

**EIGHTEENTH ANNUAL PROGRESS REPORT ON
THE CALIFORNIA ALTERNATE RATES FOR
ENERGY PROGRAM**

JANUARY 2006 – DECEMBER 2006

May 1, 2007

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CARE PROGRESS REPORT

RESIDENTIAL AND EXPANDED PROGRAMS

January 1, 2006 through December 31, 2006

CARE RESIDENTIAL PROGRAM

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

I. Participant Information:

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

See Tables 1.1 and 1.2.

Table 1.1 Residential CARE Program Gas Customers by Month		
PY2006	Total CARE Participants	Percentage Change
January	144,674	-
February	146,182	1.0%
March	148,982	1.9%
April	150,440	1.0%
May	152,020	1.1%
June	152,342	0.2%
July	152,135	-0.1%
August	151,805	-0.2%
September	150,650	-0.8%
October	150,646	0.0%
November	149,662	-0.7%
December	149,149	-0.3%

Table 1.2 Residential CARE Program Electric Customers by Month		
PY2006	Total CARE Participants	Percentage Change
January	212,174	-
February	214,118	0.9%
March	218,124	1.9%
April	220,236	1.0%
May	222,709	1.1%
June	222,951	0.1%
July	222,548	-0.2%
August	222,259	-0.1%
September	221,016	-0.6%
October	221,405	0.2%
November	219,373	-0.9%
December	218,494	-0.4%

Net increases over program year (PY) 2005 participation at year-end for gas and electric CARE programs were 9,160 gas customers, or 6%, and 13,038 electric customers, or 6%.

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

No monthly variance of 5% or more in the number of participants occurred in PY2006.

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

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

Eligibility estimates were developed at 200% of the Federal Poverty Guidelines (FPG) by Athens Research, using an implicitly adjusted 1999 distribution of household income obtained from Census 2000 SF3 income data and 2007 estimates of household size obtained from Applied Graphics Systems (AGS).

Eligibility was developed separately for San Diego County and Orange County by zip code. Calculation of the eligibility rate is being shown as a percentage for each fuel source. The methodology used was consistent with the Assigned Commissioner's Ruling (ACR) dated 12/27/02 and the methodology

recommended by the Reporting Requirements Manual (RRM) Working Group in its October 2, 2000 Report for Low Income Assistance Programs and approved by the California Public Utilities Commission (CPUC or Commission) in Decision (D.) 01-03-028.

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

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

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

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

4. Describe how current CARE customers were counted.

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

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

The formula for calculating CARE-participation rates is:

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

The formula was used to determine the CARE-participation rates by energy source.

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

See Tables 2.1 and 2.2.

TABLE 2.1			
CARE Residential Penetration Rate			
Gas			
2006 Quarter Ending	CARE Residential Customers	CARE-Eligible Customers	CARE Penetration Rate
31-Mar	148,982	225,015	66.2%
30-Jun	152,342	225,277	67.6%
30-Sep	150,650	225,656	66.8%
31-Dec	149,149	226,036	66.0%

TABLE 2.2			
CARE Residential Penetration Rate			
Electric			
2006 Quarter Ending	CARE Residential Customers	CARE-Eligible Customers	CARE Penetration Rate
31-Mar	218,124	335,982	64.9%
30-Jun	222,951	336,641	66.2%
30-Sep	221,016	337,449	65.5%
31-Dec	218,494	338,308	64.6%

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

Estimates of SDG&E's CARE-eligibility rates are:

System Wide Gas Rate – 28.04%
System Wide Electric Rate – 27.83%

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

At year-end SDG&E had 32,489 gas submetered customers in 806 master-meter facilities. Assuming 28.04% of its residential gas customers are eligible for CARE, SDG&E estimates that 9,103 of its gas submetered customers are CARE eligible. As for electric submetered customers, SDG&E had 37,674, assuming 27.83% of its residential electric customers are eligible for CARE. SDG&E estimates that 10,485 of its electric submetered customer are CARE eligible.

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

Gas -	8,375
Electric -	9,267

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

Gas -	92%
Electric -	88%

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

In September 2006, California enacted Assembly Bill (AB) 2104.¹ The bill requires the CPUC to work with the utilities to improve the CARE Program notification process for submetered tenants. Over the past several years, SDG&E has been working to improve and simplify processes for submetered tenants. In 2003, SDG&E began notifying tenants directly of the annual renewal process. In 2006, SDG&E continued to improve on this process by utilizing recommendations from the previous year. SDG&E began imprinting the tenant renewal applications with the park identification in order to improve tracking and expedite processing of submetered tenant applications. The change enabled processors to answer tenant questions about the status of their applications in a more timely manner.

¹ AB 2104 was approved by the Governor on September 29, 2006 and is now referred to as P.U.C., Section 739.5.

II. Usage and Bill Information

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

See Table 3.

TABLE 3*			
Average Monthly Gas/Electric Usage Residential Non-CARE vs. CARE Customers			
Residential Customer	Gas Therms Baseline	Gas Therms Non-Baseline	Total
Non-CARE	22	7	29
CARE	20	5	25
Residential Type	Electric kWh Baseline	Electric kWh Non- Baseline	Total
Non-CARE	297	240	537
CARE	275	107	382

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

See Table 4.

TABLE 4*		
Average Monthly Gas/Electric Bill Residential Non-CARE vs. CARE Dollars per Customer		
Customer	Gas	Electric
Non-CARE	\$ 38.63	\$ 93.28
CARE	\$ 23.40	\$ 43.58

*Data contained in tables 3 and 4 derives from an analysis of SDG&E's billing data and excludes public purpose program (PPP) surcharges funds.

III. Program Cost²

A. Discount Cost

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

Average Gas Discount - \$5.42
Average Electric Discount - \$11.23

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

Annual Gas Subsidy – \$ 10,906,081
Annual Electric Subsidy - \$ 29,599,072

B. Administrative Costs

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

See Table 5.

TABLE 5			
CARE Residential Program			
CARE Costs and Reporting Classifications			
Category	Cost		
	Residential	Expansion	Total
Outreach	\$1,299,523	\$0	\$1,299,523
Processing, Certification and Verification	\$247,695	\$5,840	\$253,535
Information Technology/Programming	\$258,206	\$0	\$258,206
Measurement and Evaluation	\$8,205	\$0	\$8,205
Regulatory Compliance	\$156,816	\$0	\$156,816
General Administration	\$294,253	\$0	\$294,253
CPUC Energy Division Staff Funding	\$35,861	\$0	\$35,861
Total Program Costs	\$2,306,395	\$5,840	\$2,306,395
Subsidies and Benefits – Rate Discounts, SEC discounts	\$39,322,623	\$1,182,530	\$40,505,153
TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$41,629,018	\$1,188,370	\$42,811,544

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

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

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

Outreach: Included in this category are costs for printing and mailing of CARE applications/documents, printing and mailing of the annual notification, postage, bill inserts, brochures and flyers, advertising, direct mailing campaigns, community event sponsorships and support, distribution of collateral materials, outreach staff labor, and other outreach and enrollment efforts. Capitation payments and any agency-related outreach support efforts are also included in this category. Capitation payments are compensation fees paid to third-parties and community-based organizations that assist SDG&E in enrolling hard-to-reach CARE-eligible customers in the program.

Processing, Certification and Verification: Costs include the CARE Administration Group labor and data entry costs. The function of the CARE Administration Group includes: 1) opening and sorting CARE application forms; 2) processing all CARE applications; 3) initiating and responding to customers' inquiries regarding CARE applications/program; and 4) tracking CARE enrollment and operating statistics in support of operations, management, and regulatory reporting.

