



**SEVENTEENTH ANNUAL PROGRESS REPORT ON
THE CALIFORNIA ALTERNATE RATES FOR
ENERGY PROGRAM
JANUARY 2005 – DECEMBER 2005**

May 1, 2006

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CARE PROGRESS REPORT RESIDENTIAL AND EXPANDED PROGRAMS

January 1, 2005 through December 31, 2005

CARE RESIDENTIAL PROGRAM

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

I. Participant Information:

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

See Tables 1.1 and 1.2.

Table 1.1 Residential CARE Program Gas Customers by Month		
PY2005	Total CARE Participants	Percentage Change
January	130,384	-
February	130,662	0.2%
March	132,115	1.1%
April	132,260	0.1%
May	133,145	0.7%
June	133,051	-0.1%
July	132,595	-0.4%
August	132,527	0.1%
September	132,803	-0.2%
October	134,196	1.0%
November	136,154	1.5%
December	139,989	2.8%

Table 1.2 Residential CARE Program Electric Customers by Month		
PY2005	Total CARE Participants	Percentage Change
January	193,406	-
February	193,666	0.1%
March	195,799	1.1%
April	195,825	0.0%
May	196,857	0.5%
June	196,394	-0.2%
July	195,617	-0.4%
August	195,349	-0.1%
September	195,913	0.3%
October	197,859	1.0%
November	200,178	1.2%
December	205,456	2.6%

Net increases over program year (PY) 2004 participation at year-end for gas and electric CARE programs were 10,481 gas customers, or 8%, and 13,012 electric customers, or 7%.

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

No monthly variance of 5% or more in the number of participants occurred in PY2005.

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

1. Describe how the estimates of current demographic CARE-eligibility rates were derived.

For the first 10 months of PY2005, CARE eligibility was developed at 175% of the Federal Poverty Guidelines (FPG) by Athens Research, using an implicitly adjusted 1999 distribution of household income obtained from Census 2000 SF3 income data and 2005 estimates of household size obtained from Applied Graphics Systems (AGS). For the last two months of the year, eligibility was developed at 200% of the Federal Poverty Guidelines by Athens Research, using an implicitly adjusted 1999 distribution of household income obtained from Census 2000 SF3 income data and 2006 estimates of household size obtained from Applied Graphics Systems (AGS).

Eligibility was developed separately for San Diego County and Orange County by zip code. Calculation of the eligibility rate is being shown as a percentage for each fuel source. The methodology used was consistent with the Assigned Commissioner's Ruling (ACR) dated 12/27/02 and the methodology recommended by the Reporting Requirements Manual (RRM) Working Group in its October 2, 2000 Report for Low Income Assistance Programs and approved by the Commission in Decision (D.) 01-03-028.

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

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

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

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

4. Describe how current CARE customers were counted.

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

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

The formula for calculating CARE-participation rates is:

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

The formula was used to determine the CARE-participation rates by energy source. In November of 2006, the denominator of the formula increased when the

eligibility criteria increased to 200% of FPG. The result of this change is reflected in the December figure included in Tables 2.1 and 2.2.

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

See Tables 2.1 and 2.2.

TABLE 2.1			
CARE Residential Penetration Rate			
Gas			
2005 Quarter Ending	CARE Residential Customers	CARE-Eligible Customers	CARE Penetration Rate
31-Mar	132,115	187,580	70.4%
30-Jun	133,051	188,042	70.8%
30-Sep	132,803	188,159	70.6%
31-Dec	139,989	224,837	62.3%

TABLE 2.2			
CARE Residential Penetration Rate			
Electric			
2005 Quarter Ending	CARE Residential Customers	CARE-Eligible Customers	CARE Penetration Rate
31-Mar	195,799	280,994	69.7%
30-Jun	196,394	281,849	69.7%
30-Sep	195,913	282,204	69.4%
31-Dec	205,456	335,697	61.2%

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

At the 200% of the FPG, which became effective in November 2005, estimates of SDG&E's CARE-eligibility rates are:

System Wide Gas Rate – 27.86%
System Wide Electric Rate – 28.23%

Prior to the implementation of the 200% of FPG eligibility guidelines, SDG&E's CARE-eligibility rates at the 175% of FPG were:

System Wide Gas Rate – 23.79%
System Wide Electric Rate – 24.22%

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

At 200% of FPG, estimates of submetered tenants eligible for CARE within SDG&E's service territory are as follows:

Total Gas Customers -	32,497	Total Eligible Gas -	9,054
Total Electric Customers -	37,871	Total Eligible Electric -	10,692

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

Gas -	8,209
Electric -	9,132

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

Gas -	91%
Electric -	85%

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

SDG&E experienced only minor problems with the submetered program. A simplified streamlined process for the annual CARE recertification, in which the tenants are directly notified of the need to renew their eligibility, eliminated many of the problems associated with issues administering the program for tenants of submetered facilities.

SDG&E received recommendations for further improvements from facility managers during the annual recertification process for submetered tenants. Mobile home park operators complained that requesting the mobile home park account number on the CARE application was causing a large number of tenants to call the managers to obtain the account information. This step caused a delay in the submittal processes for the tenant. In 2006, SDG&E will be eliminating the request that tenants include the mobile home park account number on their renewal application thereby further simplifying the process for the tenants.

II. Usage and Bill Information

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

See Table 3.

TABLE 3¹			
Average Monthly Gas/Electric Usage Residential Non-CARE vs. CARE Customers			
Residential Customer	Gas Therms Baseline	Gas Therms Non-Baseline	Total
Non-CARE	22	7	29
CARE	20	6	26
Residential Type	Electric kWh Baseline	Electric kWh Non- Baseline	Total
Non-CARE	294	213	507
CARE	270	93	363

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

See Table 4.

TABLE 4¹		
Average Monthly Gas/Electric Bill Residential Non-CARE vs. CARE Dollars per Customer		
Customer	Gas	Electric
Non-CARE	\$ 36.52	\$ 78.78
CARE	\$ 22.79	\$ 38.78

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

III. Program Cost²

A. Discount Cost

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

Average Gas Discount - \$5.83
Average Electric Discount - \$9.99

2. State the annual subsidy (discount) for all CARE customers by energy source.³

Annual Gas Subsidy – \$ 9,657,405
Annual Electric Subsidy - \$ 23,691,964 Administrative Cost

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

See Table 5.

TABLE 5	
CARE Residential Program	
CARE Costs and Reporting Classifications	
Category	Cost
Capitation Outreach	\$11,156
Outreach	\$1,291,531
Automatic Enrollment	\$0
Processing, Certification and Verification	\$251,817
Billing System/Programming	\$95,759
Measurement and Evaluation	\$3,134
Regulatory Compliance	\$149,852
General Administration	\$214,385
CPUC Energy Division Staff Funding	\$43,719
Total Program Costs	\$2,061,352
Subsidies and Benefits	\$33,349,378
TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$35,410,730

² Information on average discount amount is derived from query of SDG&E's billing data.

³ Information on annual subsidy amount from SDG&E's revenue reports which support the CARE balancing account rather than from billing data.

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

Outreach: Costs included in outreach include bill inserts; advertising; the printing and mailing of applications; posters; brochures; direct mailings; postage; sub-meter, non-profit and agricultural housing outreach; outreach staff labor; out-bound dialing; and toll-free customer call numbers.

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

Automatic Enrollment: Cost category reflects information technology staff costs associated with the automatic enrollment of the Department of Community Services' (DCSD) Low Income Home Energy Assistance Program (LIHEAP) clients onto SDG&E's CARE program.

Processing, Certification and Verification: Costs included in this category include staff labor; application processing; training labor; software updates; and sub-meter certification.

Billing System/Programming: These costs include billing system programming costs, other than that for automatic enrollment.

Measurement and Evaluation: Costs for measurement and evaluation efforts, such as contract and staff labor expenses for the Needs Assessment Study, and CARE participant eligibility updates.

Regulatory Compliance: These costs include labor and non-labor costs for the preparation of various regulatory filings including program applications, advice letter filings, reports, comments, and tariff revisions and attending working group meetings, public input meetings and other CPUC hearings or meetings.

General Administration: General costs include office supplies; market research; program management labor.

CPUC Energy Division Staff Funding: This category of expenses reflects costs incurred by Energy Division staff in support of the CPUC's authorized low-income programs.

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

Gas –	\$ 1,624,473 Undercollection
Electric -	\$ 7,782,193 Overcollection

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

The general cost categories recorded to the CARE balancing accounts are discount and program specific administrative expenses as described above. Costs

for corporate services (e.g., Legal Department Services and Regulatory Department services) are not recorded to the CARE balancing account.

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

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

See Tables 6.1 and 6.2.

