



SOUTHERN CALIFORNIA  
**EDISON**

An EDISON INTERNATIONAL Company

**Monica Ghattas**

Attorney  
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May 3, 2010

VIA ELECTRONIC MAIL & OVERNIGHT DELIVERY

Julie Fitch  
Director, Energy Division  
California Public Utilities Commission  
505 Van Ness Avenue  
San Francisco, CA 94102

Re: Southern California Edison Company's (U 338-E) Annual  
Progress Reports for Low Income Programs for the Period  
January - December 2009

Dear Ms. Fitch:

Southern California Edison Company (SCE) hereby submits its Annual Progress Report for the Low Income Energy Efficiency (LIEE) Program, its Annual Progress Report for the California Alternate Rates for Energy (CARE) Program, and its Annual Progress Report for The Family Electric Rate Assistance (FERA) Program for the period January through December 2009.

If you have any questions regarding these Reports, please contact SCE's Low-Income Programs Manager, Jack F. Parkhill at (626) 633-3056.

Very truly yours,

/s/ MONICA GHATTAS  
Monica Ghattas

cc: Administrative Law Judge Kimberly H. Kim, CPUC Karen Watts-Zagha, DRA  
Sarita Sarvate, CPUC Rashid Rashid, DRA  
Sarvjit Randhawa, CPUC  
Tory Francisco, CPUC  
Eva Tran, CPUC  
Dan Olson, CPUC  
Megha Lakhchaura, CPUC

#1720773

Enclosure(s)

**Attachment A**  
**FERA Annual Report**



**SOUTHERN CALIFORNIA EDISON COMPANY'S (U-338 E)  
REPORT FOR THE FAMILY ELECTRIC RATE ASSISTANCE (FERA) PROGRAM FOR  
THE PERIOD JANUARY - DECEMBER 2009**

**May 3, 2010**

**SOUTHERN CALIFORNIA EDISON COMPANY'S REPORT FOR THE  
FAMILY ELECTRIC RATE ASSISTANCE (FERA) PROGRAM**

**January 1, 2009 through December 31, 2009**

**I. Participant Information**

- A. Provide the total number of FERA customers by month, for the reporting period.**

See Table 1.

<b>Table 1</b>		
<b>2009<sup>1</sup></b>	<b>FERA Enrolled</b>	<b>FERA Receiving Tier 3 Benefit</b>
<b>January</b>	21,073	13,181
<b>February</b>	21,336	10,488
<b>March</b>	21,817	11,546
<b>April</b>	22,214	10,709
<b>May</b>	22,161	11,242
<b>June</b>	22,230	12,786
<b>July</b>	22,250	13,395
<b>August</b>	22,271	14,997
<b>September</b>	22,513	15,433
<b>October</b>	22,771	15,074
<b>November</b>	23,271	12,762
<b>December</b>	23,400	15,863

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<sup>1</sup> FERA was implemented in June 2004.

- B. Provide the total number of FERA-eligible households, FERA-participating households, and FERA household penetration rates by quarter.**

See Table 2.

<b>Table 2</b>			
<b>FERA Penetration Rate</b>			
<b>2009 Quarter Ending</b>	<b>FERA-Eligible Households</b>	<b>FERA- Participating Households</b>	<b>FERA Household Penetration Rate<sup>2</sup></b>
March 31	229,546	21,817	10%
June 30	229,765	22,230	10%
September 30	229,946	22,513	10%
December 31	230,257	23,400	10%

- C. Discuss how the estimates of current FERA-eligible households were developed.**

SCE used the joint energy utility methodology for the CARE program that was adopted by the California Public Utilities Commission (Commission) in Decision (D.)01-03-028 for developing quarterly penetration estimates for March, June, September, and December 2009. 2008 vendor data was used to provide household size and income information as a basis in order to develop the eligibility estimates for use in 2009. This CARE methodology estimates a demographic eligibility rate by county for customers, based on an income limitation of 200% of the federal poverty guideline. The demographic eligibility rate is applied to (multiplied by) the total number of technically eligible customers (those having an eligible meter or sub-meter) to determine the total number of eligible households. The total number of participating households is divided by the number of eligible households to estimate the CARE penetration rate. SCE converted the CARE methodology into a methodology that would be useful for FERA by substituting the FERA income and household size guidelines into the CARE methodology.

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<sup>2</sup> FERA Household Penetration Rate is calculated by dividing FERA Participating Households by FERA-Eligible Households.

**D. Provide the current FERA sub-metered tenant counts at year-end.**

As of December 31, 2009, there were 127 sub-metered tenants participating in FERA.

**E. Discuss any problems encountered during the reporting period administering the FERA program for sub-metered tenants and/or master-meter customers.**

SCE continues to directly contact sub-metered tenants to expedite the recertification of CARE and FERA. This approach has proven to be more effective than the previous tactic of solely approaching the mobile home park owners/managers in increasing tenant enrollments/recertifications.

**II. Program Costs**

**A. Discount Cost**

**1. State the average monthly FERA discount received, in dollars per FERA customer.**

The average monthly FERA discount received, in dollars per FERA customer was \$17.39.<sup>3</sup>

**2. State the cumulative annual discount for all FERA customers.**

The cumulative annual discount for all FERA customers was \$2,738,610.<sup>4</sup>

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<sup>3</sup> Does include all enrolled customers who received a discount in any month.

<sup>4</sup> Does include all enrolled customers who received a discount in any month.

**B. Administrative Cost**

**1. Show the FERA Program's administrative cost by category.**

See Table 4.

<b>Table 4</b>	
<b>FERA Program Administrative Costs by Category and Benefits</b>	
<b>Category</b>	<b>Cost</b>
<b>Outreach/Marketing</b>	\$2,080
<b>Processing, Certification, and Verification <sup>[1]</sup></b>	
<b>General Administration <sup>[1]</sup></b>	
<b>Information Technology</b>	\$58,631
<b>Capitation</b>	\$45,401
<b>TOTAL PROGRAM COSTS</b>	<b>\$106,112</b>
<b>CUSTOMER BENEFITS</b>	<b>\$2,738,610</b>
<b>TOTAL PROGRAM COSTS &amp; CUSTOMER BENEFITS</b>	<b>\$2,844,722</b>

**[1] Costs are not tracked separately from CARE, therefore, costs in these categories have been charged to the CARE program.**

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

See table below.

Category	Description
<b>Outreach</b>	Includes: Bill inserts, advertising, applications (printing and mailing), posters, brochures, flyers, postage, and other outreach, information technology (technical support and software licensing), staff labor, out bound dialing, 800#, outreach pilots, and Capitation Fee Project.
<b>Processing, Certification, and Verification</b>	Includes: Staff labor, information technology (technical support and software licensing), application processing, training, programming labor, and sub-meter certification.
<b>General Administration</b>	Includes: <b>Information Technology/Programming</b> Programming and labor costs associated with system enhancements and maintenance of existing processes.  <b>Regulatory Compliance</b> Applications, advice filings, comments and reply comments, hearings, reports and studies, working group meetings, public input meetings, and tariff revisions.  <b>Other</b> Office supplies, market research, program management labor (including pensions and benefits), and information technology (technical support and software licensing).
<b>Startup</b>	Includes: Labor and system programming to implement the program.
<b>Benefits</b>	Includes: Rate discounts.



**3. Explain how costs of joint CARE/FERA activities are charged to each program.**

Capitation and Customer Benefits are actual costs incurred by the FERA program. Outreach/Marketing and Information Technology costs are charged 95% to CARE and 5% to FERA. Processing, Certification, and Verification, and General Administration costs are charged entirely to CARE.

**C. Provide the year-end December 31 balances for the FERA balancing account for both the current and prior reporting periods.**

In A.08-05-026, SCE proposed to include the FERA-related O&M Administrative funding in the authorized CARE administrative revenue requirement, record actual FERA-related expenses in the CARE Balancing Account (CBA), transfer the December 31, 2008 Family Electric Rate Assistance Balancing Account (FERABA) balance to the Public Purpose Programs Adjustment Mechanism (PPPAM) balancing account and eliminate Preliminary Statement, Part Z, FERABA.

Per D.08-11-031 and Advice 2300-E, this proposal was adopted. In January 2009, SCE transferred the December 31, 2008 FERABA balance of \$79,257 to the PPPAM and eliminated the FERABA.

**III. Outreach**

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

FERA outreach was conducted as an adjunct to CARE outreach from January through December 2009 as follows:

CARE and FERA outreach efforts and communications to SCE's in-language and under-penetrated areas continue to be a priority. SCE's CARE/FERA programs partner with internal SCE departments such as Equal Opportunity, Public Affairs, Consumer Affairs, Customer Experience Management, Corporate Communications Community Involvement, Speakers Bureau, employee volunteer-based Affinity Groups, as well as external organizations such as the Long Beach Housing Authority, the City of Long Beach's Neighborhood Services Bureau and various chambers, foundations, faith-based organizations (FBOs) and community-based organizations (CBOs) in outreach activities that target SCE's hard-to-reach customer base.

SCE's goal is to enroll as many eligible customers who are willing to participate on FERA. FERA enrollment increased from 20,922 on December 31, 2008 to 23,400 on December 31, 2009 which represents a net increase of 2,478.

The following provides an overview of SCE's 2009 outreach initiatives:

- SCE's CARE/FERA programs participated in over 225 customer outreach events through partnerships with internal and external organizations, wherein thousands of CARE applications were distributed to low-income customers as part of the sustained efforts related to SCE's first quarter Economic Assistance campaign.
  - The Economic Assistance campaign launched in mid-February 2009 focused efforts on educating and encouraging income-qualified and newly eligible customers due to the economic crisis to enroll in SCE's income-qualified programs. Customers responded to various tactics, including targeted direct mail efforts, ethnic and community advertising (print, radio, and posters), media outreach and community events.
  - At many of these events, eligible customers had the opportunity to enroll or recertify for CARE or FERA via the real time online enrollment form at [www.sce.com](http://www.sce.com) and learn about the programs directly from a CARE/FERA subject matter expert. Such events provide SCE with the opportunity to uphold a presence in the community, continue to educate the public about the programs, and enroll eligible customers. Upholding this presence in the community is hugely important as the economic climate continues to impact SCE's customers—bringing a newly eligible customer base.
  - New CARE/FERA brochures were developed in ethnic languages and were distributed.
  - On April 20, 2009, SCE participated in the statewide "We CARE" Day co-sponsored by the Commission in Bakersfield, and on April 23, 2009, SCE produced its own economic resource fair in Long Beach. SCE also participated in the "We CARE" Day in Los Angeles on April 24, 2009.

- Event attendee testimonials gathered from SCE volunteers at the Long Beach event above indicated appreciation and gratitude towards SCE and the Commission for coordinating the event. Attendees were grateful for the economic assistance provided, as well as the food.
- As part of the Partners for Hope Program, SCE's Consumer Affairs trained hospital staff and social service agencies such as Riverside Adult Protective Services and many others to assist low-income customers to complete CARE and FERA applications. In addition, Consumer Affairs partnered with the American Red Cross to distribute CARE and FERA program information to senior residents participating in local "Meals on Wheels" programs. Consumer Affairs also regularly conducted presentations and participated in community events to educate customers with special needs on the CARE and FERA Programs.
- SCE's Credit and Collections organization referred customers with a "senior" or "disabled" profile to our Consumer Affairs organization prior to disconnection for nonpayment. Consumer Affairs, a specialized team of customer service representatives within SCE, handles informal/formal complaints from SCE customers, as well as other escalated issues. As a part of this follow-up, Consumer Affairs provided these customers information on enrolling in CARE or FERA as part of a plan to reduce electric bills. In 2009, Consumer Affairs began utilizing SCE's CARE/FERA real time online enrollment and recertification form to enroll eligible customers on the CARE or FERA Program.
- SCE's CARE Capitation Fee Project, established under SBX1 5 Rapid Deployment, continued using outside organizations to inform customers about the CARE/FERA Programs and assist eligible customers in completing a CARE/FERA application. Nearly 2,000 customers were enrolled in FERA through this effort in 2009 and SCE paid out \$29,064 in incentives to a total of 21 participating organizations.
  - SCE significantly increased outreach efforts within the Capitation Fee Project by aggressively recruiting new agencies, and continuing its efforts to re-engage existing Capitation Partners while strategically registering additional contractors to overcome enrollment barriers, including language, culture, and special needs, as a means of enrolling the hardest to reach customers. Due to these efforts, the Capitation Fee Project continued to show increased enrollments from agencies that had been previously inactive.
  - CARE/FERA management worked with agencies to develop creative outreach approaches. Capitation agencies were provided

information and support to pursue alternative outreach activities that leverage their existing business strengths, including partnering with businesses and organizations in key locations, developing public forums in which to conduct outreach, and conducting outreach in conjunction with community events that have a high probability of attracting new eligible customer populations.

- Campaign strategies and efforts included the following:
  - Leveraged events sponsored by communities, such as food distributions and cultural celebrations, to reach eligible populations that may enroll in the CARE or FERA program.
  - Partnered with SCE personnel to leverage existing SCE partnerships with FBOs, CBOs, and local governments.
  - Partnered with public entities to leverage existing relationships with businesses, FBOs, and CBOs to reach eligible customers through existing municipal channels.
  - Leveraged existing channels to develop creative approaches for contractors to conduct CARE/FERA outreach.
  - In conjunction with an Energy Efficiency integrated project, CARE/FERA Program Management completed implementation of CARE/FERA program outreach at six retail stores through which CARE/FERA program information is being provided to customers by the sales associates.
- The CARE/FERA Program continuously integrated its efforts and messaging with SCE's Energy Management Assistance (EMA) Program at all outreach events, communications, and marketing campaigns.
- SCE's Local Public Affairs (LPA) continued to provide information and materials to CBOs, city councils and staff, chambers of commerce, small businesses, senior centers, local governments, and others. LPA continued to promote the CARE/FERA Capitation Fee Project to organizations through community group presentations.
- SCE partnered with East West Bank to display and disseminate CARE/FERA applications to eligible customers in East West Bank and Desert Community Bank branches. CARE/FERA applications are currently available in 53 branches throughout the counties of San Bernardino, Los Angeles, and Orange. In conjunction with this partnership, the CARE/FERA Programs participated in "CARE Day" fairs at all nine of the Desert Community Bank branches where CARE, FERA and EMA program information was shared with the public and applications disseminated. Eligible SCE customers attending the fair

also had the opportunity to enroll or recertify for CARE or FERA via the real time online enrollment form at [www.sce.com](http://www.sce.com).

- During the summer months, from June 1, 2009 through September 30, 2009, SCE initiated a campaign wherein a few SCE summer interns assisted low income customers in completing CARE/FERA applications at Authorized Payment Agencies. SCE also inserted CARE/FERA applications into Summer Discount Plan door hangers left behind by SCE contractors after installations of air conditioning cycling devices at the homes of residential customers participating in the Summer Discount Plan.
- SCE's Speakers Bureau continued to promote CARE, FERA and the Capitation Fee Project through community group presentations.
- SCE's Equal Opportunity/Supplier Diversity department was effective in promoting CARE and FERA to faith-based and non-profit organizations and getting these entities to participate in community events.
- Customers were made aware of the CARE/FERA Programs when calling in to SCE's phone centers via Voice Response Unit messaging. Customers calling into SCE's phone centers to enroll on FERA comprised about 26% of all FERA enrollments in 2009.
- Customers were able to enroll in the CARE or FERA Programs via the real time online enrollment and recertification form at [www.sce.com/care](http://www.sce.com/care). Nearly 3,000 customers were enrolled in FERA through this channel in 2009. Customers could also obtain CARE/FERA information and download a CARE/FERA application they could mail in from SCE's website [www.sce.com](http://www.sce.com).
- CARE/FERA information was provided at authorized bill payment agencies which were frequented by potential income qualified customers.
- SCE's success in enrolling its customers on CARE and FERA was greatly enhanced by the efforts of employee affinity group volunteers who specifically support community events and promote CARE and FERA. For example, in April a CARE/FERA Program enrollment campaign was held in partnership with SCE's volunteer-based Affinity Group, Vietnamese Affiliation. SCE volunteers at these events provided in-language assistance to Vietnamese SCE customers with CARE/FERA Program applications. Hundreds of SCE customers visited the SCE

booth at the Asian Garden Mall in Westminster, California, where they were able to fill out CARE/FERA applications as well as gather other helpful information regarding other programs SCE offers to help lower electric bills and save energy in the home. Income qualified customers at this event were also referred to SCE's EMA program.

- In an effort to sustain and expand partnerships within internal departments, SCE's Income Qualified Programs initiated a biannual "Outreach Summit." The inaugural summit was held on September 16, 2009 and several SCE departments that engage in outreach participated in this historical event. The purpose was to share current outreach activities and future plans to leverage resources and integrate messages to ensure that SCE's economic assistance message and programs reach all who can benefit from them.