Information Technology(IT)/Programming: Included in this category are IT staff costs to maintain the CARE billing system, CARE documents, CARE database, system reports, data exchange with other utilities, undertaking system enhancements to comply with CPUC mandates, and improving operation efficiency.

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

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

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

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

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

Gas –	\$ 1,308,281	Over-collection
Electric -	\$ 14,580	Over-collection

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

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

CARE program costs are recovered via the PPP rate component for electric costs and the surcharge PPP rate for gas costs.

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

See Tables 6.1 and 6.2.

TABLE 6.1 GAS CARE Surcharge and Revenue Billed by Customer Class					
Customer Class (1)	Bill (2)	CARE Surcharge			
	Avg. Monthly	Avg. Monthly	% of Bill	Billed (3)	% of Billed
CORE Residential	\$42	\$1	2.3%	9,167,615	62%
CORE Commercial / Industrial	\$465	\$12	2.5%	4,206,623	29%
CORE Natural Gas Vehicles	\$6,233	\$162	2.6%	221,364	2%
NONCORE Commercial/Industrial	\$23,634	\$628	2.7%	1,014,330	7%
Total				\$14,609,932	100%

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

(2) Includes PPP Surcharge Funds.

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

TABLE 6.2 ELECTRIC CARE Surcharge and Revenue Billed by Customer Class					
<u>Customer Class</u>	<u>Bill (1)</u>	<u>CARE Surcharge</u>			
	Avg. Monthly	Avg. Monthly	% of Bill	Billed (2)	% of Billed
Residential					
-Individual	\$89	\$0.66	0.7%	7,796,800	34%
-Master Metered	\$466	\$4.94	1.1%	289,289	1%
Commercial	\$585	\$7.93	1.4%	13,855,246	60%
Industrial	\$41,440	\$122.29	0.3%	1,011,615	4%
Agricultural	\$660	\$6.24	0.9%	294,164	1%
Total				\$23,247,114	100%

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

(2) Funds billed per the PPP rate component.

IV. Outreach

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

1. Utility Outreach Activity --

For complete details on SDG&E's media and community outreach efforts, please see Attachments A and B, entitled "PY2006 SDG&E CARE Media

Outreach” and “SDG&E CARE Outreach and Leveraging Through December 2006.”

2006 Annual Notification – SDG&E’s annual notification for 2006 occurred between mid-July and mid-August. SDG&E supported the bill insert with a media campaign that included television, radio and print in multiple languages. Over one million non-CARE customers were sent applications. Through this effort, 2,750 customer applications were returned.

Bill Inserts – In addition to the annual notification bill insert in July, SDG&E included CARE messages in customer bills through Energy Notes, a company news letter included in customer bills. CARE messages were advertised in Energy Notes throughout 2006.

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

Interactive Voice Response (IVR) Information on Hold – The telephone messages heard by customers waiting for help from SDG&E’s call center provide information about the CARE program in both English and Spanish. The system provides the customers with the option to order CARE applications directly from the IVR without having to speak to a customer service representative (CSR). Approximately 5,449 customers requested applications using the IVR.

Customer Contact Employees – SDG&E continues to offer CARE through its CSRs. Customers calling the call center are advised of the CARE program while on hold, through the IVR system. Approximately 24,000 customers listened to the CARE message while on hold for a CSR. Additionally, all CSRs are trained to answer questions regarding the CARE program. In PY2006, CSRs requested that approximately 60,000 applications be mailed to potential CARE-eligible customers. Customers returned 23,365 of the applications provided to them by the CSRs or through the IVR.

Branch Offices – SDG&E Outreach Specialist visited Branch Offices throughout the year to sign-up customers who make payments at payment locations and encouraged employees to continue to offer CARE to customers at all times. In 2006, SDG&E received 6,615 customer applications through branch office efforts.

Field Collections – Field collectors provide CARE applications when delivering notices to customers facing disconnect. Over 1,000 customer applications were received from field collectors’ efforts in 2006.

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

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

Media – SDG&E supported selected direct mail efforts and the annual CARE notification with targeted mass media campaigns that included English and Spanish television advertisements, Spanish radio spots, and English, Spanish and Asian print ads. SDG&E received over 2,600 customer applications from the print advertisements. Enrollment information for television and radio campaigns was not tracked; however, a special toll-free telephone number was listed on the television campaign to track responses to the campaign. SDG&E received approximately 1,300 calls on this toll-free number.

Direct Mail – SDG&E continued direct mail efforts utilizing census data information targeting potentially eligible customers in low-income areas. Over 400,000 applications were mailed in 2006. Through December, SDG&E received a 5.5% response rate and enrolled 3%, or 12,366, customers into the program.

Community Outreach Events – Throughout PY2006, SDG&E participated in over 200 local community outreach events throughout San Diego County to provide information on CARE and other customer assistance programs. Types of outreach events included presentations to community groups, governmental agencies, health and safety fairs, community resource fairs, and branch offices, with several events geared toward faith based organizations. A major focus was made in the faith based market segment, with 30 outreach events for the year. The faith based outreach brought in a total of 790 CARE applications. Many of the

outreach events were leveraged with the Residential Lighting Turn-In Program which was targeted to hard-to-reach residential customers. At these outreach events information on CARE and other programs was available to customers and included CARE applications. When needed, SDG&E representatives also assisted customers in completing CARE applications.

Our Outreach Specialists brought in a total of 4,046 CARE applications in PY2006. In addition, emphasis was placed on reaching low-income service employees in 11 hotels and CARE sign-up events at six food banks.

Mobile Home Parks – In accordance with California Civil Code Section 798.43.1(A),⁴ SDG&E mailed reminder notices to all managers/owners of submetered facilities in November 2006. The notices stated that managers/owners must inform their tenants about the CARE program by February 1, 2007 in order to comply with SB 920. Information packets provided to the managers/owners included CARE information, bulletin board posters in English and Spanish, information on higher gas prices, conservation tips, information on how to order CARE applications, and information on expanded income guidelines.

The Customer Assistance Outreach Group held two events at mobile home parks, which included customer assistance presentations. CARE applications were made available at all the events.

Customer Brochures – SDG&E customers can receive information about CARE in several different brochures offered to residential customers. In 2006, SDG&E developed a customer assistance brochure specifically designed for the disabled population. The brochure is available in large font and Braille, in both English and Spanish. The brochure was used for outreach with community based organizations that serve the disabled community. In 2006, customers requested the following brochures, which include a description of the CARE program:

<u>Brochure</u>	<u>Requests</u>
New Customer Packet (English)	96,291
New Customer Packet (Spanish)	6,322
Medical Baseline	9,601
Senior Brochure	142
Assistance for Residential Customers	532

⁴ Otherwise referred to as Senate Bill (SB) 920 (2001), which requires the management of master-meter mobilehome parks to give residents written notice each year about assistance available to low-income persons under CARE.

In addition to the requested brochures, a total of 29,912 customer assistance and CARE brochures were taken by customers at community events.

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

Low-Income Energy Efficiency Program (LIEE) – SDG&E's low-income weatherization program provides recipients of weatherization measures with in-home energy education, including CARE information and an opportunity to enroll in CARE. A check box is located on the weatherization assessment form that allows the customer to opt into the CARE program. The CARE program was provided with a list of customers who requested CARE enrollment and were determined eligible for participation based on income documentation provided as part of qualifying for the LIEE program. CARE enrollments from the LIEE program totaled 1,589. Additionally, classroom energy education is provided to low-income customers in various languages, which offers additional information on energy conservation and other utility programs and services. During PY2006, 19,220 received energy education.