TABLE 6.1 GAS CARE Surcharge and Revenue Billed by Customer Class					
Customer Class (1)	Bill (2)	CARE Surcharge			
	Avg. Monthly	Avg. Monthly	% of Bill	Billed (3)	% of Billed
CORE Residential	\$41	\$1	0.9%	3,640,224	56%
CORE Commercial / Industrial	\$473	\$6	1.3%	2,162,795	33%
CORE Natural Gas Vehicles	\$2,349	\$37	1.6%	123,806	2%
NONCORE Commercial/Industrial	\$23,747	\$350	1.5%	551,838	9%
Total				\$6,478,663	100%

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

(2) Includes PPP Surcharge funds.

(3) Funds billed per the surcharge PPP rate (Schedule G-PPPS) for payment to California Board of Equalization (BOE).

TABLE 6.2 ELECTRIC CARE Surcharge and Revenue Billed by Customer Class					
<u>Customer Class</u>	<u>Bill (1)</u>	<u>CARE Surcharge</u>			
	Avg. Monthly	Avg. Monthly	% of Bill	Billed (2)	% of Billed
Residential					
-Individual	\$75	\$0.71	0.9%	8,480,058	34%
-Master Metered	\$424	\$5.41	1.3%	319,998	1%
Commercial	\$559	\$8.70	1.6%	14,880,789	59%
Industrial	\$34,555	\$144.49	0.4%	1,167,357	5%
Agricultural	\$551	\$6.87	1.2%	324,949	1%
Total				\$25,173,151	100%

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

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

IV. Outreach

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

1. Utility Outreach Activity --

For month-by-month details on SDG&E's media efforts and community outreach, please see Attachments A and B, "PY2005 SDG&E CARE Media Outreach" and "SDG&E CARE Outreach and Leveraging Through December 2005."

2005 Annual Notification – SDG&E's annual notification for 2005 occurred between mid-July and mid-August. SDG&E supported the bill insert with a media campaign that included television, radio and print in multiple languages. Of the nearly one million applications distributed, 2,338 customer applications were returned.

Bill Inserts – In addition to the annual notification bill insert in July, SDG&E included a CARE application bill insert in all non-CARE residential bills in October. SDG&E used a more colorful, English only application as a pilot for this insert. Of the nearly one million applications distributed, 4,817 customer applications were returned, approximately double the response of the annual notification application.

Quarterly Bill Message – A printed quarterly CARE bill message in English and Spanish was included on bills for February, May, August and November. In addition, SDG&E printed a message on the bill of all CARE participants informing them that they are currently receiving the CARE discount.

Interactive Voice Response (IVR) Information on Hold – The messages heard by customers waiting for help on telephone inquiries to SDG&E's call center provides information about the CARE program in both English and Spanish. The system provides the customers the option to order CARE applications directly from the IVR without having to speak to a customer service representative. Approximately 6,500 customers requested applications using the IVR system.

Customer Contact Employees – SDG&E continues to offer CARE through its Customer Service Representatives (CSRs). CSRs advise all turn-on customers and customers inquiring about past-due accounts or high bills about the program. In PY2005, CSRs requested approximately 77,000 applications be mailed to potentially CARE-eligible customers. Customers returned 25,725 of applications provided to them by the CSRs or through the IVR.

Branch Offices – SDG&E Outreach Specialist visited Branch Offices throughout the year to sign-up customers making payments at the locations and to encourage employees continue to offer CARE to customers at all times. SDG&E received close to 8,371 CARE applications from Branch Office locations in 2005.

Field Collections – Field collectors provide CARE applications when delivering notices to customers facing disconnect. Approximately 475 customer applications were received from field collectors' efforts in 2005.

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

Bilingual Employees – SDG&E's Customer Call Center and most company business offices are staffed with bilingual (English/Spanish) CSRs to ensure that most customers have access to information about utility services. CARE application requests from Spanish-speaking customers make up nearly 21% of the applications requested through the telephone center or IVR. In addition to Spanish-speaking CSRs, the telephone center is also staffed with CSRs who speak Vietnamese, Chinese and Korean. The CARE processing group is also bilingual in English and Spanish. Additionally, SDG&E contracts with AT&T's language services organization to provide in-language support to customers whose language is not spoken by SDG&E CSRs. The service offers interpreter service for different languages and dialects that includes, but is not limited to, French, German, Italian, Japanese, Russian and Tagalog. SDG&E representatives stay on the telephone line with the customer and connect the customer to the interpreter for translation.

Media – SDG&E supported selected direct mail efforts and the annual CARE notification with targeted mass media campaigns that included English and Spanish television advertisements, Spanish radio spots, and English, Spanish and Asian print ads. SDG&E enrolled 526 customers from the print advertisements. Enrollment from the television and radio campaigns was not tracked; however, a special toll-free phone number was listed on the television campaign to track response to the campaign. SDG&E received approximately 2,500 calls on this toll-free number

Direct Mail – SDG&E continued direct mail efforts utilizing census data information targeting potentially eligible customers in low-income areas. Over 400,000 applications were mailed in 2005. Through December, SDG&E received a 5% response rate and enrolled 3%, or 13,177 customers onto the program. The response rate has decreased over previous efforts in 2004, but continues to be above the industry standard of a 2-3% response rate to direct mail.

Community Events – Throughout PY2005, SDG&E participated in over 228 local community events throughout San Diego County to provide information on CARE and other customer assistance programs. Types of events included presentations to community groups, governmental agencies, health and safety fairs, community resource fairs, and branch offices, with several events geared toward faith based organizations. Many of the events were leveraged with the Residential Lighting Turn-In Program which was targeted to hard-to-reach

residential customers. At these events information on CARE and other programs was available to customers and included CARE applications. SDG&E representatives also assisted customers in completing CARE applications when needed. A total of 1,043 CARE applications were submitted from our community events efforts.

Community Outreach – In PY2005 SDG&E Outreach Specialists continued the market segment approach reaching out to customers, agencies, county and city offices, and community based organizations. Information regarding CARE outreach events was provided to all market segments including: Seniors, Military, Governmental, Schools, Native American and Faith Based. The Faith Based market segment was a major focus with 525 CARE applications submitted. The total CARE applications received from the community was 2,700.

Mobile Home Parks – In accordance with Senate Bill (SB) 920, SDG&E mailed reminder notices to all managers/owners of submetered facilities in November 2005. The notices stated that managers/owners must inform their tenants about the CARE program by February 1, 2006 in order to be in compliance with the legislation. Information packets provided to the managers/owners included CARE information, bulletin board posters in English and Spanish, information on higher gas prices, conservation tips, how to order CARE applications and information on expanded income guidelines.

The Customer Assistance Outreach Group held several events at Mobile Home Parks. These events included Lighting Turn-In and customer assistance presentations. CARE applications were made available at all the events.

Winter Campaign – During November and December, winter messages on high gas prices, conservation tips, and customer assistance programs were included in various outreach efforts, including:

- 90,000 regularly scheduled targeted CARE direct mail letters to customers identified as being highly eligible for CARE but who were not enrolled
- SB920 compliance notice to master metered/submetered facility owners/operators
- Direct mailing to Family Electric Rate Assistance (FERA)⁴ customers informing them of the new CARE income guidelines at 200% of FPG which included a CARE application for them to complete if they were eligible under the new guidelines.
- Direct mailing to Medical Baseline customers on CARE informing them of resources available including TYY and 2-1-1 information.
- 36 community events, presentations, workshops and CARE sign up days targeting hard to reach audiences

⁴ FERA is a program authorized by the Commission in (D.) 04-02-057 to assist large families with their electric bill by allowing customers who qualify for the program to pay Tier 2 rates for Tier 3 usage.

Customer Brochures – SDG&E customers can receive information about CARE in several different brochures offered to residential customers. In 2005, customers requested the following brochures, which include a description of the CARE program:

<u>Brochure</u>	<u>Requests</u>
New Customer Packet (English)	86,691
New Customer Packet (Spanish)	6,084
Medical Baseline	13,613
Senior Brochure	1,000
Assistance for Residential Customers	5,306

In addition to the requested brochures, a total of 31, 000 customer assistance and CARE brochures were taken by customers at community events.

Single and Multi-Family Rebate Program – SDG&E’s Single and Multi-Family Rebate programs provide cash rebates to customers, property owners and managers. The program applications, which were sent to interested customers and owners/managers, noted that residents and tenants in these properties might qualify for the CARE program.

Energy Education for Low Income Program (EELI) – This program, implemented by SDG&E as part of SDG&E’s low-income energy efficiency offerings, educates low-income customers about energy conservation and other utility programs and services, including information on CARE and CARE applications. Classroom education is provided through a network of local community-based organizations and information is provided to low-income customers in various languages. During PY2005, 19,621 customers received energy education.

Low-Income Energy Efficiency Program (also referred to as Direct Assistance Program (DAP)) – SDG&E’s low-income weatherization program provides recipients of weatherization measures with in-home energy education, including CARE information and an opportunity to enroll in CARE. A check box is located on the weatherization assessment form that allows the customer to opt into the CARE program. The CARE program was provided with a list of customers who requested CARE enrollment and were determined eligible for participation based on income documentation provided as part of qualifying for the DAP program. CARE enrollments from the DAP program totaled 1,605.

