPUC Reports.
3. Other Administration includes PG&E's program management and Prime contractor's management and \$2.5 Million of contractors workman's compensation insurance..
4. Indirect Costs include Combustion Appliances Safety (CAS) Testing, which is not part of the LIEE budget.
5. Shareholder Incentives are not included in the LIEE budget. No shareholder claim is made for 2003.
6. Total costs do not include Combustion Appliance Safety (CAS) testing and shareholder incentives since they are not part of the LIEE budget.
7. Includes all funds expended in 2003 (burdened) and a December goods receipt reversal of \$3,001,791.

TABLE 2.2
SUMMARY OF LIEE PROGRAM EFFECTS -PG&E

(Annual Energy Reductions)

	2003 (Recorded) ¹	2004 (Planned)
mWh (kWh, 000's)	20,143	22,282
mTherm (therm, 000,000's)	0.91	1.25

Notes:

1. Includes all program expenses recorded in 2003 including CAS testing.

TABLE 2.3
SUMMARY OF LIEE COST EFFECTIVENESS - PG&E
(RATIO OF BENEFITS OVER COSTS)

	2003 (Recorded) ²			2004 (Planned) ³		
	Utility Cost Test	Total Resource Cost Test	Modified Participant Test	Utility Cost Test	Total Resource Cost Test	Modified Participant Test
Low Income Energy Efficiency ¹	0.59	0.59	0.63	0.55	0.59	0.59

Notes:

1. Including Non-Energy Benefits.
2. Includes all program expenses recorded in 2003 including CAS testing.
3. Includes all program expenses expected to be recorded in 2004, including CAS testing.

TABLE 2.4
SUMMARY OF LIEE COST EFFECTIVENESS - PG&E
(NET BENEFITS; \$MILLION)

	2003 (Recorded) ²			2004 (Planned) ³		
	Utility Cost Test	Total Resource Cost Test	Modified Participant Test	Utility Cost Test	Total Resource Cost Test	Modified Participant Test
Low Income Energy Efficiency ¹	(21,402,663)	(21,402,663)	(19,480,889)	(28,655,436)	(28,655,436)	(26,608,519)

Notes:

1. Including Non-Energy Benefits.
2. Includes all program expenses recorded in 2003 including CAS testing.
3. Includes all program expenses expected to be recorded in 2004, including CAS testing.

**LOW INCOME ENERGY EFFICIENCY
PROGRAM
ANNUAL REPORT
FOR YEAR 2003
TECHNICAL APPENDIX**

May 2004



Pacific Gas and Electric Company

TECHNICAL APPENDIX

LOW INCOME ENERGY EFFICIENCY

Low Income Energy Efficiency (LIEE)

Reporting Requirements Manual (RRM)

The Assigned Commissioner Ruling dated April 28, 2000 directed the RRM Working Group to file a report to revise the Reporting Requirements Manual (RRM) low income sections to standardize reporting requirements and administrative costs. The RRM Working Group includes PG&E, SDG&E, SCE, SoCalGas, Energy Division, the Office of Ratepayer Advocates, and other interested parties. The RRM Working Group filed the Phase 1 RRM Report on October 2, 2000. The RRM Working Group has filed two revisions since filing the first report: the Phase 2 RRM Report on April 9, 2001 incorporated definitions from the Bill Savings Report filed March 15, 2001, and the January 10, 2002 RRM Report revised RRM sections in compliance with the Commission's directives in D. 01-12-020, Ordering Paragraph 11. The RRM technical appendix tables are included in this section and describe LIEE program cost estimates used for cost effectiveness, LIEE cost elements, program detail by housing type and heating source, and program detail by measure.

PY 2003 LIEE Program Achievements

The energy savings for the 2003 LIEE program are based on the results and subsequent analysis of the measurement and evaluation study titled "Impact Evaluation of the 2000 Statewide Low-Income Energy Efficiency (LIEE) Program: Final Report" by XENERGY Inc. and Business Economic Analysis & Research, April 2, 2002. Measures lives come predominantly from the "CALMAC Workshop Report, Table 3: Residential Measures, 9/25/2000."

The initial avoided costs were taken from the Energy Efficiency Program Quarterly Report Workbook for 2003.

TABLE TA 1
LIEE PROGRAM COST ESTIMATES USED FOR COST-EFFECTIVENESS
PG&E
Electric and Gas Combined
(\$)

	UTILITY COSTS ⁵						IMC ¹
LIEE	Program Expenditures (Recorded)		Admin ²	Shareholder Incentives	Other ³	Total ⁴	
	Actual	Committed					
Energy Efficiency	41,294,854	0	11,008,302	NA	3,425,358	52,303,156	33,072,539

Electric
(\$)

	UTILITY COSTS ⁵						IMC ¹
LIEE	Program Expenditures (Recorded)		Admin ²	Shareholder Incentives	Other	Total	
	Actual	Committed					
Energy Efficiency	22,927,036	0	6,757,643	NA	0	29,684,679	19,916,956

Gas
(\$)

	UTILITY COSTS ⁵						IMC ¹
LIEE	Program Expenditures (Recorded)		Admin ²	Shareholder Incentives	Other ³	Total ⁴	
	Actual	Committed					
Energy Efficiency	18,367,818	0	4,250,659	NA	3,425,358	22,618,477	13,155,583

Notes:

1. Incremental Measure Cost is equal to measure cost and has been included in the Program Expenditures.
2. Admin costs include PG&E program management, Smarter Energy Line, inspection, prime contractor management, and all other overhead allocated in contract administration.
3. Combustion Appliance Safety (CAS) testing costs.
4. Total includes CAS testing.
5. Utility Costs include all 2003 expenses (burdened).

Table TA 2
LIEE COST ELEMENTS - PG&E
Electric and Gas Combined
(\$)

LIEE Programs	2003 Expenditures Recorded by Cost Element			
	Labor	Non-Labor	Contract	TOTAL
Energy Efficiency				
Gas Appliances	0	45,586	3,509,769	3,555,355
Electric Appliances	0	11,207	15,464,689	15,475,896
Weatherization Measures	0	252,460	13,978,368	14,230,828
Outreach & Assessment	0	35,611	2,078,653	2,114,264
In Home Energy Education	0	20,800	1,934,893	1,955,693
Education Workshops	522	601	0	1,124
Energy Efficiency TOTAL	522	366,265	36,966,372	37,333,160
Pilots				
Leveraging Pilot	0	920	119,712	120,632
Pilot B	0	0	0	0
Total Pilots	0	920	119,712	120,632
Training Center	59,653	93,157	47,059	199,869
Inspections	1,646,212	1,771,858	100,107	3,518,177
Advertising	0	0	0	0
M&E Studies ¹	12,167	2,204	405,859	420,230
Regulatory Compliance ²	203,619	206,469	8,511	418,600
Other Administration ³	810,199	1,166,722	4,844,188	6,821,109
Indirect Costs ⁴	3,425,358	0	0	3,425,358
Oversight Costs				
LIOB Expense	0	0	0	0
CPUC Energy Division	0	0	46,021	46,021
Total Oversight Costs	0	0	46,021	46,021
TOTAL COSTS⁵	6,157,732	3,607,596	42,537,829	52,303,156

Notes:

1. M&E studies include: Bill Savings, and Cost Effectiveness Testing, Phase 4 Study.
2. Regulatory Compliance includes LIEE Standardization, RRM Working Group Report, EPO, Leveraging Report, and Monthly CPUC Reports.
3. Includes PG&E's program management and prime contractor's management.
4. Indirect costs include Combustible Appliances Safety Testing, which is not part of the LIEE budget.
5. Total costs include CAS Testing, which is not part of the LIEE budget.

TABLE TA 2
LIEE COST ELEMENTS - PG&E
Electric
(\$)

	2003 Expenditures Recorded by Cost Element			
LIEE Programs	Labor	Non-Labor	Contract	TOTAL
Energy Efficiency				
Gas Appliances	0	0	0	0
Electric Appliances	0	11,207	15,464,689	15,475,896
Weatherization Measures	0	108,504	4,378,046	4,486,550
Outreach & Assessment	0	22,473	1,307,031	1,329,504
In Home Energy Education	0	12,870	1,217,630	1,230,500
Education Workshops	324	373	0	697
Energy Efficiency TOTAL	324	155,427	22,367,396	22,523,147
Pilots				
Leveraging Pilot	0	571	74,221	74,792
Phase 4 Pilot	0	0	0	0
Total Pilots	0	571	74,221	74,792
Training Center	36,985	57,760	29,175	123,920
Inspections	1,020,652	1,098,552	62,081	2,181,285
Advertising	0	0	0	0
M&E Studies ¹	7,543	1,367	251,632	260,542
Regulatory Compliance ²	125,947	128,056	5,258	259,261
Other Administration ³	502,341	727,027	3,003,809	4,233,177
Indirect Costs	0	0	0	0
Oversight Costs				
LIOB Expense	0	0	0	0
CPUC Energy Division	0	0	28,554	28,554
Total Oversight Costs	0	0	28,554	28,554
Total Costs ⁵	1,693,792	2,168,760	25,822,127	29,684,679

Notes:

1. M&E studies include: Bill Savings, and Cost Effectiveness Testing.
2. Regulatory Compliance includes LIEE Standardization, RRM Working Group and Monthly CPUC Reports.
3. Includes PG&E's program management and prime contractor's management.
4. Total costs include CAS Testing, which is not part of the LIEE budget.