2. Third Party Outreach Activity --

Third Party Outreach Activity – Outreach and Enrollment ‘Capitation Contractors’ – During PY2006, SDG&E contracted with 15 agencies to provide outreach and enrollment services for the CARE program. These agencies submitted 1,602 applications with 1,056 customers enrolled on the CARE program. The contracted agencies were paid a fee of \$12 per qualified application (qualified application = customer enrolled on the CARE rate). A pilot program was conducted with one capitation agency, in which a reduced fee was paid for enrollments and recertification. The agency was paid \$8 per enrollment and \$4 per recertification. The purpose of the pilot was to determine if certain agencies would benefit from the split fee structure as opposed to a straight per enrollment fee structure. During the PY2006, it was determined the agency was better compensated from a straight \$12 fee per enrollment structure because the agency had more clients new to the CARE program. This information proved necessary during the negotiation of the agency's contract for the next program year.

2-1-1 Info Line – During PY2006, 2-1-1 answered 17,909 energy assistance calls. The CARE and Family Electric Rate Assistance (FERA) programs were discussed during these telephone calls along with other assistance program and an application was sent to those who requested one.

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

B. Discuss each of the following:

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

SDG&E believes Call Center outreach was the most effective source of outreach and enrollment of non-participating customers in 2006 based on the response and enrollment rates from this activity. Approximately 65,266 SDG&E customers requested CARE applications when contacting Call Center Representatives or using the IVR. Approximately 23,365, or 35%, of customers returned the applications and approximately 18,374, or 78%, were enrolled.

In addition, SDG&E believes that Direct Mail efforts continue to be a cost effective source of enrollment for non-participating customers, although costs have been increasing in the past years. In 2006, SDG&E mailed 400,000 CARE direct mail pieces to non-participating customers in targeted areas. Through December of 2006, SDG&E's response rate for direct mail activity was 5.5%, well above the industry standard of 2%-3% for direct mail. Costs for this activity were \$10 per response and \$17 per enrollment. The total direct mail cost for 2006 was \$266,950.

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

Data Exchange – SDG&E and Southern California Gas Company (SoCalGas) exchange CARE customer data in the shared service territory of Southern Orange County throughout the program year. SDG&E received 768 potential enrollees from this list and enrolled 438 customers. Accounts that were not enrolled included those with names that could not be matched, or accounts that were closed after the match had been made. Customers were mailed a letter notifying them of their enrollment and provided the opportunity to opt out of the program. Accounts without a name match were mailed a courtesy CARE application.

Joint Utility Meetings – In 2006, SDG&E, along with SoCalGas, Pacific Gas and Electric Company, Southern California Edison Company, and Southwest Gas Corporation, participated in bi-monthly joint utility meetings to discuss outreach efforts and current program issues. The meetings provided a forum for discussing success and non-success stories, as well as other program management issues and experiences.

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

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

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

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

On October 27, 2006, SDG&E provided DCSD with a report that detailed, on a monthly basis, the number of CARE participants and the total discount provided (see Attachment D).

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

In 2006, SDG&E found some new and innovative ways to reach some "hard-to-reach" customers. One was to have events for low-income service employees at 11 local hotels. Another was to utilize 16 faith based and six community food banks.

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

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

The Customer Assistance Outreach Group participated in community events targeting hard to reach audiences. These events included: Barrio & Senior Community Fair, Martin Luther King Jr. Promenade, 2006 San Diego TET Festival, Chicano Park Day 2006, Linda Vista Multi-Cultural Fair, Native Pride Pow Wow Health Expo, Grand Parents Raising Grandchildren, Head Start Family Fest, Aging Summit 2006, Philippine Independence Day Celebration,

City Heights 14th Annual International Village Celebration, Fiestas Patrias 2006, and Centers for the Blind.

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

In 2006, a Customer Assistance Outreach Group staff member continued to provide a monthly presentation to a cultural orientation class for new immigrants from Vietnam, Laos, Afghanistan, Somalia, Iraq, Russia, Ethiopia and other countries at Catholic Charities.

SDG&E staff members promote assistance programs during interviews on Spanish radio and television. The CARE application is printed in Spanish and is made available to our customers via our Web site, call center, branch offices, IVR, and community events. Copies are also on display and available for use at governmental offices and at community based organizations. Ads that include CARE eligibility and income guidelines have been placed in publications that serve the Chinese and Korean communities.

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

SDG&E continues to look at technology for ways to improve the delivery and cost effectiveness of the program. In 2006, SDG&E began implementation of a major system enhancement that will improve the processing and tracking methods for the program. The new system will also provide SDG&E with the ability to track information not previously available for reporting purposes. The system will launch in PY2007.

In 2006, SDG&E implemented a recertification probability model approved by the Commission in the 2005 CARE Application. The model automatically recertifies customers who pass certain parameters. The parameters include such factors as electric consumption, years in the residence, home ownership, and demographic indicators. The purpose for implementing the model is to reduce the number of customers, in highly eligible areas, who fail to respond to recertification requests. Approximately 11,000 customers were recertified through the model in 2006.

V. Processing CARE Applications

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

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

See Table 7.

TABLE 7					
CARE Capitation Program					
January 1, 2006 through December 31, 2006					
CARE Applications Submitted					
	Received	Approved	Denied (Ineligible)	Pending/Never Completed	Duplicates
Total	1,602	1,001	170	97	334
Percentage	100 %	62.48 %	10.61 %	6.05 %	20.85 %

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

See Table 8.

TABLE 8						
CARE Self-Certification and Self-Recertification Applications						
	Provided¹	Received	Approved²	Denied	Pending/Never Completed³	Duplicates
Total	1,271,266	120,367	98,747	7,010	6,775	7,835
Percentage	100 %	9.47 %	82.04 %	5.82 %	5.63 %	6.51 %

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

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

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

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

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

TABLE 9			
Residential CARE Program			
Customers Removed by Month through			
Recertification and Post-Enrollment Verification			
2006	Recertification	Post-Enrollment Verification	Total
January	132	100	232
February	15	37	52
March	4	14	18
April	1	11	12
May	2	17	19
June	13	47	60
July	912	231	1143
August	875	231	1106
September	988	253	1241
October	1112	432	1544
November	1511	476	1987
December	1127	422	1549
Total	6692	2271	8963

Note: Pursuant to D. 05-10-044, the utilities were directed to suspend its recertification and post enrollment verification efforts during the winter months to ensure that as many qualified customers as possible retain their CARE discounts. This is the reason for the low numbers reported above January to June 2006.

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

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

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

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

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

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

B. Processing Random Post-Enrollment Verification Applications

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

See Table 10.

TABLE 10						
CARE Random Post-Enrollment Verification Applications						
	Mailed	Received	Approved	Denied	Pending/Never Completed	Duplicates
Total	3,204	7,731*	5,425*	903	1403**	N/A
Percentage	100%	241.29%	86.48%	14.40%	22.37%	N/A

*Received and Approved includes applications from Third-Party Contractors, Capitation Agencies, Unsolicited Income Verifications, and Pending applications from 2005: Third-Party Contractors (3,892), Capitation Agencies (272), Unsolicited Verifications (235), Pending applications from 2005 (230).

**The number represents the difference between verification forms received with missing /incomplete information and the approved verification forms re-submitted by customers.

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

See Table 9.

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

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

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

VI. Program Management

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

In September 2006, the Commission released the Draft Statewide Low Income Energy Needs Assessment Report. The report addressed specific issues related to CARE enrollment challenges and opportunities. While still in the review phase, SDG&E reviewed the document to identify opportunities for improving program outreach. Based on the recommendation in the report, SDG&E increased advertising in rural and African American markets.

SDG&E has provided comments on the draft report and will be participating in the Energy Division's Public Workshops that will be scheduled during PY2007.