2. Third Party Outreach Activity --

Third Party Outreach Activity – Outreach and Enrollment ‘capitation contractors’ – During PY2005 SDG&E contracted with 13 agencies to provide outreach and enrollment services for the CARE program. These agencies submitted 6,812 applications with 1,056 customers enrolled on the CARE program. The contracted agencies were paid a fee of \$12 per qualified application (qualified application = customer enrolled on the CARE rate). A pilot program was initiated with one 3rd party, paying \$8 for every CARE enrollment and \$4 for recertification’s. This pilot is continuing through PY2006 to track results.

2-1-1 Info Line -- During the PY2005 year 2-1-1 answered 10,702 energy assistance calls. The CARE /FERA program was discussed during these phone calls along with other assistance program and an application was sent to those who requested one.

2-1-1 also made outbound CARE enrollment calls for SDG&E. SDG&E furnished 2-1-1 with a list of customers who should qualify for the program, they called these customers and a CARE application was then mailed to them.

B. Discuss each of the following:

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

SDG&E believes Call Center outreach was the most effective source of outreach and enrollment of non-participating customers in 2005 based on the response and enrollment rates from this activity. Approximately 77,000 SDG&E customers requested CARE applications when contacting Call Center Representatives. Approximately 26,000 or 33% of customers returned the applications and approximately 23,000 or 88% were enrolled.

In addition, SDG&E believes that Direct Mail efforts continue to be a cost effective source of enrollment for non-participating customers. In 2005, SDG&E mailed 380,000 CARE direct mail pieces to non-participating customers in targeted areas. Through December of 2005, SDG&E’s response rate for direct mail activity was 5%, well above the industry standard of 2-3% for direct mail. Cost for this activity was \$8.08 per response and \$11.87 per enrollment.

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

Data Exchange – SDG&E and Southern California Gas Company (SCG) exchange CARE customer data in the shared service territory of Orange County throughout the program year. SDG&E received over 1,500 potential enrollees from this list and enrolled over 350 customers. Accounts that were not enrolled

included those with names that could not be matched, or accounts that were closed after the match had been made. Customers were mailed a letter notifying them of the enrollment and providing the opportunity to opt-out of the program. Accounts without a name match were mailed a courtesy CARE application.

Joint Utility Meetings – In 2005, SDG&E, along with SoCalGas, Pacific Gas and Electric Company, and Southern California Edison Company, participated in bi-monthly joint utility meetings to discuss outreach efforts and current program issues. The meetings provided a forum for discussing successes and non-successes as well as other program management issues and experiences.

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

CARE information was provided through various programs offered by SDG&E. CARE applications and program information were distributed through the DAP, EELI, Medical Baseline and various energy efficiency programs, such as the Lighting Turn-In and Energy Audits programs. Further discussion of inter-utility leveraging efforts is contained in Section IV A of this report.

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

As part of SDG&E's leveraging agreement with the DCSD (see Attachment C), SDG&E continues to add a statement on its CARE application describing the DCSD LIHEAP bill payment assistance programs and weatherization services and providing DCSD's telephone number for customers to call to obtain more information.

On October 29, 2005, SDG&E provided DCSD with a report that detailed, by month, the number of CARE participants and the total discount provided (see Attachment D).

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

SDG&E continued to find it difficult to locate and enroll "hard-to-reach" customers who do not engage or respond to standard means of communication such as bill inserts, direct mail, outreach events or media advertisements.

SDG&E continued to use grass roots efforts, such as faith based outreach events, senior centers and community based agencies to reach customers that otherwise do not respond to traditional utility outreach efforts.

The Customer Assistance Outreach Group participated in community events targeting hard to reach audiences. These events include: TET celebration, Cesar Chavez celebration, Fiesta Patrias, Chicano Park Day, Day of the Dead, Multi

Cultural Fair, Kurdish Human Rights Watch, Vital Aging Summit, California Conference of American Indians, San Marcos Carnival of Cultures, City Heights International Village, Center for the Blind, Fiesta del Barrio and 11 senior financial workshops.

SDG&E partners with cultural organizations that serve ethnic minorities. Their staff members help us communicate program guidelines and eligibility requirements to their community members. In addition, a supply of CARE applications is left with organization staffers for use beyond events.

A staff member from the Customer Assistance Outreach Group provides a monthly presentation to a cultural orientation class for new immigrants from Vietnam, Laos, Afghanistan, Somalia, Iraq, Russia and Ethiopia and other countries at Catholic Charities.

SDG&E staffs promote assistance programs during interviews on Spanish radio and T.V. Vietnamese speaking SDG&E employees have promoted our assistance programs on radio programs broadcast in Vietnamese.

The CARE application is printed in Spanish and Vietnamese and is made available to our customers via our Web site, call center, branch offices, IVR, and community events. Copies are also on display and available for use at governmental offices and at community based organizations. Ads that include CARE eligibility and income guidelines have been taken out in publications that serve the Chinese and Korean communities.

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

SDG&E continues to look at technology for ways to improve the delivery and cost effectiveness of the program. In 2005, SDG&E evaluated the current CARE transfer process for customers moving within the SDG&E service territory. SDG&E found that the system worked properly for customers shutting off service and initiating service at the same time. However, SDG&E also found that there were customers who had a short lapse in service, or who had two active accounts during the same time period, whose CARE status was not transferred to the new account.

In order to improve the transfer process, SDG&E developed a search and match system using customer ID information that retrieves account information on closed customer accounts which were on CARE within 45-days. The information is compared to new active non-CARE accounts to determine if there were customers whose CARE status may not have been transferred. The CARE processing staff utilized this report to re-enroll eligible customers on CARE.

As a part of recommendations made by Disability Rights Advocates during the winter initiatives period (see Section VI.A.), SDG&E has added a TDD/TTY phone number to its CARE/FERA application and made large font CARE/FERA applications available on the company website and through the company's Call Center upon request. The TDD/TTY phone number was added to assist those customers or potential customers with hearing impairments, while the large font applications were made available for those with sight disabilities.

V. Processing CARE Applications

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

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

See Table 7.

TABLE 7					
CARE Capitation Program					
January 1, 2005 through December 31, 2005					
CARE Applications Submitted					
	Received	Approved	Denied (Ineligible)	Pending/Never Completed	Duplicates
Total	6843	3936	278	93	2536
Percentage	100%	57.5%	4.1%	1.4%	37.0%

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

See Table 8.

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TABLE 8						
CARE Self-Certification and Self-Recertification Applications						
	Provided¹	Received	Approved²	Denied	Pending/Never Completed³	Duplicates
Total	2,936,767	132,871	108,546	8,052	7,702	8,571
Percentage	100%	4.52%	82.69%	6.06%	5.80%	6.45%

1. It is not possible to have an actual count of self-certification applications provided given the applications are distributed through a variety of ways. Total self-certification and self-recertification applications provided include the annual CARE notification to all CARE non-participating customers, direct mailing of CARE applications to targeted areas, and recertification requests from SDG&E.

2. The total approved applications included the duplicated self-certification applications approved as self-certification applications.

3. Pending/Never Completed includes the applications with missing information on inactive accounts.

2. Provide a table showing the number of customers removed from CARE by month due to the recertification process.

See Table 9. Customers may be removed due to a variety of reasons including non-response to a request to recertify, failure to complete the application process, ineligibility, or by customer request due to changed eligibility status.

TABLE 9			
Residential CARE Program Customers Removed by Month through Recertification and Post-Enrollment Verification			
2005	Recertification	Post- Enrollment Verification	Total
January	846	379	1225
February	774	366	1140
March	633	347	980
April	734	364	1098
May	777	312	1089
June	757	356	1113
July	570	341	911
August	696	339	1035
September	758	584	1342
October	1031	435	1466
November	88*	26*	114*
December	30*	14*	44*
Total	7694	3863	11557

* Note: Recertification and PEV applications mailed to customers prior to November 1st, 2005 were received in November and December. The number of customers removed from CARE in November and December is a result of customer telephone requests for termination, self-denial on applications, or disqualifying income documents provided.

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

Pursuant to D. 89-07-62, SDG&E recertifies submetered tenants of master-meter customers on an annual basis.

Submetered recertification applications are mailed directly to the tenants to complete and return to the utility.

SDG&E issues a "preliminary" notice to the complex managers on the upcoming process. The notification packet contains the following:

1. A letter advising the manager that the recertification process has begun
2. Posters in English and Spanish for the manager to post to notify the tenants
3. Application forms
4. Information form for management to update complex information and order additional posters or applications

If no response was received from the tenant after the first notice, SDG&E mailed a second notice and application to the tenant.

B. Processing Random Post-Enrollment Verification Applications

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

See Table 10.

TABLE 10						
CARE Random Post-Enrollment Verification Applications						
	Mailed	Received	Approved	Denied	Pending/Never Completed	Duplicates
Total	5,443	4550*	5,669**	470*	134**	N/A
Percentage	100%	83.59%	90.37%	7.49%	2.14%	N/A

*Includes returned incomplete applications

** Includes pending applications from 2004

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

See Table 9.

