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PACIFIC GAS AND ELECTRIC COMPANY
2005 ANNUAL EARNINGS ASSESSMENT PROCEEDING

VOLUME IV
LOW INCOME ENERGY EFFICIENCY PROGRAM
ANNUAL REPORT FOR 2004
AND
LOW INCOME ENERGY EFFICIENCY PROGRAM
ANNUAL REPORT FOR 2004 TECHNICAL APPENDIX



**LOW INCOME ENERGY EFFICIENCY PROGRAM
ANNUAL REPORT
FOR 2004**

May 2005



Pacific Gas and Electric Company

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SECTION 1

EXECUTIVE SUMMARY

Low Income Energy Efficiency (LIEE)

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

The 2004 LIEE program made several changes to the 2001 Rapid Deployment LIEE program implemented by Decision (D.) 01-05-033. PG&E's authorized annual LIEE program budget for 2004 remained at \$56.53 million, per D. 02-12-019, Ordering Paragraph 2, which increased PG&E's budget for 2003 and succeeding years until further notice.

The 2004 LIEE program continued to require installation of all feasible measures offered under the program for which the customer qualified. The 2004 program treated 48,456 homes, 37,514 of which were weatherized. This resulted in energy reductions of 20,128 million kWhs and 0.869 million therms.

PG&E did not achieve its Minimum Performance Standard (MPS) during 2004 and thus requests no shareholder incentives for 2004 LIEE activities.

SECTION 2

LOW INCOME ENERGY EFFICIENCY

Overview

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

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

The 2004 LIEE program made several changes to the 2001-2003 Rapid Deployment LIEE program. D. 03-11-020 continued authorization of a \$56.530 million funding level for PG&E's LIEE program and dropped several measures from the LIEE program, including high-efficiency water heaters, high-efficiency central air conditioners, duct testing and sealing, evaporative cooler maintenance, set-back thermostats (except where required by code in conjunction with furnace repair or replacement), and whole house fans. Additionally, several measures were restricted to certain climate zones or housing types. These modifications to the 2004 program were made based on Standardization Team and Cost Effectiveness activities and recommendations. The authorized 2004 LIEE program measures and installation criteria are listed below.

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

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

The 2004 LIEE program continued to require that customers receive all of the program measures that were feasible to install in their homes. PG&E continued to work with the other investor owned utilities, the Energy Division and the Office of Ratepayer Advocates (ORA) to standardize LIEE program implementation and reporting statewide.

In previous phases, the Joint Utility LIEE Standardization Project Team successfully standardized the Weatherization Installation Standards Manual and the Policy and Procedures Manual for the Statewide LIEE program. Most recently, the Standardization Team implemented studies of Natural Appliance Safety Testing (NGAT) and of program and measure cost effectiveness.

PG&E continued its program administrator contract with Richard Heath and Associates (RHA) for the 2004 LIEE program. RHA was awarded the LIEE administration contract in a competitive bid and began work in that role on May 1, 2001. In 2004, RHA contracted out LIEE program implementation work to 18 weatherization contractors and 3 appliance contractors. Additionally, the LIEE contract administrator was responsible to bid out further work by county/project areas as needed. PG&E also administered contracts directly with 9 contractors who provided furnaces, evaporative coolers and central air conditioners. At the end of 2004, PG&E competitively re-bid the program administrator contract for the 2005-2007 LIEE programs.

Low Income Energy Efficiency (LIEE) Program

2004 PROGRAM ELEMENTS

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

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

Energy Education

In 2004, PG&E continued to offer energy education during the first home visit.

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

Additionally, customers received an energy cost calculator (or "energy wheel"). The energy cost calculator is an easy-to-understand visual tool that helps customers see how much energy the appliances in their homes use so that they can reduce their overall energy use. The energy education specialist showed customers how to determine their current energy expenditures by measure or type of appliance using this calculator.

During the energy education, customers were asked to adopt at least three energy saving practices which would result in overall reduced energy usage and increased comfort.

Appliance Replacement

Refrigerator replacement was restricted to customers whose refrigerators were at least 10 years old. Several refrigerator sizes were provided ranging from 12 cubic feet to 23 cubic feet and were offered to customers based on existing refrigerator size and the number of refrigerators/freezers removed. Additionally, in the event that a disabled customer needed a specific style of refrigerator, PG&E made special provisions for those requests. The refrigerator replacement service included delivery, installation, removal and environmentally safe recycling of the replaced inefficient units. In 2001, the Rapid Deployment program made refrigerator replacement available to low income tenants who did not own the refrigerators in their dwellings. This practice was continued in 2004.

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

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

Natural Gas Appliance Safety Testing (NGAT)

D. 03-11-020 adopted the Standardization Team's NGAT recommendations. One of the main changes to PG&E's LIEE program under this new testing protocol was that testing must occur *after* home weatherization was completed, rather than as a condition *prior* to weatherizing the home. PG&E re-trained its contractors and subcontractors in 2004 to perform the new test and changed its LIEE implementation process in mid-2004 to provide a post-weatherization NGAT.

Providing Infiltration Measures to Homes with Non-Utility Fueled Combustion Appliances

D. 03-11-020 required the Standardization Team to investigate providing infiltration-reduction measures and combustion appliance testing in homes that use a utility fuel for space heating and a non-utility combustion fuel for one or more other end uses. Homes that receive utility space heating are eligible for infiltration measures under the LIEE program. PG&E's NGAT procedures, prior to the Standardization Team's proposed NGAT Protocols, included tests of non-utility combustion fuel appliances (such as propane water heaters) to ascertain the safety and feasibility of installing infiltration measures in LIEE participant homes. The NGAT protocol adopted in D. 03-11-020 for 2004 did not allow for testing of non-utility fueled combustion appliances although, D.03-11-020 authorized PG&E to continue its previous practices in PG&E-space heated homes and homes that also have non-PG&E supplied combustion appliances until the Commission rules on the Standardization Team's recommendations. The Standardization Team's report was filed on March 12, 2004.

The Commission has not yet ruled on this issue and PG&E continued to provide combustion appliance testing on these non-utility combustion fueled appliances during 2004 as directed by D. 03-11-020.

Targeted Market and/or End-Uses

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

Implementation Strategy

In 2004, low income customers who experienced problems paying their PG&E bill or requested energy efficiency assistance were referred to PG&E's Smarter Energy Line (SEL) for pre-qualification and inclusion in the LIEE program. To increase CARE participation and make customers aware of the services provided by PG&E to low income customers, PG&E required contractors to market the LIEE program to existing CARE customers and customers requesting weatherization services. PG&E provided implementation contractors a database of all PG&E residential customers in their assigned areas. The database specified existing CARE customers, as well as customers that previously participated in the LIEE program.¹ PG&E made customers aware of and, upon request, assisted in filling out a CARE program application.

Additionally, PG&E signed capitation outreach contracts with nearly 50 service providers to enroll qualifying customers in the CARE program. In addition to signing up new CARE customers, capitation outreach contractors told CARE customers about the LIEE program services available at no cost to them and gave them literature about the LIEE program including phone numbers to call to participate.

Energy Partners Online (EPO)

PG&E's web-based, real time database, EPO, has been in existence since May 2003. Energy Partner's lead contractor, RHA, 18 sub-contractors and PG&E staff use the database to record all daily operational activities as well as invoicing activities. The database provides information for monthly, quarterly, and annual reporting to the Commission as well as daily, weekly and monthly reports used to monitor program activities. Since inception, the database now contains information on 5,152,321 customers. It has provided invoicing totaling \$68,123,143, contains 95,042 customer enrollments and 52,726 customer referrals.

LIEE "Go-Backs"

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

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

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

Deployment program. D. 01-05-033 granted an “automatic exception” to previously treated homes for these measures during the rapid deployment period.

PG&E implemented a special Go-Back component of the Rapid Deployment LIEE program in 2001 and 2002. New refrigerators, evaporative coolers and other measures were delivered to the qualified, past-participating low income customers under the Rapid Deployment Go-Back initiative during those years.

Although the Go-Back Initiative was completed as a special component of the LIEE program in 2002, PG&E continued in 2004 to provide measures to previously treated homes that were not eligible for them at the time they were originally treated. This re-entry into the program was available to any customers that called back to ask for measures, as mandated under D. 01-05-033.

PG&E noted that if customers are always eligible to re-enter the program to receive any measures which they were unqualified to receive at the time of their original participation, a home treated under the LIEE program may never be truly completed.

This continuing participation also raised questions regarding when to start the 10-year clock ticking against program re-entry: following original participation, or following any subsequent participation to upgrade measures. Furthermore, if previous LIEE participants are forever eligible to upgrade their measures, the program becomes effectively more like a subscription program than a one-time treatment service. A large number of customers in any given year asking to replace refrigerators that have become age-eligible since their original program participation may limit the funding available to expend treating and weatherizing new participant homes.

PG&E will work with the Standardization Team in 2005 to resolve these issues in a manner that balances the program’s goal of giving customers all feasible LIEE measures and the utility’s concern regarding record keeping and costs.

LIEE Outreach

PG&E program staff made hundreds of presentations to community groups and local ethnic media throughout PG&E's service area in 2004. PG&E program staff also participated in several on-going county or area-wide low income agency working groups, such as the Sacramento Community Housing Coalition, to share information on PG&E programs with community service providers.

Leveraging Pilot Program

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

D.02-12-019, Ordering Paragraph 2 authorized PG&E to leverage its relationships with community agencies to increase the enrollment of eligible customers in its LIEE programs as part of its 2003 LIEE program. PG&E was allocated \$500,000 for this pilot

project. Following a public workshop and bid process, PG&E contracted with four community agencies in the summer of 2003 to provide key measures of PG&E's LIEE program to their clients for a total of \$362,700.³ This leveraging relationship provided another distribution channel for PG&E's LIEE program. For example, each agency was able to offer refrigerator replacements through PG&E's LIEE program while providing their normal services to clients who were also qualified PG&E customers and where appliance replacement was appropriate under the LIEE program.

One of the four leveraging contractors completed their contract in 2003. The other three completed their contracts in 2004. Pursuant to D.03-12-019, PG&E evaluated the leveraging pilot results after all the pilot projects were completed. This evaluation will be included with PG&E's May 21, 2005 Monthly Report.