SCE conducted marketing to increase awareness and enrollment of the CARE/FERA Programs as described below:

### **Marketing**

- Quarterly bill messages informed customers about the availability of CARE/FERA.
- SCE included a CARE/FERA enrollment application in the Welcome Kit that was sent to residents requesting new service or transfers of service. Over 600 customers were enrolled in FERA as a result of this effort in 2009.
- As a part of the Economic Assistance campaign, in March, SCE sent out approximately 300,000 bilingual direct mailers to targeted customers not enrolled on the CARE rate. 515 customers were enrolled on FERA as a result of this effort in 2009.
  - The weekend prior to the "We CARE" California Resource Fair, doorhangers were distributed to households within a three mile radius of the event location, inviting them to take part in the event.
  - The day prior to the event, SCE lead efforts, in conjunction with Southern California Gas Company (SoCalGas), to work with a Hispanic television station, *Univision*, to promote income qualified programs. Customers called into the telecast and spoke to utility representatives to learn about these programs and enroll, if qualified. SCE continued to participate in *Univision* events throughout 2009.

- In July, prior to its high demand season, SCE conducted its annual solicitation for CARE participation by mailing a CARE application to all non-CARE residential customers with their electric bills. Nearly 900 customers were enrolled on FERA as a result of this effort in 2009.
- Also in July, SCE inserted a CARE application into a direct mailer notifying customers of changes in rates. Over 100 customers were enrolled on FERA as a result of this effort.
- Beginning in July, SCE's Customer Communications Organization (CCO) used the online form at [www.sce.com](http://www.sce.com) in the call centers to enroll customers on the CARE Program directly over the phone. Over 100 customers were enrolled on FERA as a result of this effort in 2009.
- Beginning in September, CARE/FERA Management contracted with a third-party vendor to pilot outbound phone enrollments. The pilot ran for one week in early September 2009 and targeted SCE customers who, in 2008, had a perfect payment history but had recently faltered. This pilot was an attempt to reach out to the population that has been impacted by the current economic crisis. CARE/FERA Management ran another outbound phone enrollment campaign in December, targeting customers who fell off the rate due to failure to reply to a recertification request. Over 300 customers were enrolled on FERA as a result of these two campaigns in 2009.
- In October, SCE sent out approximately 84,000 direct mail letters to customers who dropped off the CARE rate due to failure to respond to recertification requests. Nearly 200 customers were enrolled on FERA as a result of this effort in 2009.
- Additionally, in October, SCE sent out approximately 280,000 bilingual direct mailers, which included a CARE/FERA enrollment application to targeted customers not on the CARE rate. Over 300 customers were enrolled on FERA as a result of this effort in 2009.

### **Media**

As part of SCE's 2009 corporate Economic Assistance campaign, as well as media coverage surrounding the "We CARE" events held in April 2009, ethnic earned and added value media and outreach for the CARE/FERA Programs generated newspaper readership, television viewership, and a radio listening audience of nearly 12 million people.

A press release developed by SCE entitled “SCE Reaches Out to Customers to Help Lower Their Bills,” along with the “We CARE” events, resulted in 117 media placements reaching the general consumer market along with Hispanic, African American, Cambodian, Chinese, Filipino, Indian, Korean, Pakistani, Thai, and Vietnamese communities in SCE’s Eastern (Riverside and San Bernardino Counties), Metro (Los Angeles County), Southern (Orange County) and Northern (Oxnard) regions. The release, which was written in English, Spanish, Cambodian, Chinese, Korean, and Vietnamese, conveyed the message that SCE knows “it’s especially difficult for the newly unemployed who may not know where to turn” and that SCE wants “people to know that we’re here for them and that we have programs and services that can help.” The release described the CARE, FERA and EMA Programs.

**Earned Media (PR and Outreach):**

**African American**

All earned media placements within the African American community reached an estimated circulation of 585,500.

Print

Information about the utility companies’ money saving programs such as CARE, FERA and EMA and the “We CARE” events were conveyed in six different publications such as: Westside Story, Black Voice, Inland Valley, OurWeekly, Long Beach Leader, and Tri-County Bulletin.

Online

OurWeekly Online, TheWrightPlaceTV.com, and Savethedatecentral.com conveyed information on the “We CARE” events and utility companies’ money-saving programs such as CARE and FERA.

Radio

Radio stations KJLH FM 102.3 and KTYM-AM 1460 discussed the CARE, FERA and EMA Programs along with the “We CARE” events.

**Asian**

All earned media placements within the Asian community reached an estimated circulation of 1,810,000.

Print



Information about the utility companies' money saving programs such as CARE, FERA and EMA and the "We CARE" event was conveyed in twenty one different Asian market publications including, but not limited to, Korea Daily News, Viet Boa Daily News, Chinese Daily News, Angkor Borei News, India Journal, Asian Journal, Philippine News, Sereechai Newspaper, and Pakistan Link.

Television

L.A. 18 Chinese News shared information about the utility companies' money saving programs such as CARE, FERA and EMA and attended the "We CARE" events.

Online

Several of the twenty-one print publications referenced above also posted the information on their websites.

Radio

Radio Bolsa, Radio Korea, and Radio Seoul discussed SCE's CARE, FERA and EMA Programs.

**Hispanic**

All earned media placements within the Hispanic community reached an estimated circulation of 2,814,962.

Print

Information about the utility companies' money saving programs such as CARE, FERA and EMA and the "We CARE" events were conveyed in seven different publications including: La Opinion, El Clasificado, El Salvador Dia a Dia, Azteca News, 20 de Mayo, La Prensa Hispana LA, and El Panamericano.

Television

KWHY-TV, KMEX-TV, KRCA-TV, KNLA-TV, KEVA-TV, and KTFR (*Univision*) discussed utility companies' money saving programs such as CARE, FERA and EMA and the "We CARE" events.

Online

Many of the publications referenced above also posted information about CARE, FERA and EMA on their websites.

Radio

An SCE representative spoke about the “We CARE” event, invited customers to attend and discussed the purpose of the campaign on KWIZ-FM and KBUE-FM.

### **General Market**

Information about the CARE, FERA and EMA programs, along with the message to customers that SCE has programs and services that can help them during these difficult economic times, was conveyed in the Long Beach Press Telegram (print and online), San Gabriel Valley Tribune (print and online), LAlist online, LA Times Consumer Blog Online, LA Times (Print and Online), Builder & Developer (Print and Online), and Annenberg Community TV Online. These topics were also covered by CBS TV 2, KCAL TV 9, KNBC TV 4, KTLA TV 5, KABC TV 7, KPMR (radio), and KROQ-FM.

### **B. Discuss each of the following:**

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

The CARE/FERA Programs continuously integrate efforts and messaging with the EMA program at all outreach events, communications, and marketing campaigns.

- 2. Discuss barriers to participation encountered during the reporting period and steps taken to mitigate them.**

FERA is a program that targets middle income households with high energy usage. SCE believes FERA penetration is unlikely to match CARE due to the smaller level of benefits that are paid to participants. Also, many FERA participants do not receive a discount if they do not use energy in the third tier.

Although no formal study has been conducted by SCE to identify barriers to participation, it is believed, through anecdotal information and experience that some barriers to participation do exist. These include lack of knowledge about the availability of CARE/FERA, language and cultural barriers, geographical barriers to reach potentially-eligible customers, and a certain segment of the eligible population that does not wish to participate. In 2009, as penetration rates reached higher levels, SCE also found that it became increasingly difficult to reach each new eligible customer.

As described in this report, SCE uses a multifaceted outreach approach to reach its potential CARE/FERA-eligible customers, and in 2009, significantly increased outreach efforts, including, but not limited to, aggressive recruitment of new CARE/FERA Capitation agencies, multilingual outreach, ethnic and general market media, and designing CARE marketing and correspondence to reach increasing numbers of ethnicities and under-penetrated geographic areas. SCE believes this approach continues to make progress in overcoming barriers to enrollment.

In addition, as described elsewhere in this report, process and program delivery improvements, such as “real-time” internet enrollment and recertification applications, categorical enrollment and verification, outbound phone enrollments via a third party contractor, the probability model, expanded data sharing with SoCalGas, and multilingual communications are working toward eliminating barriers.

#### **IV. Processing FERA Applications**

##### **A. Processing Self-Certification and Self-Recertification Applications (individual and sub-metered customers)**

- 1. Provide the number of utility and third-party FERA self-certification and self-recertification applications provided, received, approved, denied, pending/never completed, or duplicates for the reporting period.**

See Table 5.

<b>TABLE 5</b>						
<b>FERA Self-Certification and Self-Recertification Applications<sup>5</sup></b>						
	<b>Provided<sup>6</sup></b>	<b>Received</b>	<b>Approved</b>	<b>Denied<sup>7</sup></b>	<b>Pending/Never Completed<sup>8</sup></b>	<b>Duplicates</b>

<sup>5</sup> Includes sub-metered tenants.

<sup>6</sup> Self-Certification applications are distributed/mailed through a wide variety of fulfillment and outreach methods so it is not possible to determine an actual account. Recertification applications are tracked.

<b>Utility</b>		45,893	28,870	5,334	2,436	9,253
<b>Capitation</b>		7,069	6,399	297	-	373
<b>Other Third-Party</b>		2,942	2,866	29	-	47
<b>Total</b>		55,904	38,135	5,660	2,436	9,673

**B. Processing Random Post-Enrollment Verification Requests**

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

See Table 6.

<b>TABLE 6<sup>9</sup></b>						
<b>FERA Random Post-Enrollment Verification Requests<sup>10</sup></b>						
	<b>Requested</b>	<b>Received</b>	<b>Approved</b>	<b>Denied<sup>11</sup></b>	<b>Pending/Never Completed<sup>12</sup></b>	<b>Duplicates</b>
<b>Total</b>	272	49	17	215	40	0

<sup>7</sup> Denied Self-Certification applications are counted to the CARE program due to the dual CARE/FERA application.

<sup>8</sup> Includes cancelled recertification requests and closed accounts.

<sup>9</sup> SCE is investigating its verification system to determine if it is functioning properly based on the small number of verification requests shown in Table 6.

<sup>10</sup> Verification process for FERA is the same as CARE.

<sup>11</sup> Includes customers who were dropped due to non-response.

<sup>12</sup> Includes cancelled requests and closed accounts.

## **V. Program Management**

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

FERA was implemented in June 2004. Because FERA procedures and processes were designed to mirror the well-established CARE program, there were no major issues and or events that significantly affected program management.



**Attachment B**

**LIEE/CARE Annual Report**

**Southern California Edison Company  
Low Income Energy Efficiency (LIEE)  
AND  
California Alternate Rates for Energy (CARE)  
Programs Annual Report**

**May 3, 2010**



# **SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010**

## **TABLE OF CONTENTS**

<b>Title</b>	<b>Page</b>
<b>1. LIEE Executive Summary .....</b>	<b>3</b>
1.1. Alignment of LIEE with Strategic Plan Goals and Strategy .....	3
1.2. Low Income Energy Efficiency Program Overview .....	8
1.3. Whole Neighborhood Approach Evaluation.....	8
1.4. LIEE Customer Enrollment Evaluation .....	10
1.5. Disability Enrollment Efforts.....	12
1.6. Leveraging Success Evaluation, Including LIHEAP .....	13
1.7. Integration Success Evaluation .....	16
1.8. Workforce Education & Training .....	18
1.9. Legislative Lighting Requirements Status .....	20
1.10. Studies .....	21
1.11. Pilots .....	26
1.12. “Add Back” Measures .....	26
<b>2. CARE Executive Summary.....</b>	<b>27</b>
2.1. Participant Information .....	27
2.2. CARE Program Summary.....	31
2.3. CARE Program Costs .....	34
2.4. Outreach.....	37
2.5. Processing Care Applications .....	48
2.6. Program Management.....	50
<b>3. CARE Expansion Program.....</b>	<b>52</b>
3.1. Participant Information .....	52
3.2. Usage Information .....	53
3.3. Program Costs .....	53
3.4. Outreach.....	53
3.5. Program Management.....	55
<b>4. Fund Shifting.....</b>	<b>56</b>
<b>5. Appendix: LIEE Tables and CARE Tables.....</b>	<b>57</b>

## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

### 1. LIEE Executive Summary

*Provide an executive summary of the LIEE program year:*

#### 1.1. Alignment of LIEE with Strategic Plan Goals and Strategy

*The long-term California Strategic Plan vision for the LIEE program is to have 100% of all eligible and willing low income customers receive all cost effective Low Income Energy Efficiency measures by 2020. The Plan lays out two goals in achieving the LIEE vision: 1) By 2020, all eligible customers will be given the opportunity to participate in the LIEE program, and 2) The LIEE programs will be an energy resource by delivering increasingly cost-effective and longer-term savings.*

##### 1.1.1. Please identify the IOU strategies employed in meeting Goal 1: Improve Customer Outreach

Implementation Plan and Timeline		
Strategies	Near Term 2009 – 2011	IOU strategy employed this program year
1.1: Strengthen LIEE outreach using segmentation analysis and social marketing tools.	<ul style="list-style-type: none"> <li>Identify, implement and evaluate effective marketing, education and outreach methods for targeting low income customer segments.</li> <li>Use social marketing to effectively engage low income customers in program participation.</li> </ul>	<ul style="list-style-type: none"> <li>Partnered and integrated with other Income Qualified Programs, joint enrollment with investor owned utilities (IOU) counterparts, leveraged with organizations that service clients with disabilities, and utilized self certification.</li> <li>Program services and benefits promoted to Latino community during morning news and on TV station's Facebook page.</li> <li>During 2009, SCE and Pacific Gas and Electric (PG&amp;E) initiated a segmentation study in order to better understand and improve the marketing, education and outreach efforts of the LIEE program. SCE anticipates the results of this work will be available during 2010.</li> </ul>

## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

Implementation Plan and Timeline		
Strategies	Near Term 2009 – 2011	IOU strategy employed this program year
<b>1.2:</b> Develop a recognizable and trustworthy Brand/Tagline for the LIEE programs.	<ul style="list-style-type: none"> <li>• Develop a statewide program name and description for LIEE which is coordinated with Marketing, Education and Outreach (ME&amp;O) efforts for energy efficiency, demand response and any other demand-side options.</li> <li>• Implement branding.</li> </ul>	<ul style="list-style-type: none"> <li>• There are plans to develop the LIEE sub-brand to the master statewide ME&amp;O brand by second quarter 2010.</li> <li>• The Overall Statewide ME&amp;O Branding initiative was initiated in program year (PY) 2009. Per Decision (D.)07-12-051, the LIEE branding effort was expected to coordinate (and follow) that effort. As such, the LIEE branding activities will commence in 2010.</li> </ul>
<b>1.3:</b> Improve program delivery.	<ul style="list-style-type: none"> <li>• Use information from segmentation analysis to achieve efficiencies in program delivery.</li> <li>• Leverage with Local, State, and Federal agencies as well as other organizations to increase seamless coordination, efficiency and enrollment.</li> </ul>	<ul style="list-style-type: none"> <li>• In 2009, SCE continued to allocate a minimum number of jobs to a contractor within each community to ensure each neighborhood trip includes sufficient activity for a full-day's work in order to reduce the carbon footprint.</li> <li>• SCE leveraged with its internal Partnerships group to work with existing and newly established relationships with local city governments.</li> <li>• Partnerships were established with organizations that service clients with limited incomes and/or disabilities.</li> <li>• As noted above, SCE and PG&amp;E initiated a segmentation study during PY 2009. The results are intended to inform and improve program delivery. SCE anticipates that actions will be taken based on these results during PY 2010.</li> </ul>

## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

Implementation Plan and Timeline		
Strategies	Near Term 2009 – 2011	IOU strategy employed this program year
1.4: Promote the growth of a trained LIEE workforce.	<ul style="list-style-type: none"> <li>• Incorporate LIEE training needs into the Workforce Training needs assessment.</li> <li>• Develop Training Roadmap which includes funding requirements and sources other than IOUs.</li> <li>• Implement LIEE workforce education and training.</li> </ul>	<ul style="list-style-type: none"> <li>• Three types of training were offered in 2009: home assessment training, inspection training and computer-based training. This training was offered to employees from existing and new service providers to improve workforce skills and increase program efficiency.</li> <li>• SCE is co-funding the Commission administered WE&amp;T pilot.</li> <li>• In 2009, the WE&amp;T task force met several times moving towards the California Energy Efficiency Strategic Plan (CEESP) goals. In particular, in 2009 a statewide assessment of Workforce, education and training "green jobs" was launched.</li> </ul>

## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

### 1.1.2. Please identify the IOU strategies employed in meeting Goal 2: LIEE is an Energy Resource

Implementation Plan and Timeline		
Strategies	Near Term 2009 – 2011	IOU strategy employed this program year
<b>2.1:</b> Increase collaboration and leveraging of other low-income programs and services.	<ul style="list-style-type: none"> <li>Identify key areas where data sharing would be possible and advantageous.</li> <li>Develop partnerships with community organizations and other agencies to leverage resources available from local governments, federal, state, and private project funding sources.</li> </ul>	<ul style="list-style-type: none"> <li>SCE enhanced systems enabling automatic enrollment into LIEE for customers who have successfully responded to CARE verification requests.</li> <li>Additional income-qualified programs (such as Medi-CAL, Healthy Families, CAL KIDS, etc.) were added to the list of programs that categorically qualify a household for LIEE.</li> <li>LIHEAP leveraging.</li> </ul>
<b>2.2:</b> Coordinate and communicate between LIEE, energy efficiency and DSM programs to achieve service offerings that are seamless for the customer.	<ul style="list-style-type: none"> <li>Ensure LIEE participants are aware of energy efficiency and DSM/EE programs.</li> <li>Coordinate with CSI programs to provide LIEE program services in qualified low income housing for both single family and multi-family CSI programs.</li> <li>Coordinate AMI delivery and LIEE Programs.</li> </ul>	<ul style="list-style-type: none"> <li>SCE hired an existing Comprehensive Mobile Home Program (CMHP) contractor to do on-site LIEE applications and assessments for mobile homes. This enhanced the customer experience by enabling delivery of two programs in a single visit.</li> <li>LIEE Assessors educate applicants on SCE's residential air conditioning demand response program (Summer Discount Plan).</li> <li>Grid Alternatives sends a list of single-family households who have signed up for California Solar Initiative (CSI).</li> <li>LIEE staff trained managers of multi-family housing, including those who may sign up for CSI, on how their residents may enroll in LIEE.</li> <li>LIEE staff participated in monthly AMI Marketing status meetings to</li> </ul>

## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

Implementation Plan and Timeline		
Strategies	Near Term 2009 – 2011	IOU strategy employed this program year
		ensure program alignment.
<b>2.3:</b> Provide low income customers with measures that result in the most savings in the LIEE program.	<ul style="list-style-type: none"> <li>Assess design of programs to ensure increasingly cost effective measures, while reducing low-income customers' bills and improving quality of life.</li> <li>Continue to include measures that provide long term energy savings, such as refrigerators.</li> </ul>	<p>SCE continued to install measures with relatively high cost-effectiveness such as:</p> <ul style="list-style-type: none"> <li>CFL Torchieres (TRC = 1.43 approx.)</li> <li>Screw-in CFLs (TRC = 1.08 approx.)</li> <li>Refrigerators (TRC = 0.77 approx.)</li> </ul> <p>SCE is co-funding a study on refrigerator degradation. This study may lead to expanded eligibility of refrigerators in the program.</p>
<b>2.4:</b> Increase delivery of efficiency programs by identifying segmented concentrations of customers.	<ul style="list-style-type: none"> <li>Identify and develop segmented approach to deliver services to households</li> <li>Improve use of community-based organizations (CBOs) in delivering services</li> </ul>	<p>The LIEE program launched a new database enabling more efficient creation of ZIP Code-specific outreach and canvassing lists by the following metrics to target areas with the most eligible and willing households:</p> <ul style="list-style-type: none"> <li>ZIPs with high estimated LIEE income eligibility</li> <li>CARE participants</li> <li>Non-LIEE participants</li> <li>High energy insecurity (disconnects, etc.)</li> <li>High energy users</li> </ul>

## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

### 1.2. Low Income Energy Efficiency Program Overview

*1.2.1. Provide a summary of the LIEE Program elements as approved in Decision 08-11-031:*

Program Summary			
	Authorized / Planning Assumptions	Actual	%
Budget <sup>1</sup>	\$55,742,000	\$44,051,560	79%
Homes Treated	83,445	62,624	75%
kWh Saved	29,723,678	23,514,554	79%
kW Demand Reduced	9,572	6,495	68%
Therms Saved			

### 1.3. Whole Neighborhood Approach Evaluation

*1.3.1. Provide a summary of the geographic segmentation strategy employed, (i.e. tools and analysis used to segment “neighborhoods,” how neighborhoods are segmented and how this information is communicated to the contractor/CBO).*

In 2009, SCE continued to improve its LIEE database to identify neighborhoods with a dense low-income population and low LIEE program penetration. The database tracks the marketing and outreach tactics used in the various neighborhoods to determine the effectiveness and provide guidance to our contractors/community-based organizations (CBOs). Marketing efforts are staggered to address specific neighborhoods (small geographic areas or "ZIP7s") within SCE's service territory where city partnerships may have been established. For example:

- In July, direct mailers were sent out to approximately 3,200 customers in Tulare and Porterville, informing them about the LIEE program services and the local contractor conducting a canvassing effort through their respective neighborhood. Prior to the mailer release, the effort was coordinated with members of the respective cities to issue a press release and broadcast on local television and radio stations. SCE received a combined response

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<sup>1</sup> Per D.08-11-031, Ordering Paragraph 85, SCE reported a fund shift of \$4.5 million in November 2008 from the “Electric Appliances” subcategory in the 2009-2011 program cycle in order to “carry back” funds into the 2008 program to allow the program to continue seamless operation and meet demand through year-end 2008. The entire \$4.5 million was carried back from the “Electric Appliances” 2009 budget subcategory.

## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

rate of approximately 9% from the Tulare and Porterville Whole Neighborhood Approach (WNA) efforts.

- In September, SCE developed a partnership with the City of Redlands and their Neighborhood Revitalization Program (NRP). The NRP is designed to assist owners of single-family residences, who meet income criteria, with a grant to make exterior improvements to their homes. The LIEE program leveraged this effort and identified approximately 270 potential customers that received NRP services and were enrolled in the CARE program. SCE received a response rate of approximately 14% from the Redlands WNA efforts.
- In October, two Cool Centers located in Perris and Moreno Valley were identified to promote the LIEE program (known by SCE customers as Energy Management Assistance (EMA)). Over 3,000 customers were notified to take advantage of the services provided at each facility. LIEE approved a contractor to set up a booth for two days at each center. The two-day effort produced an approximately 3% response rate of combined centers.

The majority of customer leads were generated from SCE's LIEE Call Center which were then assigned in bulk to service providers in a manner that ensures a full work day for the outreach worker.

**1.3.2.** *Provide a summary of the customer segmentation strategies employed (i.e. tools and analysis used to identify customers based on energy usage, energy burden and energy insecurity) and how these customer segments are targeted in the Whole Neighborhood Approach to program outreach.*

The LIEE Program focused the majority of its marketing and outreach efforts on CARE customers who have not previously received LIEE services. Through these efforts, customers who have high energy insecurity, kWh / kW, notice and disconnects on their account were identified and targeted. LIEE strategically scheduled each marketing and outreach campaign to address specific neighborhoods within the service territory. Portions of the marketing efforts were recently modified to conform to the WNA by targeting customers in ZIP7 clusters.

The LIEE Program aggregated leads in small geographic areas and then allocated the leads to service providers in a manner that engaged the service provider in a full day's worth of work within a specific neighborhood. This method was used to manage the work throughout the funding cycle in order to "space" LIEE work throughout the year for each LIEE service provider.



## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

### *1.3.3. Describe how the current program delivery strategy differs from previous years, specifically relating to Identification, Outreach, Enrollment, Assessment, energy Audit/Measure Installation, and Inspections.*

In previous years, the LIEE program restricted its marketing and outreach efforts as limited funding and over-subscription had been the concern. Other components of the LIEE program, in general, had not changed in terms of enrollment, assessment, energy audit, measure installations, and inspections. Specific improvements and system enhancements were developed related to bulk assignment of leads and installation jobs ensuring assessors and work crews maintain a full day's worth of work and minimize the carbon footprint.

In 2009, methods of identifying, marketing and outreaching to specific customer segments were developed where new strategies were implemented to effectively increase program awareness and enrollment throughout SCE's service territory. In 2009, LIEE began its aggressive integration and partnering efforts with various local governments, internal and external organizations who service within the disabled community to increased program penetration and bring benefits to a wider range of customers. In addition, categorical, and self-certification enrollment were implemented to ease the enrollment process.

LIEE continued to strategize effective ways to enhance and improve current program deliveries and deploy effective marketing and outreach efforts to bring LIEE services to underserved communities. While deploying the WNA approach, SCE remains cognizant of the need to ensure contractors throughout SCE's service area have sufficient and balanced demand for services. SCE also ensures that customers receive timely response to LIEE service requests even if they are not within a neighborhood currently being targeted through a WNA strategy.

## **1.4. LIEE Customer Enrollment Evaluation**

### *1.4.1. Distinguish between customers treated as "go backs" and brand new customers so that the Commission has a clear idea of how many new customers the IOUs are adding to the LIEE program.*

The number of homes treated in 2009 as "go backs" was less than 5%. These customers were identified as having received services between 1999 and 2001.

# of homes treated 2009	# of Service Accounts treated in 2009 previously treated in 99 - 01	Percentage of Go back Homes
62,624	3,031	4.84%

## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

### *1.4.2. Please summarize new efforts to streamline customer enrollment strategies, including efforts to incorporate categorical eligibility and self-certification.*

Efforts to streamline the customer enrollment process included, but were not limited to:

- Supplementing the traditional direct mailers to customers to include the contact information of service providers assigned to the area. By including the service provider's contact information on the direct mailer, it legitimizes the service provider and reduces the enrollment wait time by allowing the customer to contact the service provider directly.
- Households that have met the income documentation policies and procedures to enroll in either CARE and/or the Energy Assistance Fund (EAF) are referred to the service providers. Since these household's income have been verified by the respective program(s), the household is not required to provide additional income documentation in order to qualify for LIEE enrollment.
- Self-certification targeted customers residing in areas where 80% of the households were at or below 200% of the federal poverty line. These areas were identified using ZIP +7 data. Customers residing in these identified areas are referred to and enrolled by the service providers using the self-certification model identified by the Commission.
- Enrolling customers based on categorical eligibility. Customers who can provide documents proving one or more household members' current participation in one of several state or federal assistance programs do not need to provide additional income documentation in order to qualify for the LIEE Program.

### *1.4.3. If the IOU has failed to meet its annual goal of number of households served, please provide an explanation of why the goal was not met. Explain the programmatic modifications that will be implemented in order to accomplish future annual goals of number of households served.*

The LIEE program did not meet its 2009 annual goal of homes treated because new policy direction resulted in a number of program changes requiring revisions to procedures, additional contractor training, and clarification from the Commission. The changes in program policy having an impact on the results achieved include:

- Contractor ramp-up to address expanded goals and pending ruling on WNA contributed to slow start; and
- Existing LIEE workforce (almost 2/3 of our contractors) are involved with state funded activities such as Low Income Home Energy Assistance Program (LIHEAP) Department of Energy (DOE) and American Recovery & Reinvestment Act of 2009 (ARRA).

## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

SCE's LIEE Program was able to bring on new service providers in late July. These service providers began to increase the workforce to levels that could deliver the desired future results. In addition, the LIEE program developed a more aggressive marketing plan to generate leads and help the service providers with enrollment of eligible customers.

### 1.5. Disability Enrollment Efforts

#### *1.5.1. Provide a summary of efforts to which the IOU is meeting the 15% penetration goal.*

The majority of the LIEE enrollments of households with at least one member with disabilities were achieved through "SCE Referral." This effort consisted of customers who voluntarily self-identified a household member as disabled or enrolled from the Medical Baseline or CARE. In addition, the LIEE Program established partnerships with organizations working with low-income households and people with disabilities to promote, recruit, and enroll their existing low-income clients in the LIEE Program.

#### *1.5.2. Describe how the LIEE customer segmentation for ME&O and program delivery takes into account the needs of persons with disabilities.*

In 2009, two distinct segmentation studies were initiated: (1) The Commission managed a statewide Marketing, Education and Outreach (ME&O) segmentation study that includes low income customers, but does not directly address specific issues related to the ME&O needs of low income customers per se. (2) In 2009 SCE and PG&E initiated a LIEE customer segmentation study. While our efforts to specifically target customers with disabilities are constrained by D.08-11-031,<sup>2</sup> the IOUs anticipate that the segmentation research will result in information that can inform aspects of our communication, marketing, education and training materials in order to better meet the needs of our low income, disabled customers. Hence, once a home has been identified as including a person with a disability, the results of the segmentation research will provide information that will enable assessment and installation contractors to customize service delivery for this household based on its needs.

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<sup>2</sup> D.08-11-031, page 69 states "The IOUs should not ask customers if they are disabled, but instead allow customers with disabilities to voluntarily self-identify. They may also count as disabled persons who have an observed disability such as a mobility, vision or hearing disability, and persons who use TTY/TDD or request accessible formats of written materials (*i.e.*, large print and/or Braille)."

## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

*1.5.3. Identify the various resources the IOUs utilize to target the disabled community and the enrollments as a result:*

<b>Disability Enrollments</b>			
<b>Source</b>	<b>Total Enrollments</b>	<b>Disability Enrollments</b>	<b>% of Disability Enrollment</b>
SCE Referral	29,799	4,585	15%
Data Sharing	24,303	1,303	5%
Partnership	9	2	22%
Outreach	8,513	1,128	13%
Total	62,624	7,018	11%
Target Enrollment Rate	-	-	15%

*1.5.4. If participation from the disabled community is below the 15% goal, provide an explanation why:*

SCE believes it is possible that it may have met the 15% goal. The Service providers are unable to ask LIEE customers if a member of the household has a disability. If a member of the household with a disability is not present during service delivery, it may be difficult to observe whether a household member has a disability. Therefore, it is possible that some treated homes were not classified as including a household member with a disability. SCE plans to discuss with the other IOUs outreach to customers with disabilities and work collaboratively to identify opportunities to improve the percentage of enrollments from the “Data Sharing” source and increase the number of enrollments obtained through the existing and newly established partnerships with organizations working with customers with disabilities.

### **1.6. Leveraging Success Evaluation, Including LIHEAP**

*Decision 08-11-031 defines leveraging as “an IOU’s effort to coordinate its LIEE programs with programs outside the IOU that serve low income customers, including programs offered by the public, private, non-profit or for-profit, local, state, and federal government sectors that result in energy efficiency measure installations in low income households”. Progress will be measured by tracking the following criteria:*

- *Dollars saved.* Leveraging efforts are measurable and quantifiable in terms of dollars saved by the IOU (Shared/contributed/donated resources, elimination of redundant processes, shared/contributed marketing materials, discounts or reductions in the cost of installation, replacement, and repair of measures, among others are just some examples of cost savings to the IOU).

## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

- *Energy savings/benefits.* Leveraging efforts are measurable and quantifiable in terms of home energy benefits/savings to the eligible households.
- *Enrollment increases.* Leveraging efforts are measurable and quantifiable in terms of program enrollment increases and/or customers served.

**1.6.1.** *Describe the efforts taken to reach out and coordinate the LIEE program with other related low income programs offered outside the IOU that serve low income customers.*

SCE staff from LIEE and Multi-family Affordable Solar Housing (MASH) program, managed by SCE, have held over two dozen meetings with representatives from multi-family & Housing & Urban Development (HUD) housing complexes to explain how LIEE and MASH work, and how to leverage their relationships with their residents to assist them in enrolling in LIEE. Residents then apply for LIEE following the normal enrollment procedures utilizing the most efficient channel for them.

SCE LIEE staff also worked with staff from Grid Alternatives, the external company administering the Single-family Affordable Housing (SASH) program, to mutually leverage LIEE's existing information on low income homes, and SASH's efforts to identify homes that meet all their criteria. A list of homes determined to be eligible for SASH treatment are sent to SCE to ensure that they are enrolled in LIEE and receive all eligible and feasible measures.

SCE has contracted with new, and continues to work closely with existing, CBOs which operate multiple programs targeting the low-income, disabled, senior, and/or other hard-to-reach population segments, leveraging the CBOs' existing and ongoing relationships with their respective client bases to increase customer awareness and overcome potential unwillingness to participate.

SCE also continues to contract with agencies that also contract with other IOU LIEE programs. Contracting with the same service providers allows the IOUs to split the cost of jointly educating the customer on energy efficiency practices and resources. This leveraging has been highly successful in terms of the large number of jointly treated households it has enabled.

## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

- 1.6.2. In addition to tracking and reporting whether each leveraging effort meets the above criteria in order to measure the level of success, please describe the Other Benefits resulting from this particular partnership not captured under the 3 criteria described above.*

Many, perhaps most, of the benefits from leveraging with other external programs are not directly and/or feasibly quantifiable. For example, working with external programs has likely resulted in increased awareness of LIEE, which in turn results in an eventual increase in enrollments. Perhaps more importantly, leveraging LIEE in combination with multiple external programs also likely enhances the credibility of the marketing for all programs involved, helping to overcome the public perception that receiving “free” measures from LIEE (or any other source) is too good to be true. This same barrier is also overcome to some degree by the fact that the client may already have a trusting relationship with the external agency and thus will be more likely to trust the LIEE program messaging coming from that agency.

SCE employs several contractors that also have contracts with SoCalGas’ Direct Assistance Program (DAP). This type of leveraging has multiple benefits, including reducing the number of times that the customer has to be home for an appointment, as compared to being treated by separate contractors for each utility.

- 1.6.3. Please provide a status of the leveraging effort with California Department of Community Services and Development (CSD). What new steps or programs have been implemented for this program year? What was the result in terms of new enrollments?*

This CSD/LIEE project was created to address two closely related problems: LIHEAP contractors are typically unaware of homes previously serviced through LIEE and what services have been installed, until they actually do the assessment visit.