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Also in 2006, the California Legislature released AB 2576, which requires all gas and electric corporations to utilize a single application for both the CARE and FERA programs. SDG&E required no action as SDG&E has been using a joint CARE/FERA application for the programs since FERA was initiated in 2004.

CARE EXPANSION PROGRAM

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

I. Participant Information

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

See Table 11.

TABLE 11						
CARE Expansion Program						
Participating Facilities by Month						
2006	Residential Gas Facilities	Commercial Gas Facilities	Total Gas Facilities	Residential Electric Facilities	Commercial Electric Facilities	Total Electric Facilities
January	500	100	600	694	181	875
February	502	100	602	697	181	878
March	501	99	600	694	181	875
April	488	99	587	681	181	862
May	493	100	593	686	182	868
June	493	100	593	685	193	878
July	494	103	597	686	198	884
August	491	104	595	682	199	881
September	497	104	601	687	199	886
October	494	105	599	682	200	882
November	493	104	597	682	198	880
December	491	104	595	681	198	879

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

Residential Gas: 8,991	Residential Electric: 7,810
Commercial Gas: 3,557	Commercial Electric: 7,282

II. Usage Information

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

See Table 12.

TABLE 12		
CARE Expansion Program Average Monthly Gas/Electric Usage		
Type of Facility	Gas Therms	Electric kWhr
Residential Facilities	225	1,241
Commercial Facilities	691	9,768

III. Program Costs

A. Administrative Cost

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

Processing, Certification and Verification – \$5,840

B. Discount Information

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

Residential Facility Gas Discount – \$483

Residential Facility Electric Discount - \$483

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

Commercial Facility Gas Discount – \$1,006

Commercial Facility Electric Discount - \$2,667

IV. Outreach

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

Utility Outreach –

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

B. Discuss each of the following:

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

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

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

SDG&E uses the Joint Utility Program Manager's meetings as a forum to share relevant program information regarding the Expanded Program with other utilities.

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

There were no barriers to participation encountered during PY2006.

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

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

V. Processing CARE Applications

A. Processing Self-Certification and Self-Recertification Applications

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

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

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

See Table 13.

TABLE 13					
CARE Expansion Program Self Certification and Self Recertification					
Entity	Received	Approved	Denied	Pending/Never Completed	Duplicates
SDG&E	1,034	1,014	20	0	0
Total	1,034	1,014	20	0	0
Percentage	100%	98.07%	1.93%	0.00%	0.00%

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

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

VI. Program Management

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

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SDG&E reports that there were no issues and/or events that significantly affected program management during PY2006.

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December 2006

For January 2006 to December 2006

Media Initiative	Summary	Timeline
Spanish Market	Ad-libs by DJs on La Nueva and K-Love, the two top Spanish language radio stations in San Diego ran in the Spring and Fall.	Radio ad libs ran March 27 – April 30 and Aug. 28 – Oct. 1. ----- CARE enrollment through 2006: 619 For December: 0
Asian Market	A print ad ran in Chinese (<i>American Chinese Times, We Chinese in America, Chinese News, San Diego Chinese Tribune</i>), Vietnamese (<i>Nguoi Viet San Diego, Thuong Mai, Saigon Moi</i>), Filipino (<i>Asian Journal, Filipino Press, California Examiner</i>). Radio ad ran in Vietnamese (<i>TNT</i>)	Print ad ran May 8 to June 1; and Sept. 4 – 25. Radio ran May 8 to June 11; and Sept. 4 – 25. CARE enrollment through 2006: Chinese: 50 Vietnamese: 102 For December: Chinese: 0 Vietnamese: 0
Senior Market	A print ad ran in the monthly publication <i>Senior Life</i> in the Spring and Fall.	Print ad ran in May, July and October.

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Media Initiative	Summary	Timeline
		CARE enrollment through 2006: 95 For December : 0
General Market	<p>Ran a TV partnership promotion in July in coordination with the annual bill insert.</p> <p>Newspaper ads in select publications, including the <i>Pennysaver</i>, <i>San Diego Voice & Viewpoint</i> and a few military papers ran in the Spring and Fall.</p>	<p>TV: KGTV promotion June 20 – July 30. Print ads ran from April 13 – June 22 and Sept. 14 – Oct. 27.</p> <p>-----</p> <p>CARE enrollment through 2006: 1,591 For December: 9</p>

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Activity	Summary	Timeline	Status/Results/Cost
JANUARY 2006			
Senior Wellness Fair EVENT	Information booth providing material on all Customer Assistance programs and services.	01/06/06	50 participates of Davis YMCA
St. Patrick's Church EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization.	01/07/06	30 Customer's from Carlsbad
St. Patrick's Church EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization.	01/08/06	20 Customer's from Carlsbad
Father Moore Hall Barrio and Senior Community EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization.	01/10/06	7 Customer's from Carlsbad
Father Moore Hall Barrio and Senior Community EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization.	01/12/06	8 Customer's from Carlsbad
Martin Luther King Jr. Promenade Mass Market Event	Information on all customer assistance and energy-efficiency program and services provided	01/14/06	250 Customer's from San Diego
St. Jerome's Catholic Church EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization.	01/15/06	75 Customer's from San Diego

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Activity	Summary	Timeline	Status/Results/Cost
St. Mary's Catholic Church EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization.	01/15/06	100 Customer's from Escondido
St. Jude's Senior Center EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services provided at faith based organization.	01/17/06	35 Customer's from San Diego
University City Center Senior Community Living Center EVENT	Information on all customer assistance and energy-efficiency program and services provided.	01/18/06	35 Senior's from University City.
Poway Community Center EVENT	Information on all customer assistance and energy-efficiency program and services provided.	01/11/06	100 Customer's from Poway
San Diego TET Festival EVENT	Information on all customer assistance and energy-efficiency program and services provided.	01/28/06	200 Customer's from San Diego
San Diego TET Festival EVENT	Information on all customer assistance and energy-efficiency program and services provided.	01/29/06	300 Customer's from San Diego
CARE/FERA applications sent/Customer Call Center	CARE/FERA applications mailed per customers request.	January 2006	- English = 5,646 - Spanish = 1,296 - Vietnamese = 12
FEBRUARY 2006			
Presentation – Center for the Blind	Customer Assistance Program/ Energy Efficiency/ Rebate Presentation	02/07/06	20 Customers from Vista
Presentation – Poinsettia	Customer Assistance Program/ Energy	02/08/06	25 Seniors

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Activity	Summary	Timeline	Status/Results/Cost
Mobile Home Park	Efficiency/ Rebate Presentation		
Lighting Turn In & Audit Neighborhood Sweeps Pilot - EVENT	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information. Audit's offered same day.	02/08/06	45 Seniors
Presentation – Center for the Blind	Customer Assistance Program/ Energy Efficiency/ Rebate Presentation	02/09/06	30 Customers from Vista
Sally Ride Science Fair EVENT	Information on all customer assistance and energy-efficiency program and services provided.	02/12/06	750 children and their families from San Diego
Food Bank	Information on all customer assistance and energy-efficiency program and services provided. CARE sign up's	02/15/06	50 customers from North County Area
Lighting Turn In & Audit Neighborhood Sweeps Pilot - EVENT	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information. Audit's offered same day.	02/16/06	5 Customers from the El Cajon Branch Office
Presentation – South Bay Career Center	Customer Assistance Program/ Energy Efficiency/ Rebate Presentation	02/21/06	45 Customers attended from the South Bay area
Lighting Turn In & Audit Neighborhood Sweeps Pilot - EVENT	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information. Audit's offered same day.	02/23/06	10 Customers from the Escondido Branch Office

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Activity	Summary	Timeline	Status/Results/Cost
15 th Annual Heritage Day Festival EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	02/25/06	500 Customers from San Diego
Lighting Turn In & Audit Neighborhood Sweeps Pilot - EVENT	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information. Audit's offered same day.	02/27/06	30 Seniors from the Kimball Senior Center.
Employability Counseling Services – Resource Fair EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	02/28/06	300 S Students from San Diego
CARE/FERA applications sent/Customer Call Center	CARE/FERA applications mailed per customers request.	February 2006	- English = 4,859 - Spanish = 1,194 - Vietnamese = 15
MARCH 2006			
Lighting Turn In & Customer Assistance – Imperial Beach 91932 EVENT	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	3/4/06	210 Customers participated
Mid-City Campus Community Resource Fair EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	3/7/06	150 Customers participated
Presentation/CARE Sign-Up – Woodglen Vista Apts Santee 92071	Customer Assistance Program/ Energy Efficiency/ Rebate Presentation and CARE sign up	3/9/06	3 Customers attended presentation.