Major Accomplishments

LIEE program results for 2004 are shown in detail in Technical Appendix Tables TA-4, TA-5 and TA-7. Highlights of the completed⁴ accomplishments are as follows:

- Treated⁵ 48,456 homes;
- Weatherized⁶ 37,514 homes;
- Provided energy education in 48,456 homes;
- Replaced primary refrigerators in 20,092 homes;
- Provided evaporative coolers in 1,931 homes;
- Installed 207,811 compact fluorescent lamps; and
- Repaired or replaced furnaces in 626 homes.

Shareholder Incentives for Low Income Activities

PG&E believes that the shareholder mechanism for 2004 should be revisited and revised, since the 2004-2005 programs are not a continuation of the 2001-2003 Rapid Deployment programs. Neither the shareholder incentive mechanism nor the adopted minimum performance standards are particularly relevant to the current LIEE program design in which all feasible measures must be installed in each home enrolled in the program. PG&E is not requesting any shareholder earnings for 2004.

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

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

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

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

2005 PROGRAM ELEMENTS

PG&E filed its PY 2005 LIEE Program Application on July 1, 2004. The Commission issued a final decision on this application (D. 05-04-052) on April 21, 2005. Prior to this decision, PG&E has been following the Administrative Law Judge's Ruling dated September 27, 2004 consolidating applications for Program Year 2005 Low-Income Energy Efficiency programs and authorizing the utilities to continue their 2004 programs until a decision is issued, citing D. 02-09-021, Ordering Paragraph 2.

PG&E re-bid its program administration contract in 2004 for the 2005-2007 LIEE programs. Following the competitive bidding process, Richard Heath and Associates, the program administrator for the 2002-2004 programs, was awarded the contract. In 2005 RHA continues to contract out LIEE program implementation work with 17 weatherization contractors and 3 appliance contractors and may bid out further work by county/project areas as needed. PG&E also continues to administer contracts directly with 9 contractors who provided furnaces, and in certain instances, water heaters and central air conditioners.

PG&E continues to work with the Utility LIEE Standardization Project Team to standardize the LIEE program among utilities on a statewide basis. The Team continues to standardize the Weatherization Installation Standards Manual and the Policy and Procedures Manual for the Statewide LIEE program. Most recently, the Standardization Team implemented studies of program and measure cost effectiveness, and conducted a public measure solicitation and assessment process to determine which measures would be recommended for inclusion in the PY 2006 LIEE program.

Providing Infiltration Measures to Homes with Non-Utility Fueled Combustion Appliances

The Commission has not yet ruled on this issue and PG&E continues to provide combustion appliance testing on these non-utility combustion fueled appliances pending Commission direction.

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

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

Measurement and Evaluation

Low income measurement and evaluation activities completed in 2004 include a Statewide First Year Load Impact Study of the 2002 LIEE programs completed in December 2004. This study has not yet been finalized and filed with the Commission.

PG&E is participating with Energy Division, the Office of Ratepayer Advocates and Southern California Edison Company, San Diego Gas and Electric Company, and Southern California Gas Company and the 2002 impact evaluation consultants to

complete a Statewide First Year Load Impact Study of the 2005 LIEE programs to be completed and filed during 2007.

Following completion of the 2002 LIEE impact evaluation, LIEE program evaluations were to return to a biannual schedule, as affirmed in D. 02-12-019. Thus, the next LIEE program load impact evaluation would normally occur in 2006 for the 2004 program. The Evaluation Team felt that they could obtain a better evaluation by working with utility program implementation staff up-front to standardize data collection rather than working solely with the 2004 data that had been collected. Southern California Edison Company filed a letter on February 7, 2005, with the Commission's Executive Director on behalf of the Evaluation Team, asking to evaluate the 2005 program year rather than the required 2004 program year. The Commission approved the Evaluation Team's request in its March 17, 2005 letter.

The Team began working with program implementers and utility database staff in December 2004 to specify standardized data collection fields for 2005 and will continue to monitor data collection activities throughout 2005 prior to beginning the evaluation in 2006. The evaluation will be filed in PG&E's 2007 AEAP.

PG&E also completed and filed 12 Rapid Deployment Monthly Reports and an End-of-Year Report detailing LIEE Rapid Deployment program activities, impacts and expenditures through December 31, 2004, as directed in D. 01-05-033.

PG&E will use the results of these studies and reports as appropriate to augment and refine future programs.

Utility Standardization

PG&E also participated in the Low Income Utility Standardization Project. Since its inception, the Standardization Team has completed the Statewide LIEE Policy and Procedures Manual and Statewide Weatherization Installation.

In 2003 the Standardization Team completed Phase 4 reports to study carbon monoxide testing and program and measure cost effectiveness assessments.⁷ These issues were addressed in D. 03-11-020, in which the Commission adopted measures for the 2004 LIEE program and a procedure for conducting NGAT. The Decision required further study by the Standardization Team on several issues in 2004, including: determining flue gas thresholds and providing infiltration measures to customers in homes with both utility space heat and non-utility combustion appliances.⁸

In compliance with D. 03-11-020, the Standardization Team proposed a Phase 5 work plan, budget, and schedule in October 2004. The October 22, 2004 ACR adopted the Standardization Team's Phase 5 work plan, budget, and schedule. The ACR directed the

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

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

Standardization Team to review the Statewide LIEE Policy and Procedures Manual and the Statewide Weatherization Installation Standards Manual and file recommended manual changes with the Commission. The Standardization Team filed its recommended revisions on January 19, 2005. These were withdrawn by order of an ACR dated March 25, 2005. The team will be filing new recommendations after obtaining additional public input.

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

Reporting Requirements Manual

PG&E filed monthly reports detailing its 2004 LIEE Rapid Deployment activities.

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

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

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

Cost-Effectiveness Tests

PG&E included results of the Total Resource Cost Test (TRC), the Utility Cost (UC) Test and the modified Participant Cost (PC_m) Test for 2004 LIEE programs in Table 2.3.

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

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

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

On September 30, 2002 the Standardization Team submitted a report on the cost effectiveness of LIEE programs and individual measures.⁹ D. 02-12-019 ordered the

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

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

D. 03-11-020 adopted the Standardization Team's measure recommendations for the 2004 program and required the Team to conduct another measure cost effectiveness evaluation in 2005 to develop recommendations for the 2006 LIEE program. The Decision determined that the 2006 program planning cycle would be the forum for considering the cost effectiveness of new and existing LIEE measures, as well as proposed changes to the LIEE measures offered under the program. On October 15, 2004, the Standardization Team then filed its proposed methodology for soliciting and assessing new energy efficiency measures from the public to be included in the PY 2006 Program, in compliance with D. 03-11-020.

The October 22, 2004 ACR adopted the Standardization Team's October 15 proposal and required the Standardization Team to conduct a new measure solicitation and assessment process for the PY 2006 LIEE Program. On December 17, 2004, the Standardization Team distributed a request for the interested public to propose new measures for the 2006 program by January 31, 2005. The Team conducted assessments comparing the cost-effectiveness of the proposed new measures with the cost-effectiveness of current program measures and held public workshops in both Northern and Southern California. A final report documenting the results and presenting the Team's recommendations regarding new measure inclusion for the 2006 LIEE program is scheduled to be filed on April 30, 2005.

PG&E will continue to work with the Standardization Team to assess measure cost effectiveness in order to recommend what measures to retain for the 2006 LIEE program. PG&E is aware that research on non-energy benefits has continued elsewhere in the United States and recommends that the Commission order the utilities to perform a study to update the NEBs.

Access to Programs Provided by Community-Based Providers

A system is in place to identify the needs of LIEE program participants and directing them to CBOs and other low income community agencies that can address their needs. The number of CBOs participating in the LIEE program as contractors or subcontractors as well as the percentage of units treated by CBOs and non-CBOs are reported in Table TA 6.

During 2004, PG&E actively pursued leveraging and outreach opportunities with other State and local agencies offering low income services, including the California Department of Community Services and Development (CSD) which provides LIHEAP services in California. In addition, PG&E continued to increase outreach and leveraging within the company by coordinating activities and advertising with other PG&E energy efficiency programs likely to reach low income customers and service providers. PG&E's LIEE contractors were required to inform customer about other programs that they may be eligible for and report these leveraging activities monthly.

In 2003, PG&E implemented a Leveraging Pilot Project, as directed by D. 02-12-019, Ordering Paragraph 2. PG&E contracted with four community agencies in the summer of 2003 to provide key measures of PG&E's LIEE program to their clients for a total of \$362,700. This leveraging relationship provided another distribution channel for PG&E's LIEE program. Each agency was able to offer refrigerator replacements through PG&E's LIEE program while providing their normal services to clients who were also qualified PG&E customers and where appliance replacement was appropriate under the LIEE program. This leveraging project was completed in mid-2004. The project spent \$200,000 of PG&E program funds to install 197 refrigerators.

PG&E employees regularly made presentations about the Company's Low Income and Hard-to-Reach programs to the media and at community events throughout the PG&E service area. These presentations were used to educate customers about energy efficiency and inform them about assistance programs and opportunities available to them through PG&E. PG&E employees made over 230 presentations in 2004 about LIEE and CARE in English, Spanish, Cantonese, Mandarin, Vietnamese, Korean, Tagalog, Russian, Hmong and Japanese.

Attachment A summarizes PG&E leveraging and outreach activities during 2004.

Bill Savings

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

PG&E, SCE, SDG&E and SoCalGas filed the "Joint Utility Low Income Energy Efficiency 2004 Costs and Bill Savings Report" on May 2, 2005, in the Low Income Rulemaking proceeding, R. 04-01-006. The report calculates, compares and explains differences in the annual bill savings achieved by each utility for 2002, 2003, and 2004. In compliance with Ordering Paragraph 4 of D. 01-12-020, the Joint Utility Report is incorporated by reference in this Annual Report. Monthly bill savings are reported by the utilities in their Monthly Rapid Deployment Reports.