Similarly, LIEE contractors are typically unaware of homes previously serviced through LIHEAP and what services have been installed. The result is that resources are wasted by LIEE and LIHEAP contractors pursuing previously treated homes that have no remaining feasible measures to be installed.

The project was divided into two phases. Phase One implements the capability to allow LIHEAP Contractors to enter into SCE’s Energy Management Assistance Partnership System (EMAPS) data on homes treated, services installed and whether LIEE services were installed. For example, the contractor will record if a household received a refrigerator, evaporative cooler, clothes washer, etc. Phase One also includes

## **SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010**

streamlining the way that EMAPS supports the leveraging for any LIEE appliance. Previously, leveraging appliances other than refrigerator replacements required contacting the SCE LIEE Program Manager for approval, outside of EMAPS.

Phase Two will expand the online EMAPS Duplicate Measure Research Inquiry (DMRI) function to include LIHEAP homes treated and services installed. Phase Two also will define processes and identify issues enabling non-LIEE LIHEAP contractors to DMRI with EMAPS.

### **1.7. Integration Success Evaluation**

*According to Decision 08-11-031, “Integration constitutes an organization's internal efforts among its various departments and programs to identify, develop, and enact cooperative relationships that increase the effectiveness of customer demand side management programs and resources. Integration should result in more economic efficiency and energy savings than would have occurred in the absence of integration efforts.”*

#### **1.7.1. Describe the new efforts in program year to integrate and coordinate the LIEE program with the CARE Program.**

SCE continues to use the customers enrolled on CARE as one of the customer segmentation criteria for targeted LIEE marketing. In addition, the LIEE and CARE marketing plans are now jointly coordinated in advance and on an ongoing basis to integrate efforts where feasible. Program management from both LIEE and CARE now participate routinely in each other's marketing and outreach planning activities and share day-to-day operational information, and function more like a unified team. This increased level of communication and activity was enabled in large part by the addition of a dedicated LIEE staff member to, among other things, oversee LIEE marketing and coordinate with other SCE demand side management and customer assistance efforts, including CARE.

#### **1.7.2. Describe the new efforts in program year to integrate and coordinate the LIEE program with the Energy Efficiency Residential Program.**

SCE formed a Program Integration Team consisting of members of the LIEE, CARE and other residential energy efficiency program management groups. This team met regularly with each representative explaining their respective program's operations and jointly identifying potential areas for integration. As part of this team effort, LIEE & CARE staff ensured that appropriate low income messaging was included in the redesigned Mobile Education and Assistance Unit that is dispatched to major outreach events

## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

to serve as an anchor for SCE's demand side management and customer assistance outreach. In what may prove to be the most effective of the new integration efforts, SCE trained and authorized the existing Comprehensive Mobile Home Program (CMHP) contractor to perform on-site LIEE applications and assessments for potentially qualifying mobile home households. The contractor is able to enroll households in the most appropriate program. This combination likely enhances the perceived value of both programs to potential participants when being asked to participate.

The Program Integration Team also implemented the joint review of printed customer materials as they come up for revision, in order to identify low- or no-cost ways of integrating the various program offerings into the materials as appropriate for the intended audience. As a result, enhanced LIEE messaging was added to the two widely distributed residential energy efficiency brochures and flyers.

*1.7.3. Describe the new efforts in program year to integrate and coordinate the LIEE program with the Energy Efficiency Government Partnerships Program.*

LIEE and Partnerships staff met multiple times to identify potential opportunities for integrating aspects of the respective programs. An overview of the LIEE and CARE programs was presented at a number of Partnership meetings with local government and business leaders. However, SCE's Partnership program does not focus on residences, but rather more on government buildings and facilities. SCE's Partnerships Program continues to share their calendar of upcoming events in the hope that some will prove fruitful for the low income programs.

*1.7.4. Describe the new efforts in program year to integrate and coordinate the LIEE program with any additional Energy Efficiency Programs.*

SCE continues to explore the feasibility of integrating program delivery with the California Advanced Homes Program (formerly the California New Homes Program). For housing units designated by the builder for low-income occupants, LIEE will pay the full incremental cost of installing higher-efficiency equipment, such as 16.0 SEER HVAC systems and refrigerators. Without the incentive, builders are less inclined to increase the energy efficiency of any new housing units. The California Advanced Homes Program will pay the standard calculated incentives for all other measures currently not offered through LIEE that are installed in units designated for low-income occupants. Due to the slack housing market, there were no opportunities to integrate the two programs in 2009.



## **SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010**

***1.7.5. Describe the new efforts in program year to integrate and coordinate the LIEE program with the Demand Response Programs.***

SCE's Program Integration Team identified and implemented integration opportunities with the Summer Discount Plan's (SDP) seasonal activities. LIEE staff provided marketing data to SDP staff that targets information on customers that have central air conditioners, as determined by the hundreds of thousands of LIEE home assessments performed over the years. In addition, LIEE applicants are informed of the SDP as part of the on-site energy education. Although in the end, it was determined best to focus primary marketing on CARE, the CARE program feeds customers into LIEE by serving to identify customers who are willing to participate in a program that is easy to sign up for, and therefore may potentially be interested in participating in LIEE.

***1.7.6. Describe the new efforts in program year to integrate and coordinate the LIEE program with the California Solar Initiative Programs.***

The low income portion of the CSI is divided into the SASH and MASH programs. SASH is managed by a company outside of SCE, and therefore coordination with SASH falls under the "leveraging" umbrella. See Section 1.6.1 above.

SCE employed both integration and leveraging activities to coordinate LIEE with the SCE-administered MASH program. The integration activities consisted of a series of planning meetings between the respective program managers, and development and implementation of a process by which LIEE and MASH staff met jointly and separately with over two dozen managers of multi-family housing organizations, including those who may sign up for CSI, who in turn leveraged their resources to explain to their residents how to enroll in LIEE. The housing managers then assist the residents in applying for LIEE via any one of the existing channels they find most convenient.

### **1.8. Workforce Education & Training**

***1.8.1. Please summarize efforts to improve and expand LIEE workforce education and training. Describe steps taken to hire and train low income workers and how such efforts differ from prior program years.***

The LIEE Program provides training covering different aspects of the program to contractors, CBOs and vendors working in the program. Contractors and CBOs are required to maintain a license in good standing with the California State Licensing Board (CSLB).

## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

The training curriculum includes workshops related to the policies and procedures for home enrollment and assessment, service delivery and inspections. The curriculum includes hands-on interactive workshops to LIEE service providers in the use of EMAPS, which is the web-based database used to process and track program activity.

In addition, web seminars (“webinars”) have been implemented due to the low-cost alternative to face-to-face meetings. Since the use of webinars reduces the overhead and travel costs typically associated with face-to-face meetings, and can be scheduled almost immediately, plans are being developed to expand the use of this method to other program components wherever appropriate.

New service providers were brought in to the LIEE Program to help provide services to more homes. Therefore, it was necessary to provide in-depth training that reflected the full scope of the program. Instead of focusing on providing updates, this training involved more of a “from-the-ground-up” approach in order to accelerate the learning curve for new service providers.

**1.8.2.** *Please list the different types of training conducted and the various recruitment efforts employed to train and hire from the low income energy efficiency workforce.*

Many of the LIEE Program service providers and particularly CBOs, are situated in low-income and disadvantaged communities and provide jobs within these communities. Currently, these organizations provide over 750 jobs that support the LIEE Program. This figure includes employees of service providers performing ancillary services (e.g., janitorial and clerical) but may not be a comprehensive list. SCE’s training includes:

- Home Assessment Training – Offered to new employees hired by the LIEE Program service providers and is required prior to employees conducting customer enrollment, income verification, and home assessment activities.
- Inspection Training – Offered to new inspectors being certified to verify that the LIEE service providers work was performed properly and measures installed safely.
- Computer-Based Training (CBT) – Offered to existing and new employees. Workshop includes, but is not limited to, basic computer skills, and utilizing tools such as Microsoft Word, Excel and PowerPoint.

Type of training or recruitment conducted	Employees trained	Employees hired
Home Assessment Training	360	360
Inspection Training	24	24

## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

Computer-Based Training	7	0 <sup>3</sup>
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### 1.9. Legislative Lighting Requirements Status

- 1.9.1. Provide a summary on current and future CFL supply issues, as experienced by the IOU. Any current / future problems as well as potential solutions should be discussed in this paragraph.*

The LIEE Program has not experienced any Compact Florescent Light bulb (CFL) supply issues and does not anticipate any future issues. As part of the procurement process, lighting suppliers were evaluated on the availability of product and communication if shortages should occur. In addition, an agreement with the lighting vendor was set-up with fixed unit prices throughout the 2009-2011 program cycle and requires the supplier to have sufficient inventory to supply product to all LIEE service providers for a minimum of 30 days.

- 1.9.2. Provide a summary explaining how IOU promotes the recycling/ collection rules for CFLs.*

The LIEE Program has included information in its home energy education program to inform customers about the proper disposal of CFLs. The information includes:

- The energy savings benefits associated with replacing incandescent light bulbs with CFLs.
- Information regarding the CFLs mercury, toxic substance that can be harmful if not adequately handled.
- Instructions for the proper procedures for collecting and disposing of burned-out and broken CFLs, such as placing in a sealed plastic bag and taking them to a local recycling center or contacting a local hazardous waste agency for local recycling options.

- 1.9.3. Complete Table 16 (in Appendix). In addition, please briefly summarize the CFL procurement process for the IOU, including manufacturers, distributors, warehousing, and contractor delivery.*

Traditionally, the electric IOUs have procured CFLs and other lighting measures independently of each other. For the 2009-2011 program cycle, the electric IOUs coordinated the procurement of the CFLs in order to obtain the highest quality at the lowest possible price. Each IOU remained responsible for issuing their own agreement with the successful bidder to authorize the purchase of CFLs.

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<sup>3</sup> The 7 employees who had computer-based training were already employees of the agency.

## **SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010**

The successful lighting supplier was selected based on product availability, quality, pricing, experience, warranty, location, and warehousing. The LIEE program agreement requires the supplier to maintain at least 30 days of product for all service providers and deliver product to the service providers' facilities within 14 days from the order date.

- 1.9.4.** *Provide a summary of IOU activities in preparation for a draw down of CFL-supporting subsidies at the end of the 2009-2011 cycle, and where, as experienced by the IOU, they feel new lighting technologies could be used in the LIEE program.*

The delivery and installation of CFLs offers significant energy savings by switching low income customers from high energy use incandescent bulbs to CFLs. CFLs are one of the more cost effective measures provided through the LIEE program. SCE's LIEE Program will continue to coordinate with the energy efficiency lighting programs to seek opportunities to introduce new lighting technologies and help ease the transition when incandescent bulbs are no longer available.

### **1.10. Studies**

- 1.10.1.** *For each Study, provide 1) a summary describing the activities undertaken in the study since its inception; 2) the study progress, problems encountered, ideas on solutions; and 3) the activities anticipated in the next quarter and the next year.*

#### **Customer Segmentation Study**

The Customer Segmentation Study is a joint study between SCE and PG&E. SCE is managing the project and anticipates the results of the study will assist program managers in developing more effective or streamlined targeting and outreach methods. In addition, the study is intended to gather information to enable program managers to improve program delivery and/or marketing and educational materials in so far as they are tailored to the needs and issues of various groups (segments) of customers.

The following program activities took place during 2009: A request for proposals with a project scope and project objectives was written and approved by the two participating utilities and the Energy Division staff. The Request for Proposal was distributed to potential bidders in June 2009. Proposals were reviewed and scored by the study team. HINER and Partners was selected as the Evaluation Contractor for the project in July 2009. A project kick-off meeting was conducted in September 2009. A draft research plan was created and modified based on feedback from

## **SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010**

the team. A revised research plan was presented at a public workshop in November, 2009. The project was scoped to include four phases of data collection. During the last part of 2009 and the early part of 2010, the participating utilities have been working with HINER and Partners on scoping the data request based on available data and pulling the necessary customer data for the initial segmentation analyses. This work is still ongoing. The second phase of data collection involves conducting focus groups and will occur in 2010.

SCE anticipates gathering additional primary data via qualitative and quantitative methods of data collection in 2010. These data will be analyzed in conjunction with the analyses of the existing utility customer data in providing details on customer segments. While contingent on not encountering unexpected delays or problems, SCE anticipates receiving a final report on the project in May or June of 2010.

Ongoing efforts have and will be made to coordinate the planning and execution of this study with what has been done via the Statewide ME&O Segmentation Study. In particular, the results, data, and instruments have been reviewed by the LIEE project team in order to capitalize on what has been done and insure that these efforts can appropriately inform one another.

### **SCE LIEE High Usage Needs Assessment**

SCE is the only utility participating in the High Usage Needs Assessment Study. The intent of this study is to better understand high-tier energy use among low-income customers in temperate climate zones. SCE anticipates that by identifying the causes or behaviors that lead to relatively higher usage the effectiveness of the LIEE program services for these customers can be maximized.

This study is being conducted simultaneously with the Segmentation Study, and as such is following roughly the same time frame and schedule.

The request for proposals was distributed to potential bidders in June 2009. Proposals were reviewed and scored by the study team. HINER and Partners was selected as the Evaluation Contractor for the project. A project kick-off meeting was conducted in September 2009. A revised research plan was presented at a public workshop in November, 2009. The project was scoped to economize work activities and customer feedback by combining some of the data collection resources with the Segmentation Study.

During the next quarter SCE anticipates gathering additional primary data via qualitative and quantitative methods of data collection. In addition to the focus groups and quantitative survey conducted in conjunction with

## **SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010**

the Segmentation Study, during the next quarter the IOUs will conduct on-site audits and interviews customers with past year usage in the top 20% for their climate zone.

These different sources of data will be analyzed in an effort to learn more about the unique needs of this group of customers and ways that the LIEE program might better serve them. As is the case with the Segmentation Study, SCE anticipates receiving a final report on the project in June of 2010.

### **Joint Utility 2009 LIEE Impact Evaluation**

The Impact Evaluation is a state-wide study managed by the Energy Division. SCE holds the contract for the project. The objective of the Impact Evaluation research is to provide electric and gas savings estimates by measure, utility, household, weather zone, and other relevant dimensions for the PY 2009 LIEE Program. It is anticipated that the results will provide data to quantify the PY 2009 program achievements and document the relative value of various measures in producing energy savings. It is further expected that analyses of the program impacts on energy savings will be used to update savings forecasts, complete other LIEE analyses, and meet filing and reporting requirements.

To date, the following activities have taken place: An RFP was written and approved by the participating utilities and Energy Division in June 2009; the RFP was distributed in July 2009; EcoNorthwest was selected as the contractor for the project in August 2009. The firm is working with several sub-contractors, one of which includes the contractor that conducted the PY 2005 LIEE Impact Evaluation. The project kick-off meeting was held in September 2009. The research plan was presented at an initial public workshop held in November 2009. The utilities provided customer data to the contractor in December 2009 and January 2010. A sample plan was finalized for the survey data collection effort in January 2010. A draft of the participant survey instrument was circulated in March 2010.

During the second quarter of 2010, the IOUs anticipate that survey data will be collected for LIEE participants and non-participants, on-site audits will be conducted, and some initial billing analyses will be completed. The engineering analyses of selected measures and additional billing analyses on all of the measures will be conducted during the following quarter. The IOUs anticipate remaining on schedule to receive the final report on the project in December of 2010.

### **Joint Utility LIEE Process Evaluation**

## **SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010**

The Process Evaluation is a state-wide study managed by Energy Division. PG&E holds the contract for the project. The Process Evaluation assesses the effectiveness of the current LIEE program in order to develop recommendations for improvements in program design and delivery. It is anticipated that the final report will provide findings and recommendations for possible program changes that can be introduced as part of the next program cycle. The Joint Utilities, however, are also seeking ongoing information and recommendations as the evaluation progresses, so that LIEE program managers can institute productive changes to program operations without necessarily waiting until the next program cycle.

The 2009-2011 LIEE Program includes several new components, such as the WNA and a statewide awareness campaign. The 2009 Process Evaluation will give the Joint Utilities and the Commission our first opportunity to understand how these new approaches are impacting key Commission and utility program objectives, so that program elements can be fine-tuned to increase program participation and effectiveness.

A new process for obtaining bids from contractors for this evaluation was introduced in 2009. As such, a Request for Qualifications was posted during the first quarter of 2010. The RFP was disseminated to qualified bidders in the first quarter 2010. The IOUs expect to select a contractor and begin work on this evaluation during the second quarter 2010. The IOUs anticipate that the Final Report will be completed by January 2011. The results from this study will be used to develop the 2012-2014 LIEE Program Applications.

### **Joint Electric Utility Refrigerator Degradation Study**

Typically, appliance replacement is based on the effective useful life (EUL) and degradation of measures, from which a policy decision can be made at what stage of their lifecycle, it becomes cost-effective to replace them to receive the most energy savings benefits. Currently, refrigerators are eligible for replacement by a new energy efficient refrigerator in the LIEE program if they are manufactured before 1993. LIEE program statistics indicate that the pre-1993 refrigerator replacement market is highly saturated, however, the IOUs believe energy-efficient refrigerators are still one of the most cost effective, energy-saving measures in the LIEE program. This study will update refrigerator replacement criteria to garner new, significant and cost effective energy savings for the LIEE program.