TABLE TA 2
LIEE COST ELEMENTS - PG&E
Gas
(\$)

	2003 Expenditures Recorded by Cost Element			
LIEE Programs	Labor	Non-Labor	Contract	TOTAL
Energy Efficiency				
Gas Appliances	0	45,586	3,509,769	3,555,355
Electric Appliances	0	0	0	0
Weatherization Measures	0	143,955	9,600,323	9,744,278
Outreach & Assessment	0	13,139	771,621	784,760
In Home Energy Education	0	7,930	717,263	725,193
Education Workshops	198	229	0	427
Energy Efficiency TOTAL	198	210,838	14,598,976	14,810,013
Pilots				
Leveraging Pilot	0	349	45,491	45,840
Phase 4 Pilot				0
Total Pilots	0	349	45,491	45,840
Training Center	22,668	35,397	17,884	75,949
Inspections	625,561	673,306	38,025	1,336,892
Advertising	0	0	0	0
M&E Studies ¹	4,623	838	154,226	159,687
Regulatory Compliance ²	77,673	78,413	3,253	159,339
Other Administration ³	307,858	439,695	1,840,379	2,587,932
Indirect Costs ⁴	3,425,358	0	0	3,425,358
Oversight Costs				
LIOB Expense	0	0	0	0
CPUC Energy Division	0	0	17,467	17,467
Total Oversight Costs	0	0	17,467	17,467
Total Costs ⁵	4,463,940	1,438,836	16,715,701	22,618,477

Notes:

1. M&E studies include: Bill Savings, and Cost Effectiveness Testing.
2. Regulatory Compliance includes LIEE Standardization, RRM Working Group and Monthly CPUC Reports.
3. Includes PG&E's program management and prime contractor's management.
4. Indirect costs include Combustible Appliances Safety Testing, which is not part of the LIEE budget.
5. Total costs include CAS Testing, which is not part of the LIEE budget.

TABLE TA 3
PROGRAM DETAIL BY HOUSING TYPE AND HEATING SOURCE

	Energy ⁴ Saved and Program Costs			Number of Dwellings		
	2003 (mWh)	2003 (mTherm)	2003 Expenses (\$)	2003 (Planned)	2003 (Actual)	2004 (Planned) ⁵
Gas Heat – Own						
Single Family ¹	6,022.9	0.446	17,875,860		16,156	
Multifamily ²	110.3	0.007	312,020		282	
Mobile Home	1,342.4	0.063	3,499,712		3,163	
Sub Total Dwellings Served	7,475.6	0.517	21,687,592		19,601	
Gas Heat – Rent						
Single Family ¹	5,253.6	0.224	12,675,530		11,456	
Multifamily ²	2,322.4	0.101	8,524,117		7,704	
Mobile Home	176.6	0.005	412,707		373	
Sub Total Dwellings Served	7,752.6	0.330	21,612,353		19,533	
Electric Heat – Own						
Single Family ¹	927.2	0.000	1,519,160		1,373	
Multifamily ²	30.2	0.000	55,323		50	
Mobile Home	224.6	0.000	348,533		315	
Sub Total Dwellings Served	1,182.0	0.000	1,923,016		1,738	
Electric Heat – Rent						
Single Family ¹	850.2	0.000	1,494,818		1,351	
Multifamily ²	1,732.3	0.000	3,758,622		3,397	
Mobile Home	65.4	0.000	122,816		111	
Sub Total Dwellings Served	2,647.9	0.000	5,376,257		4,859	
TOTAL DWELLINGS SERVED⁶					45,731	
TOTAL EXPENSES³			52,303,156			

Notes:

- Single Family includes buildings of 2-4 units.
- Multifamily includes buildings of more than 4 units.
- Total Expenses include all administration, regulatory, and Combustion Appliance Safety (CAS) testing costs.
CAS testing is not part of the LIEE budget.
- First year energy savings, thousands of kWh, millions of therms.
- PG&E does not forecast at this level.
- Dwellings with propane and other non-IOU heating fuels have not been included in this table.

TABLE TA 4
PROGRAM DETAIL BY MEASURE

	Energy Saved and Program Costs ⁴			Number of Dwellings Served
	2003			2003
	(mWh) ¹	(mTherm ²)	Expenses (\$)	Actual Dwellings Served
Furnaces Gas				
Repair		0.026	212,360	695
Replacement		0.035	356,255	238
Total Furnaces Gas		0.062	568,615	933
Infiltration & Space Conditioning				
Caulking	85	0.057	1,209,352	26,660
Door Weatherstripping	66	0.043	2,253,907	25,410
Cover Plate Gaskets	20	0.007	539,740	26,359
Evaporative Cooler Covers	6.9	0.024	214,587	4,535
Attic Insulation	109	0.114	2,366,445	3,672
Attic Access Weatherstripping	9	0.007	151,565	12,241
HVAC Air Filter Replacement	11	0.052	191,365	14,023
Total Infiltration & Space Conditioning	307	0.303	6,926,960	
Water Heating Savings				
Water Heater Blanket	77	0.045	221,000	7,199
Low Flow Showerhead	497	0.183	712,883	25,061
Water Heater Pipe Wrap	74	0.001	11,935	1,151
Faucet Aerators	136	0.034	281,760	30,995
Total Water Heating Savings	783	0.265	1,227,578	
Rapid Deployment Measures				
Air Conditioner	284		431,261	579
Duct Sealing & Repair	157	0.049	2,431,200	6,063
Whole House Fan	27		193,600	244
Water Heater	14	0.007	227,352	441
Set-Back Thermostat	70	0.061	290,560	3,877
Evaporative Cooler Maintenance	41		72,342	516
Total Rapid Deployment Measures	593	0.117	3,646,315	
Minor Home Repair³	238	0.162	2,701,513	24,507
Evaporative Coolers	1,433		1,329,860	3,915
Refrigerators	11,373		13,165,061	17,752
Compact Fluorescents	5,020		2,310,360	41,439
Hard Wired Porch Lights	325		461,646	5,241
Energy Education				
Outreach & Assessment			2,078,653	38,631
In-Home Education			1,934,893	38,631
Education Workshops			1,124	7,318
Total Energy Education			4,014,670	45,949

Notes:

1. Thousands of kWh
2. Millions of Therms
3. Minor Home repair includes cover plate replacement, combustion ventilation air opening, door jambs, door patch/plate, door replacement, exhaust fan vent, glazing compound, lock set, threshold, ceiling repair, floor repair, window replacement, glass replacement, and exterior wall repair.
4. First year energy saved. Measure expenses exclude program management, labor benefits and overhead burden.