Shareholder Performance Incentives for Low Income Activities

Utilities are eligible for shareholder incentives based on the criteria described below. PG&E is not eligible for shareholder incentives for 2004 low income activities and makes no claim for 2004 earnings in this AEAP.

Shareholder Incentives for 2004 Low Income Activities

The 2004 LIEE program provided shareholder incentives based on the 2001 LIEE shareholder incentive mechanism adopted in D. 01-06-082.

The shareholder incentive provided a flat 2% management fee on actual LIEE program expenditures, not including shareholder earnings, provided that the Minimum Performance Standard (MPS) was achieved during calendar year 2001. The MPS was equal to 100% of the first-year savings goals for “Big Six” measures, as verified in the AEAP with actual program participation levels. PG&E’s MPS for the 2004 LIEE program was 2,139,056 kWh and 1,198,319 therms. For purposes of this incentive mechanism, the Big Six measures consisted of attic insulation, caulking, weather stripping, low flow showerheads, water heater blankets, and door and building envelope repairs that reduce infiltration.

Recovery of LIEE incentives takes place in two equal installments. The first 50% installment will be included in the first AEAP proceeding in which the Commission conducts an assessment of actual program participation levels and expenditures for 2004. The remaining 50% of the earnings claim will be authorized for recovery in the AEAP proceeding following the completion of a first-year load impact study for 2004. The load impact study will not affect the amount of earnings claim recovery, but rather will be used to guide future program development.

PG&E did not achieve its MPS during 2004 and thus requests no shareholder incentives for 2004 LIEE program activities.

**LOW INCOME ENERGY EFFICIENCY PROGRAM
ANNUAL REPORT
FOR YEAR 2004
TECHNICAL APPENDIX**

May 2005



Pacific Gas and Electric Company

TECHNICAL APPENDIX

LOW INCOME ENERGY EFFICIENCY

Low Income Energy Efficiency (LIEE)

Reporting Requirements Manual (RRM)

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

PY 2004 LIEE Program Achievements

The energy savings for the 2004 LIEE program are based on the results and subsequent analysis of the measurement and evaluation study titled "Low Income Energy Efficiency Program Measure Cost Effectiveness Study Final Report" filed with the Commission on June 2, 2003. Measures lives come predominantly from the "CALMAC Workshop Report, Table 3: Residential Measures, 9/25/2000."

The initial avoided costs were taken from the Energy Efficiency Program Report Workbook for 2004.

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

	2004		2005
LIEE Programs	Budgeted	Recorded ⁷	Budgeted
Energy Efficiency			
Gas Appliances	4,463,833	1,974,834	3,772,000
Electric Appliances	19,791,356	16,665,861	23,170,000
Weatherization Measures	14,276,622	10,272,056	22,078,439
Outreach & Assessment	3,750,000	3,072,730	4,849,000
In Home Energy Education	3,750,000	3,098,540	4,849,000
Education Workshops	50,000	0	10,000
Energy Efficiency TOTAL	46,081,811	35,084,020	58,728,439
Pilots			
Leveraging Pilot	300,000	185,332	0
Total Pilots	300,000	185,332	800,000
LIHEAP Leaveraging	2,660,412	342,833	800,000
Training Center	400,000	331,298	400,000
Inspections	3,462,135	3,087,670	3,628,000
Advertising	0	0	0
M&E Studies ¹	600,000	201,258	755,000
Regulatory Compliance ²	396,550	308,380	476,000
Other Administration ³	12,953,971	10,402,873	9,067,000
Indirect Costs ⁴	3,000,000	1,858,439	2,135,807
Oversight Costs	0	0	0
LIOB Expense	0	0	0
CPUC Energy Division	35,000	24,237	35,000
Total Oversight Costs	35,000	24,237	35,000
Shareholder Incentives ⁵	NA	0	NA
TOTAL COSTS⁶	66,889,879	49,967,901	73,889,439

Notes:

1. M&E Studies include: Bill Savings Report, Cost Effectiveness Study, and Joint Utility Impact Evaluation.
2. Regulatory Compliance includes LIEE Standardization, RRM Working Group and Monthly CPUC Reports.
3. Other Administration includes PG&E's program management and Prime contractor's management.
4. Indirect Costs include Natural Gas Appliance Testing (NGAT), which is not part of the LIEE budget.
5. Shareholder Incentives are not included in the LIEE budget. No shareholder claim is made for 2004.
6. Total costs do not include Natural Gas Appliance Testing (NGAT) and Shareholder incentives since they are not part of the LIEE budget.
7. Includes all funds expended in 2004.

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

	2004		2005
	Budgeted	Recorded ⁶	Budgeted
LIEE Programs			
Energy Efficiency			
Gas Appliances	0	0	0
Electric Appliances	19,791,356	16,665,861	23,170,000
Weatherization Measures	3,569,156	2,727,784	5,519,610
Outreach & Assessment	2,250,000	1,905,091	3,103,360
In Home Energy Education	2,250,000	1,921,093	3,103,360
Education Workshops	30,000	0	6,400
Energy Efficiency TOTAL	27,890,512	23,219,828	34,902,730
Pilots			
Leveraging Pilot	300,000	185,332	0
Total Pilots	300,000	185,332	800,000
LIHEAP Leaveraging	2,660,412	342,833	800,000
Training Center	240,000	205,405	256,000
Inspections	2,077,281	1,914,355	2,321,920
Advertising	0	0	0
M&E Studies ¹	360,000	124,780	483,200
Regulatory Compliance ²	237,930	191,195	304,640
Other Administration ³	7,772,383	6,449,781	5,802,880
Indirect Costs	0	0	0
Oversight Costs			
LIOB Expense	0	0	
CPUC Energy Division	21,000	15,027	22,400
Total Oversight Costs	21,000	15,027	22,400
Shareholder Incentives ⁴	NA	0	NA
TOTAL COSTS⁵	41,559,518	32,648,537	44,893,770

Notes:

1. M&E Studies include: Bill Savings Report, Cost Effectiveness Study, and Joint Utility Impact Evaluation.
2. Regulatory Compliance includes LIEE Standardization, RRM Working Group and Monthly CPUC Reports.
3. Other Administration includes PG&E's program management and Prime contractor's management.
4. Shareholder Incentives are not included in the LIEE budget. No shareholder claim is made for 2004.
5. Total costs do not include Natural Gas Appliance Testing (NGAT) and Shareholder incentives since they are not part of the LIEE budget.
6. Includes all funds expended in 2004.

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

	2004		2005
LIEE Programs	Budgeted	Recorded ⁷	Budgeted
Energy Efficiency			
Gas Appliances	4,463,833	1,974,834	3,772,000
Electric Appliances	0	0	0
Weatherization Measures	10,707,466	7,544,272	16,558,829
Outreach & Assessment	1,500,000	1,167,639	1,745,640
In Home Energy Education	1,500,000	1,177,447	1,745,640
Education Workshops	20,000	0	3,600
Energy Efficiency TOTAL	18,191,299	11,864,192	23,825,709
Pilots			
Leveraging Pilot	0	0	0
Total Pilots	0	0	0
LIHEAP Leaveraging	0	0	0
Training Center	160,000	125,893	144,000
Inspections	1,384,854	1,173,315	1,306,080
Advertising	0	0	0
M&E Studies ¹	240,000	76,478	271,800
Regulatory Compliance ²	158,620	117,184	171,360
Other Administration ³	5,181,588	3,953,092	3,264,120
Indirect Costs ⁴	3,000,000	1,858,439	2,135,807
Oversight Costs			
LIOB Expense	0	0	0
CPUC Energy Division	14,000	9,210	12,600
Total Oversight Costs	14,000	9,210	12,600
Shareholder Incentives ⁵	NA	0	NA
TOTAL COSTS⁶	25,330,361	17,319,364	28,995,669

Notes:

1. M&E Studies include: Bill Savings Report, Cost Effectiveness Study, and Joint Utility Impact Evaluation.
2. Regulatory Compliance includes LIEE Standardization, RRM Working Group and Monthly CPUC Reports.
3. Other Administration includes PG&E's program management and Prime contractor's management.
4. Indirect Costs include Natural Gas Appliance Testing (NGAT), which is not part of the LIEE budget.
5. Shareholder Incentives are not included in the LIEE budget. No shareholder claim is made for 2004.
6. Total costs do not include Natural Gas Appliance Testing (NGAT) and Shareholder incentives since they are not part of the LIEE budget.
7. Includes all funds expended in 2004.

TABLE 2.2
SUMMARY OF LIEE PROGRAM EFFECTS -PG&E

(Annual Energy Reductions)

	2004 (Recorded) ¹	2005 (Planned)
mWh (kWh, 000's)	20,128	23,133
mTherm (therm, 000,000's)	0.87	1.10

Notes:

1. Includes all program expenses recorded in 2004, except NGAT testing.

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

	2004 (Recorded) ²			2005 (Planned) ³		
	Utility Cost Test	Total Resource Cost Test	Modified Participant Test	Utility Cost Test	Total Resource Cost Test	Modified Participant Test
Low Income Energy Efficiency ¹	0.41	0.41	0.67	0.33	0.33	0.53

Notes:

1. Including Non-Energy Benefits.
2. Includes all program expenses recorded in 2004, except NGAT testing.
3. Includes all program expenses expected to be recorded in 2005, except NGAT testing.

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

	2004 (Recorded) ²			2005 (Planned) ³		
	Utility Cost Test	Total Resource Cost Test	Modified Participant Test	Utility Cost Test	Total Resource Cost Test	Modified Participant Test
Low Income Energy Efficiency ¹	(29,718,538)	(29,718,538)	(16,696,509)	(49,790,640)	(49,790,640)	(34,982,694)

Notes:

1. Including Non-Energy Benefits.
2. Includes all program expenses recorded in 2004, except NGAT testing.
3. Includes all program expenses expected to be recorded in 2005, except NGAT testing.