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Activity	Summary	Timeline	Status/Results/Cost
Lighting Turn In & Customer Assistance – Lakeside Comm Center EVENT	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	3/11/06	80 Customers participated in event.
St. Patrick's Day Parade MASS MARKET EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	3/11/06	Rained out – 0 attendees
Presentation/CARE Sign-Up Poway Royal Estates MHP	Customer Assistance Program/ Energy Efficiency/ Rebate Presentation and CARE sign up	3/16/06	25 Customers attended presentation.
Lighting Turn-In & Customer Assistance – Hillcrest 92103 Event	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	3/18/06	126 Customers participated
Morley Field – Balboa Park Mass Market Event	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	3/18/06	125 Customers attended booth
Oceanside Food Bank – Customer Assistance Table	Customer Assistance Program/ Energy Efficiency/ Rebate Presentation and CARE sign up	3/22/06	10 Customers participated
10th Annual Rolando Street Fair EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	3/26/06	500 Customers attended booth

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Activity	Summary	Timeline	Status/Results/Cost
Food Bank - Senior Center Customer Assistance Table	Customer Assistance Program/ Energy Efficiency/ Rebate Presentation and CARE sign up	3/29/06	50 Customers attended
Lighting Turn-In & Customer Assistance – Senior Center National City 91950 EVENT	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	3/29/06	38 Customers participated
CARE/FERA applications sent/Customer Call Center	CARE/FERA applications mailed per customers request.	March 2006	- English = 5,178 - Spanish = 1,241 - Vietnamese = 9
Medical Baseline Applications sent/Customer Call Center	Medical Baseline applications mailed per customers request	March 2006	- English = 899 - Spanish = 41
APRIL 2006			
Mission San Luis Rey – Pepper Tree Day EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	04/02/06	160 Customers from Oceanside. 75 CARE applications distributed.
Presentation and CARE Sign Up at the Weingart Senior Center	CARE sign up table and Information on all customer assistance and energy-efficiency program and services.	4/05/06	20 Seniors attended. 6 CARE applications received.
Oceanside Food Bank	Information on all customer assistance and energy-efficiency program and services provided. CARE sign up's	4/05/06	Poor attendance due to rain.
Hands On Community Health	Information on all customer assistance and	4/07/06	150 Customers from San Diego.

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Activity	Summary	Timeline	Status/Results/Cost
Fair Mass Market Event	energy-efficiency program and services provided		
Jackie Robinson YMCA EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	4/08/06	210 Customers from the San Diego area. 45 CARE applications were received.
Presentation & CARE sign-up @ Neighborhood House	CARE sign up table and Information on all customer assistance and energy-efficiency program and services.	4/12/06	50 customers visited table. 21 CARE applications received.
Earth Day EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	4/20/06	500 Customers visited table. 24 CARE applications distributed.
Lighting Turn-In and Presentation at Lomita Village Community Council Meeting	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	4/20/06	25 Customers visited table. 5 CARE applications received.
Family Earth Night	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	4/21/06	100 customers attended. 25 CARE applications distributed.
Lighting Turn-In & Customer Assistance event @ Libby Lake Community Center	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	4/22/06	300 Customers visited table. 5 CARE applications received, 20 CARE applications distributed.
Chicano Park Day EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	4/22/06	50 Customers visited table. 15 CARE applications received, 20 applications distributed.
Linda Vista Multi-Cultural Fair.	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy	4/22/06	300 Customers visited table. 20 CARE applications received, 35

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Activity	Summary	Timeline	Status/Results/Cost
EVENT	Efficiency and Rebate Information.		applications distributed.
Day of the Child Mass Market Event	Information on all customer assistance and energy-efficiency program and services provided	4/22/06	1200 Customers visited table. 25 CARE applications received, 200 applications distributed.
Lighting Turn-In & Customer Assistance @ Ramona	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	4/29/06	200 Customers participated. 2 CARE applications received, 10 applications distributed.
MS-Carlsbad Night Walk @ Legoland Mass Market Event	Information on all customer assistance and energy-efficiency program and services provided	4/29/06	4000 Customers visited booth. 50 CARE applications distributed.
Native Pride Pow Wow Health Expo EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	4/29/06	50 Customers visited table. 20 CARE applications distributed.
Education Fair – Spring 2006 Learning Together	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	4/30/06	220 Customers visited table. 5 CARE applications received, 9 applications distributed.
Festival Cinco de Mayo EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	4/30/06	500 Customers visited booth. 6 CARE applications received, 10 distributed.
MS Walk @ Embarcadero Marina Park South Mass Market Event	Information on all customer assistance and energy-efficiency program and services provided	4/30/06	5000 Customers visited booth. 2 CARE applications received, 25 applications distributed.
CARE/FERA applications sent/Customer Call Center	CARE/FERA applications mailed per customers request.	4/30/06	- English = 3,903 - Spanish = 1,005

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Activity	Summary	Timeline	Status/Results/Cost
			- Vietnamese = 7
MAY 2006			
Presentation & CARE sign-up @ Fallbrook View Housing	CARE sign up table and Information on all customer assistance and energy-efficiency program and services.	5/02/2006	12 Customers signed up for CARE.
Lighting Turn-In and CARE sign up table @ Sheraton Harbor Hotel	CARE sign up table and Information on all customer assistance and energy-efficiency program. Lighting Turn In event.	5/5/2006	100 Customers participated in the Lighting Exchange event. 21 CARE applications received.
Presentation and Customer Assistance Table @ O'Farrell Middle School.	CARE sign up table and Information on all customer assistance and energy-efficiency program and services.	5/5/2006	16 Customers attended the presentation and received customer assistance and energy efficiency information.
Cinco de Mayo Festival Mass Market Event	Information on all customer assistance and energy-efficiency program and services provided	5/7/2006	300 Customers visited table. 99 CARE applications received.
Cinco de Mayo Fiesta en la Playa	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	5/7/2006	500 Customers visited table. 103 CARE applications received.
Our Lady of Guadalupe Catholic Church	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	5/7/2006	100 Customers visited table. 27 CARE applications received.
Energy Conservation and Lighting Exchange Event South Chula Vista Library	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate	5/13/2006	550 Customers visited table. 27 CARE applications received.