TABLE TA 5
INSTALLATION COSTS OF LIEE PROGRAM INSTALLATION CONTRACTORS
PG&E

	Unit of Measure	CBO/WMDVBE			Non-CBO/WMDVBE			Total				
		Units Installed	Dwellings	Costs (\$)	Units Installed	Dwellings	Costs (\$)	Units Installed	Dwellings	Costs (\$)	Cost/ Unit (\$)	Cost/Dwelling (\$)
Dwellings	Each											
Furnaces												
Repair - Gas	Each	0	0	0	695	695	212,360	695	695	212,360	305.55	305.55
Replacement - Gas	Each	0	0	0	238	238	356,255	238	238	356,255	1,496.87	1,496.87
Repair - Electric	Each	0	0	0	0	0	0	0	0	0	0.00	0.00
Replacement - Electric	Each	0	0	0	0	0	0	0	0	0	0.00	0.00
Infiltration & Space Conditioning												
Caulking	Home	5,903	5,903	264,519	20,757	20,757	944,833	26,660	26,660	1,209,352	45.36	45.36
Door Weatherstripping	Each ¹	11,411	5,865	448,601	40,299	19,545	1,805,305	51,710	25,410	2,253,907	43.59	88.70
Cover Plates Gaskets	Each	123,780	5,940	111,030	387,637	20,419	428,710	511,417	26,359	539,740	1.06	20.48
Evaporative Cooler / Air Conditioner Covers	Each	1,161	1,873	88,488	1,062	2,662	126,099	2,223	4,535	214,587	47.32	47.32
Window Replacement	Each	606	58	8,254	1,353	174	19,582	1,959	232	27,836	14.21	119.98
Glass Replacement	Sq Ft	26,655	1,104	78,897	97,331	3,426	239,879	123,986	4,530	318,776	2.57	70.37
Wall Repair (Exterior)	Home	2,664	736	13,320	5,304	1,504	26,520	7,968	2,240	39,840	5.00	17.79
Door Repair	Each	226	167	2,260	961	676	9,610	1,187	843	11,870	10.00	14.08
Door Replacement	Each	91,917	1,569	175,815	176,745	3,498	351,414	268,662	5,067	527,229	1.96	104.03
Threshold Installed	Each	3,524	2,217	73,299	13,356	8,273	277,805	16,880	10,490	351,104	20.80	33.47
Attic Ventilation	Home	484	209	28,710	1,187	503	73,472	1,671	712	102,182	61.15	143.51
Attic Insulation	Sq. Ft.	671,127	663	378,095	3,235,915	3,009	1,886,168	3,907,042	3,672	2,264,263	0.58	616.63
Attic Access Weatherstripping	Each ⁶	3,087	2,986	36,115	9,652	9,255	115,450	12,739	12,241	151,565	11.90	12.38
HVAC Air Filter Replacement	Each	3,753	3,604	44,620	10,951	10,419	146,745	14,704	14,023	191,365	13.01	13.65
Water Heating Savings												
Water Heater Blanket	Each	1,580	1,580	46,187	5,619	5,619	174,813	7,199	7,199	221,000	30.70	30.70
Low Flow Showerhead	Each	7,602	5,914	166,573	23,878	19,147	546,311	31,480	25,061	712,883	22.65	28.45
Water Heater Pipe Wrap	Linear Ft.	1,894	430	4,638	2,500	721	7,297	4,394	1,151	11,935	2.72	10.37
Faucet Aerators	Each	16,316	7,325	64,662	50,069	23,670	217,098	66,385	30,995	281,760	4.24	9.09
Rapid Deployment Measures												
Air Conditioner	Each	71	71	43,100	508	508	388,161	579	579	431,261	744.84	744.84
Duct Sealing & Repair	Each	1,140	1,140	456,000	4,929	4,929	1,975,200	6,069	6,069	2,431,200	400.59	400.59
Whole House Fan	Each	45	45	36,000	199	199	157,600	244	244	193,600	793.44	793.44
Water Heater	Each	0	0	0	441	441	227,352	441	441	227,352	515.54	515.54
Set-Back Thermostat	Each	678	678	53,760	3,199	3,199	236,800	3,877	3,877	290,560	74.94	74.94
Evaporative Cooler Maintenance	Each	291	291	40,736	225	225	31,606	516	516	72,342	140.20	140.20
Minor Home Repairs (other than above)¹	Home	5,465	5,465	344,889	19,042	19,042	1,079,974	24,507	24,507	1,424,863	58.14	58.14
Miscellaneous Measures		0	0	0	0	0	0	0	0	0	0.00	0.00
Evaporative Coolers	Each	0	0	0	3,915	3,915	1,329,860	3,915	3,915	1,329,860	339.68	339.68
Refrigerators²	Each	0	0	0	17,752	17,752	13,165,061	17,752	17,752	13,165,061	741.61	741.61
Compact Fluorescents (including porchlights)	Each	52,430	10,836	720,768	149,056	30,603	2,051,238	201,486	41,439	2,772,006	13.76	66.89
Outreach Education Administration³	Home	8,445	8,445	877,510	30,186	30,186	3,136,036	38,631	38,631	4,013,546	103.89	103.89

Notes:

1. Minor Home repair includes attic access install, C-10 certificate, ceiling repair, cover plate replacement, combustion ventilation air, door jams, door patch/plate, exhaust fan vent, floor repair, foam wall patch, glazing compound, lock set, MHR shop fee, service calls, interior wall repair and window sash repair.
2. Total includes 54 landlord copy refrigerators and 57 leveraging pilot refrigerators.
3. Includes outreach assessment and in home energy education.
4. Costs shown are the actual unburdened costs for all 2003 expenditures.

TABLE TA 6

PERCENTAGE OF DWELLINGS SERVED BY CONTRACTOR CLASSIFICATION
2003
PG&E

Program	Contractor Classification	Vendor Number	Number of Dwellings	% Dwellings	WMDVBE Certified ¹
				Completed	(Yes or No)
LIEE	CBO Participants				
		ASI	320	0.69%	Yes
		Butte	1008	2.18%	No
		CHDC	244	0.53%	No
		CHDN	257	0.56%	No
		CHDS	39	0.08%	No
		EOCF	2421	5.23%	No
		Glenn	239	0.52%	No
		NCES	1030	2.22%	No
		PGO	18	0.04%	No
		PRO	554	1.20%	No
		EOC	3040	6.57%	No
		SHHIP	1017	2.20%	No
		Subtotal	10187	21.34%	
	Non-CBO Participants				
		AMSYN	7064	14.80%	No
		ATLAS	2589	5.42%	No
		BOE	5913	12.39%	No
		CES	1	0.00%	No
		CENT	329	0.69%	No
		QCS	2872	6.02%	No
		QCSE	496	1.04%	No
		RVB	5	0.01%	No
		REN	4644	9.73%	No
		RWI	527	1.10%	No
		WST	7928	16.61%	Yes
		WGE	3737	7.83%	Yes
		WGF	979	2.05%	Yes
		Subtotal	37084	77.70%	

Notes:

PG&E's prime contractor, RHA, is a WMDVBE; therefore, payments made to the subcontractors through RHA are counted as WMDVBE credit in other CPUC filings even though the individual sub-contractor may or may not be a WMDVBE.

Total contractors include the weatherization contractors only, and does not include contractors which installed and delivered appliances such as McPhails.

TABLE TA 7
LIFE CYCLE BILL SAVINGS
PG&E - 2003

Measure Description	Number Installed	Per Measure Electric Impact ¹ (kWh)	Per Measure Gas Impact ¹ (Therms)	Effective Useful Life (EUL)	Total Measure Lifecycle Bill Savings (\$)
Energy Efficiency Measures					
Repair - Gas	695	-	26,480	10	\$ 169,281
Replacement - Gas	238	-	35,258	22	\$ 384,229
Cover Plates/Gaskets	26,359	20,420	7,197	15	\$ 83,924
Evaporative Cooler/ Air Condit.Covers	4,535	6,851	24,024	3	\$ 56,107
HVAC Air Filter Replacement	14,023	10,801	51,528	5	\$ 189,568
Caulking	26,660	84,888	56,757	5	\$ 241,714
Door Weatherstripping	25,410	65,618	42,625	5	\$ 182,372
Attic Access Weatherstripping	12,241	8,533	7,211	5	\$ 29,696
Attic Insulation	3,672	109,435	113,726	25	\$ 1,487,633
Water Heater Blanket	7,199	77,076	45,384	5	\$ 197,427
Low Flow Showerhead	25,061	496,555	183,295	10	\$ 1,571,095
Minor Home Repairs	24,507	237,739	161,583	10	\$ 1,224,161
Water Heater Pipe Wrap	1,151	73,673	1,414	15	\$ 91,789
Faucet Aerators	30,995	135,568	34,435	5	\$ 184,554
Portable/Permanent Evaporative Coolers	3,915	1,432,797	-	7	\$ 863,432
Compact Fluorescents Lights	192,936	5,019,562	-	8	\$ 3,378,713
Compact Fluorescents Hard Wired Porch Lights	8,550	325,409	-	20	\$ 422,339
Refrigerators	17,752	11,407,967	-	15	\$ 12,331,853
Air Conditioner Replacement - Room	306	86,875	-	15	\$ 93,850
Air Conditioner Replacement - Central	273	197,127	-	18	\$ 239,985
Duct Sealing and Repair	6,063	157,092	48,753	25	\$ 799,454
Whole House Fans	244	27,274	-	20	\$ 35,398
Water Heater Replacement - Gas	320	-	6,891	13	\$ 53,591
Water Heater Replacement - Electric	121	14,254	-	13	\$ 13,944
Set-back Thermostats	3,877	69,834	61,476	12	\$ 515,564
Evaporative Cooler Maintenance	516	40,928	-	4	\$ 15,114
Total Lifecycle Bill Savings for All Measures in 2003					\$ 24,896,512
Total Number of Homes Served (Treated) by the Program during 2003					47,271
Lifecycle Bill Savings Per Home					\$ 526.68