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

SDG&E contracted with third party agencies to provide enrollment services. These agencies were paid a capitation fee for each eligible customer enrolled on the CARE program. These agencies served the "hard-to-reach" customers in various languages such as, Spanish, Chinese, Farsi, Russian, Somali and Arabic.

Although agencies did not enroll a large number of customers as compared to outreach efforts undertaken by the utility, it is difficult to put a value on the effectiveness of their efforts. Customers who were provided one-on-one enrollment in their native language may not have likely responded to utility bill inserts. Therefore, a comparison between utility and third-party efforts would not provide an accurate assessment of the value of an enrollment of a truly "hard-to-reach" or "under-served" customer.

VI. Program Management

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

In October 2005, SDG&E submitted several temporary CARE proposals to the Commission in response to anticipated high natural gas prices expected for the 2005-2006 winter period. SDG&E requested that the Commission approve the utilities proposals to: (1) suspend CARE income verification and recertification (2) use telephone for CARE enrollment and (3) expand the CARE income guidelines for seniors and disabled to match the Direct Assistance Program (DAP), which would increase the income guidelines for these customers to 200% of the FPG.

On October 27, 2005, the CPUC issued D. 05-10-044 directing the utilities to implement various initiatives to mitigate anticipated high natural gas prices during the

winter period of November 1, 2005 through April 30, 2006. Key CARE program changes included: (1) an increase of the CARE income guidelines from 175% to 200% of the FPG for all residential customers, (2) allowing the utilities to use telephones for CARE enrollment and recertification, (3) allowing the suspension of CARE recertification and income verification, and (4) waiving deposits and reconnection fees for CARE customers during the winter months.

On November 1, 2005, SDG&E launched its Winter Initiative Campaign to inform customers of the program changes in effect. Customers were notified of the new income guidelines through press releases, bill inserts, direct mail and mass media campaigns (see section IV. A). SDG&E began targeted CARE phone enrollment campaigns, calling customer's who had not responded to CARE direct mail efforts or had not returned Call Center applications requested. SDG&E also implemented the suspension of income verification and recertification request.

Additionally, CARE program management immediately began leveraging with FERA and DAP to enroll newly eligible customers on CARE. SDG&E enrolled over 800 customers in CARE through leveraging activities with these programs.

CARE EXPANSION PROGRAM

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

I. Participant Information

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

See Table 11.

TABLE 11						
CARE Expansion Program						
Participating Facilities by Month						
2005	Residential Gas Facilities	Commercial Gas Facilities	Total Gas Facilities	Residential Electric Facilities	Commercial Electric Facilities	Total Electric Facilities
January	473	88	561	619	152	771
February	471	87	558	616	150	766
March	482	87	569	634	151	785
April	508	99	607	691	176	867
May	490	98	588	671	176	847
June	500	101	601	687	181	868
July	500	101	601	687	181	868
August	498	100	598	685	180	865
September	498	100	598	684	179	863
October	500	100	600	684	181	865
November	500	100	600	682	181	863
December	502	100	602	683	181	864

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

Residential Gas: 8867	Residential Electric: 7934
Commercial Gas: 3708	Commercial Electric: 6984

II. Usage Information

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

See Table 12.

TABLE 12		
CARE Expansion Program		
Average Monthly Gas/Electric Usage		
Type of Facility	Gas Therms	Electric kWhr
Residential Facilities	218	1,124
Commercial Facilities	749	10,223

III. Program Costs

A. Administrative Cost

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

Processing, Certification and Verification – \$6,212

B. Discount Information

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

Residential Facility Gas Discount – \$452

Residential Facility Electric Discount - \$412

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

Commercial Facility Gas Discount – \$1,038

Commercial Facility Electric Discount - \$2,390

IV. Outreach

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

Utility Outreach – In March 2005, SDG&E began the annual Expanded CARE recertification process for all participating owner agencies. Agencies who did not

respond to the first notice were mailed a second notice in April. Follow-up calls were made to agencies who did not respond in an effort to continue the agencies participation (see Section VI B. 3).

SDG&E also utilized its Outreach Around the Region (OAR) newsletters mailed to local agencies to inform them about the program. The newsletter is mailed to over 230 community agencies in San Diego County and southern Orange County.

SDG&E did not contract with any third parties to outreach its expanded program.

B. Discuss each of the following:

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

SDG&E's annual recertification process continues to be the most significant method of outreach, as facility information is updated at that time with new facilities being added and those no longer qualified being removed. SDG&E also utilized no-cost outreach efforts such as outreach specialists and the Outreach Around the Region newsletter to increase awareness of the CARE Expansion Program.

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

SDG&E uses the Joint Utility Program Manager's meetings, discussed in Section IV. B. 2 above, as a forum to share relevant program information regarding the Expanded Program with other utilities.

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

SDG&E has found that employee turn-over for participating agencies is often the biggest barrier to agency participation. During the annual recertification process, SDG&E mails recertification letters to the individual in charge of the organization. If that person is no longer with the agency, SDG&E found that the information is often not forwarded to the correct person, and therefore not completed. Although SDG&E contacts non-responding agencies by phone, often those calls are unanswered.

In September of 2005, SDG&E made additional attempts to contact twelve Expanded CARE facilities that had not previously responded to letters or phone calls. SDG&E first phoned the organizations to correct and update contact information. SDG&E then mailed a final follow up letter directly to the contact person at the facility, detailing the cost benefit to the individual facility and urging them to recertify in the program. As a result, 2 facilities recertified for Expanded CARE.

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

SDG&E believes that the Expanded CARE annual recertification process continues to be the most effective and low-cost form of outreach, reminding agencies to add new satellite facilities to the program. Cross referral among agencies is also a common no-cost source of enrollment for this program.

V. Processing CARE Applications

A. Processing Self-Certification and Self-Recertification Applications

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

SDG&E did not contract with third-parties to conduct outreach for its CARE Expansion program.

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

See Table 13.

TABLE 13					
CARE Expansion Program					
Self Certification and Self Recertification					
Entity	Received	Approved	Denied	Pending/Never Completed	Duplicates
SDG&E	1,031	1,011	7	25	1
Total	1,031	1,011	7	25	1
Percentage	100%	98.06%	0.68%	2.40%	0%

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

of effectiveness and cost-effectiveness of comparable customer segments, if available.

SDG&E did not contract with any third-parties to conduct enrollment, recertification, or verification for the expansion program.

VI. Program Management

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

On April 21, 2005, the Commission issued D. 05-04-052, which changed the eligibility criteria for employee housing facilities of the California Office Migrant Services (OMS) and non-profit migrant farm worker housing centers. Under the new criteria these facilities would be categorically eligible for the Expanded CARE Program for Qualified Living Facilities.

SDG&E contacted several organizations to research facilities that may qualify for the program under the new guidelines. SDG&E does not have any OMS facilities in their service territory, nor was SDG&E able to locate non-profit migrant farm worker housing centers that would qualify under the new guidelines. SDG&E was, however, able to identify non-participating customers in farm worker housing eligible under the regular CARE program guidelines.

ATTACHMENTS

SDG&E Seventeenth Annual CARE Progress Report
Attachment C – SDG&E Letter Agreement with DCSD
May 1, 2006

SDG&E Seventeenth Annual CARE Progress Report
Attachment A – PY2005 SDG&E CARE Media Outreach
May 1, 2006

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Attachment A – PY2005 SDG&E CARE Media Outreach
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Media Initiative	Summary	Timeline
Vietnamese Market	<p>For the month of October, an in-language Vietnamese CARE print ad will run in:</p> <ul style="list-style-type: none"> ▪ <i>Tieng Viet</i> ▪ <i>Nguoi Viet</i> ▪ <i>Saigon Nho</i> ▪ <i>Thuong Mai</i> <p>In addition, program sponsorship messages were heard on TNTR, a subscriber-based Vietnamese radio station based in San Diego, in May/early June.</p>	<p>Print: 4-week flight from 10/3 through 10/31.</p> <p>Radio: 10/3 through 10/31.</p> <p>-----</p> <p>CARE enrollments for 2005: 264 For December: 4</p>
Chinese Market	<p>A Chinese CARE ad will run in three publications in October:</p> <ul style="list-style-type: none"> ▪ <i>American Chinese Times</i> ▪ <i>Chinese News</i> ▪ <i>We Chinese in America</i> (monthly) 	<p>Print: 4-week flight from 10/3 through 10/31.</p> <p>-----</p> <p>CARE enrollments for 2005: 50 For December: 0</p>
African American Market	<p><i>Voice & Viewpoint</i>, the largest African-American newspaper in the San Diego region, will run CARE ad once in each of the three advertising flights planned for 2005.</p>	<p>Print: 8/11 insertion date.</p> <p>-----</p> <p>CARE enrollments for 2005: 5 For December: 0</p>