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Activity	Summary	Timeline	Status/Results/Cost
Event	Information		
16 th Annual Sharp Women's Health Symposium Mass Market Event	Information on all customer assistance and energy-efficiency program and services provided	5/13/2006	20 Customers visited table.
Health and Information Fair McClellan Senior Center Mass Market Event	Information on all customer assistance and energy-efficiency program and services provided	5/17/2006	100 Customers visited table. 2 CARE applications received.
Lighting Turn-In & Customer Assistance @ San Marcos Senior Center Walk & Resource Fair Event	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	5/18/2006	120 Customers visited table. 1 CARE application received.
Head Start Family Fest	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	5/19/2006	150 Customers visited table. 46 CARE applications received.
Spring Garden Festival Cuyamaca College Mass Market Event	Information on all customer assistance and energy-efficiency program and services provided	5/20/2006	600 Customers visited table. 10 CARE applications received.
5 th Annual Operation Appreciation Mass Market Event	Information on all customer assistance and energy-efficiency program and services provided	5/20/2006	400 Customers visited table. 2 CARE applications received.
Lighting Turn-In & Customer Assistance @ Monte Vista High School Event	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	5/20/2006	240 Customers visited table. 10 CARE applications received.
Bay Bridge Walk Run Mass Market Event	Information on all customer assistance and energy-efficiency program and services	5/21/2006	250 Customers visited table.

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Activity	Summary	Timeline	Status/Results/Cost
	provided		
North Park Festival of the Arts Mass Market Event	Information on all customer assistance and energy-efficiency program and services provided	5/21/2006	200 Customers visited table. 6 CARE applications received.
JUNE 2006			
Aging Summit 2006 Aging and Independence Services @ Town and Country Resort Mass Market Event	Information on all customer assistance and energy-efficiency program and services provided	6/2/2006	300 Customers visited table. 50 CARE applications distributed and 1 sign-up.
City Heights CDC 14th Annual International Village Celebration Mass Market Event	Information on all customer assistance and energy-efficiency program and services provided	6/3/2006	100 Customers visited table. 20 CARE sign-up's.
Lighting Turn-In & Customer Assistance @ Civic Center Park Event	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	6/6/2006	175 Customers visited table. 20 CARE applications distributed.
San Diego County Fair @ Del Mar Fair Grounds Mass Market Event	Information on all customer assistance and energy-efficiency program and services provided, including Sunrise Power Link.	6/10/2006-7/4/2006	Approximately 120,000 customers visited booth.
St Jude's Shrine Event	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	6/11/2006	50 Customers visited the table. 30 CARE applications distributed and 7 sign-up's.
Philippine Independence Day Celebration Mass Market Event	Information on all customer assistance and energy-efficiency program and services provided.	6/11/2006	160 Customers visited table. 30 CARE applications distributed and 2 sign-up's.

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11th Annual RSVP Colunteer Recognition Brunch Mass Market Event	Information on all customer assistance and energy-efficiency program and services provided.	6/14/2006	600 Customers visited table. 200 CARE applications distributed.
2nd Annual Ready When the Heats On Employee Event	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	6/15/2006	500 Customers visited table. 24 CARE applications distributed.
Lighting Turn-In & Customer Assistance @ Carlsbad Senior Center Event	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	6/20/2006	50 Customers visited table. 10 CARE applications distributed.
SD City Schools Summer Lunch Program Kick-Off day. Event	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	6/22/2006	150 Customers visited booth. 100 CARE applications distributed and 12 sign-up's.
2006 Cool Zone Kick-Off Lemon Grove Senior Center Event	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	6/28/2006	100 Customers visited table. 20 CARE applications distributed.
July 2006			
Presentation @ Boulder Oaks Elementary School - Alpine	Information on all customer assistance and energy-efficiency program and services.	7/6/06	30 students and teachers received energy conservation and customer assistance information.
Lighting Turn-In & Customer Assistance @ Encinitas Senior Center Event	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	7/6/06	20 Seniors exchanged light bulbs and received EE/CA information.

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Activity	Summary	Timeline	Status/Results/Cost
Lighting Turn-In & Customer Assistance @ Macedonia Baptist Church Event	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	7/8/06	20 Customers exchanged light bulbs and received EE/CA information. Two CARE applications received.
St. Peter's Catholic Church CARE sign up table Event	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	7/9/06	
California State Games – Qualcomm Stadium Mass Market Event	Information on all customer assistance and energy-efficiency program and services provided.	7/14/06	5 Customers visited the table.
Lighting Turn-In & Customer Assistance @ City of Vista Event	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	7/15/06	220 customers exchanged light bulbs. 20 CARE applications received and 30 CARE applications distributed.
Lighting Turn-In & Energy Fair @ City Heights – Teralta Park Event	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	7/22/06	200 Customers exchanged light bulbs. 300 Customers participated in the Energy Fair. 10 CARE applications received and 30 applications distributed.
Presentation @ Head Start Event	CARE sign up table and Customer Assistance Table (CARE, DAP, M/B, etc.)	7/28/06	18 Customers visited the table, 3 CARE applications & 2 DAP cards received.
Lighting Turn-In & Customer Assistance @ Escondido Center for the Arts	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate	7/29/06	413 Customers exchanged light bulbs. 1 CARE application received, 20 CARE distributed.

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Activity	Summary	Timeline	Status/Results/Cost
Event	Information		220 EELI surveys received.
AMI Open House – Downtown Information Center Event	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.)	7/31/06	2 Customers visited the table.
CARE/FERA applications sent/Customer Call Center	CARE/FERA applications mailed per customers request.	July 2006	- English = 4,364 - Spanish = 955 - Vietnamese = 5
Medical Baseline Applications sent by Call Center	Medical Baseline applications mailed per customer request	July 2006	- English = 1,230 - Spanish = 30
AUGUST 2006			

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Activity	Summary	Timeline	Status/Results/Cost
National Night Out EVENT	Information booth providing material on all Customer Assistance and energy-efficient programs and services.	08/01/06	15 participants from Kearny Mesa area in San Diego
National Night Out EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services	08/01/06	50 Customers from Southeast San Diego
Neighborhood Watch EVENT	CARE sign up table and Information on all customer assistance and energy-efficiency program and services	08/01/06	100 Customers from Mid-City San Diego
Center for the Blind PRESENTATION	Customer Assistance Program/ (CARE, DAP, Medical Baseline, etc.)	08/02/06	30 Senior Customers from San Marcos
Center for the Blind PRESENTATION	Customer Assistance Program/ (CARE, DAP, Medical Baseline, etc.)	08/03/06	12 Senior Customers from San Diego
Center for the Blind PRESENTATION	Customer Assistance Program/ (CARE, DAP, Medical Baseline, etc.)	08/07/06	20 Senior Customers from San Diego
St. Columbia Church PRESENTATION	Customer Assistance Program/ (CARE, DAP, Medical Baseline, etc.)	08/10/06	75 Customers from San Diego
Child Welfare Services Resource Center PRESENTATION	Customer Assistance Program/ (CARE, DAP, Medical Baseline, etc.)	008/10/06	100 Customers from San Diego
Lemon Festival EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline, etc. and energy-efficiency	08/13/06	350 Customers from Chula Vista

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Activity	Summary	Timeline	Status/Results/Cost
	and rebate information		
Fiesta Street Festival EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and energy-efficiency and rebate information	08/13/06	2,000 Customers from San Clemente
Marriott Coronado EVENT	Lighting Turn In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy-Efficiency program and Rebate Information	08/16/06	100 Customers from Marriot Coronado employees
San Diego Native American Health Fair EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline etc.) and energy-efficiency and rebate information	08/16/06	75 Native American Customers from San Diego
Cool Zone EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline etc. and energy-efficiency and rebate information	08/17/06	25 Customers from Valley Center
Santee Trolley Square EVENT	Lighting Turn In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy-Efficiency program and Rebate Information	08/17/06	150 Customers from Santee
Kate Sessions Memorial Park EVENT	Lighting Turn In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy-Efficiency program and Rebate Information	08/19/06	230 Customers from San Diego
Kimbell Park EVENT	Lighting Turn In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy-Efficiency program and Rebate Information	08/20/06	225 Customers in National City
Hyatt Regency	Lighting Turn In & Customer Assistance	08/22/06	80 Customers from Employees