The central goal of the refrigerator degradation study is to determine which, if any, alternate refrigerator replacement criteria lead to maximum, cost effective energy and demand savings for the LIEE program. Specifically, the IOUs are looking for a criterion for refrigerator

## **SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010**

replacement in the form of either a date at which manufacturer and technological changes in efficiency occurred, or a determined age of refrigerators to be replaced.

No activities on this project occurred during 2009. A draft of the Request for Proposals has been written and is expected to be distributed during the first quarter of 2010. The study is expected to begin in the 2<sup>nd</sup> quarter of 2010. The IOUs anticipate that this study will be completed by the third quarter of 2010.

### **Joint Utility LIEE Non-Energy Benefits Study**

The Non-Energy Benefits (NEBs) Study is a statewide study managed by San Diego Gas and Electric (SDG&E). The study was designed to be carried out in two phases. The first phase, currently underway, seeks to provide a literature review describing the use of NEBs in the industry and to recommend an approach for updating the estimation of NEBs and incorporating them into the required cost effectiveness tests for the LIEE Program. The second phase of the study, expected to start in 2010, will provide updated calculations for estimating the NEBs used in the program.

To date, the following activities have taken place: A RFP for Phase I of the Study was written and approved by the participating utilities and Energy Division in June 2009, and the RFP was then distributed the same month. In July 2009, Skumatz Economic Research Associates (SERA), located in Boulder, Colorado, was selected as the contractor for the project, and SERA's subcontractor on the project is The Cadmus Group, located in Portland, Oregon. A project kick-off meeting was held in San Diego in August 2009. A subsequent follow-up meeting was held in San Francisco in October 2009, and the project tasks and schedule were finalized later that month. A draft literature review was presented in December 2009.

During the first quarter of 2010 the IOUs anticipate finalizing the deliverable that includes the literature review and recommendations for Phase 2. Once finalized, a public workshop will be scheduled to present the results. During the second quarter of 2010, the IOUs anticipate finalizing the Phase 1 report and developing the work scope for Phase 2.

- 1.10.2.** *If applicable, submit Final Study Report describing: 1) Overview of study; 2) Budget spent vs. authorized budget; 3) Final results of study; and 4) Recommendations.*

There were no reports or results to report for 2009. Therefore, there are no recommendations.



## **SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010**

### **1.11. Pilots**

- 1.11.1.** *For each Pilot, provide 1) a summary describing the activities undertaken in the study since its inception; 2) the study progress, problems encountered, ideas on solutions; 3) the activities anticipated in the next quarter and the next year; and 4) Status of Pilot Evaluation Plan (PEP).*

SCE did not conduct any pilots in 2009.

- 1.11.2.** *If applicable, submit Final Pilot Report describing: 1) Overview of pilot; 2) Description of Pilot Evaluation Plan (PEP); 3) Budget spent vs. authorized budget; 4) Final results of pilot (including effectiveness of the program, increased customer enrollments or enhanced program energy savings); and 5) Recommendations.*

Please see answer to Question 1.11.1 above.

### **1.12. “Add Back” Measures**

*For measures that fall below the cost effectiveness threshold under Decision 08-11-031, we require additional reporting to show the cost, energy savings impacts, and related metrics.*

SCE has provided the required reporting on “Add Back” measures in LIEE Table 18. These measures were “added back” by the Commission to Table F4 in D.08-11-031, as modified by D.09-11-009, and noted with an asterisk accordingly.

- 1.12.1.** *If the "add-backs" compromise the IOUs' ability to meet the 2020 Plan goal that 100% of eligible and willing customers will have received all cost effective LIEE measures, how does the IOU propose to address the shortfall in other parts of the LIEE program?*

Providing these “add-back” measures has not compromised SCE’s ability to meet the 2020 Strategic Plan goal.

## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

### 2. CARE Executive Summary

#### 2.1. Participant Information

*2.1.1. Provide the total number of residential CARE customers, including sub-metered tenants, by month, by energy source, for the reporting period and explain any variances of 5% or more in the number of participants*

Residential CARE Program		
Customer by Month <sup>4</sup>		
(Electrical Usage)		
2009	CARE Customers	Percent Change
January	1,117,274	Less than 5%
February	1,124,863	Less than 5%
March	1,146,691	Less than 5%
April	1,161,348	Less than 5%
May	1,165,197	Less than 5%
June	1,173,681	Less than 5%
July	1,184,652	Less than 5%
August	1,196,535	Less than 5%
September	1,205,516	Less than 5%
October	1,207,490	Less than 5%
November	1,227,675	Less than 5%
December	1,235,123	Less than 5%

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<sup>4</sup> Total individually-metered and sub-metered, but not D-CARE-E.

## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

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

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

SCE and the other California IOU's used the joint utility methodology adopted by the CPUC in D.01-03-028 for developing quarterly and monthly penetration estimates in 2008. This method entails annual estimation of eligibility for CARE, LIEE, and other income-by-household size parameters at the small area (block group, census tract, ZIP+2, etc.) for each IOU territory and for the state as a whole.

Sources for this estimation include the CPUC's current guidelines, current year small area vendor marginal distributions on household characteristics, Census PUMS 2000 and PUMS 2005-2007 sample data, utility meter and master meter household counts, Department of Finance CPI series, and various GIS sources.

Estimates from the block group level are aggregated to county/utility and whole utility level, among other aggregations. Each quarter, the utility applies county/utility level eligibility fractions to a new set of "technical eligibility counts" (for CARE these are metered and sub-metered occupied housing units) obtaining an estimate of income/demographic eligibility in household count form.

Every month, including each quarter, SCE counts the number of households (by small area, by county, and overall) that are enrolled in CARE. The CARE household total, including individually metered and sub-metered occupied housing units, is divided by the total income/demographic eligibility.

In November 2007, Athens Research made a refinement to the joint utility method. This method uses available (and legitimately obtainable) Census data (Advance Query, PUMS, and SF3) tabulations to produce block group level estimates of eligibility at 200% of federal poverty guidelines among individually metered, sub-metered, and non-sub-metered master metered households. These estimates may be aggregated in various ways to provide current year estimates of eligibility by "payer status," i.e., individually metered, sub-metered, and non-sub-metered.

The estimates of eligibility by payer status, from November 2008, are used to disaggregate the overall CARE eligibility rate that has been estimated historically, yielding CARE eligibility and penetration estimates that differ between individually and sub-metered households (and which are consistent with the overall estimate).

## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

**2.1.2.2.** *Describe how the estimates of current CARE-eligible meters were derived. Explain how total residential meters were adjusted to reflect CARE-eligible meters (i.e., master meters that are not sub-metered or other residential meter configurations that do not provide residential service).*

See SCE's response above to Question 2.1.2.1 above. CARE eligibility rates by small and large area are developed so that they apply to individually metered and sub-metered households only. Additionally, as the utilities apply these rates in successive quarters, they are applied to individually metered and sub-metered household counts for a given quarter.

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

See SCE's response above to Question 2.1.2.1. Note that the methodology is based on estimating small area (block group) level household (size-by-income-by-household-age) tabulations for the current year, and connecting these estimates with small area counts of households that are individually metered or sub-metered. Block group/utility-specific estimates are then disaggregated/aggregated to various geographic levels within a given utility area: ZIP+2, ZIP, tract, county, territory, etc. Statewide estimates, regardless of utility boundaries, are also provided at small and large area levels.

**2.1.2.4.** *Describe how current CARE customers were counted.*

At each month's end, individually metered service accounts, or low income tenants at sub-metered residential facilities are counted.

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

CARE-participating residential households were divided by the estimated number of CARE-eligible households to calculate a penetration rate.

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

The estimate of current demographic CARE-eligible rates by energy source at year-end is .322.

**2.1.4.** *Provide the estimates of current CARE-eligible sub-metered tenants of master-meter customers by energy source at year-end.*

The estimate of current CARE-eligible sub-metered tenants of master-meter customers by energy source at year-end is 68,863.

## **SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010**

- 2.1.5.** *Provide the current CARE sub-metered tenant counts by energy source at year-end.*

The current CARE sub-metered tenant count by energy source at year-end is 38,189.

- 2.1.6.** *Provide the current CARE sub-metered penetration rates by energy source at year-end.*

The current CARE sub-metered penetration rates by energy source at year-end is .555

- 2.1.7.** *Discuss any problems encountered during the reporting period administering the CARE program for sub-metered tenants and/or master-meter customers.*

SCE continues to directly contact submetered tenants to expedite the recertification of CARE and FERA. This approach has proven to be more effective than the previous tactic of solely approaching the mobile home park owners/managers in increasing tenant enrollment/recertification.

## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

### 2.2. CARE Program Summary

#### 2.2.1. Please provide CARE program summary costs.

<b>CARE Budget Categories</b>	<b>Authorized Budget</b>	<b>Actual Expenses</b>	<b>% of Budget Spent</b>
Outreach (includes automatic enrollment)	\$2,430,000	\$3,026,377	125%
Proc., Certification and Verification <sup>[1]</sup>	\$850,000	\$914,436	108%
Information Tech./Programming <sup>[2]</sup>	\$1,000,000	\$1,154,707	115%
Pilots <sup>[3]</sup>	N/A		
Measurement and Evaluation	\$ 56,000	\$8,027	14%
Regulatory Compliance	\$167,500	\$142,468	85%
General Administration	\$831,500	\$355,893	43%
CPUC Energy Division Staff	\$206,000	\$90,108	51%
Cooling Centers <sup>[4]</sup>	N/A		
<b>Total Expenses</b>	<b>\$5,541,000</b>	<b>\$5,692,016</b>	<b>103%</b>
Subsidies and Benefits <sup>[5]</sup>	<b>\$203,000,000</b>	<b>\$228,439,230</b>	<b>109%</b>
<b>Total Program Costs and Discounts <sup>[6]</sup></b>	<b>\$208,541,000</b>	<b>\$234,131,246</b>	<b>112%</b>

<sup>[1]</sup> Actual 2009 expenses for processing, certification and verification exceeded the budget by \$64,436 (108%). Increased marketing and outreach efforts due to the current economic crisis resulted in a larger volume of applications processed.

<sup>[2]</sup> The final costs of the 2009 IT system technical/programming enhancements came in over budget by \$154,707 because the original 2008 estimates were based on high level requirements. The enhancements included but were not limited to major upgrades to the processing system, inclusion of a probability model for recertification and verification requests, expansion of data sharing with SoCalGas as well as the addition of four public assistance programs for categorical enrollment and automation of customer letter generation.

<sup>[3]</sup> There were no pilots in 2009.

<sup>[4]</sup> SCE's authorized Cool Center budget is not part of the CARE budget.

<sup>[5]</sup> Subsidies and benefits include rate discounts.

<sup>[6]</sup> SCE's CARE administrative expenditures in 2009 exceeded the 2009 authorized budget by \$151,016. Per D.02-09-021, SCE can recover expenditures in excess of the authorized amount subject to reasonableness review through the CARE 2-way balancing account. The CARE discount exceeded the authorized amount by \$25,439,230 in 2009. Per D.02-09-021, SCE can recover the full value of the discount through the CARE 2-way balancing account without a reasonableness review.

## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

*2.2.2. Please provide the CARE program penetration rate to date.*

<b>CARE Penetration</b>			
Participants Enrolled	Eligible Participants	Penetration rate	Target Met?
1,235,123	1,390,134	89%	No

*2.2.3. Report the number of customer complaints received (formal or informal, however and wherever received) about their CARE recertification efforts, and the nature of the complaints.*

SCE received a total of 16 recertification complaints in 2009.

### CARE Recertification

<b>Month</b>	<b>Complaints Received</b>	<b>Nature of Complaint</b>	<b>Cases Resolved</b>
January	1	This complaint was initiated by a customer who mailed in an incomplete recertification request that was returned for clarification. Due to the delayed return response, the customer was removed from CARE and did not receive one month of the CARE discount. The customer received a credit for the one month discount that had been lost.	Yes
February	1	This complaint was initiated by a customer who mailed in an incomplete recertification request that was returned for clarification.	Yes
March	2	One recertification complaint was received due to the initial recertification documentation being incomplete and, the other was received due to the recertification documentation being received after the recertification period. However, both customers were recertified.	Yes
April	0	No complaints received during April	N/A
May	1	SCE received one complaint regarding a customer who submitted an incomplete recertification request. SCE mailed a letter to the customer requesting information, and requesting they contact a Consumer Affairs representative immediately. The customer responded with the requested information, and was placed on CARE back to their removal date in April 2009, with no break in service.	Yes

## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

### CARE Recertification

<b>Month</b>	<b>Complaints Received</b>	<b>Nature of Complaint</b>	<b>Cases Resolved</b>
June	2	One complaint resulted from a recertification from the customer who forgot to mail it in, and the second was due to a form that was submitted incomplete and was returned to the customer for completion.	Yes
July	2	One complaint resulted from a customer being taken off CARE when SCE did not receive the recertification form. The second was due to a customer being told their recertification form was never received, but, in fact, the form was received and the customer was never taken off CARE.	Yes
August	1	The customer submitted recertification paperwork on time, but it was incomplete. Consumer Affairs advised the customer what was needed to complete the request; the customer was also advised that CARE would not be reinstated until that paperwork was received and that CARE would not be applied retroactively. The customer was advised to submit the paperwork as soon as possible.	Yes
September	1	SCE did not receive a customer's recertification form on time and the customer fell off the CARE rate. The form was later received and the discount reinstated before SCE received the CPUC complaint. The customer was not retroactively credited because SCE did not receive the recertification on time.	Yes
October	2	A customer returned the signed recertification without the requested paperwork; therefore the customer was removed from the rate. SCE has agreed to rebill the account for the month of discount the customer missed. The second complaint involved a customer who was removed from the CARE rate due to failure to complete and return the recertification request to SCE. The customer later called SCE about high bills and was told he was no longer receiving the discount. The customer submitted a new CARE application and the discount was reinstated on his next billing period. The customer was also given payment arrangements on the account balance.	Yes



## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

### CARE Recertification

Month	Complaints Received	Nature of Complaint	Cases Resolved
November	2	A customer called regarding being removed from the CARE rate, and confirmed they did not complete and return the recertification request. The customer is now back on the rate, but will not be retroactively credited for the time they were not on the rate. Secondly, a customer believed they were wrongly removed from the CARE rate. SCE records show the customer calling repeatedly for new applications, but no application was received from the customer. There will be no retroactive credit to the account.	Yes
December	1	SCE sent a recertification request in July. The customer was removed from the rate in September when no response was received. Customer's paperwork was received in December and was placed on the rate. The customer wants account credited retroactively, but the request was denied as the paperwork was not received until December.	Yes

### 2.3. CARE Program Costs

#### 2.3.1. Discount Cost

**2.3.1.1.** *State the average monthly CARE discount received, in dollars, per CARE customer by energy source.*

The average discount per CARE customer was \$16.20.

**2.3.1.2.** *State the annual subsidy (discount) for all CARE customers by energy source.*

The annual subsidy (discount) for all CARE residential program customers was \$228,439,230.

#### 2.3.2. Administrative Cost

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

See Section 2.2.1

## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

**2.3.2.2.**      *Explain what is included in each administrative cost category.*

The requested information is provided in the table below.

<b>CARE Administrative Cost Category</b>	<b>Description</b>
<b>Outreach</b>	Includes: Bill inserts, advertising, applications (printing and mailing), posters, brochures, flyers, postage, sub-meter, non-profit, and agricultural housing outreach, information technology (technical support and software licensing), staff labor, out-bound dialing, 800#, outreach pilot, and Capitation Fee Project.
<b>Processing, Certification, and Verification</b>	Includes: Staff labor, information technology (technical support and software licensing), application processing, training, programming labor, and sub-meter certification.
<b>Information Technology/Programming</b>	Includes: Programming and labor costs associated with system enhancements and maintenance of existing processes.
<b>Measurement &amp; Evaluation</b>	Includes: Needs Assessment Study and Customer Satisfaction Survey.
<b>Regulatory Compliance</b>	Includes: Applications, advice filings, comments and reply comments, hearings, reports and studies, working group meetings, public input meetings, and tariff revisions.
<b>General Administration</b>	Includes: Office supplies, market research, program management labor (including pensions and benefits), and information technology (technical support and software licensing).
<b>CPUC Energy Division Staff</b>	Includes: CPUC Energy Division Staff expenditures.

## SCE LEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

### *2.3.3. Provide the year-end December 31 balance for the CARE balancing account.*

In D.02-09-021, the CPUC required SCE to establish the CARE balancing account (CBA), effective January 1, 2002. The balance in the CBA as of December 31, 2009 was \$56.741 million.

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

SCE does not recover CARE-related costs in base rates. In D.97-08-056, the CPUC allocated SCE's administration costs associated with the CARE Program to SCE's Public Purpose Programs rate component. D.02-09-021<sup>5</sup> required SCE to establish a CARE balancing account (CBA) to record the following on a monthly basis: (1) the difference between CARE discounts provided to CARE-eligible customers and CARE surcharges billed to non-CARE customers, (2) the difference between the authorized CARE administration amounts and actual incurred CARE administration expenses, (3) costs associated with the CARE automatic enrollment program, and (4) costs associated with the Energy Division's audit of the CBA.