Notes:

1. The impacts shown are averages based on actual housing type and climate zone information.

TABLE TA 8
ENERGY RATES USED FOR BILL SAVINGS
CALCULATIONS
PG&E

Year	\$/kWh	\$/Therm
2003	0.0992	0.7885
2004	0.1022	0.8121
2005	0.1052	0.8365
2006	0.1084	0.8616
2007	0.1116	0.8874
2008	0.1150	0.9141
2009	0.1184	0.9415
2010	0.1220	0.9697
2011	0.1256	0.9988
2012	0.1294	1.0288
2013	0.1333	1.0597
2014	0.1373	1.0914
2015	0.1414	1.1242
2016	0.1457	1.1579
2017	0.1500	1.1926
2018	0.1545	1.2284
2019	0.1592	1.2653
2020	0.1639	1.3032
2021	0.1689	1.3423
2022	0.1739	1.3826
2023	0.1791	1.4241
2024	0.1845	1.4668
2025	0.1900	1.5108
2026	0.1958	1.5561
2027	0.2016	1.6028

TABLE TA 9
BILL SAVINGS
PG&E

Program Year	Program Costs ¹ (\$)	Program Lifecycle Bill Savings ² (\$)	Program Bill Savings / Cost Ratio	Per Home Average Lifecycle Bill Savings
2001	29,634,528	17,883,560	0.60	\$ 471
2002	65,599,306	46,246,749	0.70	\$ 654
2003	52,303,157	24,896,512	0.48	\$ 527

Notes:

1. Program Costs include Combustion Appliance Safety (CAS) testing, which is not in the LIEE budget but is a program expense.
2. Lifecycle Bill Savings do not include non-energy benefits.

Attachment A: LIEE Leveraging and Outreach Initiatives

LIEE Initiative (A)	Summary (B)	Timeline (C)	Status (D)
Leveraging Activities with State and Local Agencies			
CLIEP	PG&E and the other utilities have been meeting with CSD regularly to discuss further leveraging opportunities within the network of LIHEAP service providers.	May 2001 - present	On-Going
LIHEAP Providers Implementing PG&E's LIEE Program	PG&E has LIEE contractors who are LIHEAP providers in 18 counties.	May 2001 - present	On-Going
LIHEAP Providers Implementing PG&E's LIEE Program	LIEE Contractor Calif. Human Development sends direct mail to potential clients regarding applicable programs/	August 2003 - present	On-Going
LIHEAP Providers Implementing PG&E's LIEE Program	The majority of LIEE Contractors purchase all supplies an insulation at bulk prices with is approximately a 33% savings	Jan 2003 - Present	On-Going
Redwood Community Action Agency	PG&E is leveraging with RCAA to provide refrigerators to approximately 100 customers for whom RCAA is providing weatherization.	January 2003 - December 31, 2003	Completed
PG&E Leveraging Pilot Program	PG&E released an RFP inviting agencies to propose leveraging opportunities. PG&E awarded contracts to winning bidders: ATCAA, CRP, San Mateo and Santa Cruz.	January 2003 - May 31, 2003	Completed
CARE Outreach Contractors	PG&E's CARE capitation contractors also distribute PG&E literature regarding PG&E's LIEE program.	May 2001 - present	On-Going
Alpine Natural Gas	PG&E entered into negotiations with ANG to provide LIEE gas-dependent program services on behalf of Alpine Natural Gas to that utility's qualifying gas customers who receive electricity from PG&E. ANG successfully contracted directly with PG&E's LIEE pro	May 2003 - September 2003	Completed
LIHEAP Providers Meeting	Discussed CARE and LIEE leveraging strategies and options	1/28/2004	On-Going
Leveraging Pilot Project: Amador-Tuolumne County Action Agency	Pilot Project participant installed 26 refrigerators in Amador, Tuolumne and Calaveras Cos. as part of their participation in the leveraging pilot. The 16 refrigerators installed in Tuolumne Co. saved approx. 3900 kWh annually. ATCAA clients receiving re	2/13/2004	On-Going
Leveraging Pilot Project: CAB Santa Cruz	Pilot Project participant installed 75 refrigerators as part of their participation in the leveraging pilot.	2/13/2004	On-Going
Leveraging Pilot Project: CRP	Pilot Project participant installed 22 refrigerators as part of their participation in the leveraging pilot.	2/13/2004	On-Going
Leveraging Pilot Project: San Mateo CAA	Pilot Project participant installed 51 refrigerators as part of their participation in the leveraging pilot.	2/13/2004	On-Going
Outreach			
Sacramento Housing Coalition	PG&E is participating in SMUD Housing Coalition Meetings and Events to Promote our Energy Efficiency Programs for Seniors/Disabled, Low Income, Hard to Reach and Multi-Family Needs.	April 2000 - present	On-Going
The Eden Advocacy Matrix (TEAM)	PG&E is participating in TEAM Coalition Meetings and Events to promote our Energy Efficiency Programs and Services for Low Income, Hard-To-Reach, Multi-Family Needs and Human Resources Needs.	2/1/2001 - present	On-Going
West Contra Costa Co Senior Coalition	PG&E is participating in WCCSC Meetings and Events to Promote our Energy Efficiency Programs for Seniors/Disabled, Low Income, Hard to Reach and Multi-Family Needs.	5/1/2001 - present	On-Going
Native American Leveraging and Outreach			
Children and Families Agency	PG&E is working with the Regional Administrator to develop greater Native American outreach in its service territory.	January 2003 - present	On-Going
Chapa-de Indian Health Program, Inc.	Chapa-de is a PG&E CARE outreach contractor, and also distributes literature regarding PG&E's other low income programs, including LIEE in the Auburn area.	January 2003 - present	On-Going
California Indian/Native American Database	To reach out to the thousands of California Indian/Native American households in its service territory, PG&E developed a database of more than 175 tribal councils, organizations and community groups service this population.	11/1/2001 - present	On-Going
Native American Summer Intern	PG&E hired a Native American Summer Intern to help coordinate outreach and develop contacts to promote PG&E's LIEE and CARE programs to Native Americans.	6/15/2003- 9/1/2003	Completed

LIEE Initiative (A)	Summary (B)	Timeline (C)	Status (D)
Visit Stewart's Point office, Santa Rosa	presentation to 400 customers. Office will direct people to CARE. They have applications on hand.	7/16/2003	Completed
Visit Lytton Rancheria office, Santa Rosa	Presentation to 125 customers. Applications on hand. CARE program will receive mention at the next Tribal council meeting.	7/17/2003	Completed
Visit Sonoma County Indian Health Project, Santa Rosa	Presentation to 200 customers. Great community contact. You can get right to the people.	7/14, 7/16, 7/18/03	Completed
Meeting with Dry Creek Rancheria Tribal Administrator, Healdsburg	They mentioned the CARE program in their newsletter. The administrator will talk about it at the next Tribal council meeting. The tribe has about 465 adult members.	7/21/2003	Completed
Visit Redwood Empire Food Bank, Santa Rosa	They will disburse flyers to all the kitchens to pass on to their clients.	7/23/2003	Completed
Outreach at Sonoma County Indian Health Project, Santa Rosa	Presentation to 70 customers. Manned a table with all the CARE & EP materials available. Answered question, helped with applications.	7/24/2003	Completed
Sherwood Valley Food Distribution Truck at Ya-Ka-Ama, Forestville	Manned a table at the Truck Pick-up Days.	7/25/2003	Completed
Ya-Ka-Ama Indian Education Center, Forestville, CA	Presented CARE, Energy Partners, & PG&E Programs and Services, EP, Medical Baseline, BPP, Third Party Notification to 15 Low-income customers	7/25/2003	Completed
Outreach at Sonoma County Indian Health Project, Santa Rosa	Stopped in to check on and collect applications. Presentation to 70 customers. Answered questions about CARE and EP.	7/29/2003	Completed
SCIHP Youth Program Bake Sale, Santa Rosa	Presentation to 80 customers. Passed out information and applications for CARE and EP. Answered questions.	7/30/2003	Completed
Presentation at Lake County Tribal Health Consortium Board of Directors Meeting, Lakeport	The clinic will spread the word about CARE to the patients. So will the 12 board members to their tribes. The 12 board members are from several tribes and the clinic has a native patient base of around 1,200	7/31/2003	Completed
Meeting with Chris Partida, Director of the Native American Community Education Center, Santa Rosa	Director will have info and applications available at the center. 130 students and their families use the center throughout the year.	8/1/2003	Completed
Visit Community Action Partnership of Sonoma County, Santa Rosa	They have applications and info to offer the people they serve.	8/4/2003	Completed
Outreach at SCIHP, Santa Rosa	Presentation to 70 customers. Passed out applications and CARE/EP information. Answered questions. Many people took applications.	6-Aug	Completed
9th Annual Sacramento Pow Wow, O'Neal Park Sacramento	300 attendees heard announcement of CARE program. Manned table with applications and CARE/EP Program information.	8/9/2003	Completed
Low Income Presentations and Media Initiatives			
Korean-American Radio, AM-1400	PG&E helps consumers learn how to save energy and money	01/01/03	Completed
Sinocast, AM-1400 (Chinese)	PG&E helps consumers learn how to save energy and money	01/01/03	Completed
St John's Senior Center	EP, CARE, Financial Assistance Programs presentation to 35 seniors	1/7/2003	Completed
VNFM Radio, 96.1 FM (Vietnamese)	PG&E helps consumers learn how to save energy and money	01/09/03	Completed
China Press, San Francisco	PG&E helps consumers learn how to save energy and money	01/10/03	Completed
Filipino Guardian, San Francisco	PG&E Taps FilAms In Energy Conservation Drive	01/10/03	Completed
Chinese Times, San Francisco	PG&E CARE Team Sign Ups in Chinatown	01/12/03	Completed
International Daily News, San Francisco	PG&E helps consumers learn how to save energy and money	01/13/03	Completed
Radio Seoul USA, FM 106.9, SF	PG&E helps consumers learn how to save energy and money	01/14/03	Completed
Korea Times, San Francisco	PG&E helps consumers learn how to save energy and money	01/15/03	Completed
Sunday Topic Kyocharo, SF	PG&E helps consumers learn how to save energy and money	01/16/03	Completed
Viet Mercury, San Jose	PG&E helps consumers learn how to save energy and money	01/24/03	Completed
Faith Presbyterian Church	EP, CARE, Financial Assistance Programs, Rebates presentation to low income seniors	1/25/2003	Completed