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Activity	Summary	Timeline	Status/Results/Cost
EVENT	Table (CARE, DAP, Medical Baseline, etc.) and Energy-Efficiency program and Rebate Information		of the Hyatt Regency in La Jolla
Ocean Beach Farmers Market EVENT	Lighting Turn In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy-Efficiency program and Rebate Information	08/23/06	150 Customers from Ocean Beach
Fiesta Del - Sol EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline etc. and energy-efficiency and rebate information	08/26/06	75 Customer from San Diego
Khulken Field EVENT	Lighting Turn In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy-Efficiency program and Rebate Information	08/26/06	345 Customers from La Mesa
Ocean Hills Country Club EVENT	Lighting Turn In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy-Efficiency program and Rebate Information	08/30/06	175 Customers from Oceanside
South County Career Center EDD office EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline etc.) and energy-efficiency and rebate information	08/30/06	30 Customers from Chula Vista
Student Vendor Fair EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline etc.) and energy-efficiency and rebate information	08/31/06	150 Customers from San Diego
Embassy Suites	Lighting Turn In & Customer Assistance	08/31/06	2 Customers from Employees of

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Activity	Summary	Timeline	Status/Results/Cost
EVENT	Table (CARE, DAP, Medical Baseline, etc.) and Energy-Efficiency program and Rebate Information		the Embassy Suites in La Jolla
CARE/FERA applications sent/Customer Call Center	CARE/FERA applications mailed per customers request.	August, 2006	English = 5,924 Spanish = 1,138 Vietnamese = 8
SEPTEMBER 2006			
Palace Gardens Mobile Homes Park PRESENTATION	Customer Assistance Program/ Energy Efficiency/ Rebate Presentation	09/06/06	54 Senior Customers from Chula Vista
North Clairemont Recreation Center EVENT	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	09/09/06	360 Customers from Clairemont
Presbyterian Church EVENT	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	09/13/06	250 Customers from North Park
North Park Recreation Center EVENT	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	09/14/06	30 Customers from Vista
Grossmont Mallwalkers	Information on all customer assistance and	09/16/06	35 Seniors Customers from

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Activity	Summary	Timeline	Status/Results/Cost
PRESENTATION	energy-efficiency program and services provided.		LaMesa
Fiestas Patrias 2006 PRESENTATION	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.)	09/16/06	300 customers from Chula Vista
Prescott Promenade EVENT	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	09/16/06	275 Customers from El Cajon
Oxford Terrace Apartments PRESENTATION	Customer Assistance Program/ Energy Efficiency/ Rebate Presentation	09/22/06	15 Customers from Chula Vista
Kearny High School EVENT	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	09/23/06	275 Customers from Linda Vista
Family Solar Energy Day EVENT	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	09/24/06	200 Customers from Del Mar
Helix High School PRESENTATION	Energy Efficiency, Conservation, and Lighting	09/28/06	20 Students from La Mesa
Active and Aging Health Fair at Balboa Naval Hospital EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	09/28/06	72 Senior Customers from San Diego
Montgomery Elementary EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy	09/29/06	50 Customers from Chula Vista

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Activity	Summary	Timeline	Status/Results/Cost
	Efficiency and Rebate Information.		
Lowe's San Diego EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	09/30/06	30 Customers from San Diego
Lowe's Santee EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	09/30/06	25 Customers from Santee
Bonitafest EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	09/30/06	250 Customers from Bonita, Chula Vista and San Diego
8th Annual Mira Mesa Street Fair EVENT	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	09/30/06	500 Customers from Mira Mesa and San Diego
CARE/FERA applications sent/Customer Call Center	CARE/FERA applications mailed per customers request.	September, 2006	English = 4,317 Spanish = 873 Vietnamese = 10
Medical Baseline Applications sent/Customer Call Center	Medical Baseline applications mailed per customers request	September 2006	English = 763 Spanish = 28
OCTOBER 2006			
AIDS WALK MASS MARKET EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	10/01/06	200 Customers from San Diego
El Capitan High School PRESENTATION	Energy Efficiency and Conservation with an emphasis on lighting.	10/03/06	20 Students participated from Lakeside

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Activity	Summary	Timeline	Status/Results/Cost
San Diego Council on Aging Conference EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	10/05/06	50 Senior customers from San Diego
Latino Health Fair EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	10/07/06	50 Customers from San Diego
Living Way Church Parking Lot EVENT	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	10/07/06	200 Customers from Poway
Feria De Salud-Pala EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	10/08/06	50 Customers from Pala
Hearts & Hands Food Drive EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	10/11/06	100 Customers from San Ysidro
Health & Human Services Employment PRESENTATION	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information.	10/12/06	69 Customers from Lemon Grove
Marriott Downtown Employee Health & Benefit Fair EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	10/12/06	100 Customers from Employees of Marriott Downtown in San Diego
Point Loma Nazarene University EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	10/14/06	75 Customers from San Diego

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Activity	Summary	Timeline	Status/Results/Cost
Miramar Air Show MASS MARKET EVENT	Customer Assistance Booth (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	10/14/06	1,500 Military Customers from San Diego
Civic Center Library EVENT	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	10/14/06	400 Customers from Chula Vista
Housing Council PRESENTATION	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	10/18/06	10 Customers from San Diego
La Jolla Marriott Employee Health Fair EVENT	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	10/19/06	150 Customers from San Diego & La Jolla
San Marcos Neighborhood Energy Fair EVENT	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	10/21/06	269 Customers from San Marcos
Senior Nutrition Program EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	10/25/06	50 Senior Customers from Lemon Grove
Johnson & Johnson Energy Fair EVENT	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	10/27/06	21 Customers from San Diego
Military Energy Awareness Fair EVENT	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate	10/28/06	50 military Customers from San Diego

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Activity	Summary	Timeline	Status/Results/Cost
	Information		
Oceanside High School Parking Lot EVENT	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	10/29/06	300 Customers from Oceanside
Dia De Los Muertos EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	10/29/06	1,000 Customers from Oceanside
St. Jude Shrine EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	10/31/06	300 Customers from San Diego
Salvation Army Holiday Food Drive – Escondido EVENT	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	10/31/06	41 Customers from Escondido
CARE/FERA applications sent/Customer Call Center	CARE/FERA applications mailed per customers request.	October, 2006	English = 4,416 Spanish = 873 Vietnamese = 5
Medical Baseline Applications sent/Customer Call Center	Medical Baseline applications mailed per customers request	October 2006	English = 683 Spanish = 16
NOVEMBER 2006			
Cesar Chavez Rec Center – Food Bank	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	11/01/06	100 Customers from San Diego
Salvation Army Holiday Food Drive-Chula Vista	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	11/02/06	75 Customers from Chula Vista

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Activity	Summary	Timeline	Status/Results/Cost
Salvation Army Holiday Food Drive - Escondido	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	11/02/06	35 Customers from Escondido
Lakeside Health Fair	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	11/02/06	30 Customers from Lakeside
Salvation Army Holiday Food Drive- Chula Vista	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	11/03/06	75 Customers from Chula Vista
Salvation Army Holiday Food Drive -Escondido	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	11/03/06	30 Customers from Escondido
East Valley Community Center SDGE Lighting Turn-In & Customer Assistance Event	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	11/11/06	150 Customers from Escondido
Salvation Army Holiday Food Drive – F St San Diego	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	11/11/06	120 Customers from San Diego
Salvation Army Holiday Food Drive-Chula Vista	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	11/13/06	60 Customers from Chula Vista
Salvation Army Holiday Food Drive-Oceanside	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	11/13/06	40 Customers from Oceanside
Salvation Army Holiday Food Drive-Oceanside	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	11/14/06	80 Customers from Oceanside