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

	UTILITY COSTS ⁵						IMC ¹
LIEE	Program Expenditures (Recorded)		Admin ²	Shareholder Incentives	Other ³	Total ⁴	
	Actual	Committed					
Energy Efficiency	35,445,229	0	14,522,672	NA	1,858,439	51,826,340	29,335,831

Electric
(\$)

	UTILITY COSTS ⁵						IMC ¹
LIEE	Program Expenditures (Recorded)		Admin ²	Shareholder Incentives	Other	Total	
	Actual	Committed					
Energy Efficiency	23,620,515	0	9,028,022	NA	0	32,648,537	19,832,692

Gas
(\$)

	UTILITY COSTS ⁵						IMC ¹
LIEE	Program Expenditures (Recorded)		Admin ²	Shareholder Incentives	Other ³	Total ⁴	
	Actual	Committed					
Energy Efficiency	11,824,714	0	5,494,650	NA	1,858,439	19,177,803	9,503,139

Notes:

1. Incremental Measure Cost is equal to measure cost and has been included in the Program Expenditures.
2. Admin costs include PG&E program management, Smarter Energy Line, inspection, prime contractor management, and all other overhead allocated in contract administration.
3. Natural Gas Appliance Testing (NGAT) costs.
4. Total includes NGAT testing.
5. Utility Costs include all 2004 expenses.

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

	2004 Expenditures Recorded by Cost Element			
LIEE Programs	Labor	Non-Labor	Contract	TOTAL
Energy Efficiency				
Gas Appliances	0	10,916	1,963,918	1,974,834
Electric Appliances	0	66,743	16,599,118	16,665,861
Weatherization Measures	0	20,863	10,251,193	10,272,056
Outreach & Assessment	0	30,584	3,042,146	3,072,730
In Home Energy Education	0	31,288	3,067,252	3,098,540
Education Workshops	0	0	0	0
Energy Efficiency TOTAL	0	160,393	34,923,627	35,084,020
Pilots				
Leveraging Pilot	0	0	185,332	185,332
Total Pilots	0	0	185,332	185,332
LIHEAP Leveraging	0	6,563	336,270	342,833
Training Center	112,414	120,814	98,070	331,298
Inspections	1,922,141	1,084,826	80,703	3,087,670
Advertising	0	0	0	0
M&E Studies ¹	0	0	201,258	201,258
Regulatory Compliance ²	214,947	85,602	7,830	308,380
Other Administration ³	1,093,705	1,210,199	8,098,968	10,402,873
Indirect Costs ⁴	0	1,858,439	0	1,858,439
Oversight Costs				
LIOB Expense	0	0	0	0
CPUC Energy Division	0	0	24,237	24,237
Total Oversight Costs	0	0	24,237	24,237
TOTAL COSTS ⁵	3,343,208	4,526,836	43,956,296	51,826,340

Notes:

1. M&E studies include: Bill Savings, 2001 Program Evaluation, Standardization Phase 4, and 2002 Impact Evaluation
2. Regulatory Compliance includes LIEE Standardization, RRM Working Group and all CPUC Reports.
3. Includes PG&E's program management and prime contractor's management.
4. Indirect costs include NGAT, which is not part of the LIEE budget.
5. Total costs include NGAT, which is not part of the LIEE budget.

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

	2004 Expenditures Recorded by Cost Element			
LIEE Programs	Labor	Non-Labor	Contract	TOTAL
Energy Efficiency				
Gas Appliances	0	0	0	0
Electric Appliances	0	66,743	16,599,118	16,665,861
Weatherization Measures	0	15,812	2,711,972	2,727,784
Outreach & Assessment	0	18,962	1,886,129	1,905,091
In Home Energy Education	0	19,399	1,901,694	1,921,093
Education Workshops	0	0	0	0
Energy Efficiency TOTAL	0	120,915	23,098,913	23,219,828
Pilots				
Leveraging Pilot	0	0	185,332	185,332
Total Pilots	0	0	185,332	185,332
LIHEAP Leveraging	0	6,563	336,270	342,833
Training Center	69,697	74,905	60,803	205,405
Inspections	1,191,728	672,592	50,036	1,914,355
Advertising	0	0	0	0
M&E Studies ¹	0	0	124,780	124,780
Regulatory Compliance ²	133,267	53,073	4,855	191,195
Other Administration ³	678,097	750,323	5,021,360	6,449,781
Indirect Costs	0	0	0	0
Oversight Costs				
LIOB Expense	0	0	0	0
CPUC Energy Division	0	0	15,027	15,027
Total Oversight Costs	0	0	15,027	15,027
Total Costs	2,072,789	1,678,372	28,897,376	32,648,537

Notes:

1. M&E studies include: Bill Savings, 2001 Program Evaluation, Standardization Phase 4, and 2002 Impact Evaluation
2. Regulatory Compliance includes LIEE Standardization, RRM Working Group and all CPUC Reports.
3. Includes PG&E's program management and prime contractor's management.

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

	2004 Expenditures Recorded by Cost Element			
LIEE Programs	Labor	Non-Labor	Contract	TOTAL
Energy Efficiency				
Gas Appliances	0	10,916	1,963,918	1,974,834
Electric Appliances	0	0	0	0
Weatherization Measures	0	5,051	7,539,221	7,544,272
Outreach & Assessment	0	11,622	1,156,017	1,167,639
In Home Energy Education	0	11,890	1,165,557	1,177,447
Education Workshops	0	0	0	0
Energy Efficiency TOTAL	0	39,478	11,824,714	11,864,192
Pilots				
Leveraging Pilot	0	0	0	0
Total Pilots	0	0	0	0
LIHEAP Leveraging	0	0	0	0
Training Center	42,717	45,909	37,267	125,893
Inspections	730,414	412,234	30,667	1,173,315
Advertising	0	0	0	0
M&E Studies ¹	0	0	76,478	76,478
Regulatory Compliance ²	81,680	32,529	2,976	117,184
Other Administration ³	415,608	459,876	3,077,608	3,953,092
Indirect Costs ⁴	0	1,858,439	0	1,858,439
Oversight Costs				
LIOB Expense	0	0	0	0
CPUC Energy Division	0	0	9,210	9,210
Total Oversight Costs	0	0	9,210	9,210
Total Costs ⁵	1,270,419	2,848,465	15,058,920	19,177,803

Notes:

1. M&E studies include: Bill Savings, 2001 Program Evaluation, Standardization Phase 4, and 2002 Impact Evaluation
2. Regulatory Compliance includes LIEE Standardization, RRM Working Group and all CPUC Reports.
3. Includes PG&E's program management and prime contractor's management.
4. Indirect costs include NGAT, which is not part of the LIEE budget.
5. Total costs include NGAT, which is not part of the LIEE budget.

TABLE TA 3
PROGRAM DETAIL BY HOUSING TYPE AND HEATING SOURCE

	Energy ⁴ Saved and Program Costs			Number of Dwellings		
	2004 (mWh) ⁷	2004 (mTherm) ⁸	2004 Expenses (\$)	2004 (Planned)	2004 (Actual)	2005 (Planned) ⁵
Gas Heat – Own						
Single Family ¹	8,173.6	0.413	15,258,267		14,266	
Multifamily ²	116.4	0.005	428,891		401	
Mobile Home	1,506.7	0.060	5,487,885		5,131	
Sub Total Dwellings Served	9,796.8	0.478	21,175,043		19,798	
Gas Heat – Rent						
Single Family ¹	4,811.5	0.252	12,669,944		11,846	
Multifamily ²	2,644.3	0.114	11,810,022		11,042	
Mobile Home	141.9	0.003	509,108		476	
Sub Total Dwellings Served	7,597.7	0.369	24,989,075		23,364	
Electric Heat – Own						
Single Family ¹	458.7	0.002	590,394		552	
Multifamily ²	33.4	0.000	77,008		72	
Mobile Home	117.0	0.000	236,372		221	
Sub Total Dwellings Served	609.1	0.003	903,774		845	
Electric Heat – Rent						
Single Family ¹	617.5	0.003	575,420		538	
Multifamily ²	1,478.8	0.016	4,115,646		3,848	
Mobile Home	27.7	0.000	67,382		63	
Sub Total Dwellings Served	2,124.0	0.019	4,758,449		4,449	
TOTAL DWELLINGS SERVED⁶					48,456	
TOTAL EXPENSES³			51,826,340			

Notes:

1. Single Family includes buildings of 2-4 units.
2. Multifamily includes buildings of more than 4 units.
3. Total Expenses include all administration, regulatory and NGAT costs.
NGAT testing is not part of the LIEE budget.
4. First year energy savings, thousands of kWh, millions of therms.
5. PG&E does not forecast at this level.
6. Dwellings with propane and other non-IOW heating fuels have not been included in this table.
7. Undefined are assumed owner occupied.
8. Undefined are assumed gas, owned, single family, for each undefined category.

TABLE TA 4
PROGRAM DETAIL BY MEASURE

	Energy Saved and Program Costs ⁴			Number of Dwellings Served
	2004			2004
	(mWh) ¹	(mTherm) ²	Expenses (\$)	Actual Dwellings Served
Furnaces Gas				
Repair		0.020	191,056	511
Replacement		0.008	253,504	115
Total Furnaces Gas		0.028	444,560	626
Infiltration & Space Conditioning				
Caulking	83	0.080	1,554,633	32,150
Door Weatherstripping	63	0.065	2,827,046	29,469
Cover Plate Gaskets	28	0.008	822,308	31,732
Evaporative Cooler Covers	1.0	0.007	139,419	2,826
Attic Insulation	125	0.133	2,570,255	3,158
Attic Access Weatherstripping	5	0.009	152,091	10,545
HVAC Air Filter Replacement	0	0.000	0	0
Total Infiltration & Space Conditioning	305	0.301	8,065,752	
Water Heating Savings				
Water Heater Blanket	35	0.063	229,168	6,118
Low Flow Showerhead	171	0.205	910,671	28,783
Water Heater Pipe Wrap	19	0.001	7,584	673
Faucet Aerators	90	0.102	364,649	35,232
Total Water Heating Savings	315	0.372	1,512,072	
Rapid Deployment Measures				
Air Conditioner	157		552,987	754
Duct Sealing & Repair	0	0.000	0	0
Whole House Fan	0		0	0
Water Heater	0	0.001	58,890	52
Set-Back Thermostat	0	0.000	0	0
Evaporative Cooler Maintenance	0		0	0
Total Rapid Deployment Measures	157	0.001	611,877	
Minor Home Repair³	194	0.166	3,781,921	28,110
Evaporative Coolers	728		1,235,600	1,931
Refrigerators	14,658		13,351,457	20,092
Lighting				
Compact Fluorescents	3,521		2,646,366	42,700
Hard Wired Porch Lights	249		706,616	6,998
Energy Education				
Outreach & Assessment			3,044,608	48,456
In-Home Education			3,058,842	48,456
Education Workshops			0	0
Total Energy Education			6,103,450	48,456