LIEE Initiative (A)	Summary (B)	Timeline (C)	Status (D)
SMUD	Sent SMUD 300 English/Spanish Financial Assistance Brochures and 50 Hmong and Russian Financial Assistance Programs Flyers. SMUD provides PG&E's programs to their customers when promoting their programs.	1/28/2003	Completed
Radio Unica, 1010-AM, KIQI, SF	Payment options	02/01/03	Completed
Radio Unica, 1010-AM, KIQI, SF	Conservation, Filter cleaning (reminder)	02/01/03	Completed
Congresswoman Barbara Lee	CARE, Financial Assistance discussed with low income constituents	2/1/03	Completed
Senator Don Perata	CARE, Financial Assistance discussed with low income constituents	2/1/03	Completed
Assembly member Loni Hancock	CARE, Financial Assistance discussed with low income constituents	2/1/03	Completed
Assembly member Wilma Chan	CARE, Financial Assistance discussed with low income constituents	2/3/03	Completed
Radio Unica, 1010-AM, KIQI, SF	Conservation, Filter cleaning (reminder)	02/03/03	Completed
Radio Unica, 1010-AM, KIQI, SF	Payment options	02/03/03	Completed
Radio La Buena, 105.1 FM, KLBN, Fresno	Rebates, Conservation, CARE	02/04/03	Completed
Radio La Mexicana, 1600AM, KGST, Frsn	Rebates, Conservation, CARE	02/04/03	Completed
Radio Amor, 107.1 FM, KMMM	Rebates, Conservation, CARE	02/04/03	Completed
Radio Unica, 1010-AM, KIQI, SF	Payment options	02/05/03	Completed
Radio Unica, 1010-AM, KIQI, SF	Conservation, Filter cleaning (reminder)	02/05/03	Completed
Radio Unica, 1010-AM, KIQI, SF	Where the energy in your house gets used the most, for ladies	02/07/03	Completed
Radio Unica, 1010-AM, KIQI, SF	Where the energy in your house gets used the most, for guys	02/07/03	Completed
Radio Unica, 1010-AM, KIQI, SF	Where the energy in your house gets used the most, for ladies	02/07/03	Completed
Radio Unica, 1010-AM, KIQI, SF	Where the energy in your house gets used the most, for guys	02/07/03	Completed
Radio Unica, 1010-AM, KIQI, SF	Where the energy in your house gets used the most, for ladies	02/10/03	Completed
Radio Unica, 1010-AM, KIQI, SF	Where the energy in your house gets used the most, for ladies	02/10/03	Completed
Oakland Post	PG&E Urges Conservation During Chilly Weather	02/12/03	Completed
Richmond Post	PG&E Urges Conservation During Chilly Weather	02/12/03	Completed
San Francisco Post	PG&E Urges Conservation During Chilly Weather	02/12/03	Completed
Radio Unica, 1010-AM, KIQI, SF	Where the energy in your house gets used the most, for guys	02/12/03	Completed
Sing Tao Radio, 1400AM, KEST, SF	Cold weather, conservation tips, programmable thermostat and furnace rebates	02/12/03	Completed
Radio Unica, 1010-AM, KIQI, SF	Where the energy in your house gets used the most, for guys	02/12/03	Completed
Visit with CARE Outreach Contractor - Korean Center	Review of CARE Application, PG&E Programs and Services, EP, Medical Baseline, 123 Energy Efficiency Tips and Emergency Response presentation to CARE Capitation Contractors and Providers for Sr. and Low-Income Customers. Met with new Contact (Amy Cheun).	2/13/2003	Completed
Japanese TV, TV-U, of Fukushima, Japan	Conservation, etc.	02/18/03	Completed
Sing Tao Radio, 1400AM, KEST, SF	LIEE, CARE, REM, Conservation, etc.	02/27/03	Completed
Sing Tao Radio, 1400AM, KEST, SF	LIEE, CARE, REM, Conservation, etc.	02/27/03	Completed
Univision, KDTV-14, San Francisco, 6pm	March gas prices, CARE	02/27/03	Completed
El Tiempo, Merced	Ahorre o pagará las consecuencias (Save or pay for the consequences)	03/07/03	Completed
Community Briefings CSD	Review of CARE Application, PG&E Programs and Services, EP, Medical Baseline, BPP, Third Party Notification to low income customers	3/10/2003	Completed
Greenling Institute	Review of LIEM programs and services product for CARE and LIEE for 2002 and 2003 YTD to low income customers	3/12/2003	Completed
El Sol, Central Valley (Modesto/Stockton)	Natural gas prices go up 40% (article includes info on: CARE, BPP, Conservation Tips, etc.)	03/13/03	Completed
Community Briefings - LIHEAP Providers	Review of CARE Application, PG&E Programs and Services, EP, Medical Baseline, BPP, Third Party Notification to LIHEAP providers	3/17/2003	Completed
CIS Community Briefing	CARE, Financial Assistance presentation to low income customers	3/19/03	Completed
CIS Community Briefing	CARE, Financial Assistance presentation to low income customers	3/20/03	Completed
El MexiCalo, Bakersfield	PG&E Free Energy Efficiency Seminar	03/20/03	Completed