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Attachment A – PY2005 SDG&E CARE Media Outreach
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Media Initiative	Summary	Timeline
Spanish Market	<p>La Nueva and K-Love, the two top Spanish language radio stations in San Diego, ran a :60 spot mid-August through early Sept. Ad-libs by DJs will also be used throughout the year.</p> <p>Two of the Spanish TV stations – Univision and Telemundo – will air :15 and :30 TV spots from 9/26 – 10/30.</p> <p>A Spanish CARE print ad ran in <i>El Latino</i> and the <i>Pennysaver</i> in August.</p>	<p>Radio: 4-week flight from 9/26 through 10/30 (dark the week of 10/10).</p> <p>Print: 3-week flight from 8/17 through 8/31.</p> <p>TV: 4-week flight from 9/26 through 10/30 (dark the week of 10/10).</p> <p>-----</p> <p>CARE enrollment through 2005: 165 For December: 0</p>
Senior Market	An English print ad ran in <i>Senior Life</i> during the month of August.	<p>Print: August issue</p> <p>CARE enrollments for 2005: 89 For December: 3</p>

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Attachment A – PY2005 SDG&E CARE Media Outreach
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Media Initiative	Summary	Timeline
General Market	<p>Targeting specific geographic communities in San Diego that have been ranked as having large low-income populations, SDG&E ran page dominant print ads in local newspapers starting in August. Targeted newspapers were:</p> <ul style="list-style-type: none"> • <i>North County Times</i> – Oceanside Zone • <i>Pennysaver</i> (select zones) <p>:15 and 30-second TV spots were seen on seven local TV stations in August:</p> <ul style="list-style-type: none"> • KFMB, Channel 8 • KGTV, Channel 10 • KNSD, Channel 7/39 • KSWB, Channel 5 • KUSI, Channel 9/51 • XETV, Channel 6 • XUPN, Channel 13 	<p>Print: 4-week flight from 8/10 through 8/31.</p> <p>TV: 3-week flight from 8/15 through 9/4.</p> <p>-----</p> <p>English CARE enrollment through 2005: 643 For December: 8</p>
Military	In August, the English print ad ran in the <i>Navy Compass</i> .	<p>Print: 8/11 insertion date.</p> <p>-----</p> <p>CARE enrollments for 2005: 10 For December: 5</p>

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Attachment C – SDG&E Letter Agreement with DCSD
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SDG&E Seventeenth Annual CARE Progress Report
Attachment B – SDG&E CARE Outreach and Leveraging Through December 2005
May 1, 2006

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Activity	Summary	Timeline	Status/Results/Cost
CAL Works EVENT	Information booth providing material on all Customer Assistance programs and services.	01/14/05	25 participates of CAL Works of El Cajon
7th Annual Downtown Multicultural Festival EVENT	Information booth providing material on all Customer Assistance programs and services.	01/15/05	1,000 Customers of San Diego attended this event
Consumer Credit Counseling SEMINAR	Financial seminar providing information on all Customer Assistance programs and services.	01/20/05	40 seniors from Lemon Grove
Consumer Credit Counseling SEMINAR	Financial seminar providing information on all Customer Assistance programs and services.	01/24/05	50 seniors from El Cajon
CAL Works EVENT	Information booth providing material on all Customer Assistance programs and services.		35 participates of CAL Works of La Mesa
CARE/FERA applications sent/Customer Call Center	CARE/FERA applications mailed per customers request.	January 2005	5258 - English 1459 - Spanish 6 – Vietnamese
CARE/FERA Capitation Contractors	9 Agencies submitted applications	January 2005	286 Applications received

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Activity	Summary	Timeline	Status/Results/Cost
Consumer Credit Counseling SEMINAR	Financial seminar providing information on all Customer Assistance programs and services.	02/04/05	20 seniors from Chula Vista
Senior Vitality Expo EVENT	Information booth providing material on all Customer Assistance programs and services.	02/09/05	200 seniors
Consumer Credit Counseling SEMINAR	Financial seminar providing information on all Customer Assistance programs and services.	02/11/05	56 seniors from Santee
Sharp Women's Health Symposium EVENT	Information booth providing material on all Customer Assistance programs and energy efficiency programs and services	2/12/05	200 customers from San Diego
TET Celebration EVENT	Information booth providing material on all Customer Assistance programs and services	2/12 & 2/13/05	150 customers from Normal Heights
23 rd Annual Chinese New Year Cultural Fair EVENT	Information booth providing material on all Customer Assistance programs and services	02/13/05	30 customers from City Heights
Consumer Credit Counseling SEMINAR	Financial seminar providing information on all Customer Assistance programs and services.	02/16/05	20 seniors from San Diego

SDG&E Seventeenth Annual CARE Progress Report
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Activity	Summary	Timeline	Status/Results/Cost
Interfaith Community Services EVENT	Information booth providing material on all Customer Assistance programs and services	2/16/05	20 customers from Escondido
Lemon Grove Community Family Night EVENT	Financial seminar providing information on all Customer Assistance programs and services.	2/18/05	100 customers from Lemon Grove
Project CARE – Senior EVENT	Information booth providing material on all Customer Assistance programs and services	2/22/05	40 customers from San Marcos
Cal Works PRESENTATION	Presentation given regarding all Customer Assistance programs and services	2/23/05	35 customers from La Mesa
Senior Housing Expo EVENT	Information booth providing material on all Customer Assistance programs and services	2/23/05	250 customers from La Mesa
Kurdish Human Rights Watch EVENT	Information booth providing material on all Customer Assistance programs and services	2/24/05	20 customers from El Cajon
New Immigrants Class PRESENTATION	Presentation given regarding all Customer Assistance programs and services	2/25/05	14 customers from El Cajon
Consumer Credit Counseling SEMINAR	Financial seminar providing information on all Customer Assistance programs and services.	2/16/05	20 seniors from Poway
13 th Annual Heritage Day Festival and Parade EVENT	Information booth providing material on all Customer Assistance programs and services	2/26/04	500 customers from San Diego

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Activity	Summary	Timeline	Status/Results/Cost
CARE/FERA applications sent/Customer Call Center	CARE/FERA applications mailed per customers request.	February 2005	4378 – English 1279 – Spanish 4 – Vietnamese
CARE/FERA Capitation Contractors	9 Agencies submitted applications	February 2005	319 Applications received
Catholic Charities PRESENTATION	Presentation given regarding all Customer Assistance programs and services	3/2/05	50 customers from San Diego
North County Interfaith Council PRESENTATION	Presentation given regarding all Customer Assistance programs and services	3/4/05	10 Caseworkers from the Interfaith Council
Girl Scouts Family Night EVENT	Information booth providing material on all Customer Assistance programs and services	3/4/05	100 customers from San Diego
Ocean Beach Kite Festival EVENT	Information booth providing material on all Customer Assistance programs and services	3/5/05	500 customers from Ocean Beach
3 rd Annual San Marcos Carnival of Cultures EVENT	Information booth providing material on all Customer Assistance programs and services	3/6/05	2,000 customers from San Marcos
Consumer Credit Counseling SEMINAR	Financial seminar providing information on all Customer Assistance programs and services.	3/8/05	15 seniors from Oceanside
Visions from the Summit-Aging & Independence Services EVENT	Information booth providing material on all Customer Assistance programs and services	3/9/05	200 customers from San Diego

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Activity	Summary	Timeline	Status/Results/Cost
MS Society Members MEETING		3/10/05	20 members of the MS Society San Diego
Celebrate Your Health Fair EVENT	Information booth providing material on all Customer Assistance programs and services	3/12/05	225 customers from Fallbrook
Feria de Salud EVENT	Information booth providing material on all Customer Assistance programs and services	3/12/05	200 customers from Vista
Consumer Credit Counseling SEMINAR	Financial seminar providing information on all Customer Assistance programs and services.	3/14/05	15 seniors from Oceanside Senior Center
Vista Del mar Senior Community-Health Fair EVENT	Information booth providing material on all Customer Assistance programs and services	3/15/05	75 seniors from Vista
Jewish Family Services EVENT	Information booth providing material on all Customer Assistance programs and services	3/15/05	7 customers from San Diego
Lighting Turn-In Event ****MILITARY ONLY**** EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	3/15/05	62 Military customers
Youth Explosion Community Fair EVENT	Information booth providing material on all Customer Assistance programs and services	3/19/05	350 customers from San Diego
Lighting Turn-In Event EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	3/19/05	127 customers from Ramona*

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Activity	Summary	Timeline	Status/Results/Cost
9 th Annual Rolando Street Fair EVENT	Information booth providing material on all Customer Assistance programs and services	3/20/05	1,500 customers from San Diego
Consumer Credit Counseling SEMINAR	Financial seminar providing information on all Customer Assistance programs and services.	3/23/05	15 seniors from North Park
Lighting Turn-In Event EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	3/26/05	144 customers from San Diego
Consumer Credit Counseling SEMINAR	Financial seminar providing information on all Customer Assistance programs and services.	3/28/05	15 seniors from San Diego
Petco Employee's Fair EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	3/29/05	25 customers from San Diego
CARE/FERA applications sent/Customer Call Center	CARE/FERA applications mailed per customers request.	March 2005	5462 – English 1529 – Spanish 10 – Vietnamese
CARE/FERA Capitation Contractors	9 Agencies submitted applications	March 2005	500 Applications received
Consumer Credit Counseling SEMINAR	Financial seminar providing information on all Customer Assistance programs and services	4/6/05	25 Seniors from San Diego