### *2.3.5. 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.*

<b>CARE Surcharge and Revenue Collected by Customer Class (2009)</b>					
<b>Customer Class</b>	<b>Average Monthly CARE Surcharge</b>	<b>Average Monthly Bill</b>	<b>CARE Surcharge As Percent of Bill</b>	<b>Total Annual CARE Surcharge Revenue Collected</b>	<b>Percentage of Total Annual CARE Surcharge Revenue Collected <sup>[1]</sup></b>
Residential	\$4,260,937	\$381,773,861	1.1%	\$51,131,250	29.8%
Agricultural	\$257,788	\$14,495,034	1.8%	\$3,093,462	1.8%
Commercial	\$7,384,438	\$424,416,574	1.7%	\$88,613,256	51.7%
Industrial	\$1,428,481	\$62,782,515	2.3%	\$17,141,775	10.0%
<b>Totals</b>	<b>\$13,331,644</b>	<b>\$883,467,984</b>	<b>1.5%</b>	<b>\$159,979,743</b>	<b>93.3%</b>

<sup>[1]</sup> Revenue Billed

<sup>5</sup> D.06-12-038 and Advice 2079-E. authorized SCE to eliminate the entry associated with recording CARE balancing account (CBA)-related retail revenue and include an entry to allow for the transfer of the year-end balance recorded in the CBA to the Public Purpose Programs Adjustment Mechanism (PPPAM).

## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

### 2.4. Outreach

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

CARE and Family Electric Rate Assistance (FERA) programs' outreach efforts and communications to SCE's in-language and under-penetrated areas continued to be a priority. SCE's CARE/FERA programs partner with internal SCE departments such as Equal Opportunity, Public Affairs, Consumer Affairs, Customer Experience Management, Corporate Communications, Community Involvement, Speakers Bureau, employee volunteer-based Affinity Groups, as well as external organizations such as the Long Beach Housing Authority, the City of Long Beach's Neighborhood Services Bureau and various chambers, foundations, faith-based and CBOs in outreach activities that target SCE's hard-to-reach customer base.

SCE's goal is to enroll as many eligible customers who are willing to participate in CARE. CARE enrollment increased from 1,104,556 on December 31, 2008 to 1,235,123 on December 31, 2009 which represents a net increase of 130,567.

The following provides an overview of SCE's 2009 outreach initiatives.

- SCE's CARE/FERA programs participated in over 225 customer outreach events through partnerships with internal and external organizations, wherein thousands of CARE applications were distributed to low-income customers as a part of the sustained efforts related to SCE's first quarter Economic Assistance campaign.
  - Due to the economic crisis, the Economic Assistance campaign launched in mid-February 2009 focused efforts on educating and encouraging income-qualified and newly eligible customers to enroll in SCE's income-qualified programs. Customers responded to various tactics, including targeted direct mail efforts, ethnic and community advertising (print, radio, and posters), media outreach and community events.
  - At many of these events, eligible customers had the opportunity to enroll or recertify for CARE via the real time online enrollment form at [www.sce.com](http://www.sce.com) and learn about the programs directly from a CARE/FERA subject matter expert. Such events provide SCE with the opportunity to uphold a presence in the community, continue to educate the public about the programs, and enroll eligible customers. Upholding this presence in the community is hugely important as the economic climate continues to impact SCE's customers bringing a newly eligible customer base.
  - New brochures were developed in ethnic languages and were distributed.

## **SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010**

- On April 20, 2009, SCE participated in the statewide “We CARE” Day co-sponsored by the Commission in Bakersfield, and on April 23, 2009, SCE produced its own economic resource fair in Long Beach. SCE also participated in the “We CARE” Day in Los Angeles on April 24, 2009.
  - Event attendee testimonials gathered from SCE volunteers at the Long Beach event indicated appreciation and gratitude towards SCE and the Commission for coordinating the event. Attendees were grateful for the economic assistance provided, as well as the food.
- SCE’s Consumer Affairs organization administers EAF which provided assistance to customers with paying winter energy bills. Applicants are enrolled in CARE when they enroll in EAF. As part of the Partners for Hope Program, Consumer Affairs trains hospital staff and social service agencies such as Riverside Adult Protective Services and many others to assist low-income customers to complete CARE applications. In addition, Consumer Affairs partnered with the American Red Cross to distribute CARE program information to senior residents participating in local “Meals on Wheels” programs. Consumer Affairs also regularly conducted presentations and participated in community events to educate customers with special needs on the CARE and FERA Programs.
- SCE’s Credit and Collections organization referred customers with a “senior” or “disabled” profile to our Consumer Affairs organization prior to disconnection for nonpayment. As a part of this follow-up, Consumer Affairs provides these customers information on enrolling in CARE or FERA as part of a plan to reduce electric bills. In 2009, Consumer Affairs began utilizing SCE CARE’s real time online enrollment and recertification form to enroll eligible customers on the CARE or FERA Program.
- SCE’s CARE Capitation Fee Project, established under SBX1 5 Rapid Deployment, continued using outside organizations to inform customers about the CARE/FERA Programs and assist eligible customers in completing a CARE/FERA application. 50,763 customers were enrolled through this effort in 2009 and SCE paid out \$787,563 in incentives to a total of 59 participating organizations.
  - SCE significantly increased outreach efforts within the Capitation Fee Project by aggressively recruiting new agencies and continuing its efforts to re-engage existing Capitation Partners while strategically registering additional contractors to overcome enrollment barriers, including language, culture, and

## **SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010**

special needs, as a means of enrolling the hardest-to-reach customers. Due to these efforts, the Capitation Fee Project continued to show increased enrollments from agencies that had been previously inactive.

- CARE/FERA management worked with agencies to develop creative outreach approaches. Capitation agencies were provided information and support to pursue alternative outreach activities that leverage their existing business strengths, including partnering with businesses and organizations in key locations, developing public forums in which to conduct outreach, and conducting outreach in conjunction with community events that have a high probability of attracting new eligible customer populations.
- Campaign strategies and efforts included the following:
  - Leveraged events sponsored by communities, such as food distributions and cultural celebrations, to reach eligible populations that may enroll in the CARE program.
  - Partnered with SCE personnel to leverage existing SCE partnerships with faith-based organizations (FBOs), CBOs, and local governments.
  - Partnered with public entities to leverage existing relationships with businesses, FBOs, and CBOs to reach eligible customers through existing municipal channels.
  - Leveraged existing channels to develop creative approaches for contractors to conduct CARE/FERA outreach.
  - In conjunction with an energy efficiency integrated project, CARE Program Management completed implementation of CARE program outreach at six retail stores through which CARE/FERA program information is being provided to customers by the sales associates.
- Contractors performed Energy Management Assistance (EMA) assessment services and completed applications that include enrollment in CARE, if qualified. 2,637 customers were enrolled through this effort in 2009. In addition, the CARE Program

## **SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010**

continuously integrated its efforts and messaging with the EMA program at all outreach events, communications, and marketing campaigns.

- SCE's Local Public Affairs (LPA) provided information and materials to CBOs, city councils and staff, chambers of commerce, small businesses, senior centers, local governments, and others. LPA continued to promote the CARE Capitation Fee Project to organizations through community group presentations.
- SCE partnered with East West Bank to display and disseminate CARE applications to eligible customers in East West Bank and Desert Community Bank branches. CARE applications are available in 53 branches throughout the counties of San Bernardino, Los Angeles, and Orange. In conjunction with this partnership, the CARE Program participated in "CARE Day" fairs at all 9 of the Desert Community Bank branches where CARE and EMA program information was shared with the public and applications are disseminated. Eligible SCE customers attending the fair also had the opportunity to enroll or recertify for CARE via the real time online enrollment form at [www.sce.com](http://www.sce.com).
- During the summer months, from June 1, 2009 through September 30, 2009, SCE initiated a campaign wherein a few SCE summer interns assisted low income customers in completing CARE/FERA applications at Authorized Payment Agencies. SCE also inserted CARE/FERA applications into Summer Discount Plan (SDP) door hangers left behind by SCE contractors after installations of air conditioning cycling devices at the homes of residential customers participating in the SDP.
- SCE's Speakers Bureau promoted CARE, FERA and the Capitation Fee Project through community group presentations.
- SCE's Equal Opportunity/Supplier Diversity department was effective in promoting CARE to faith-based and non-profit organizations and encouraging these entities to participate in community events.
- Customers were made aware of the CARE program when calling in to SCE's phone centers via Voice Response Unit messaging.
- Customers were able to enroll on the CARE or FERA Program via the real time online enrollment and recertification form at [www.sce.com/care](http://www.sce.com/care). 50,231 customers were enrolled on CARE through this channel in 2009. Customers could also obtain CARE information

## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

and download a CARE application that they could mail in from SCE's website [www.sce.com](http://www.sce.com).

- CARE information was provided at authorized bill payment agencies which were frequented by potential CARE-eligible customers.
- SCE's success in enrolling its customers on CARE continued to be greatly enhanced by the efforts of employee affinity group volunteers who specifically supported community events and promoted CARE. For example, in April, a CARE/FERA Program enrollment campaign was held in partnership with SCE's volunteer-based Affinity Group, Vietnamese Affiliation. SCE volunteers at these events provided in-language assistance to Vietnamese SCE customers with CARE/FERA Program applications. Hundreds of SCE customers visited the Edison booth at the Asian Garden Mall in Westminster, California, where they were able to fill out CARE/FERA applications as well as gather other helpful information regarding other programs SCE offers to help lower electricity bills and save energy in the home. CARE-eligible customers at this event were also referred to SCE's EMA program.
- In an effort to sustain and expand partnerships within internal departments, SCE's Income Qualified Programs initiated a biannual "Outreach Summit." The inaugural summit was held on September 16, 2009 and several SCE departments that engage in outreach participated in this historical event. The purpose was to share current outreach activities and future plans to leverage resources and integrate messages to ensure that SCE's economic assistance message and programs reach all who can benefit from them.

In addition, SCE conducted marketing to increase awareness and enrollment of the CARE program as described below:

### **Marketing**

- Quarterly bill messages informed customers about the availability of CARE.
- SCE continued to include a CARE enrollment application in the Welcome Kit that is sent to residents requesting new service or transfers of service. 30,906 customers were enrolled in CARE as a result of this effort in 2009<sup>6</sup>.

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<sup>6</sup> A typographical error occurred in the November 2009 monthly report on the number of customers that were enrolled in November 2009 as a result of the Welcome Kit. Any other minor differences noted between the total customers enrolled as reported in the monthly CARE outreach reports, and what is reported here, result from customers submitting applications at a date later than the date SCE submitted the monthly reports.



## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

- As a part of the Economic Assistance campaign, in March SCE sent out approximately 300,000 bilingual direct mailers to targeted customers not on the CARE rate. 13,261 customers were enrolled in 2009.
    - The weekend prior to the “We CARE” California Resource Fair, doorhangers were distributed to households within a three mile radius of the event location, inviting them to take part in the event.
    - The day prior to the event, SCE lead efforts, in conjunction with Southern California Gas Company (SoCalGas), to work with a Hispanic TV station, *Univision*, to promote income qualified programs. Customers called into the telecast and spoke to utility representatives to learn about these programs and enroll eligible customers. SCE continued to participate in *Univision* events throughout 2009.
  - In July, prior to its high demand season, SCE conducted its annual solicitation for CARE participation by mailing a CARE application to all non-CARE residential customers with their electric bills. 23,873 customers were enrolled as a result of this effort in 2009.
  - Also in July, SCE inserted a CARE application into a direct mailer notifying customers of changes in rates. 1,576 customers were enrolled.
  - Beginning in July, SCE’s Customer Communications Organization (CCO) used the online form at [www.sce.com](http://www.sce.com) in the Call Centers to enroll customers on the CARE Program directly over the phone. Nearly 4,000 customers were enrolled in 2009.
  - Beginning in September, CARE Management contracted with a third-party vendor to pilot outbound phone enrollments. The pilot ran for one week in early September 2009 and targeted SCE customers who in 2008 had a perfect payment history but had recently faltered. This pilot was an attempt to reach out to the population that had been impacted by the current economic crisis. CARE ran another outbound phone enrollment campaign in December targeting customers who fell off the rate due to failure to reply to a recertification request. Nearly 6,000 customers were enrolled as a result of these two campaigns in 2009.
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## **SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010**

- In October, SCE sent out approximately 84,000 direct mail letters to customers who dropped off the CARE rate due to a failure to respond to recertification requests. 5,680 customers were enrolled in 2009.
- Additionally, in October, SCE also sent out approximately 280,000 bilingual direct mailers, which included a CARE enrollment application, to targeted customers not on the CARE rate. 7,168 customers were enrolled in 2009.

### **Media**

As a part of SCE's 2009 corporate Economic Assistance campaign, as well as media coverage surrounding the "We CARE" events held in April 2009, ethnic earned and added value media and outreach for the CARE Program generated newspaper readership, television viewership, and a radio listening audience of nearly 12 million people.

A press release developed by SCE entitled "SCE Reaches Out to Customers to Help Lower Their Bills," along with the "We CARE" events, resulted in 117 media placements reaching the general consumer market along with Hispanic, African American, Cambodian, Chinese, Filipino, Indian, Korean, Pakistani, Thai, and Vietnamese communities in SCE's Eastern (Riverside and San Bernardino Counties), Metro (Los Angeles County), Southern (Orange County) and Northern (Oxnard) regions. The release, which was written in English, Spanish, Cambodian, Chinese, Korean, and Vietnamese, conveying the message that SCE knows "it's especially difficult for the newly unemployed who may not know where to turn" and that SCE wants, "people to know that we're here for them and that we have programs and services that can help." The release described the CARE, FERA and EMA Programs.

## **SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010**

### **Earned Media (PR and Outreach):**

#### **African American**

All earned media placements within the African American community reached an estimated circulation of 585,500.

#### **Print**

Information about the utility companies' money saving programs such as CARE, FERA and EMA and the "We CARE" events were conveyed in six different publications such as: Westside Story, Black Voice, Inland Valley, OurWeekly, Long Beach Leader, and Tri-County Bulletin.

#### **Online**

OurWeekly Online, TheWrightPlaceTV.com, and Savethedatecentral.com conveyed information on the "We CARE" events and utility companies' money-saving programs such as CARE.

#### **Radio**

Radio stations KJLH FM 102.3 and KTYM-AM 1460 discussed the CARE, FERA and EMA Programs along with the "We CARE" events.

#### **Asian**

All earned media placements within the Asian community reached an estimated circulation of 1,810,000.

#### **Print**

Information about the utility companies' money saving programs such as CARE, FERA and EMA and the "We CARE" events were conveyed in 21 different Asian market publications including, but not limited to, Korea Daily News, Viet Boa Daily News, Chinese Daily News, Angkor Borei News, India Journal, Asian Journal, Philippine News, Sereechai Newspaper, and Pakistan Link.

#### **TV**

L.A. 18 Chinese News shared information about the utility companies' money saving programs such as CARE, FERA and EMA and attended the "We CARE" events.

#### **Online**

Several of the 21 print publications referenced above also posted the information on their websites.

#### **Radio**

Radio Bolsa, Radio Korea, and Radio Seoul discussed SCE's CARE, FERA and EMA Programs.

## **SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010**

### **Hispanic**

All earned media placements within the Hispanic community reached an estimated circulation of 2,814,962.

### Print

Information about the utility companies' money saving programs such as CARE, FERA and EMA and the "We CARE" events were conveyed in seven different publications including: La Opinion, El Clasificado, El Salvador Dia a Dia, Azteca News, 20 de Mayo, La Prensa Hispana LA, and El Panamericano.

### TV

KWHY-TV, KMEX-TV, KRCA-TV, KNLA-TV, KEVA-TV, and KTFR (Univision a su Lado, please see section 2.4.1) discussed utility companies' money saving programs such as CARE, FERA and EMA and the "We CARE" events.

### Online

Many of the publications referenced above also posted information about CARE, FERA and EMA on their websites.

### Radio

An SCE representative spoke about the "We CARE" event, invited customers to attend and discussed the purpose of the campaign on KWIZ-FM and KBUE-FM.

### **General Market**

Information about the CARE, FERA and EMA programs, along with the message to customers that SCE has programs and services that can help them during these difficult economic times, was conveyed in the Long Beach Press Telegram (print and online), San Gabriel Valley Tribune (print and online), LAlist online, LA Times Consumer Blog Online, LA Times (print and online), Builder & Developer (Print and Online), and Annenberg Community TV Online. These topics were also covered by CBS TV 2, KCAL TV 9, KNBC TV 4, KTLA TV 5, KABC TV 7, KPMR (radio), and KROQ-FM.

#### **2.4.2. *Discuss the most effective outreach method, including a discussion of how success is measured.***

Using the percentage of approved applications by volume from various outreach methods, SCE considers three outreach methods to be the most effective: Call Center requests for applications, the Capitation Fee Project, and customer use of the real time online enrollment form.