LIIE Initiative (A)	Summary (B)	Timeline (C)	Status (D)
Videoland Russian Radio, 1110 AM, Sacto	CARE, Rebates, Conservation, Free Services	03/20/03	Completed
Church Energy Program Training	CARE, Financial Assistance presentation to 25 Church Energy Coordinators and providers for Low-income customers	3/22/2003	Completed
Richmond Post	Berkeley Unplugged II' Energy Conservation Contest Underway	03/26/03	Completed
Community Briefings - LIHEAP Providers	Review of CARE Application, PG&E Programs and Services, EP, Medical Baseline, BPP, Third Party Notification	3/26/2003	Completed
Cal/Neva Community Action Agencies	Review of CARE Application, PG&E Programs and Services, EP, Medical Baseline, BPP, Third Party Notification and Customer Information System challenges	3/27/2003	Completed
El MexiCalo, Bakersfield	PG&E Free Energy Efficiency Seminar	03/27/03	Completed
Feel The Energy	Pacific Gas & Electric Company- Reaching Out to the African American Community	March, '03	Completed
Feel The Energy	Year-Round Money-Saving Tips	March, '03	Completed
Feel The Energy	PG&E CARE Program	March, '03	Completed
Hmong Radio, 900-AM, KBIF, Fresno	CARE, Rebates, Balance Payment Plan	04/02-30/03	Completed
Sing Tao Daily, San Francisco	Residential Gas Prices to Go Down in April	04/03/03	Completed
World Journal, San Francisco	Residential Gas Prices to Go Down \$13 in April (article includes conservation tips, website)	04/05/03	Completed
Russian Radio, 1110-AM, KLIF, Sacto.	CARE, Rebates, Balance Payment Plan	04/08-28/03	Completed
Radio Unica, 1010-AM, SF	CARE, Rebates	04/09/03	Completed
Sacramento Community Housing Coalition	Presented CARE, Energy Partners, & PG&E Programs and Services, EP, Medical Baseline, BPP, Third Party Notification	4/9/2003	Completed
La Oferta Review Newspaper, San Jose	Cómo Ahorrar Energía (How to Save Energy)	04/18/03	Completed
El Vistazo Newspaper, San Jose	Cómo Ahorrar Energía y Reembolsos (How to Save Energy and Rebates)	04/18/03	Completed
California Congress of Seniors	Presented CARE, Energy Partners, & PG&E Programs and Services, EP, Medical Baseline, BPP, Third Party Notification	4/23/2003	Completed
Hunters Point Coalition	Presented CARE, Energy Partners, & PG&E Programs and Services, EP, Medical Baseline, BPP, Third Party Notification	4/26/2003	Completed
KE Buena Radio, 97.9 FM, KTTA, Sacto.	CARE, Rebates, Balance Payment Plan	04/27/03	Completed
KE Buena Radio, 97.9 FM, KTTA, Sacto.	CARE, Rebates, Balance Payment Plan	04/27/03	Completed
Hunters Point Housing Association	Presented CARE, Energy Partners, & PG&E Programs and Services, EP, Medical Baseline, BPP, Third Party Notification	4/29/2003	Completed
Radio Unica, 1010-AM, SF	CARE, BPP, Rebates	04/30/03	Completed
SMUD	Sent SMUD 200 English/Spanish Financial Assistance Brochures and 100 English/Spanish CARE Brochures. SMUD provides PG&E's programs to their customers when promoting their programs.	5/5/2003	Completed
Utility Energy Forum	Presented CARE, Energy Partners, & PG&E Programs and Services, EP, Medical Baseline, BPP, Third Party Notification	5/7-8/03	Completed
Sacramento Community Housing Coalition	Presented CARE, Energy Partners, & PG&E Programs and Services, EP, Medical Baseline, BPP, Third Party Notification	5/14/2003	Completed
Radio Unica, 1010-AM, SF	Balanced Payment Plan	05/14/03	Completed
KLOK-AM, Salinas	CARE, Balanced Payment Plan, Automatic Payment Service	05/15/03	Completed
Univision, KSMS-67, Salinas/Monterey, 6:pm	Energy Partners Program	05/15/03	Completed
Univision, KSMS-67, Salinas/Monterey, 11:pm	Energy Partners Program	05/15/03	Completed
Richmond Commission on Aging Sr. Health Faire	CARE, Financial Assistance, Energy Partners, PG&E Programs and Services to 1000 Low-income Sr. and Disabled consumers	5/20/2003	Completed
Telemundo, KSTS-48, San Jose, 10:30am	Promotion of BPP, CARE, assistance programs	05/25/03	Completed
Telemundo, KSTS-48, San Jose, 11:30am	Promotion of BPP, CARE, assistance programs	05/25/03	Completed
Radio Unica, 1010-AM, SF	BPP, CARE, APS	05/28/03	Completed
Radio Unica, 1010-AM, SF	Heat wave conservation tips	06/02/03	Completed
KBRG-AM, San Jose	Heat wave conservation tips, CARE, rebates	06/03/03	Completed
KLOK-AM, Salinas	Heat wave conservation tips, CARE, rebates	06/03/03	Completed
KCVR-AM, Stockton	Heat wave conservation tips, CARE, rebates	06/03/03	Completed
KLOC-AM, Modesto	Heat wave conservation tips, CARE, rebates	06/03/03	Completed

LIEE Initiative (A)	Summary (B)	Timeline (C)	Status (D)
Radio Romantica, Fresno	Heat wave conservation tips, CARE, rebates	06/03/03	Completed
Sing Tao Radio, KVTO-1400 AM, San Francisco	Heat wave conservation tips, CARE, rebates	06/03/03	Completed
Univision, KUVS-19, Sacramento, 6:pm	Increased CARE income guidelines	06/03/03	Completed
Telemundo, KSTS-48, San Jose, 11:pm	June bill CARE insert	06/03/03	Completed
Univision, KUVS-19, Sacramento, 11:pm	Increased CARE income guidelines	06/03/03	Completed
Sing Tao Daily Newspaper, San Francisco	PG&E Alerting Customers to Conserve Energy During Heat Wave	06/03/03	Completed
Radio Unica, 1010-AM, SF	June bill CARE insert	06/04/03	Completed
Telemundo, KSTS-48, 6:pm	Increased CARE income guidelines	06/04/03	Completed
Univision, KDTV-14, San Francisco, 6:pm	Increased CARE income guidelines	06/04/03	Completed
Telemundo, KSTS-48, San Jose, 11:pm	Increased CARE income guidelines	06/04/03	Completed
Univision, KDTV-14, San Francisco, 11:pm	Increased CARE income guidelines	06/04/03	Completed
Berkeley Tri City Post Newspaper	PG&E Offers Tips to Avoid Blackouts- including conservation tips	06/04/03	Completed
San Francisco Post Newspaper	PG&E Offers Tips to Avoid Blackouts- including conservation tips	06/04/03	Completed
Sing Tao Daily Newspaper, San Francisco	PG&E Reminds Customers to Take Advantage of Energy Star Product Rebates	06/04/03	Completed
La Voz Newspaper, Stockton	Sube el calor, puede bajar la cuenta/The heat rises, but your bill might go down	06/05/03	Completed
China Times Newspaper, San Francisco	CARE Income Guidelines Become Increased- More PG&E customers may qualify for 20% discount on monthly bills	06/06/03	Completed
Chinese Times Newspaper, San Francisco	CARE Income Guidelines Increase for PG&E Customers	06/06/03	Completed
Sing Tao Daily Newspaper, San Francisco	CARE Income Guidelines Increase for PG&E Customers	06/06/03	Completed
Univision, KFTV-21, Fresno	Increased CARE income guidelines, BPP, APS	06/06/03	Completed
El Vistazo Newspaper, San Jose	Mas clientes de PG&E pueden calificar para un descuento/More PG&E customers may qualify for a discount	06/08/03	Completed
International Daily News, San Francisco	CARE Income Guidelines Increase for PG&E Customers	06/09/03	Completed
Sing Tao Radio, KVTO-1400 AM, San Francisco	CARE, Energy Partners, CEE Programs	06/09/03	Completed
KVTO Radio	Residential energy efficiency programs, PG&E services, CARE EP, REACH, Medical Baseline, APS, BBP, Third Party Notification to Bay Area to Bay Area Chinese speaking audience	6/9/2003	Completed
National Fuel funds Network/National Low income Energy Conference	CARE, Financial Assistance, Energy Partners, PG&E Programs and Services to 1000 National community Advocates, CBOs, Service providers.	6/9-12/2003	Completed
El Sol Newspaper, Salinas	PG&E tiene buenas noticias para clientes- Mas clientes de PG&E pueden calificar para el programa de descuento en sus cuentas de energia/PG&E has good news for their customers- More PG&E customers may qualify for discount on their bill	06/11/03	Completed
Vida En El Valle Newspaper, Fresno	Programa de recibos de PG&E/ PG&E bill program	06/11/03	Completed
Radio Unica, 1010-AM, SF	Increased CARE income guidelines	06/11/03	Completed
World Journal Newspaper, San Francisco	PG&E Helps Low Income Households- CARE Program Saves 20% on Monthly Bill	06/16/03	Completed
KMQA-FM, La Maquina, Bakersfield	CARE, BPP, APS, Rebates, Conservation, Heat Tips	06/16/03	Completed
KGST-FM Radio, Fresno, 1:30pm	CARE, BPP, APS, Rebates, Conservation, Heat Tips	06/16/03	Completed
Univision, KFTV-21, Fresno, 6:pm	CARE, BPP, APS, Rebates, Conservation, Heat Tips	06/16/03	Completed
KWAC, La Nortena, 1490 AM, 9:am	CARE, BPP, APS, Rebates, Conservation, Heat Tips	06/17/03	Completed
KMYX-FM, Bakersfield	CARE, BPP, APS, Rebates, Conservation, Heat Tips	06/17/03	Completed
Radio Unica, 1010-AM, SF	Conservation and Heat Tips	06/18/03	Completed
KWAC, La Nortena, 1490 AM	Balanced Payment Plan and Automatic Payment Service	06/18-30/03	Completed
KWAC, La Nortena, 1490 AM	CARE	06/18-30-03	Completed
KWAC, La Nortena, 1490 AM	Appliance Rebates	06/18-30/03	Completed
KWAC, La Nortena, 1490 AM	Heat tips and conservation	06/18-30/03	Completed
KWAC, La Nortena, 1490 AM	June bill CARE insert	06/18-30/03	Completed
KWAC, La Nortena, 1490 AM	Conservation Tips	06/18-30/03	Completed
KMMM-FM, Fresno, 6:30pm	CARE, BPP, APS, Rebates, Conservation, Heat Tips	06/22/03	Completed
KLBN-FM, Fresno, 7:pm	CARE, BPP, APS, Rebates, Conservation, Heat Tips	06/22/03	Completed
Greenlining Partnership Council	Residential conservation tips, energy efficiency programs, CARE, EP, Medical Baseline to 40-person multicultural audience.	6/25/2003	Completed