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Activity	Summary	Timeline	Status/Results/Cost
City of Chula Vista Branch Office EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	4/8/05	60 customers visited booth with 13 who signed up for CARE
Big Kmart - Employee Presentation & Ltg Exchange PRESENTATION	Presentation given regarding all Customer Assistance programs and services.	4/8/05	20 employees and 7 CARE sign ups.
MS Walk - Fundraiser for Multiple Sclerosis (MS) EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	4/10/05	150 customers from San Diego
28th Annual California Conference On American Indian Education EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	4/11-4/13/05	200 customers from San Diego
Customer Assistance Presentation to Joslyn Senior Center PRESENTATION	Presentation given regarding all Customer Assistance programs and services	4/12/05	15 Customers from San Diego
SDG&E Lighting Turn - In Event MILITARY ONLY*** EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	4/15/05	100 Customers from the Military

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Activity	Summary	Timeline	Status/Results/Cost
SDG&E Booth - "The Possible Dream" EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	4/16/05	200 Customers from San Marcos
Parent Expo EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	4/16/05	1000 Customers from San Diego
North Central Public Health Clinic EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	4/16/05	100 Customers from Pacific Beach
SDG&E Lighting Turn-In Event Monte Vista High School EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	4/17/05	200 Customers from Spring Valley
Red Cross WIC PRESENTATION	Presentation given regarding all Customer Assistance programs and services	4/19/05	30 Customers from San Diego
MASS MARKETS EVENT - Earth Day EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	4/22/05	1200 Customers from San Juan Capistrano
MASS MARKETS EVENT - Nokia Environmental Fair EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	4/22/05	60 Customers from San Diego

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Activity	Summary	Timeline	Status/Results/Cost
15th Annual Parenting Conference and Resource Fair EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	4/22/05	200 Customers from El Cajon
Eastlake Homeowners Assn Community Fair PRESENTATION	Presentation given regarding all Customer Assistance programs and services	4/23/05	150 Customers from Chula Vista
MASS MARKETS EVENT - Day of the Child EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	4/23/05	1000 Customers from Chula Vista
20th annual Linda Vista Multicultural Fair and Parade EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	4/23/05	1000 Customers from Linda Vista
Chicano Day Celebration EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	4/23/05	500 Customers from San Diego
Poway Spring Fest 2005 EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	4/24/05	400 Customers from Poway
Rancho Bernardo Earth Day Festival EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	4/24/05	200 Customers from Rancho Bernardo

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Activity	Summary	Timeline	Status/Results/Cost
SDG&E Booth - Third Annual Career Fair EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	4/27/05	150 Customers from San Ysidro
SDGE Presentation & Lighting Exchange ACS EVENT	Presentation given regarding all Customer Assistance programs and services	4/28/05	35 Customers from San Diego
Fiesta Cinco De Mayo 2005 EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	4/30/05	1000 Customers from San Diego
CARE/FERA applications sent/Customer Call Center	CARE/FERA applications mailed per customers request.	April 2005	4132 – English 1170 – Spanish 7 – Vietnamese
CARE/FERA Capitation Contractors	9 Agencies submitted applications	April 2005	58 Applications received
Cinco De Mayo EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	5/1/05	300 Customers from SDG&E's territory
MASS MARKETS EVENT Earth Day EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	5/1/05	150 Customers from San Diego
Catholic Charities PRESENTATION	Presentation given on all Customer Assistance programs to new immigrants to San Diego county	5/2/05	35 New immigrants from San Diego
Eastern District Branch Office EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	5/2/05	50 Customers from East County

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Activity	Summary	Timeline	Status/Results/Cost
SDG&E Lighting Turn-In Event Access Center of San Diego EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	5/3/05	20 Customers from San Diego
SDG&E Lighting Turn-In Event Community Service Center of San Diego EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	5/6/05	30 Customers from San Diego
Classics for Kids EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	5/7/05	95 Customers from San Ysidro
World Asthma Day EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	5/7/05	100 Customers from National City
SDG&E Lighting Turn-In Event Sharp Cabrillo Hospital EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	5/10/05	35 employee's of Sharp Hospital
Health Life Style Expo EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	5/11/05	600 Employee's of Viejas Casino and Outlet stores

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Chula Vista District Branch Office EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	5/13/05	70 Customers from Chula Vista
Rockin for Seniors/Walk & Health Fair EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	5/13/05	75 Customers from San Marcos
Spring 2005 Senior Expo EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	5/14/05	75 Customer from Oceanside
Warner Springs Annual Health Expo and Pow-Wow EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	5/14/05	50 Customers from Warner Springs
MASS MARKETS EVENT Deerhorn Valley Pancake Breakfast EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	5/14/05	30 Customers from Jamul
MASS MARKETS EVENT Taste of the Arts by the Bay EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	5/15/05	200 Customers from Chula Vista
Goodwill PRESENTATION	Presentation given regarding all Customer Assistance programs and services	5/16/05	50 Customers from Imperial Beach

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Goodwill PRESENTATION	Presentation given regarding all Customer Assistance programs and services	5/16/05	15 Customers from San Diego
Headstart 40 th Anniversary Community Fair EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	5/18/05	150 Customers from San Diego
SDG&E Lighting Turn-In Event Navy Broadway Complex EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	5/19/05	80 Military personal from San Diego
SDG&E Lighting Turn-In Event Rohr Park EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	5/20/05	200 Customers from Bonita
East County Senior Service Provider's Health Fair EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	5/20/05	100 Seniors from La Mesa
SDPD Community Safety Fair EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	5/21/05	100 Customers from San Diego
Operation Appreciation EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	5/21/05	300 Customers from Oceanside

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SDG&E Lighting Turn-In Event Grant Middle School EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	5/210/05	300 Customers from Escondido
MASS MARKETS EVENT Solana Beach Presbyterian Church EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	5/22/05	20 Customers from Solana Beach
MASS MARKETS EVENT 19 th Annual Bay Bridge Run/Walk EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	5/22/05	500 Customers from San Diego and Coronado
SDG&E Lighting Turn-In Event CAL WORKS Community Fair EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	5/250/05	200 Customers from San Diego
Beach Pride Health Start Diversity Celebration EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	5/25/05	100 Customers from San Diego

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CARE/FERA applications sent/Customer Call Center	CARE/FERA applications mailed per customers request.	May 2005	4813 – English 1265 – Spanish 8 – Vietnamese
CARE/FERA Capitation Contractors	9 Agencies submitted applications	May 2005	698 Applications received
University City Senior Center PRESENTATION	Information on all customer assistance and energy-efficiency program and services provided.	6/2/05	36 Seniors from San Diego
City Heights International Village Celebration EVENT	Information booth providing material on all Customer Assistance and energy efficiency programs and services	6/4/05	1,000 Customers from San Diego
SDG&E Lighting Turn-In Event City of Lemon Grove EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	6/4/05	111 Customers from Lemon Grove
Bonita Sunrise Rotary EVENT	Information on all customer assistance and energy-efficiency program and services provided.	6/4/05	50 Elks Club members from Chula Vista
SDG&E Lighting Turn-In Event St. Jude's Nutrition Center EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	6/8/05	35 Customers from San Diego
Vital Aging Conference EVENT	Information on all customer assistance and energy-efficiency program and services provided.	6/9/05	1,800 Customers from San Diego

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SDG&E Lighting Turn-In Event Crestview Mobile Home EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	6/13/05	30 Customers from Fallbrook
SDG&E Lighting Turn-In Event City of Vista EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	6/14/05	210 Customers from Vista
SDG&E Lighting Turn-In Event San Ysidro Community Service Center EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	6/14/05	50 Customers from San Ysidro
SDG&E Lighting Turn-In Event Mountain View Community Center EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	6/16/05	150 Customers from San Diego
Terrific Tuesdays PRESENTATION	Information on all customer assistance and energy-efficiency program and services provided	6/21/05	50 Seniors from San Diego
College Avenue Senior Center PRESENTATION	Information on all customer assistance and energy-efficiency program and services provided	6/23/05	25 Seniors from San Diego

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SDG&E Lighting Turn-In Event Palomar College EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	6/25/05	50 Customers from San Marcos
SDG&E Lighting Turn-In Event La Mesa Senior Center EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	6/28/05	25 Seniors from La Mesa
Summer Food Service Program EVENT	Information on all customer assistance and energy-efficiency program and services provided	6/29/05	50 Families from National City
CARE/FERA applications sent/Customer Call Center	CARE/FERA applications mailed per customers request.	June 2005	5098 – English 1265 – Spanish 6 – Vietnamese
CARE/FERA Capitation Contractors	9 Agencies submitted applications	June 2005	775 Applications received
Celebrate Chula Vista EVENT	Information on all customer assistance and energy-efficiency program and services provided	7/04/05	200 Residents from Chula Vista
AARP PRESENTATION	Information on all customer assistance and energy-efficiency program and services provided	7/08/05	50 Seniors from El Cajon
Martin Luther King Jr. Park EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	7/09/05	107 Customers from San Diego