## **SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010**

### **2.4.3. *Discuss barriers to participation encountered during the reporting period and steps taken to mitigate them***

Although no formal study has been conducted by SCE to identify barriers to participation, SCE believes through anecdotal information and experience that some barriers to participation do exist. These include lack of knowledge about the availability of CARE, language and cultural barriers, geographical barriers to reach potentially-eligible customers, and a certain segment of the eligible population that does not wish to participate. In 2009, as penetration rates reached higher levels, SCE also found that it became increasingly difficult to reach each new customer.

As described in this report, SCE uses a multifaceted outreach approach to reach its potentially CARE-eligible customers, and in 2009, significantly increased outreach efforts, including, but not limited to, aggressive recruitment of new CARE Capitation agencies, multilingual outreach, ethnic and general market media, and designing CARE marketing and correspondence to reach increasing numbers of ethnicities and under-penetrated geographic areas. SCE believes this approach continues to make progress in overcoming barriers to enrollment.

In addition, process and program delivery improvements, such as “real-time” internet enrollment and recertification applications, categorical enrollment and verification, outbound phone enrollments via a third party contractor, the probability model, expanded data sharing with SoCalGas, and multilingual communications are working toward eliminating barriers.

### **2.4.4. *Discuss how CARE customer data and other relevant program information is shared by the utility with other utilities sharing its service territory.***

SCE continued collaborating with SoCalGas, Southwest Gas, and PG&E to share CARE participant data electronically to assist customers to enroll in each utility’s program. In 2009, nearly 50,000 customers were enrolled on SCE’s CARE rate through sharing data with the three above utilities. SCE also began sharing recertification records with SoCalGas in 2009.

### **2.4.5. *Discuss 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.***

Contractors who performed LIEE assessment services complete an application that includes enrollment in CARE, if qualified. In 2009, 2,637 customers were enrolled through this effort. The CARE Program continuously integrates its efforts and messaging with the EMA program at all outreach events, communications, and marketing campaigns. SCE also enrolled new CARE customers through the Energy Assistance Fund

## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

program, a program which provides utility payment assistance through voluntary customer and employee donations.

**2.4.6.** *Describe the efforts taken to reach and coordinate the CARE program with other related low income programs to reach eligible customers.*

SCE utilizes the Capitation Fee Project as a channel to coordinate with service providers of related low income programs to reach out and provide one-on-one assistance to SCE's hardest-to-reach customer base. In 2009, SCE partnered with food banks, clothing distribution centers, and Goodwill industries to coordinate the CARE Program with their related services.

LIHEAP payment recipients were automatically enrolled in CARE quarterly. 2,456 customers were enrolled through this effort in 2009.

SCE's Cool Center Program, which offers low-income, senior and disabled residents in hot climates, safe and air-conditioned facilities to visit during peak hours of the summer months in lieu of running their own cooling devices at home, potentially saving energy and money. These Cool Centers operated from June 1<sup>st</sup> through October 15<sup>th</sup>, and offer the CARE Program to customers who visited the Center.

**2.4.7.** *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. (Note: These agreements are limited to sharing 1-800 phone numbers with customers and providing CARE benefit information for the federal fiscal year, October 1 of the current year through September 30 of the subsequent year. There are no tracking mechanisms in place to determine how many customers contact the other programs or actually become enrolled in other program(s) as a result of these agreements).*

A copy of SCE's ongoing agreement with CSD was filed in 2001 with SCE's 2000 CARE Annual Report. SCE includes the following language on its individually-metered customer CARE application for cross-referral of low-income customers to CSD:

“Other Programs and Services You May Qualify For: LIHEAP (Low Income Home Energy Assistance Program) provides bill payment assistance, emergency bill assistance, and weatherization services. Call the Department of Community Services and Development at 1-800-433-4327

## **SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010**

for more information. For other Edison assistance programs, call 1-800-736-4777.”

SCE’s agreement with CSD provides that, upon request by CSD, SCE will provide CSD (1) the total number of households receiving CARE and Energy Assistance Fund (EAF) assistance and (2) the total dollar amount of CARE and EAF assistance received by all participating households from October of the previous year through September of the current year. This information is to be provided to CSD for inclusion in its federal funds leveraging application.

- 2.4.8.** *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.*

SCE implemented the following improvements in 2009:

During the month of September 2009, CARE Management completed several system enhancements designed to increase enrollments as well as decrease the number of qualified customers falling off the CARE rate. For example, SCE and SoCalGas enhanced their data sharing agreement to include recertification records. Now shared SoCalGas customers recertified on CARE will be automatically recertified by SCE’s CARE Program and vice versa. SCE also implemented a probability model based on statistically significant customer variables (i.e. whether they are renter versus homeowner, amount of their bill, etc.) which will automatically recertify or verify them, with no further customer action required. Four new public assistance programs were added to the program: Tribal TANF, National School Lunch, Head Start Income Eligible (Tribal Only), and Bureau of Indian Affairs General Assistance.

### **2.5. Processing Care Applications**

- 2.5.1.** *Describe the utility’s process for recertifying sub-metered tenants of master-meter customers.*

Every two years, SCE mails a package of sub-meter tenant CARE applications to master-meter customers and the individual sub-metered tenants to complete and return the applications to SCE.

- 2.5.2.** *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*

## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

*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.*

SCE has agreements under the CARE Capitation Fee Project (Project) to conduct certification of new applicants for CARE. SCE did not have any contracts with third parties to conduct recertification and/or verification on its behalf.

The Capitation Project was authorized by the CPUC in Decision 01-05-033, dated May 7, 2001. Its purpose is to take advantage of the opportunity to enroll eligible customers in CARE while they are receiving other services from entities that assist low-income clients. This project is centered on providing outreach and enrollment services, not recertification or verification services.

Under the Project, SCE pays a capitation fee to entities for each new customer they help to enroll in SCE's CARE program. The capitation fee is to reimburse entities for the incremental amount associated with assisting customers in completing an SCE CARE application, generally while the customer is receiving other low-income services and/or information from that entity.

Third-party outreach and enrollments for SCE occurred primarily through organizations participating in the Capitation Fee Project and Energy Management Assistance (EMA) contractors. The Project was intended to provide valuable outreach services for the CARE program by assisting clients in filling out CARE applications as an adjunct to the organization's other daily activities.

Through an internal data extract, SCE enrolled customers who had received an EMA service or HEAP payment assistance in the CARE Program.

SCE can make a comparison of outreach cost per enrollment. The following table shows that SCE's enrollment cost is about 29% of that for the Capitation Fee Project.

Comparison of Cost per Enrollment between SCE and Third Parties			
	Enrolled	Outreach Cost	Cost per Enrollment
SCE	375,895	\$1,962,084.02	\$5.22
Capitation Fee Project <sup>[1]</sup>	50,758	\$910,119.87	\$17.93
<sup>[1]</sup> Includes all costs including capitation fees. Does not include enrollments from EMA contractors as they do not have an unbundled fee for a CARE enrollment.			

In addition, SCE can make a comparison to effectiveness. The following table compares the approval percentages among SCE enrollment



## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

activities and the third-party Capitation Fee Project/EMA contractors. Here, SCE enrollment activities generally generate higher volumes of enrollment and higher approval rates.

Comparison of Enrollment Percent between SCE and Third Parties			
Enrollment Activity	Received <sup>7</sup>	Approved	Percent
<b>SCE</b>			
SCE Call Center Requests	117,367	91,037	78%
SCE Direct Mail	129,886	83,896	65%
Special Projects/Events	22,195	16,759	76%
Internet Enrollments	50,231	50,231	100%
PG&E Data Exchange	390	332	85%
SWG Data Exchange	914	667	73%
SoCalGas Data Exchange	48,918	48,167	98%
DCSD Automatic Enrollment <sup>8</sup>	-	-	-
Other Miscellaneous Sources	96,841	84,806	88%
<b>Third Parties</b>			
Capitation Fee Project	58,209	50,758	87%
EMA Contractors	3,922	2,637	67%

### 2.6. Program Management

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

During the 2009 program cycle, the declining economic conditions that initiated in 2008 continued to impact SCE customers, and newly in-need customers that had not traditionally requested nor needed assistance were a new customer segment for potential CARE enrollment. Additionally, these newly in-need customers were likely not aware of SCE programs that could help reduce their monthly energy bill.

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<sup>7</sup> For PG&E, SWG and DCSD "Received" counts are those records that were active customer account matches with SCE's database after scrubbing" all records received for non-matches, closed accounts, ineligible rates and existing accounts on CARE.

<sup>8</sup> For SoCalGas, "Received" counts are those records that were active customer account matches with SCE's database after "scrubbing" all records received for non-matches, closed accounts, and ineligible rates. However, existing accounts on CARE are included in order to use these to automatically recertify these accounts for participation.

## **SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010**

In response to this newly in-need customer segment, SCE launched an Economic Assistance campaign during the first quarter to expand outreach/awareness and enrollment to the CARE program, and utilize a multi-channel approach to reach new customers.

SCE increased its outreach efforts by utilizing all outreach avenues, increasing ethnic communication channels, increasing awareness of SCE's real-time web enrollment, and maximizing internal partnerships (i.e. Community Involvement and SCE employee affinity groups) to reach new potential customers.

At the request of the CPUC, SCE also facilitated "We CARE" Community events in Long Beach, Bakersfield and Los Angeles to outreach to new customers.

## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

### 3. CARE Expansion Program

#### 3.1. Participant Information

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

CARE Expansion Program Participating Facilities by Month			
2009	CARE Residential Facilities	CARE Commercial Facilities	Total
January	322	148	470
February	332	150	482
March	347	152	499
April	344	152	496
May	358	151	509
June	364	150	514
July	364	142	506
August	303	135	438
September	319	147	466
October	357	152	509
November	360	157	517
December	361	158	519

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

ESTABLISH OR RECERT IN 2009			CLOSED IN 2009	
Commercial/Residential	Service Accounts	No. of Beds	Service Accounts	No. of Beds
Commercial	166	10,087	28	Count Not Available
Residential	388	6,349	11	Count Not Available
<b>TOTAL</b>	<b>554</b>	<b>16,436</b>	<b>39</b>	

## SCE LEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

### 3.2. Usage Information

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

CARE Expansion Program Average Monthly Gas / Electric Usage <sup>1</sup>		
Customer	Gas Therms	Electric KWh
Residential Facilities	N/A	890
Commercial Facilities	N/A	14.567

### 3.3. Program Costs

*3.3.1. Administrative Cost (Show the CARE Expansion Program's administrative cost by category)*

*3.3.1.1. Discount Information*

See CARE Table 1

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

The average annual CARE discount received per residential facility by energy source is (\$579.29).

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

The average annual CARE discount received per commercial facility by energy source is (\$5,286.61).

### 3.4. Outreach

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

Potentially-eligible customers may become aware of the CARE Expansion Program through SCE's phone centers. SCE also conducts consumer outreach public awareness initiatives which include presentations to community groups and contacts with community agencies through which customers may become aware of the Program. Organizations participating in the CARE Capitation Fee Project may assist a customer who is eligible to complete a CARE application for the Expansion Program.

## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

### 3.4.2. *Discuss each of the following:*

#### 3.4.2.1. *Discuss the most effective outreach method, including a discussion of how success is measured.*

Customers who would qualify under the Expansion Program, primarily group living facilities, which can be residential or commercial customers, cannot be identified using SCE's customer database to enable SCE to selectively contact them. SCE's most effective outreach method to domestic customers is direct mailing based on demographic data. This would probably be the best method for the Expansion Program if potentially-eligible customers could be identified. Domestic customers receive information throughout the year about CARE. Therefore, if a group living facility is on a domestic rate, they would at least receive information and could inquire to enroll. If a customer operating a group living facility is a corporation, the rate would typically be commercial. To most effectively reach commercial customers, SCE would probably use a bill message or bill insert to provide information about CARE.

#### 3.4.2.2. *Discuss how the CARE facility data and relevant program information is shared by the utility with other utilities sharing service territory.*

SCE collaborates with SoCalGas, Southwest Gas, and PG&E to share CARE participant data electronically to enroll qualified customers in each utility's program. These exchanges have only matched individually-metered customers.

#### 3.4.2.3. *Discuss barriers to participation encountered in the prior year and steps taken to mitigate these, if feasible, or not, if infeasible.*

See SCE's response to question 2.4.3

### 3.4.3. *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.*

See SCE's response to question 2.4.8

## **SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010**

### **3.5. Program Management**

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

During the 2009 program cycle, the state's economic climate continued to impact SCE customers, and a new customer segment ("newly in-need") of customers required assistance. This new population of customers had generally never needed assistance in the past and may not be aware of SCE's program offerings. In order to respond to this need, SCE increased its outreach efforts by utilizing all outreach avenues, i.e., multi-lingual events, CBOs, FBOs, joint-utility best practices, joint-utility data-sharing, and "real-time" internet enrollment and recertification applications to expand awareness and provide greater visibility to this new population of customers.

Additionally, the CPUC required that the state IOUs work together to coordinate "We CARE" outreach community events to specifically target newly in-need customers, and other customers impacted by the economic conditions. These events are highlighted under the Outreach section of this annual report.

## SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010

### 4. Fund Shifting

#### *4.1.1. Report LIEE fund shifting activity that falls within rules laid out in Section 20.1 of D. 08-11-031*

Per D. 08-11-031, Ordering Paragraph 85, SCE reported a fund shift of \$4.5 million in November 2008 from the “Electric Appliances” subcategory in the 2009-2011 program cycle in order to “carry back” funds into the 2008 program to allow the program to continue seamless operation and meet demand through year-end 2008. The entire \$4.5 million was carried back from the “Electric Appliances” 2009 budget subcategory. Additional information is provided in LIEE Table 19.

#### *4.1.2. Report CARE fund shifting activity that falls within rules laid out in Section 20.1 of D. 08-11-031*

The Outreach, Processing, Certification, and Verification, Information Technology/Programming, and Regulatory Compliance received funds from the Measurement and Evaluation, General Administration, and CPUC Energy Division Staff categories. Additional information is provided in CARE Table 13.

#### *4.1.3. Was there any LIEE or CARE fund shifting activity that occurred that falls OUTSIDE the rules laid out in Section 20.1 of D. 08-11-031?*

There was no LIEE or CARE fundshifting activity that occurred that falls outside the rules laid out in Section 20.1 of D.08-11-031.