LIEE Initiative (A)	Summary (B)	Timeline (C)	Status (D)
Alameda County Fair	Residential conservation tips, energy efficiency programs, CARE, EP, Medical Baseline to 3,000-person multicultural audience.	6/26/2003	Completed
KTSF Ch26, KMTP Ch32, Sing Tao Daily, Sing Tao Chinese Radio	Supplier Diversity update, New bill format, baseline, Chapter 11 Settlement, CARE, EP, Medical Baseline, APS to Bay Area Chinese speaking audience	06/27/03	Completed
International Daily News, San Francisco	PG&E Helps Low Income Households- CARE Program Saves 20% on Monthly Bill	06/30/03	Completed
KLOK Radio	Summer conservation, CARE, rebates	07/01/03	Completed
Radio Unica, 1010-AM, SF	CARE	07/03/03	Completed
Epoch Times	PG&E Introduces Services and Assistance Programs to Chinese Community in the Bay Area	07/04/03	Completed
Sing Tao Chinese Radio	Residential conservation tips, energy efficiency programs, CARE, EP, Medical Baseline to Bay Area Chinese speaking audience	7/7/2003	Completed
Sacramento Community Housing Coalition	Presented CARE, Energy Partners, & PG&E Programs and Services, EP, Medical Baseline, BPP, Third Party Notification to 40 Community advocates on aging and low-income.	7/9/2003	Completed
KMTP 32- World Channel	Press Conference to discuss CARE, low-income programs	07/12/03	Completed
Telemundo - KCSO 33 Modesto/Stockton	Summer conservation, CARE, rebates	07/13/03	Completed
Viet Mercury, Bay Area	PG&E and CBOs partner to educate consumers about CARE program and other services	07/15/03	Completed
Radio Lazer - Santa Maria	Summer conservation, CARE, rebates	07/16/03	Completed
Telemundo - KTAS 33 Santa Maria	Summer conservation, CARE, rebates	07/16/03	Completed
El Mexicalo Newspaper - Kern County	Tips for keeping energy bills down	07/17/03	Completed
Radio Unica, 1010-AM, SF	Conservation tips - how to stay cool and save money	07/17/03	Completed
Phillipine News - San Francisco	PG&E gives information on conservation, CARE at Pistahan Festival	07/23/03	Completed
Univision KDTV 14-Santa Rosa	CARE, rebates, conservation	07/25/03	Completed
Ya-Ka-Ama Indian Education Center, Forestville, CA	Presented CARE, Energy Partners, & PG&E Programs and Services, EP, Medical Baseline, BPP, Third Party Notification to 15 Low-income customers	7/25/2003	Completed
World Journal - San Francisco	Temperature rises and PG&E urges conservation	07/30/03	Completed
Radio Unica, 1010-AM, SF	CARE and BBP	07/31/03	Completed
Manila Bulletin USA	PG&E partners with CBOs to educate consumers and enroll qualified customers in CARE program	07/31/03	Completed
Radio Lazer - Santa Maria	PG&E sponsors community event with info about: CARE, medical baseline, Energy Partners, BPP, APS, etc	08/02/03	Completed
Manila Mail, Daly City	PG&E partners with Filipino community based organization at Pistahan	08/06/03	Completed
Chinese Times, San Francisco	PG&E to sponsor new-comers seminar and inform about customer programs	08/06/03	Completed
Radio Unica, 1010-AM, SF	Summer conservation tips	08/06/03	Completed
Sun Reporter, San Francisco	PG&E offers tips and rebates to help beat the heat while saving energy and money	08/07/03	Completed
The Filipino Guardian	PG&E supports 10th annual pistahan festival and parade	08/08/03	Completed
California Voice - Oakland	PG&E offers tips and rebates to help beat the heat while saving energy and money	08/10/03	Completed
Univision KUVS 19 - Sacramento	CARE, rebates. Low-income programs, conservation	08/10/03	Completed
San Joaquin Metro Reporter	PG&E offers tips and rebates to help beat the heat while saving energy and money	08/12/03	Completed
San Francisco Metro Reporter	PG&E offers tips and rebates to help beat the heat while saving energy and money	08/12/03	Completed
Peninsula & San Jose Metro Reporter	PG&E offers tips and rebates to help beat the heat while saving energy and money	08/12/03	Completed
Sing Tao Daily, San Francisco	CARE applications available in Chinese starting August, 2003	08/12/03	Completed
Oakland Metro Reporter	PG&E offers tips and rebates to help beat the heat while saving energy and money	08/12/03	Completed
Chinese Times, San Francisco	PG&E CARE applications in Chinese included in customer's bills	08/13/03	Completed
Radio Unica, 1010-AM, SF	Gas prices and conservation tips	08/13/03	Completed
KEST Radio	PG&E CARE applications in Chinese included in customer's bills	08/13/03	Completed
Sinocast Radio	PG&E CARE applications in Chinese included in customer's bills	08/13/03	Completed

LIEE Initiative (A)	Summary (B)	Timeline (C)	Status (D)
Sing Tao Daily, San Francisco	400 thousand free compact fluorescent light bulbs at 99 Ranch Market	08/14/03	Completed
Sing Tao Daily, San Francisco	Seminar for new comers sponsored by PG&E (CARE information provided)	08/14/03	Completed
World Journal, San Francisco	PG&E gives away free energy efficient light bulbs	08/14/03	Completed
China Press, San Francisco	PG&E CARE applications in Chinese included in customer's bills	08/15/03	Completed
Chinese Times, San Francisco	PG&E gives away free energy saving lights	08/15/03	Completed
Epoch Times, San Francisco	PG&E celebrates moon festival, gives away free compact fluorescent lights	08/15/03	Completed
Chinese NewComers Services Center	Presented CARE, EP, REACH, Medical Baseline to 150 low income customers	8/16/2003	Completed
Univision KUVS 19 - Sacramento	Energy conservation tips, CARE, rebates	08/16/03	Completed
KSOL 98.9 FM	Summer conservation, rebates, CARE	08/16/03	Completed
World Journal, San Francisco	PG&E CARE's about Chinese families	08/18/03	Completed
International Daily News	PG&E CARE applications in Chinese included in customer's bills	08/19/03	Completed
Radio Unica, 1010-AM, SF	CARE	08/22/03	Completed
Sing Tao Daily, San Francisco	PG&E and Charity Cultural Center help low income families fill out CARE applications	08/23/03	Completed
KSOL 99.1 FM	Summer conservation, rebates, CARE	08/23/03	Completed
Chinese Times, San Francisco	Charity Culture Center helps low income families fill out PG&E CARE applications at Oakland Chinatown fest	08/27/03	Completed
Radio Unica, 1010-AM, SF	Balanced Payment Plan	08/29/03	Completed
Second Annual Health & Safety Senior Wellness Fair	Presented CARE, EP, REACH, Medical Baseline to 1,000 low and moderate income seniors	9/2/2003	Completed
Phillipine News, San Francisco	PG&E to give away light bulbs	09/03/03	Completed
Univision KFTV 21 - Fresno	Helmet and school safety	09/03/03	Completed
Radio Unica, 1010-AM, SF	Appliance safety check at no additional charge	09/03/03	Completed
Telemundo KSTS 48 Bay Area	Earthquake safety tips	09/04/03	Completed
Vida en el Valle, Fresno	Students get charged up and learn about safety	09/10/03	Completed
Radio Unica, 1010-AM, SF	Gas prices and conservation tips	09/10/03	Completed
Radio KWAC Bakersfield	Summer conservation, rebates, CARE	09/11/03	Completed
Univision KDTV 14 - Bay Area	Pilot relight safety	09/12/03	Completed
Radio KWAC Bakersfield	Summer conservation, rebates, CARE	09/17/03	Completed
Radio Unica, 1010-AM, SF	Pilot relight safety	09/17/03	Completed
Sing Tao Radio	Gas rebates and gas conservation tips	09/23/03	Completed
La Voz Newspaper - Stockton	PG&E announces energy survey in Spanish	09/30/03	Completed
Radio Unica - Fresno	Spanish online survey for residential customers	10/01/03	Completed
Radio Bilingue - Fresno	Spanish online survey for residential customers	10/01/03	Completed
El Sol Newspaper - Modesto	Save energy and money with PG&E's survey online	10/02/03	Completed
Berkeley Voice	PG&E offers customers rebates	10/03/03	Completed
Alameda Journal	PG&E offers customers rebates	10/03/03	Completed
El Cerrito Journal	PG&E offers customers rebates	10/03/03	Completed
Montclairion	PG&E offers customers rebates	10/03/03	Completed
Piedmonter Newspaper	PG&E offers customers rebates	10/03/03	Completed
KSTS Telemundo 48 - Bay Area	PG&E presents survey online for residential customers	10/03/03	Completed
Radio Unica, 1010 AM San Francisco	Gas rebates	10/04/03	Completed
Fremont Tri-City Voice	PG&E offers rebates to cut heating costs	10/07/03	Completed
Quincy Feather River B	Switching bulbs can save money this winter	10/10/03	Completed
Korean Radio Seoul, San Francisco	Conservation tips, rebates	10/10/03	Completed
KCBS radio	Natural gas rebates	10/11/03	Completed
Milpitas Post	PG&E to give away free light bulbs	10/11/03	Completed
Radio Unica, 1010 AM San Francisco	Online survey in Spanish	10/12/03	Completed
Sing Tao Daily Newspaper, San Francisco	PG&E offers gas savings tips as prices might go up during winter	10/13/03	Completed
Placerville Mountain Democrat	Time for pilot relights	10/16/03	Completed
Mexican Consulate in San Francisco	Distribution of 1,000 "Free Services" brochures in Spanish and CARE applications	10/23/03	Completed
KCBS radio	Cold weather tips	10/24/03	Completed
Fremont Bulletin	PG&E to give away free light bulbs	10/25/03	Completed
Radio Unica, 1010 AM San Francisco	Pilot relight, free appliances check up	10/26/03	Completed
Community Hour	Presented CARE, Energy Partners, & REACH, Medical Baseline, BPP, APS, Pilot Re-light, Energy Conservation tips, Residential Energy Efficiency programs to Bay Area Chinese-speaking audience	10/26/2003	Completed
NBC 11, Bay Area	Winterizing your home	10/28/03	Completed