Notes:

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

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

	Unit of Measure	CBO/WMDVBE				Non-CBO/WMDVBE				Total					
		Units Installed	Dwellings	Costs	(\$)	Units Installed	Dwellings	Costs	(\$)	Units Installed	Dwellings	Costs	(\$)	Cost/ Unit (\$)	Cost/Dwelling (\$)
Furnaces															
Repair - Gas	Each	0	0	0	0	511	511	191,056	0	511	511	191,056	0	373.89	373.89
Replacement - Gas	Each	0	0	0	0	115	115	253,504	0	115	115	253,504	0	2,204.38	2,204.38
Infiltration & Space Conditioning															
Caulking	Home	4,633	4,633	224,073	0	27,517	27,517	1,330,560	0	32,150	32,150	1,554,633	0	48.36	48.36
Door Weatherstripping	Each ⁵	7,971	4,502	431,890	0	48,542	24,967	2,395,156	0	56,513	29,469	2,827,046	0	50.02	95.93
Cover Plates Gaskets	Each	89,147	4,627	119,909	0	519,049	27,105	702,399	0	608,196	31,732	822,308	0	1.35	25.91
Evaporative Cooler / Air Conditioner Covers	Each	577	577	28,466	0	2,249	2,249	110,953	0	2,826	2,826	139,419	0	49.33	49.33
Attic Insulation	Home	324	324	263,699	0	2,834	2,834	2,306,556	0	3,158	3,158	2,570,255	0	813.89	813.89
Attic Access Weatherstripping	Each ⁶	1,938	1,847	26,642	0	9,147	8,698	125,449	0	11,085	10,545	152,091	0	13.72	14.42
HVAC Air Filter Replacement	Each	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00
Water Heating Savings															
Water Heater Blanket	Each	689	689	25,809	0	5,429	5,429	203,359	0	6,118	6,118	229,168	0	37.46	37.46
Low Flow Showerhead	Each	5,399	4,300	136,280	0	30,679	24,483	774,391	0	36,078	28,783	910,671	0	25.24	31.64
Water Heater Pipe Wrap	Linear Ft.	657	120	1,350	0	1,643	553	6,234	0	2,300	673	7,584	0	3.30	11.27
Faucet Aerators	Each	11,274	5,192	54,621	0	63,991	30,040	310,028	0	75,265	35,232	364,649	0	4.84	10.35
Rapid Deployment Measures															
Air Conditioner	Each	99	99	72,607	0	655	655	480,380	0	754	754	552,987	0	733.40	733.40
Duct Sealing & Repair	Each	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00
Whole House Fan	Each	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00
Water Heater	Each	0	0	0	0	52	52	58890	0	52	52	58890	0	1,132.50	1,132.50
Set-Back Thermostat	Each	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00
Evaporative Cooler Maintenance	Each	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00
Minor Home Repairs (other than above) ¹															
	Home	4,057	4,057	530,655	0	24,053	24,053	3,251,266	0	28,110	28,110	3,781,921	0	134.54	134.54
Miscellaneous Measures															
Evaporative Coolers															
	Each	360	360	230,355	0	1,571	1,571	1,005,245	0	1,931	1,931	1,235,600	0	639.88	639.88
Refrigerators ²															
	Each	677	677	590,301	0	19,415	19,415	12,761,156	0	20,092	20,092	13,351,457	0	664.52	664.52
Lighting															
Compact Fluorescents	Each	37,280	7,557	474,742	0	170,531	35,143	2,171,624	0	207,811	42,700	2,646,366	0	12.73	61.98
Hard Wire Porch Lights	Each	2,206	1,215	128,858	0	9,891	5,783	577,758	0	12,097	6,998	706,616	0	58.41	100.97
Outreach Education Administration ³															
	Home	8,012	8,012	1,009,118	0	40,447	40,447	5,094,332	0	48,459	48,459	6,103,450	0	125.95	125.95

Notes:

1. Minor Home repair includes attic access install, attic venting, C-10 certificate, ceiling repair, cover plate replacement, combustion ventilation air, door jambs, door patch/plate, exhaust fan vent, floor repair, foam wall patch, glazing compound, lock set, MHR shop fee, service calls, interior wall repair and window sash repair, and water heater repair.
2. Total includes 74 landlord copay refrigerators and 670 leveraging pilot and LIHEAP Leveraging refrigerators.
3. Includes outreach assessment and in home energy education.
4. Costs shown are the actual unburdened costs for all 2003 expenditures.
5. Number of doors.
6. Number of access openings weatherstripped.

TABLE TA 6

PERCENTAGE OF DWELLINGS SERVED BY CONTRACTOR CLASSIFICATION

PG&E

Program	Contractor Classification	Vendor Number	Number of Dwellings	% Dwellings	WMDVBE Certified ¹
				Completed	(Yes or No)
LIEE	CBO Participants				
		Butte	1144	2.36%	No
		ElCon	754	1.56%	No
		EOC	2479	5.12%	No
		EOCF	1601	3.30%	No
		Glenn	257	0.53%	No
		NCES	166	0.34%	No
		PRO	640	1.32%	No
		SHHIP	971	2.00%	No
		Subtotal	8012	16.53%	
	Non-CBO Participants				
		AmSyn	7017	14.48%	No
		Atlas	3255	6.72%	No
		BOE	5596	11.55%	No
		CWES	503	1.04%	No
		CWES_Western	1101	2.27%	No
		QCS	5928	12.23%	No
		REN	2837	5.85%	No
		RWI	1337	2.76%	No
		Sun	1793	3.70%	No
		WGE	3007	6.21%	Yes
		WGF	2399	4.95%	Yes
		WST	3971	8.20%	Yes
		WSTSac	1700	3.51%	Yes
		Subtotal	40444	83.47%	

Notes:

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

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

TABLE TA 7
LIFE CYCLE BILL SAVINGS
PG&E

Measure Description	Number Installed ¹	Per Measure Electric Impact ² (kWh)	Per Measure Gas Impact ² (Therms)	Effective Useful Life (EUL)	Total Measure Lifecycle Bill Savings (\$)
Energy Efficiency Measures					
Furnace Repair - Gas	511	0	40	10	\$ 134,836
Furnace Replacement - Gas	115	0	69	22	\$ 88,613
Cover Plates/Gaskets	31,732	1	0	15	\$ 103,888
Evaporative Cooler/ Air Condit.Covers	2,826	0	2	3	\$ 16,511
HVAC Air Filter Replacement					
Caulking	32,150	3	2	5	\$ 331,004
Door Weatherstripping	29,469	2	2	5	\$ 268,710
Attic Access Weatherstripping	10,545	0	1	5	\$ 34,761
Attic Insulation	3,158	40	42	25	\$ 1,776,419
Water Heater Blanket	6,118	6	10	5	\$ 249,761
Low Flow Showerhead	28,783	6	7	10	\$ 1,487,769
Minor Home Repairs	28,110	7	6	10	\$ 1,251,639
Water Heater Pipe Wrap	673	28	2	15	\$ 31,800
Faucet Aerators	35,232	3	3	5	\$ 417,973
Portable/Permanent Evaporative Coolers	1,931	377		7	\$ 431,045
Compact Fluorescents Lights	42,700	82		8	\$ 2,329,594
Compact Fluorescents Hard Wired Porch Lights	6,998	36		20	\$ 317,816
Refrigerators	20,092	730		15	\$ 15,574,922
Air Conditioner Replacement - Room	740	204		15	\$ 160,784
Air Conditioner Replacement - Central	14	425		18	\$ 7,122
Duct Sealing and Repair					
Whole House Fans					
Water Heater Replacement - Gas	52		22	13	\$ 9,016
Water Heater Replacement - Electric					
Set-back Thermostats					
Evaporative Cooler Maintenance					
Total Lifecycle Bill Savings for All Measures in 2004					\$ 25,023,983
Total Number of Homes Served (Treated) by the Program during 2004					48,456
Lifecycle Bill Savings Per Home					\$ 516.43

Notes:

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

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

Year	\$/kWh	\$/Therm
2004	0.0975	0.8138
2005	0.1004	0.8383
2006	0.1034	0.8634
2007	0.1065	0.8893
2008	0.1097	0.9160
2009	0.1130	0.9435
2010	0.1164	0.9718
2011	0.1199	1.0009
2012	0.1235	1.0309
2013	0.1272	1.0619
2014	0.1310	1.0937
2015	0.1350	1.1265
2016	0.1390	1.1603
2017	0.1432	1.1951
2018	0.1475	1.2310
2019	0.1519	1.2679
2020	0.1564	1.3060
2021	0.1611	1.3451
2022	0.1660	1.3855
2023	0.1710	1.4271
2024	0.1761	1.4699
2025	0.1814	1.5140
2026	0.1868	1.5594
2027	0.1924	1.6062
2028	0.1982	1.6544

TABLE TA 9
BILL SAVINGS
PG&E

Program Year	Program Costs ¹ (\$)	Program Lifecycle Bill Savings ² (\$)	Program Bill Savings / Cost Ratio	Per Home Average Lifecycle Bill Savings
2002	65,599,306	46,246,749	0.70	\$ 654
2003	52,303,157	24,896,512	0.48	\$ 527
2004	49,967,901	25,023,983	0.50	\$ 516

Notes:

1. Program Costs exclude Natural Gas Appliance Testing (NGAT).
2. Lifecycle Bill Savings do not include non-energy benefits.