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Activity	Summary	Timeline	Status/Results/Cost
SDG&E Chula Vista Branch Office	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	11/15/06	100 Customers from Chula Vista
Market Creek Plaza Customer Assistance & CARE Sign-Up	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	11/15/06	30 Customers from San Diego
Salvation Army Holiday Food Drive-Chula Vista	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	11/17/06	60 Customers from Chula Vista
SDGE Lighting Turn-In & Customer Assistance Event	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	11/18/06	175 Customers from San Diego
Salvation Army Holiday Food Drive-San Diego Kroc Center	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	11/18/06	100 Customers from San Diego
San Diego Charger Blood Drive	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	11/21/06	500 Customers from San Diego
Our Lady of Guadalupe Catholic Church	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	11/26/06	200 Customers from San Diego
Otay Recreation Center	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	11/28/06	100 Customers from San Diego
December Nights Kick Off	Lighting Turn-In & Customer Assistance	11/30/06	55 Customers from San Diego

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SDGE Lighting Turn-In & Customer Assistance Event	Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information		
Activity	Summary	Timeline	Status/Results/Costs
DECEMBER, 2006			
CARE Sign-Up @ SDG&E El Cajon Branch Office	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	12/01/06	60 Customers from El Cajon
CARE Sign-Up @ SDG&E Chula Vista Branch Office	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	12/01/06	200 Customers from Chula Vista
CARE Sign-Up @ SDG&E National City Branch Office	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	12/01/06	40 Customers from National City
December Nights @ Balboa Park	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	12/01/06	5,000 Customers from San Diego
Salvation Army Holiday Food Drive – Kroc Center	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	12/02/06	150 Customers from San Diego
December Nights @ Balboa Park	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	12/02/06	5,000 Customers from San Diego
North County Career Center - Oceanside	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	12/04/06	18 Customers from Oceanside
Nice Guys Community Christmas Event	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	12/10/06	300 Customers from San Diego
Our Lady of Angels Catholic	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	12/10/06	100 Customers from San Diego

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Church	Medical Baseline, etc.) and Energy Efficiency and Rebate Information		
Activity	Summary	Timeline	Status/Results/Costs
San Marcos Library – Presentation & Training	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	12/11/06	6 Library Staff Customers from San Marcos
Ramona County Library – Presentation & Training	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	12/11/06	5 Library Staff Customers from Ramona
Spring Valley Library – Presentation & Training	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	12/11/06	5 Library Staff Customers from Spring Valley
CARE Sign-Up @ SDG&E National City Branch Office	Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	12/15/06	30 National City Customers from National City
STAR/PAL Center Open House & SDGE Lighting Turn-In & Customer Assistance Event	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	12/16/06	50 Customers from National City
Encinitas Community Resource Center Christmas Distribution Customer Assistance	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	12/16/06	200 Customers from Del Mar and Encinitas
Casa Familiar Holiday Party	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	12/18/06	200 Customers from San Ysidro
Presentation @ Maximus	Lighting Turn-In & Customer Assistance	12/19/06	8 Customers in Chula Vista

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Chula Vista	Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information		
Activity	Summary	Timeline	Status/Results/Costs
Salvation Army Holiday Food Drive – El Cajon	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	12/19/06	20 Customers in El Cajon
Salvation Army Holiday Food Drive – San Diego 7 th Avenue	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	12/19/06	10 Customers in San Diego
Salvation Army Holiday Food Drive – San Diego 7 th Avenue	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	12/20/06	120 Customers in San Diego
Salvation Army Holiday Food Drive – El Cajon	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	12/21/06	20 Customers in El Cajon
Presentation @ Maximus	Lighting Turn-In & Customer Assistance Table (CARE, DAP, Medical Baseline, etc.) and Energy Efficiency and Rebate Information	12/21/06	15 Customers in Chula Vista

**SDG&E Seventeenth Annual CARE Progress Report
Attachment C – SDG&E Letter Agreement with DCSD
May 1, 2007**



April 12, 2007

Mr. Lloyd Throne
Director
State of California
Department of Community Services
and Development
700 North 10th Street, Room 258
Sacramento, California 95814-0338

RE: Letter Agreement between the State of California Department of Community Services and Development and San Diego Gas & Electric Company for Leveraging and Reporting the California Alternate Rates for Energy Program Discounts and the State of California Low-Income Home Energy Assistance Program

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

The eligibility criteria for both programs is based solely on income eligibility and the guidelines are specific to each program. HEAP income guidelines are set at 60% of the State Median Income; CARE guidelines are set at 200% of the Federal Income Poverty Guidelines. The levels of assistance for each program vary according to the respective program. The amount of Federal funding; the number of persons in the household; the applicant's geographical location; and the household's income determine HEAP assistance levels. The CARE program offers a 20% reduction off the applicant's monthly gas/electric costs or charges.

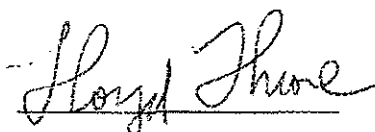
Both programs are operated year round. HEAP provides one-time assistance, per household, per program year (January through December). Applicants must reapply annually. CARE provides a continuous rate reduction throughout the year with the applicant re-certifying biannually.

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

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

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

AGREED TO:



Lloyd Throne

Director,

Department of Community
Services and Development

4-19-07

Date



Gregg Lawless

Customer Assistance Manager

San Diego Gas & Electric

4/12/07

Date

SDG&E 18th Annual CARE Report
Attachment C – SDG&E Letter Agreement with DCSD and Leveraging Report
May 1, 2007

Leveraging Funds

SDG&E CARE Participation Discounts

Month	Gas Discount	Electric Discount	Total Discount	Total Participation
Oct – 2005	\$682,841	\$1,947,615	\$2,630,456	197,859
Nov – 2005	\$890,448	\$1,863,134	\$2,753,582	200,178
Dec – 2006	\$1,267,269	\$2,158,555	\$3,425,824	205,456
Jan – 2006	\$1,505,470	\$2,428,874	\$3,934,344	212,174
Feb – 2006	\$1,457,890	\$2,237,815	\$3,695,705	214,118
Mar – 2006	\$1,382,756	\$2,294,183	\$3,676,939	218,124
Apr – 2006	\$1,129,320	\$2,116,640	\$3,245,960	220,236
May – 2006	\$824,064	\$2,036,778	\$2,860,842	222,709
Jun – 2006	\$707,631	\$2,243,046	\$2,950,677	222,951
Jul – 2006	\$513,612	\$2,946,503	\$3,460,115	222,548
Aug – 2006	\$484,715	\$3,045,914	\$3,530,629	222,259
Sep – 2006	\$519,369	\$3,144,961	\$3,664,330	221,016
Grand Total	\$11,365,385	\$28,464,018	\$39,829,403	*

The September 2006 figure is reported as the total number of CARE participants, therefore a grand total of participants are not needed.

Utility Bill Assistance
Neighbor to Neighbor Program

Month	Bill Payment/Credit	Total Participants
Oct – 2005	\$7,774	56
Nov – 2005	\$13,345	91
Dec – 2005	\$19,540	136
Jan - 2006	\$44,402	317
Feb – 2006	\$36,901	248
Mar – 2006	\$18,862	128
April – 2006	\$7,123	47
May – 2006	\$7,770	55
June 2006	\$4,748	30
July – 2006	\$4,762	28
Aug - 2006	\$28,502	286
Sep - 2006	\$41,777	448
Grand Total	\$235,511	1870