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Center for the Blind PRESENTATION	Information on all customer assistance and energy-efficiency program and services provided	7/13/05	40 seniors from San Diego
A Tribute to Our Troops EVENT	Information on all customer assistance and energy-efficiency program and services provided	7/16/05	125 Military Families from El Cajon
Santee Towne Center EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	7/21/05	206 Customers from Santee
Imperial Counties Labor Council EVENT	Information on all customer assistance and energy-efficiency program and services provided	7/23/05	250 Customers from San Diego and Imperial Counties
Christmas in July EVENT	Information on all customer assistance and energy-efficiency program and services provided	7/23/05	100 Customers from national City
EDCO Station EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	7/23/05	378 Customers from La Mesa
Center for the Blind PRESENTATION	Information on all customer assistance and energy-efficiency program and services provided	7/28/05	30 Seniors from San Diego
Edgemoor Senior Center EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	7/28/05	30 Seniors from Santee
Kearny High School EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	7/30/05	199 Customers from San Diego

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CARE/FERA applications sent/Customer Call Center	CARE/FERA applications mailed per customers request.	July 2005	4409 – English 1127 – Spanish 10 – Vietnamese
CARE/FERA Capitation Contractors	10 Agencies submitted applications	July 2005	819 Applications received
Center for the Blind PRESENTATION	Information on all customer assistance and energy-efficiency program and services provided	8/02/05	15 Customers from Vista
SDG&E Lighting Turn-In Event Southbay Recreation Center EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	8/02/05	150 Customers from San Diego
Prescott Promenade EVENT	Information on all customer assistance and energy-efficiency program and services provided	8/03/05	50 Customers from El Cajon
Center for the Blind PRESENTATION	Information on all customer assistance and energy-efficiency program and services provided	8/04/05	15 Customers from Vista
SDG&E Lighting Turn-In Event Clairemont Senior Center EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	8/05/05	30 Seniors from San Diego

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SDG&E Lighting Turn-In Event Ocean Beach Farmers Market EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	8/10/05	250 Customers from Ocean Beach
AIS Atria Luncheon EVENT	Information on all customer assistance and energy-efficiency program and services provided	8/10/05	20 Customers from Chula Vista
SDG&E Lighting Turn-In Event Casa Familiar EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	8/12/05	150 Customers from San Ysidro
Encanto Street Fair EVENT	Information on all customer assistance and energy-efficiency program and services provided	8/13/05	200 Customers from San Diego
Lemon Festival EVENT	Information on all customer assistance and energy-efficiency program and services provided	8/14/05	50 Customers from Chula Vista
San Clemente Fiesta EVENT	Information on all customer assistance and energy-efficiency program and services provided	8/14/05	100 Customers from San Clemente
SDG&E Lighting Turn-In Event Kate Sessions Park EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	8/18/05	250 Customers from San Diego

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SDG&E Lighting Turn-In Event El Cajon Nutrition Center EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	8/24/05	40 Seniors from El Cajon
SDG&E Lighting Turn-In Event City of El Cajon EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	8/26/05	250 Customers from El Cajon
St. Jude's Shrine EVENT	Information on all customer assistance and energy-efficiency program and services provided	8/28/05	100 Customers from San Diego
SDG&E Lighting Turn-In Event Mid City Nutrition Center EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	8/30/05	30 Customer from San Diego
CARE/FERA applications sent/Customer Call Center	CARE/FERA applications mailed per customers request.	August 2005	6153 – English 1369 – Spanish 10 – Vietnamese
CARE/FERA Capitation Contractors	8 Agencies submitted applications	August 2005	522 Applications received
Islamic Center of San Diego EVENT	CARE sign up table at faith based organization	9/02/05	20 Customers from San Diego

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Activity	Summary	Timeline	Status/Results/Cost
Buddha Day/Sovannkiry Temple EVENT	CARE sign up table at faith based organization	9/03/05	20 Customers from San Diego
SDG&E Lighting Turn-In Event Lemon Grove Senior Ctr EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	9/09/05	30 Customers from Lemon Grove
New Life Christian Church EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization	9/10/05	100 Customer from El Cajon
South Bay Baptist EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization	9/11/05	20 Customers from Chula Vista
Saint Bridget's Catholic Church EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization	9/11/05	100 Customers from San Diego
Fiesta Del Barrio Fair EVENT	Information on all customer assistance and energy-efficiency program and services provided	9/11/05	500 Customers from Carlsbad
SDG&E Lighting Turn-In Event Jewish Family Services EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	9/13/05	15 Customers from San Diego

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SDG&E Lighting Turn-In Event Community Service Ctr EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	9/14/05	25 Customers from San Diego
SDG&E Lighting Turn-In Event Ramona Senior Ctr EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	9/15/05	45 Customers from Ramona
Ranch Sierra Mesa Shopping Center EVENT	Information on all customer assistance and energy-efficiency program and services provided	9/17/05	2,500
Our Lady of Guadalupe Catholic Church EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization	9/18/05	80 Customers from San Diego
Center for the Blind PRESENTATION	Information on all customer assistance and energy-efficiency program and services provided	9/20/05	30 Customers from Vista
SDG&E Lighting Turn-In Event City Heights Urban Village EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	9/21/05	305 Customers from San Diego
Bonitafest EVENT	Information on all customer assistance and energy-efficiency program and services provided	9/24/05	250 Customer from Bonita

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Activity	Summary	Timeline	Status/Results/Cost
SDG&E Lighting Turn-In Event North Park Rec Ctr EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	9/24/05	310 Customers from San Diego
CARE/FERA applications sent/Customer Call Center	CARE/FERA applications mailed per customers request.	September 2005	5,088 – English 1249 – Spanish 13 – Vietnamese
CARE/FERA Capitation Contractors	8 Agencies submitted applications	September 2005	723 Applications received
SDG&E Lighting Turn-In Event/Customer Assistance Booth First Lutheran Church San Diego EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	10/01/05	71 Customers from San Diego
St Pius the Tenth Health Fair EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization	10/01/05	100 Customers from Chula Vista
SDG&E Lighting Turn-In Event/Customer Assistance Booth Mira Mesa Street Fair EVENT	Information on all customer assistance and energy-efficiency program and services provided	10/01/05	271 Customer From Mira Mesa

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Christ the King EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization	10/02/05	50 Customers from San Diego
Clairemont Lutheran Church EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization	10/02/05	100 Customers from San Diego
AIDS Walk EVENT	Information on all customer assistance and energy-efficiency program and services provided	10/02/05	800 Customers from San Diego
SDG&E Lighting Turn-In Event/Customer Assistance Booth San Marcos Alive EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	10/02/05	250 Customers from San Marcos
SDG&E Lighting Turn-In Event/Customer Assistance Booth Christ Lutheran EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	10/06/05	18 Customers from San Diego

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SDG&E Lighting Turn-In Event/Customer Assistance Booth Poway Senior Center EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	10/06/05	196 Customers from Poway
SDG&E Lighting Turn-In Event/Customer Assistance Booth Otay Rec Center	Event booth providing lighting exchange and material on all Customer Assistance programs & services	10/08/05	385 Customers from Chula Vista
SDG&E Customer Assistance Booth San Ysidro Health Center EVENT	Information on all customer assistance and energy-efficiency program and services provided	10/08/05	200 Customers from San Ysidro
Pacific Beach Presbyterian Church EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization	10/09/05	50 Customers from San Diego
First Christian Church EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization	10/09/05	100 Customers from Chula Vista

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SDG&E Lighting Turn-In Event/Customer Assistance Booth Casa Familiar EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	10/14/05	25 Customers from San Ysidro
Our Lady of the Rosary EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization	10/16/05	15 Customers San Diego
Our Lady of Guadalupe EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization	10/16/05	100 Customers from San Diego
SDG&E Customer Assistance Booth/ Navy Base EVENT	Information on all customer assistance and energy-efficiency program and services provided	10/19/05	100 Military Customers from Coronado
SDG&E Lighting Turn-In Event/Customer Assistance Mexican Consulate Health Fair EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	10/15/05	44 Customers from Oceanside
The Vibe EVENT	Information on all customer assistance and energy-efficiency program and services provided	10/22/05	200 Customers from San Marcos

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***SDG&E Customer Assistance Booth/ Kimble Park EVENT	Information on all customer assistance and energy-efficiency program and services provided	10/22/05	100 Customers from National City
Our Lady of Sacred Heart EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization	10/23/05	150 Customers from San Diego
Naval Base Point Loma Energy Fair EVENT	Information on all customer assistance and energy-efficiency program and services provided	10/25/05	45 Customers from San Diego
Lakeside Community Health Fair EVENT	Information on all customer assistance and energy-efficiency program and services provided	10/26/05	100 Customers from Lakeside
SDG&E Lighting Turn-In Event/Customer Assistance Booth La Mesa Enrichment Center EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	10/17/05	14 Customers from La Mesa