LIEE Initiative (A)	Summary (B)	Timeline (C)	Status (D)
Voice of the Neighbors	Presented CARE, Energy Partners, & REACH, Medical Baseline, BPP, APS, Pilot Re-light, Energy Conservation tips, Residential Energy Efficiency programs to Bay Area Chinese-speaking audience	10/29/2003	Completed
KEST/KVTO Chinese Radio, San Francisco	Services for low-income customers	11/01/03	Completed
Latino Times - Central Valley	Look for gas savings in your home	11/01/03	Completed
Easy English Newspaper - Northern CA	PG&E provides tips for saving gas and money this winter	11/01/03	Completed
Korean Radio Seoul, San Francisco	Conservation tips for winter	11/01/03	Completed
Radio Unica, 1010 Am San Francisco	Conservation tips for winter	11/02/03	Completed
Placerville Mountain Democrat	Program targets low income and business customers	11/05/03	Completed
Clipper Mills Rabbit Cre	PG&E offers tips as first cold snap hits area	11/05/03	Completed
Stockton Record	Let's talk savings	11/11/03	Completed
KSQQ Mandarin Radio, San Francisco	Services for low-income customers	11/12/03	Completed
Seniors on the Move, South San Francisco	Presented CARE and EP and free services to 1,000 seniors.	11/12/2003	Completed
Oakland Metro Reporter	PG&E offers conservation tips as cold snap hits California	11/18/03	Completed
San Joaquin Metro Reporter	PG&E offers conservation tips as cold snap hits California	11/18/03	Completed
Radio Unica, 1010 Am San Francisco	Balance payment plan	11/18/03	Completed
San Joaquin Metro Reporter	PG&E offers conservation tips as cold snap hits California	11/18/03	Completed
San Francisco Metro Reporter	PG&E offers conservation tips as cold snap hits California	11/18/03	Completed
Colusa Sun Herald	PG&E offers conservation tips as cold snap hits California	11/19/03	Completed
KZTO Filipino Radio	Conservation tips for winter	11/19/03	Completed
El Mexicalo Newspaper, Bakersfield	PG&E and Kern county in partnership to offer energy efficiency programs	11/20/03	Completed
Vietnamese Saigon Radio, San Jose	PG&E offers low income programs and conservation tips for winter	11/20/03	Completed
Piedmonter	PG&E offers rebates to energy savers	11/21/03	Completed
Santa Cruz Sentinel	PG&E offers tips for saving energy, cash	11/25/03	Completed
Radio Unica, 1010 Am San Francisco	Home energy survey in Spanish online	11/25/03	Completed
KEST/KVTO Chinese Radio, San Francisco	Conservation tips for winter	11/25/03	Completed
Contra Costa Times	Follow these tips provided by PG&E	11/26/03	Completed
West Valley Times	Follow these tips provided by PG&E	11/26/03	Completed
San Ramon Valley Times	Follow these tips provided by PG&E	11/26/03	Completed
Valley Times	Follow these tips provided by PG&E	11/26/03	Completed
El Sol Newspaper - Salinas	PG&E offers tips that save you money	11/26/03	Completed
El Mexicalo Newspaper, Bakersfield	Keeping your winter gas bills down - PG&E offers tips	11/27/03	Completed
Coming Observer	PG&E offers heating and conservation tips	11/28/03	Completed
Korean Radio Seoul, San Francisco	Conservation tips for winter	11/30/03	Completed
KZTO Filipino Radio	PG&E services during winter	11/30/03	Completed
La Voz Newspaper - Sonoma	PG&E offers tips to save energy and money	12/01/03	Completed
Berkely Downtown Dir.	PG&E offers low income grants and rebates	12/01/03	Completed
Fall River Mills Mt.	PG&E has low income help	12/02/03	Completed
KABE Univision 39 - Bakersfield	CARE Kiosks in Bakersfield, winter tips	12/02/03	Completed
KFTV Univision 21 - Fresno	CARE Kiosks in Fresno, winter tips	12/03/03	Completed
Community Housing Coalition	Presented CARE and LIEE programs to 100 participants	12/5/2003	Completed
Vietnamese Saigon Radio - San Jose	Conservation and low income services	12/06/03	Completed
KSOL 98.9 Spanish radio - Bay Area	CARE and other low income services, conservation	12/12/03	Completed
KGO TV San Francisco	CARE kiosks now at payment centers	12/12/03	Completed
KSOL 99.1 Spanish radio - Bay Area	CARE and other low income services, conservation	12/12/03	Completed
KEMR 105.7 Spanish radio - Salinas	CARE and other low income services, conservation	12/12/03	Completed
Nuevo Mundo Newspaper - San Jose	Energy discounts for low income families	12/12/03	Completed
KRAY La Buena Radio - Salinas	CARE Kiosks in Salinas, weatherization programs	12/15/03	Completed
Oakland Post	Protect yourself from high energy costs this winter	12/17/03	Completed
La Mexicana Radio - Fresno	CARE Kiosks in Fresno, winter tips	12/22/03	Completed
La Buena Radio - Fresno	CARE Kiosks in Fresno, winter tips	12/22/03	Completed
Radio Amor - Fresno	CARE Kiosks in Fresno, winter tips	12/22/03	Completed
Nuevo Mundo Newspaper - San Jose	Save energy with rebates and low income programs	12/26/03	Completed
Radio Campesina - Salinas	CARE Kiosks and other services for low-income customers	12/30/03	Completed
Community Hour	Presented CARE, Energy Partners, & REACH, Medical Baseline, BPP, APS, Pilot Re-light, Energy Conservation tips, Residential Energy Efficiency programs, and the SF Peak Energy Program to Bay Area Chinese-speaking audience	1/11/2004	Completed

LIEE Initiative (A)	Summary (B)	Timeline (C)	Status (D)
---------------------	-------------	--------------	------------

Abbreviations

CARE - California Alternate Rates for Energy

LIEE - Low Income Energy Efficiency Program

EP - Energy Partners (PG&E's LIEE Program)

HEAP - Home Energy Assistance Program (federal program)

RCP - Residential Contractor Program

REACH - PG&E bill assistance program administered by the Salvation Army

SIRS - Sons in Retirement

CFL - Compact Fluorescent Light