Attachment A
LIEE Leveraging and Outreach Initiatives

Attachment A: LIEE Leveraging and Outreach Initiatives

LIEE Initiative (A)	Summary (B)	Timeline (C)	Status (D)
Leveraging Activities with State and Local Agencies			
CLIEP	PG&E and the other utilities have been meeting with CSD regularly to discuss further leveraging opportunities within the network of LIHEAP service providers.	May 2001 - present	On-Going
LIHEAP Providers Implementing PG&E's LIEE Program	PG&E has LIEE contractors who are LIHEAP providers in 18 counties.	May 2001 - present	On-Going
LIHEAP Providers Implementing PG&E's LIEE Program	LIEE Contractor Calif. Human Development sends direct mail to potential clients regarding applicable programs.	August 2003 - present	On-Going
Redwood Community Action Agency	PG&E is leveraging with RCAA to provide refrigerators to approximately 100 customers for whom RCAA is providing weatherization.	January 2003 - December 31, 2003	On-Going
PG&E Leveraging Pilot Program	PG&E released an RFP inviting agencies to propose leveraging opportunities. PG&E awarded contracts to winning bidders: ATCAA, CRP, San Mateo and Santa Cruz.	January 2003 - June 31, 2004	Completed
CARE Outreach Contractors	PG&E's CARE capitation contractors also distribute PG&E literature regarding PG&E's LIEE program.	May 2001 - present	On-Going
LIHEAP Providers Meeting	Discussed CARE and LIEE leveraging strategies and options	1/28/2004	On-Going
Leveraging Pilot Project: Amador-Tuolumne County Action Agency	Pilot Project participant installed 26 refrigerators in Amador, Tuolumne and Calaveras Cos. as part of their participation in the leveraging pilot. The 16 refrigerators installed in Tuolumne Co. saved approx. 3900 kWh annually. ATCAA clients receiving refrigerators in Tuolumne Co. received a total of \$21,680 in federally funded energy efficiency work.	2/13/2004	Completed
Leveraging Pilot Project: CAB Santa Cruz	Pilot Project participant installed 75 refrigerators as part of their participation in the leveraging pilot.	2/13/2004	Completed
Leveraging Pilot Project: CRP	Pilot Project participant installed 22 refrigerators as part of their participation in the leveraging pilot.	2/13/2004	Completed
Leveraging Pilot Project: San Mateo CAA	Pilot Project participant installed 51 refrigerators as part of their participation in the leveraging pilot.	2/13/2004	Completed
Outreach			
Sacramento Housing Coalition	PG&E participates in SMUD Housing Coalition Meetings and Events to Promote our Energy Efficiency Programs for Seniors/Disabled, Low Income, Hard to Reach and Multi-Family Needs. Distribute and explain program materials to low income advocates.	April 2000 - present	On-Going
The Eden Advocacy Matrix (TEAM)	PG&E is participating in TEAM Coalition Meetings and Events to promote our Energy Efficiency Programs and Services for Low Income, Hard-To-Reach, Multi-Family Needs and Human Resources Needs.	2/1/2001- present	On-Going
West Contra Costa Co Senior Coalition	PG&E is participating in WCCSC Meetings and Events to Promote our Energy Efficiency Programs for Seniors/Disabled, Low Income, Hard to Reach and Multi-Family Needs.	5/1/2001- present	On-Going
LIHEAP Providers Meeting	PG&E Representative presented CARE, Energy Partners and other Financial Assistance Programs.	01/28/04	Completed
CSD Community Services Workshop	Presented Residential Energy Efficiency and Low income programs including CARE and LIEE to CA Community Services providers at workshop in Pasadena.	4/16-4/20/2004	Completed
Sacramento COC regional meeting	Meet with COCs to discuss possible outreach opportunities and updates on CARE outreach efforts. Also shared LIEE information.	02/10/04	Completed
Senior Housing Re-certification Meeting	Presented CARE and the re-certification process, also LIEE program information.	02/26/04	Completed
San Francisco COC regional meeting	Meet with COCs to discuss possible outreach opportunities and updates on CARE outreach efforts. Also shared LIEE information.	02/26/04	Completed
MID's Community Advisory Panel meeting	PG&E Representative presented CARE, Energy Partners and other Financial Assistance Programs at Modesto Irrigation District.	03/04/04	Completed
Resources for Families and Communities	Presented CARE and LIEE to new community outreach contractor.	04/28/04	Completed

Annual Utility Energy Forum	PG&E Representative presented CARE, Energy Partners and other Financial Assistance Programs to 140 Low Income Advocates.	05/05/07	Completed
City Of Stockton Council	PG&E Representative presented CARE, Energy Partners and other Financial Assistance Programs to low income advocates.	06/17/04	Completed
Elder Abuse Prevention	Presented CARE at new community outreach to low income advocates at Contra Costa Co Supervisor' Gioia's office in El Cerrito.	07/14/04	Completed
Sacramento Community Housing Coalition	Energy conservation tips, CARE/LIEE/Government Partnership Program new income guidelines.	7/8/2004	Completed
California Apartment Association Greater Fresno Division Networking Luncheon	Energy conservation tips, CARE/LIEE/Government Partnership Program new income guidelines.	7/15/2004	Completed
Fresno City Council Presentation	Energy conservation tips, CARE/LIEE/Government Partnership Program new income guidelines.	7/27/2004	Completed
San Jose Residential Energy Needs Assessment	Energy conservation tips, CARE/LIEE/Program new income guidelines.	7/29/2004	Completed
Sacramento Community Housing Coalition	Energy conservation tips, CARE/LIEE/Government Partnership Program new income guidelines.	8/12/2004	Completed
Stockton LGP Presentation, Airport Corridor Action Team	Energy conservation tips, CARE/LIEE/Government Partnership Program new income guidelines.	8/26/2004	Completed
Sacramento Community Housing Coalition	Energy conservation tips, CARE/LIEE/Government Partnership Program new income guidelines.	9/9/2004	Completed
Sacramento Community Housing Coalition	Energy conservation tips, CARE/LIEE/Government Partnership Program new income guidelines.	10/14/2004	Completed
Stockton Local Government Partnership Energy Workshop	Energy conservation tips, CARE/LIEE/Government Partnership Program new income guidelines.	10/26/2004	Completed
Seniors on the Move - San Mateo and San Francisco Counties	Energy conservation tips, CARE/LIEE Programs new income guidelines.	11/1/2004	Completed
Native American Leveraging and Outreach			
Children and Families Agency	PG&E is working with the Regional Administrator to develop greater Native American outreach in its service territory.	January 2003 - present	On-Going
Chapa-de Indian Health Program, Inc.	Chapa-de is a PG&E CARE outreach contractor, and also distributes literature regarding PG&E's other low income programs, including LIEE in the Auburn area.	January 2003 - present	On-Going
California Indian/Native American Database	To reach out to the thousands of California Indian/Native American households in its service territory, PG&E developed a database of more than 175 tribal councils, organizations and community groups service this population.	11/1/2001 -present	On-Going
Native American Summer Intern	PG&E hired a Native American Summer Intern to help coordinate outreach and develop contacts to promote PG&E's LIEE and CARE programs to Native Americans.	6/15/2003- 9/1/2003	On-Going
California Indian Energy Symposium	Presented Residential Energy Efficiency and Low income programs including CARE and LIEE to 200 Native American customers.	1/30/2004	Completed
Low Income Presentations and Media Initiatives			
KDTV Univision Santa Rosa	PG&E opens CARE kiosk at local payment offices making it easier for low income families to enroll in discount program.	1/8/2004	Completed
KBBF Radio - Sonoma County	CARE Kiosk in Santa Rosa to enroll in discount program for low-income families.	1/8/2004	Completed
Latino Times	PG&E makes it easier than ever for low-income customers to enroll in discount program.	1/10/2004	Completed

Community Hour	Presented CARE, Energy Partners, & REACH, Medical Baseline, BPP, APS, Pilot Re-light, Energy Conservation tips, Residential Energy Efficiency programs, and the SF Peak Energy Program to Bay Area Chinese-speaking audience.	1/11/2004	Completed
Sing Tao Chinese Radio	PG&E and SF Environmental promote exchange of torchier lamps, CARE Kiosks and Energy Partners.	1/11/2004	Completed
Chinese Community Radio Hour 1400AM	Torchiere Exchange program, CARE Kiosks in Chinatown, winter tips.	1/14/2004	Completed
KSMS Univision 67 Salinas/Monterey	CARE Kiosks at PG&E payment office in Salinas, PG&E partners with community based organizations.	1/14/2004	Completed
Nuevo Mundo/San Jose Mercury News	Electricity rates will come down helping low-income households.	1/23/2004	Completed
La Oferta Review - San Jose/Monterey	Tips for saving energy during the winter.	1/25/2004	Completed
KUVS Univision 19 - Sacto/Modesto/Stockton	PG&E offer gas appliances safety tips / dangers of carbon monoxide.	1/26/2004	Completed
World Channel 32 - Cantonese TV	Torchiere Exchange event in Chinatown saves energy to local community.	1/26/2004	Completed
Sing Tao Chinese Radio	Torchiere Exchange event in Chinatown on 2/4 announcement.	1/26/2004	Completed
KTSF Channel 26 - Mandarin News	Torchiere Exchange event in Chinatown on 2/4 announcement.	1/26/2004	Completed
KTSF Channel 26 - Cantonese News	Torchiere Exchange event in Chinatown on 2/4 announcement.	1/26/2004	Completed
KCSO Telemundo 33 - Central Valley	Gas appliances safety and conservation tips.	1/26/2004	Completed
World Journal - San Francisco	Chinatown free torchiere exchange program announcement.	1/27/2004	Completed
Sing Tao Daily	SF Environment and PG&E offer free torchiere exchange program.	1/27/2004	Completed
China Press	PG&E sponsors exchange of old halogen lighting for new fluorescent lighting.	1/27/2004	Completed
KTSF Channel 26 Cantonese News	PG&E customers in Chinatown are reminded to bring their old torchiere lamps to exchange event.	1/29/2004	Completed
Chinese Times	PG&E old halogen lamp exchange attracts many customers in Chinatown.	1/30/2004	Completed
Sing Tao Daily	Hundred of customers exchanged torchiere lamps in program sponsored by PG&E.	1/30/2004	Completed
San Carlos Health & Safety Fair	Presented Residential Energy Efficiency and Low income programs including CARE and LIEE to 350 customers in San Carlos.	1/31/2004	Completed
Filipinas Magazine, Special Energy Supplement	PG&E's energy saving tips for homes and businesses, financial assistance programs information.	2/1/2004	Completed
La Voz Newspaper - Sonoma County	CARE offers new services to the community.	2/1/2004	Completed
World Journal, San Francisco	SF Environment and PG&E give away energy efficient decorative lights.	2/5/2004	Completed
Sing Tao Daily, San Francisco	Chinatown merchants getting one thousand strands of decorative lights.	2/5/2004	Completed
El Sol/Modesto Bee	Gas safety and conservation tips.	2/5/2004	Completed
La Voss Newspaper - Stockton	PG&E offers 20% discounts to those who need it the most at local payment office.	2/5/2004	Completed
BIACC Home & Garden Show	Presented Residential Energy Efficiency and Low income programs including CARE and LIEE to 200 customers in Stanislaus area.	2/7/2004	Completed
Santa Clara Public Defenders Office	Presented Residential Energy Efficiency and Low income programs including CARE and LIEE to 50 customers in Santa Clara.	2/12/2004	Completed
Lazere	Presented CARE and LIEE programs to over 400 customers in Lazere.	2/12/2004	Completed
San Mateo Home & Garden Expo	Presented Residential Energy Efficiency and Low income programs including CARE and LIEE to 150 customers in Sam Mateo.	2/27-2/29/04	Completed
Mission Ed. Project Inc. Safety Fair	Presented Residential Energy Efficiency and Low income programs including CARE and LIEE to 150 customers in San Francisco.	2/28/2004	Completed