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SDG&E Lighting Turn-In Event/Customer Assistance Booth North Island Fun Run EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	10/19/05	60 Military Customers from San Diego
SDG&E Lighting Turn-In Event/Customer Assistance Booth Shadow Mountain Church EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	10/20/05	137 Customers from El Cajon
SDG&E Lighting Turn-In Event/Customer Assistance Booth City Administration EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	10/26/05	40 Customers from San Diego
SDG&E Lighting Turn-In Event/Customer Assistance Booth County Administration EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	10/27/05	60 Customers from San Diego

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Activity	Summary	Timeline	Status/Results/Cost
Adult Learners Conference EVENT	Information on all customer assistance and energy-efficiency program and services provided	10/29/05	100 National University Students
Borrego Springs Festival EVENT	Information on all customer assistance and energy-efficiency program and services provided	10/29/05	1000 Customers from Borrego Springs
Lakeside Community Church EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization	10/29/05	10 Customers from Lakeside
Christ Lutheran EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization	10/30/05	50 Customers from San Diego
St Josephs Cathedral EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization	10/30/05	10 Customers from San Diego
SDG&E Lighting Turn-In Event/Customer Assistance Booth Day of the Dead Festival EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	10/30/05	146 Customers from Oceanside

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SDG&E Lighting Turn-In Event/Customer Assistance Booth Miramar MCAS EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	10/27/05	28 Customers from San Diego
SDG&E Lighting Turn-In Event/Customer Assistance Booth 32 nd Street Naval Base EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	10/28/05	26 Customers from San Diego
CARE/FERA applications sent/Customer Call Center	CARE/FERA applications mailed per customers request.	October 2005	4,299 – English 1205 – Spanish 11 – Vietnamese
CARE/FERA Capitation Contractors	7 Agencies submitted applications	October 2005	691 Applications received
Beautify Chula Vista EVENT	Information on all customer assistance and energy-efficiency program and services provided	11/05/05	400 Customers from Chula Vista
Pala Health Fair EVENT	Information on all customer assistance and energy-efficiency program and services provided	11/06/05	500 Customers from Pala

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Activity	Summary	Timeline	Status/Results/Cost
SDG&E Lighting Turn-In Event/Customer Assistance Booth Clairemont Community Service Center EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	11/09/05	325 Customers from Clairemont
SDG&E Lighting Turn-In Event/Customer Assistance Smythe Ave Elementary School EVENT	Event booth providing lighting exchange and material on all Customer Assistance programs & services	11/12/05	150 Customers from San Ysidro
Our Lady of Angels Catholic Church EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization	11/13/05	100 Customers from San Diego
Chula Vista Branch Office EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization	11/15/05	100 CARE sign ups in Chula Vista
Cherokee Point Elementary School EVENT	Information on all customer assistance and energy-efficiency program and services provided	11/18/05	50 Customers from San Diego
Shadow Mountain Community Church EVENT	Information on all customer assistance and energy-efficiency program and services provided	11/18/05	100 Customers from El Cajon

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El Cajon First Presbyterian Church EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization	11/20/05	10 Customers from El Cajon
St Anthonys Catholic Church EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization	11/20/05	100 Customers from National City
St Annes Catholic Church EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization	11/20/05	50 Customers from San Diego
Escondido Branch Office EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization	11/30/05	
CARE/FERA applications sent/Customer Call Center	CARE/FERA applications mailed per customers request.	November 2005	5,289 – English 1,409 – Spanish 11 – Vietnamese
CARE/FERA Capitation Contractors	8 Agencies submitted applications	November 2005	564 Applications received
Mama's Kitchen PRESENTATION	Information on all customer assistance and energy-efficiency program and services provided	12/01/05	300 Customers from San Diego
St John of the Cross EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization	12/04/05	300 Customers from Lemon Grove

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Mental Health Agency PRESENTATION	Information on all customer assistance and energy-efficiency program and services provided	12/07/05	40 Customers from San Diego
Independent City EVENT	Information on all customer assistance and energy-efficiency program and services provided	12/07/05	150 Students from Chula Vista
Lexington Green Apts EVENT	Provided information and signed customers up on CARE.	12/08/05	20 Customers from El Cajon
Key Largo Apts EVENT	Provided information and signed customers up on CARE.	12/09/05	5 Customers from El Cajon
Ramton Arms Apts EVENT	Provided information and signed customers up on CARE.	12/09/05	24 Customers from Santee
Monthly Food Bank EVENT	Information table providing customer assistance and energy-efficiency program and services	12/10/05	60 Customers from San Diego
Our Lady Of Carmel Catholic Church EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization	12/11/05	150 Customers from San Ysidro
St. John of the Cross EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization	12/11/05	100 Customers from Lemon Grove
Escondido Branch Office EVENT	Provided information and signed customers up on CARE.	12/15/05	60 Customers from Escondido

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Community Empowerment Center EVENT	Information table providing customer assistance and energy-efficiency program and services	12/17/05	400 Customers from San Diego
St. Pius X Catholic Church EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization	12/18/05	100 Customers from Chula Vista
Wesley United Methodist Church EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization	12/18/05	40 Customers from San Diego
Salvation Army Food Drive EVENT	Provided information and signed customers up on CARE.	12/20/05	150 Customers from San Diego
Salvation Army Food Drive EVENT	Provided information and signed customers up on CARE.	12/20/05	1000 Customers from El Cajon
Salvation Army Food Drive EVENT	Provided information and signed customers up on CARE.	12/21/05	1200 Customers from San Diego
Salvation Army Food Drive EVENT	Provided information and signed customers up on CARE.	12/21/05	50 Customers from San Diego
Salvation Army Food Drive EVENT	Provided information and signed customers up on CARE.	12/21/05	350 Customers from Oceanside
Salvation Army Food Drive EVENT	Provided information and signed customers up on CARE.	12/21/05	500 Customers from El Cajon

SDG&E Seventeenth Annual CARE Progress Report
Attachment B – SDG&E CARE Outreach and Leveraging Through December 2005
May 1, 2006

Activity	Summary	Timeline	Status/Results/Cost
Salvation Army Food Drive EVENT	Provided information and signed customers up on CARE.	12/22/05	1200 Customers from San Diego
Salvation Army Food Drive EVENT	Provided information and signed customers up on CARE.	12/22/05	200 Customers from Oceanside
Salvation Army Food Drive EVENT	Provided information and signed customers up on CARE.	12/22/05	550 Customers from Escondido
Salvation Army Food Drive EVENT	Provided information and signed customers up on CARE.	12/22/05	350 Customers from Chula Vista
Salvation Army Food Drive EVENT	Provided information and signed customers up on CARE.	12/22/05	100 Customers from San Diego
CARE/FERA applications sent/Customer Call Center	CARE/FERA applications mailed per customers request.	December 2005	5,172 – English 1,273 – Spanish 9 – Vietnamese
CARE/FERA Capitation Contractors	7 Agencies submitted applications	December 2005	784 Applications received

SDG&E Seventeenth Annual CARE Progress Report
Attachment C – SDG&E Letter Agreement with DCSD
May 1, 2006

**SDG&E Seventeenth Annual CARE Progress Report
Attachment C – SDG&E Letter Agreement with DCSD
May 1, 2006**



May 23, 2003

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

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

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

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

Both programs are integrated/coordinated through the written/verbal referral of applicants/customers to the opposite program. Both programs provide the name and telephone number of the other program with their respective applications and have included cross-references to the other program in their marketing materials.

SDG&E Seventeenth Annual CARE Progress Report
Attachment D – SDG&E Leveraging Data for DCSD
May 1, 2006

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

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

AGREED TO:

[signed: Tim Dayonot]

Director
Department of Community
Services and Development

[dated: 6/16/00]

Date

[signed: Yvette M. Vazquez]

Manager, Residential Energy Programs
San Diego Gas & Electric

[dated: 5/24/00]

Date

[Executed document on file at SDG&E]

**SDG&E Seventeenth Annual CARE Progress Report
Attachment D – SDG&E Leveraging Data for DCSD
May 1, 2006**

SDG&E Seventeenth Annual CARE Progress Report
Attachment D – SDG&E Leveraging Data for DCSD
May 1, 2006

-----Original Message-----

From: Ulloa, Martha
Sent: Monday, November 21, 2005 12:47 PM
To: 'pesposit@csd.ca.gov'
Cc: Yamagata, Joy C.
Subject: SDG&E Response to Department of Community Services and Development Request for Leveraging Data

Attached is the requested information regarding SDG&E Leveraging Data. A hardcopy of the report is also being provided via US mail. If you have any questions, please contact me.



SDG&21.pdf (27 KB)



SDG&E 2005 DCSD
Leveraging rep...