Building Solutions	Presented Residential Energy Efficiency and Low income programs including CARE and LIEE to over 625 customers in Santa Cruz.	3/3/2004	Completed
Pauly Elementary School	Presented Residential Energy Efficiency and Low income programs including CARE and LIEE to 200 customers in Bakersfield.	3/6/2004	Completed
Montefiore Senior Center	Presented CARE and LIEE programs to 20 senior citizens in San Francisco.	3/10/2004	Completed
Chinese Christian Herald Crusade	Presented CARE and LIEE to new community outreach contractor.	3/11/2004	Completed
KUVS Univision 19 - Sacto/Stockton/Modesto	CARE Programs sets up self service kiosks to enroll in discount program.	3/17/2004	Completed
La Buena Radio - B/field	CARE Programs sets up self service kiosks to enroll in discount program	3/18/2004	Completed
KCHJ Gallito Radio - B/field	CARE Programs sets up self service kiosks to enroll in discount program.	3/18/2004	Completed
KWAC Radio B/field	CARE Programs sets up self service kiosks to enroll in discount program.	3/18/2004	Completed
Power Radio B/field	CARE Programs sets up self service kiosks to enroll in discount program.	03/18/04	Completed
KABE Univision Kern County	CARE kiosks in Kern county, energy rebates, conservation tips.	3/18/2004	Completed
Radio Lobo B/field	CARE Programs sets up self service kiosks to enroll in discount program.	3/18/2004	Completed
El Popular Newspaper - Kern Co.	PG&E promotes CARE program kiosks for low-income households.	3/19/2004	Completed
Home and Garden Show	Presented Residential Energy Efficiency and Low income programs including CARE and LIEE to 325 customers in Sonoma.	3/19-3/21/04	Completed
H20 How 2	Presented Residential Energy Efficiency and Low income programs including CARE and LIEE to over 850 customers in Marin.	3/20/2004	Completed
1010 AM La Voz News - San Francisco	CARE Kiosks in the Bay Area for low income customers to enroll.	3/23/2004	Completed
El Californiano - Bakersfield	PG&E adds kiosks to reach out to more low-income residents.	3/24/2004	Completed
El Mexicalo Newspaper - Kern Co.	PG&E kiosks give info for low-income to lower their bills.	3/25/2004	Completed
La Familia Counseling Center	Presented CARE and LIEE programs to 25 customers in Sacramento.	3/26/2004	Completed
March Gladness	Presented Residential Energy Efficiency and Low income programs including CARE and LIEE to over 400 customers in San Francisco.	3/27/2004	Completed
Solano County Health & Safety Fair	Presented Residential Energy Efficiency and Low income programs including CARE and LIEE to Over 3,200 customers in Fairfield.	3/31/2004	Completed
CSD Energy Out West Conference	Presented CARE and LIEE programs to over 1,000 customers in Sacramento.	4/5-4/9/2004	Completed
La Buena Radio, Fresno	CARE, FERA, Energy Partners, refrigerator recycling.	4/6/2004	Completed
Nuevo Mundo	Tips to Save Energy During the Summer	4/7/2004	Completed
Calpine Geothermal Earth Day	Presented Residential Energy Efficiency and Low income programs including CARE and LIEE to 250 customers in Middletown.	4/18/2004	Completed
East Bay MUD Earth Day	Presented Residential Energy Efficiency and Low income programs including CARE and LIEE to over 800 customers in Oakland.	4/20/2004	Completed
PG&E Healthy Planet Fair	Presented Residential Energy Efficiency and Low income programs including CARE and LIEE to over 500 customers in San Francisco.	4/20/2004	Completed
City of Oakland Earth Day	Presented Residential Energy Efficiency and Low income programs including CARE and LIEE to over 2,000 customers in Oakland.	4/21/2004	Completed
Albany High School Earth Day	Presented Residential Energy Efficiency and Low income programs including CARE and LIEE to 200 customers in Albany.	4/22/2004	Completed

NASA Ames Earth Day	Presented Residential Energy Efficiency and Low income programs including CARE and LIEE to 200 customers in Mountain View.	4/22/2004	Completed
MicroSun Systems	Presented Residential Energy Efficiency and Low income programs including CARE and LIEE to 200 customers in Newark.	4/22/2004	Completed
Scios Earth Day	Presented Residential Energy Efficiency and Low income programs including CARE and LIEE to 200 customers in Fremont.	4/22/2004	Completed
West County Earth Day	Presented Residential Energy Efficiency and Low income programs including CARE and LIEE to 300 customers in Richmond.	4/24/2004	Completed
Valcore Recycling Earth Day	Presented Residential Energy Efficiency and Low income programs including CARE and LIEE to 300 customers in Vallejo.	4/24/2004	Completed
Cal. State Univ. Sacramento Earth Day	Presented Residential Energy Efficiency and Low income programs including CARE and LIEE to over 10,000 customers in Sacramento.	4/24/2004	Completed
Dia Del Nino	Presented Residential Energy Efficiency and Low income programs including CARE and LIEE to 100 customers in Fresno.	4/24/2004	Completed
Sing Tao Daily	PG&E Reminds Customers to Conserve Energy.	4/27/2004	Completed
Kaiser Santa Teresa Earth Day	Presented Residential Energy Efficiency and Low income programs including CARE and LIEE to 250 customers in San Jose.	4/28/2004	Completed
San Jose COC regional meeting	Meet with COCs to discuss possible outreach opportunities and updates on CARE outreach efforts. Also LIEE information.	4/28/04	Completed
Moreau Catholic High Eco Fair	Presented Residential Energy Efficiency and Low income programs including CARE and LIEE to 300 customers in Hayward.	4/29/2004	Completed
Cinco de Mayo	Presented Residential Energy Efficiency and Low income programs including CARE and LIEE to 200 customers in Alameda.	5/2/2004	Completed
Sing Tao Daily	Ways to Conserve Energy Provided at Newcomers Service Center.	5/2/2004	Completed
Press Conference, covered by 5 Asian newspapers, 2 radio stations, and KTSF chi 26 TV	Presented energy efficient programs for business, residential and low-income customers.	5/3/2004	Completed
Voice of the Neighbors - Radio show	Presented the SFPEP, business Express rebate programs, CARE, EP, REACH, Medical Baseline, & BPP.	5/7/2004	Completed
Richmond Commission on Aging	Presented CARE and enroll customers at CARE booth. Passed out brochures for other PG&E programs to over 800 customers in Richmond.	5/18/2004	Completed
Selma Community Senior Resource Fair	Presented CARE and enroll customers at CARE booth. Passed out brochures for other PG&E programs, including LIEE to 210 senior citizens in Selma..	5/19/2004	Completed
SFPEP Energy Clinic	SFPEP Team assist seniors and low income customers to learn what they can do to save energy and money to 100 senior citizens at Bayview Senior Home in San Francisco.	5/26/2004	Completed
Ming Pao Daily	Rebates on Refrigerators Made Before 1990.	5/28/2004	Completed
City of Hercules Cultural Festival	Distributed information on Low Income and Energy Efficiency programs including CARE and LIEE to over 13,000 customers in Hercules.	6/5/2004	Completed
Super Q Radio, Fresno	Energy conservation tips, CARE new income guidelines.	6/21/2004	Completed
La Buena Radio, Fresno	Energy conservation tips, CARE new income guidelines.	6/21/2004	Completed
Radio Campesina, B/field	Energy conservation tips, CARE new income guidelines.	6/21/2004	Completed
KCHJ Gallito Radio, B/field	Energy conservation tips, CARE new income guidelines.	6/22/2004	Completed
KWAC Radio, B/field	Energy conservation tips, CARE new income guidelines.	6/22/2004	Completed
Vida en el Valle, Fresno	CARE savings.	6/23/2004	Completed
World Journal	Hot Summer conservation tips offered by PG&E.	6/26/2004	Completed
KFTV Univision Fresno	Energy conservation tips, CARE new income guidelines.	6/27/2004	Completed
KABE Univision B/field	Energy conservation tips, CARE new income guidelines.	6/27/2004	Completed
El Popular, B/field	Savings of Energy and Money for All.	6/25/2004	Completed

Community Update Meeting	PG&E Representative presented CARE, Energy Partners Energy Education to 16 residential customers; Cruz Ramos, City Manager-City Update; Fresno County Sheriff-Neighborhood Watch; Julia Hernandez, Protesus, Jobs & Services.	6/28/2004	Completed
KSTS Telemundo 48	Summer energy conservation tips, promote CARE enrollment.	7/1/2004	Completed
Cable 78 Oakland	CARE reaches \$1 billion in savings for customers.	7/1/2004	Completed
1400AM Radio Broadcast	Discussion on energy conservation, refrigerator re-cycle, EP, FERA & CARE Program.	7/2/2004	Completed
1400 AM Chinese Radio	CARE, FERA, Rebates.	7/3/2004	Completed
Sing Tao Daily	Seminar on Power Saving Methods for the Community.	7/4/2004	Completed
El Vistazo	Residential Customers Urged to Save Energy.	7/5/2004	Completed
Cable 78 Oakland	CARE reaches \$1 billion in savings for customers.	7/6/2004	Completed
King City Rustler	PG&E Discount Program Available.	7/7/2004	Completed
Cable 78 Oakland	PG&E customers in Alameda county can easily enroll in CARE.	7/8/2004	Completed
Cable 78 Oakland	Steps to enroll in CARE program.	7/10/2004	Completed
Fresno, California Apartment Association	PG&E Representative presented CARE, Energy Partners and other Financial Assistance Programs to 100 low income advocates in Fresno.	7/15/2004	Completed
KNVN Redding/Chico	CARE program.	7/17/2004	Completed
Ming Pao Daily	Recycling Old Refrigerators, Reduce Energy Bill, Get Cash Back.	7/21/2004	Completed
KGO	Recycling Old Refrigerators, Reduce Energy Bill, Get Cash Back.	7/21/2004	Completed
KRON	Recycling Old Refrigerators, Reduce Energy Bill, Get Cash Back.	7/21/2004	Completed
World Journal	Refrigerator Recycling - Free.	7/21/2004	Completed
Sing Tao Daily	PG&E's Refrigerator Recycling Program.	7/21/2004	Completed
KTSF Channel 26	PG&E's Refrigerator Recycling Program.	7/21/2004	Completed
Ming Pao Daily	PG&E's refrigerator recycling program taking back models before 1990.	7/22/2004	Completed
International Daily News	Refrigerator Recycling - Free.	7/22/2004	Completed
El Bohemio News	Rebates Programs Help Consumers to Save Hundreds of Dollars.	7/23/2004	Completed
Willow Glen Resident	Lower PG&E Rates based on income.	7/24/2004	Completed
KSOL Radio Fresno	Summer energy conservation tips, promote CARE enrollment.	7/26/2004	Completed
1400 AM Chinese Radio	PG&E Refrigerator Recycling Program.	7/28/2004	Completed
Chinese Times	San Francisco Refrigerator Recycling Program.	7/28/2004	Completed
KTSF Channel 26	Refrigerator Recycling - Free.	7/28/2004	Completed
El Tecolote	Save Energy and Water During the Summer.	7/28/2004	Completed
Sing Tao Daily	Ways to Conserve Energy.	8/10/2004	Completed
Cumbia Radio 1170AM	Summer energy conservation, CARE.	8/11/2004	Completed
KSTS Telemundo 48	Summer energy conservation.	8/11/2004	Completed
La Preciosa Radio	Summer energy conservation.	8/11/2004	Completed
Latino Times	PG&E reminds customers to perform safety efficient check on home furnaces.	8/13/2004	Completed
El Popular, B/field	Tips for Small Businesses-How to Save Energy in your Energy Bill.	8/13/2004	Completed
Sing Tao Daily	PG&E's Demand Response Program Offering Businesses Lower Rates.	8/26/2004	Completed
Ming Pao Daily News	PG&E's Rebate Program Saves Customers Energy and Money.	9/1/2004	Completed
Clipper Mills Rabbit	CARE helps eligible students with limited budget	9/2/2004	Completed
Chico Enterprise	Students could get power bills slashed.	9/2/2004	Completed
World Journal	PG&E's Rebate Program is Opened.	9/2/2004	Completed
Sing Tao Daily	PG&E Provides Discount Service in San Francisco.	9/4/2004	Completed
Chester Progress	College students eligible for discount program.	9/8/2004	Completed
Westwood Pine Press	College students eligible for discount program.	9/8/2004	Completed
Petaluma Argus Courier	PG&E offers discount rates for students.	9/8/2004	Completed
Philippine News	PG&E Reopens Rebate Program Promoting wise Energy Use.	9/8/2004	Completed

USF Foghorn	PG&E provides discount for students.	9/15/2004	Completed
Portola Reporter	PG&E has program to help students with their energy bill.	9/15/2004	Completed
El Mexicalo	Energy Rebates Return.	9/9/2004	Completed
Philippine News	PG&E Launches Fall Lighting Sale.	9/15/2004	Completed
Vida en el Valle	PG&E Reopens Rebate Program.	9/15/2004	Completed
Chico Enterprise	PG&E offers discount rates for students.	9/16/2004	Completed
Union Democrat	20% discount being offered by PG&E's CARE program.	9/17/2004	Completed
The Independent	PG&E discount benefits students.	9/21/2004	Completed
Sing Tao Daily	Weather Turning Cool: PG&E Offers Safety Tips	9/22/2004	Completed
Sing Tao Radio	PG&E programs for residential customers: Rebates, FERA, furnace check up.	9/27/2004	Completed
KVTO 1400 AM Radio	PG&E representative talked about CARE, EP, Residential Rebate, refrigerator re-cycle, Medical baseline, Balance Payment Plan, & Automatic Payment Service.	9/27/2004	Completed
El Mexicalo	PG&E Offers Safety program free for Teachers	9/30/2004	Completed
Ming Pao Daily	During October PG&E Teaches San Franciscans How to Save Energy	10/27/04	Completed
Bakersfield News Observer	PG&E Offers Winter Efficiency tips as Energy Experts Warn of High Gas Prices	10/27/04	Completed
Sing Tao Daily	PG&E Promotes Energy Savings	10/27/04	Completed
San Jose and Peninsula Metro Reporter	Energy Awareness Month at PG&E	10/28/04	Completed
The Sun Reporter	Energy Awareness Month at PG&E	10/28/04	Completed
The California Advocate	Energy Awareness Month Offers Customers Energy Efficiency Tips for Winter Heating Season	10/29/04	Completed
El Observador	Saving Energy as Heating Season Arrives	10/29/04	Completed
El Bohemio News	During Energy Awareness Month PG&E Offers Tips on How to Save Energy	10/29/04	Completed
Black Business Listings	PG&E Offers Winter Efficiency Tips as Energy Experts Warn of High Natural Gas Prices	11/01/04	Completed
La Voz	Energy Awareness Month Offers Customers Energy Efficiency Tips in Time for Winter Heating Season	11/01/04	Completed
Hispanic Chamber of Commerce-Hisp. Image	Natural Gas Watch - Financial Payment Options	11/01/04	Completed
KSOL - Fresno	Winter energy saving tips, payment assistance programs	11/01/04	Completed
Peninsula and San Jose Metro Reporter	Energy Awareness Month at PG&E	11/02/04	Completed
San Joaquin Metro Reporter	Energy Awareness Month at PG&E	11/02/04	Completed
Richmond Metro Reporter	Energy Awareness Month at PG&E	11/02/04	Completed
Vallejo Metro Reporter	Energy Awareness Month at PG&E	11/02/04	Completed
San Francisco Metro Reporter	Energy Awareness Month at PG&E	11/02/04	Completed
KGST La Buena Fresno	PG&E Offers Winter Efficiency Tips, financial assistance programs	11/03/04	Completed
El Sol - Salinas	Change your Old Refrigerator for Money	11/03/04	Completed
Vida en el Valle	PG&E tips	11/03/04	Completed
Sacramento Observer	PG&E gives Money-Saving Tips	11/03/04	Completed
Oakland Post	PG&E Offers Winter Efficiency Tips as Temperatures Drop.	11/17/04	Completed
Berkeley TriCity Post	PG&E Offers Winter Efficiency Tips as Temperatures Drop.	11/17/04	Completed
Richmond Post	PG&E Offers Winter Efficiency Tips as Temperatures Drop.	11/17/04	Completed
El Observador	Energy Saving Tips for the Winter Season.	11/19/04	Completed
Sing Tao Daily	PG&E promotes New LED Energy-Efficient Christmas Lights.	11/25/04	Completed
El Bohemio News	PG&E Offers tips to Save Gas and Money this Winter.	11/29/04	Completed
La Voz	Replace Xmas lights with LEDs and Save Money.	12/09/04	Completed
Ming Pao Daily	PG&E Offers Free Replacement of Decorating Lights.	12/10/04	Completed
El Observador	Light your Christmas and Save Money.	12/10/04	Completed
KUVS Univision 19	Services to lower PG&E bills (CARE and REACH).	12/16/04	Completed
El Mexicalo	PG&E Offers Discount Programs to Help Pay Bills.	12/16/04	Completed
India West	PG&E Offers Discount Programs to Help Pay Bills.	12/24/04	Completed
Berkeley Globe	PG&E Offers More Natural Gas Rebates for New Year.	12/29/04	Completed
Richmond Globe	PG&E Offers More Natural Gas Rebates for New Year.	12/29/04	Completed
Oakland Globe	PG&E Offers More Natural Gas Rebates for New Year.	12/29/04	Completed
El Hispano	Saving Money on Energy.	12/29/04	Completed
The Sun Reporter	Save Money and Flex your Power by Conserving Energy	12/30/04	Completed
El Observador	Saving Money on Energy.	12/31/04	Completed

TET Festival	PG&E distributes "Free Services from PG&E" brochures, programs include CARE, REACH, Medical Baseline, 3rd Party Notification, BBS, APS, FERA, HEAP, and Energy Partners.	2/12/2005	Completed
Chinese New Year Festival	PG&E distributes "Free Services from PG&E" brochures, programs include CARE, REACH, Medical Baseline, 3rd Party Notification, BBS, APS, FERA, HEAP, and Energy Partners.	2/29/2005	Completed

Abbreviations

CARE - California Alternate Rates for Energy

LIEE - Low Income Energy Efficiency Program

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

HEAP - Home Energy Assistance Program (federal program)

RCP - Residential Contractor Program

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

SIRS - Sons in Retirement

CFL - Compact Fluorescent Light

CSD - CA Dept of Community Service and Development