## **SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010**

### **5. Appendix: LIEE Tables and CARE Tables**

LIEE- Table 1- LIEE Overall Program Expenses

LIEE- Table 2- LIEE Expenses & Energy Savings by Measures Installed

LIEE- Table 3- LIEE Cost Effectiveness

LIEE- Table 4- LIEE Penetration

LIEE- Table 5- LIEE Direct Purchases & Installation Contractors

LIEE- Table 6- LIEE Installation Cost of Program Installation Contractors

LIEE- Table 7- Expenditures by Cost Elements

LIEE- Table 8- Detail by Housing Type and Source

LIEE- Table 9- Life Cycle Bill Savings by Measure

LIEE- Table 10- Energy Rate Used for Bill Savings Calculations

LIEE- Table 11- Bill Savings Calculations by Program Year

LIEE- Table 12- Whole Neighborhood Approach

LIEE- Table 13- Categorical Enrollment

LIEE- Table 14- Leveraging

LIEE- Table 15- Integration

LIEE- Table 16- Lighting

LIEE- Table 17- Studies & Pilots

LIEE- Table 18- “Add Back” Measures

LIEE- Table 19-LIEE Fund Shifting

CARE- Table 1- CARE Overall Program Expenses

CARE- Table 2- CARE Enrollment, Recertification, Attrition, and Penetration

CARE- Table 3- CARE Verification

CARE- Table 4- Self Certification and Re-Certification

CARE- Table 5- Enrollment by County

CARE- Table 5- Capitation Contractors

CARE- Table 6- Recertification Results

CARE- Table 7- Capitation Contractors

CARE- Table 8- Participants per Month Fund Shifting

CARE- Table 9- Average Monthly Usage & Bill

CARE- Table 10- CARE Surcharge & Revenue



**SCE LIEE AND CARE PROGRAMS ANNUAL REPORT – MAY 3, 2010**

CARE- Table 11- CARE Capitation Applications

CARE- Table 12- CARE Expansion Program

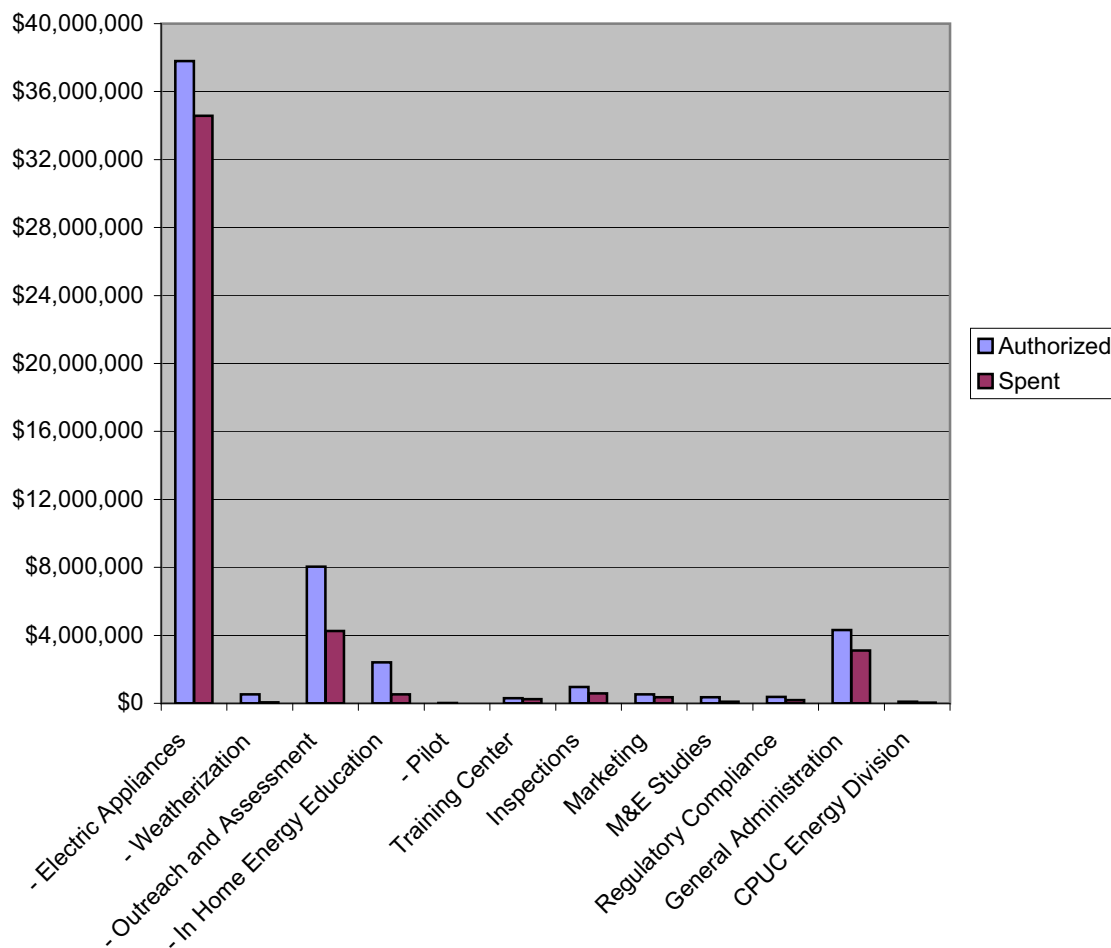
CARE- Table 13- CARE Fund Shifting

**Appendix C**  
**LIEE/CARE Tables**



	A	B	C	D	E	F
1		<b>Budget Category</b>	<b>Authorized</b>	<b>Spent</b>		
2		- Electric Appliances	\$37,795,800	\$34,574,735		
3		- Weatherization	\$534,541	\$62,373		
4		- Outreach and Assessment	\$8,039,190	\$4,256,831		
5		- In Home Energy Education	\$2,419,853	\$527,848		
6		- Pilot	\$21,323	\$0		
7		Training Center	\$293,887	\$251,738		
8		Inspections	\$967,054	\$590,713		
9		Marketing	\$526,778	\$354,401		
10		M&E Studies	\$362,645	\$95,133		
11		Regulatory Compliance	\$375,953	\$194,352		
12		General Administration	\$4,307,383	\$3,109,671		
13		CPUC Energy Division	\$97,593	\$33,764		

**2009 LIEE Authorized Budget and Actual Expenditures**



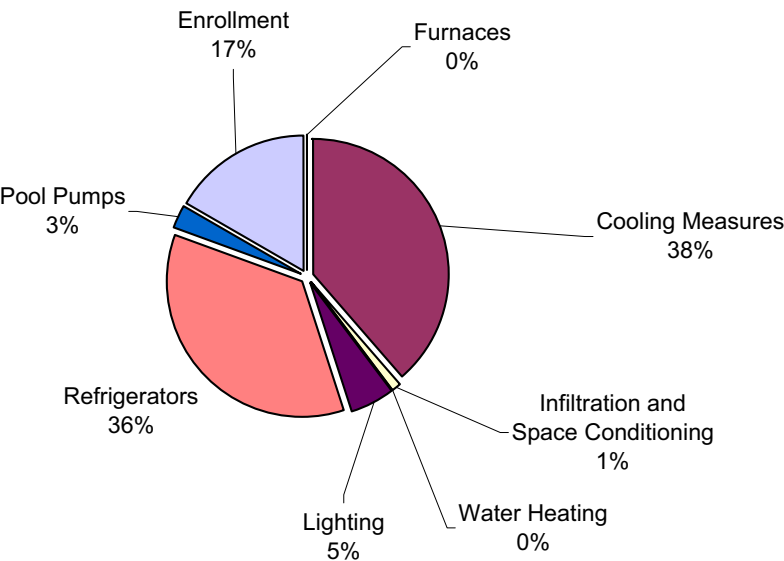
	A	B	C	D	E	F	G	H
	PY2009 LIEE and CARE Annual Report							
	LIEE Table 2							
	LIEE Expenses and Energy Savings by Measures Installed							
	Southern California Edison							
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**Year-to-Date Expenses from LIEE Table 2**

Furnaces	\$875
Cooling Measures	\$17,004,856
Infiltration and Space Conditioning	\$517,593
Water Heating	\$13,429
Lighting	\$2,270,753
Refrigerators	\$15,677,536
Pool Pumps	\$1,234,744
Enrollment	\$7,331,774
Total	\$44,051,559

**LIEE Year-to-Date Expenditures by Measure Group**



	A	B	C	D	E	F	G
1	<p align="center"><b>PY2009 LIEE and CARE Annual Report</b>  <b>LIEE Table 3</b>  <b>LIEE Cost-Effectiveness</b>  <b>Southern California Edison</b></p>						
2		PY - Recorded <sup>[1]</sup>					
3		Ratio of Benefits Over Costs			Net Benefits; \$ Millions		
4	Program Year	Utility Cost Test	Total Resource Cost Test <sup>[2]</sup>	Modified Participant Test	Utility Cost Test	Total Resource Cost Test <sup>[2]</sup>	Modified Participant Test
5	2009	0.77	0.61	0.77	\$ (9.75)	\$ (16.72)	\$ (9.72)
6	2008	0.72	0.61	0.75	\$ (10.81)	\$ (14.83)	\$ (9.45)
7	2007	0.59	0.52	1.29	\$ (13.25)	\$ (15.59)	\$ 9.29
8	2006	0.81	0.72	1.36	\$ (5.92)	\$ (8.91)	\$ 11.31
9	2005	0.69	0.59	0.99	\$ (6.98)	\$ (9.31)	\$ (0.17)
10	2004	0.82	0.63	1.05	\$ (2.89)	\$ (5.90)	\$ 0.79
11	2003	0.73	0.58	1.04	\$ (5.13)	\$ (7.70)	\$ 0.74
12	2002	1.08	0.93	1.94	\$ 1.16	\$ (1.14)	\$ 14.25
13							
14	<sup>[1]</sup> Source of 2009 data						
15	Resource Benefit	\$	26,235,875	E-3			
16	Utility NEB	\$	6,254,364	LIPPT Workbook			
17	Participant NEB	\$	1,704,473	LIPPT Workbook			
18	Total Cost	\$	42,958,570	E-3			
19	Utility Cost	\$	42,237,150	E-3			
20	Bill Saving (NPV)	\$	30,814,957	LIPPT Workbook			
21							
22	Data from prior years have been entered from prior LIEE Annual Reports						
23							
24	<sup>[2]</sup> SCE has calculated the Total Resource Cost Test results without non-energy benefits. The Commission has directed the utilities to measure LIEE program cost effectiveness using the Utility Cost Test and the Modified Participant Test with the appropriate non-energy benefits for each in D.01-12-020.						

	A	B	C	D	E
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 4</b> <b>LIEE Penetration</b> <b>Southern California Edison</b>				
2	Customer	Housing Type	# Homes Treated	Current Year Penetration Rate for Homes Treated	
3	<b>Gas and Electric Customers</b>				
4	<b>Owners - Total</b>				
5		Single Family			
6		Multi Family			
7		Mobile Homes			
8	<b>Renters - Total</b>				
9		Single Family			
10		Multi Family			
11		Mobile Homes			
12	<b>Electric Customers (only)</b>				
13	<b>Owners - Total</b>				
14		Single Family	26,613		
15		Multi Family	446		
16		Mobile Homes	5,441		
17	<b>Renters - Total</b>				
18		Single Family	18,618		
19		Multi Family	10,603		
20		Mobile Homes	903		
21	<b>Gas Customers (only)</b>				
22	<b>Owners - Total</b>				
23		Single Family			
24		Multi Family			
25		Mobile Homes			
26	<b>Renters - Total</b>				
27		Single Family			
28		Multi Family			
29		Mobile Homes			
30					
31	<b>Total Homes Treated in PY2009</b>		62,624	75%	
32	<b>Total Homes Eligible in PY <sup>(1)</sup></b>		83,445		
33					
34	<sup>(1)</sup> Based on Attachment H of D0811031				
35					
36	<b>Penetration History</b>				
37	Year <sup>(2)</sup>	Homes Treated	Ineligible & Unwilling <sup>(3)</sup>	Estimated Eligible in Current Year	Current Year Penetration Rate for Homes
38	2002	29,685			
39	2003	33,348			
40	2004	38,996			
41	2005	36,420			
42	2006	53,017			
43	2007	44,323			
44	2008	54,635			
45	2009	62,624	22,109	83,445	75%
46	2010				
47	2011				
48	2012				
49	2013				
50	2014				
51	2015				
52	2016				
53	2017				
54	2018				
55	2019				
56	2020				
57	<b>Total Homes Treated since 2002</b>	353,048			
58					
59	<sup>(2)</sup> Homes treated since 2002 are reported to track progress toward meeting the 2020 Programmatic Initiative. Data from prior years have been entered from prior LIEE Annual Reports.				
60	<sup>(3)</sup> Ineligible & Unwilling homes include situations where owners refuse to make required copayments, postponements are requested, owners do not grant approval or submit authorization forms, accounts are not active, homes have been served through another program such as LIHEAP, documents are incomplete/missing, or customers are not interested. SCE recognizes there will be subsequent opportunities to serve some of these customers during the program cycle.				
61					
62					
63	Year	Utility in Shared Service Territory	Eligible Households in Shared Service Territory	Eligible households treated by both utilities in shared service territory	
64					
65	2009	PG&E	6,754	0	
66	2009	SoCalGas	1,178,513	25,732	
67	2009				



	A	B	C	D	E	F	G
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 5</b> <b>LIEE Direct Purchases &amp; Installation Contractors</b> <b>Southern California Edison</b>						
2	Contractor	County <sup>[1]</sup>	Contractor Type (Check one or more if applicable)				PY Annual Expenditures
3			Private	CBO	WMDVBE	LIHEAP	
4	ACH <sup>[2]</sup>	All	x				\$ 8,597,284
5	Another Way	7, 8		x			\$ 375
6	Assert	2, 4		x			\$ 384,497
7	Autocell <sup>[2]</sup>	All	x				\$ 311,448
8	Baker <sup>[2]</sup>	All	X				\$ 1,590,455
9	CAP of Orange County	6		x	x	x	\$ 191,123
10	CAP of San Bernardino County	8		x	x	x	\$ 1,609,853
11	CAP of Ventura County	9, 11		x		x	\$ 242,514
12	Community Enhancement Services <sup>[3]</sup>	4		x			\$ 26,537
13	Energy Efficiency Resources <sup>[2]</sup>	All	x		x		\$ 6,374,758
14	Energy Save	4, 6, 8	x				\$ 162,362
15	Environemental Assessment Services	4, 7	x				\$ 233,312
16	FCI Management	4		x	x		\$ 46,295
17	Gary's Pool <sup>[2]</sup>	All	x				\$ 499,724
18	Inter City Energy Systems	4, 7, 8	x				\$ 330,633
19	Inyo Mono Advocate for Comm. Action	1, 5		x		x	\$ 8,016
20	John Harrison	7, 8	x		x		\$ 3,635,170
21	Lights of America <sup>[2]</sup>	All	x		x		\$ 23,443
22	Long Beach Community Services	4, 8		x			\$ 281,937
23	Maravilla Foundation	2, 4, 8		x	x	x	\$ 2,622,784
24	PACE	4, 8		x	x		\$ 23,478
25	PACE <sup>[3]</sup>	All		x	x		\$ 44,420
26	Peace Officers for a Green Environment	2, 3, 4, 6, 7, 8, 10	x		x		\$ 331,702
27	Proteus	2, 3, 4, 10, 12		x			\$ 2,727,827
28	Quality Conservation Services	4, 6, 7, 8	x				\$ 50,207
29	Reliable Energy Management Co.	2, 3, 4, 6, 7, 8, 10	x		x		\$ 2,038,759
30	Richard Heath <sup>[3]</sup>	All	x		x		\$ 439,822
31	Savings Energy Consulting Services	4, 6, 7, 8	x		x		\$ 277,569
32	SEARS Commercial <sup>[2]</sup>	All	x				\$ 514,939
33	Synergy Companies	4, 6, 7, 8	x				\$ 50,379
34	Tri State Home Improvements	4, 7, 8	x		x		\$ 3,850,345
35	Veterans in Community Services	4		x	x		\$ 362,364
36	Vovi Friendship Association	4, 6, 8		x			\$ 431,558
37							
38	Total Contractor Expenditures						\$ 38,315,889
39							
40	<sup>[1]</sup> Legend for Counties Served						
41							
42	1 Inyo	5 Mono		9 Santa Barbara			
43	2 Kern	6 Orange		10 Tulare			
44	3 Kings	7 Riverside		11 Ventura			
45	4 LosAngeles	8 San Bernardino		12 Fresno			
46							
47	<sup>[2]</sup> Appliance Supplier						
48	<sup>[3]</sup> Inspections						

PY2009 LIEE and CARE Annual Report																							
LIEE Table 6																							
LIEE Installation Cost of Program Installation Contractors																							
Southern California Edison																							
1	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S				
2	Unit of Measure			CBO/WMDVBE							Non-CBO/WMDVBE										2009 Program Total		
3			Installations		Dwellings		Costs		Installations		Dwellings		Costs		Units	Households	Costs	Cost/ Unit	Cost/ Household				
4			Units	%	Units	%	\$	%	Units	%	Units	%	\$	%									
5																							
6																							
7	Heating Systems																						
8	Furnaces	Each	3	100%	3	100%	\$	800	100%						3	3	\$	800	\$ 266.67 \$ 266.67				
9	Cooling Measures																						
10	A/C Replacement - Room	Each	982	100%	928	100%	\$	746,313	100%						982	928	\$	746,313	\$ 759.99 \$ 804.22				
11	A/C Replacement - Central	Each	2,091	100%	2,091	100%	\$	7,434,094	100%						2,091	2,091	\$	7,434,094	\$ 3,555.28 \$ 3,555.28				
12	A/C Tune-up - Central	Each																					
13	A/C Services - Central	Each	866	100%	866	100%	\$	112,580	100%						866	866	\$	112,580	\$ 130.00 \$ 130.00				
14	Heat Pump	Each	57	100%	57	100%	\$	208,770	100%						57	57	\$	208,770	\$ 3,662.62 \$ 3,662.62				
15	Evaporative Coolers	Each	8,317	99%	8,317	99%	\$	8,037,844	99%	53	1%	53	1%	51,995	1%	8,370	\$	8,089,839	\$ 966.53 \$ 966.53				
16	Evaporative Cooler Maintenance	Each	630	83%	630	83%	\$	50,400	83%	126	17%	126	17%	10,080	17%	756	\$	60,480	\$ 80.00 \$ 80.00				
17	Infiltration & Space Conditioning																						
18	Envelope and Air Sealing Measures	Home	429	100%	429	100%	\$	50,909	100%						429	429	\$	50,909	\$ 118.67 \$ 118.67				
19	Duct Sealing	Home	1,863	100%	1,953	100%	\$	409,400	100%						1,863	1,953	\$	409,400	\$ 219.75 \$ 209.63				
20	Attic Insulation	Home																					
21	Water Heating Measures																						
22	Water Heater Conservation	Home	276	100%	276	100%	\$	11,464	100%						276	276	\$	11,464	\$ 41.54 \$ 41.54				
23	Water Heater Replacement - Gas	Each																					
24	Water Heater Replacement - Electric	Each																					
25	Tankless Water Heater - Gas	Each																					
26	Tankless Water Heater - Electric	Each																					
27	Lighting Measures																						
28	CFLs	Each	113,536	80%	34,818	77%	\$	788,982	80%	28,292	20%	10,654	23%	195,328	20%	141,828	45,472	\$	984,310	\$ 6.94 \$ 21.65			
29	Interior Hard wired CFL fixtures	Each																					
30	Exterior Hard wired CFL fixtures	Each	549	100%	424	100%	\$	46,665	100%						549	424	\$	46,665	\$ 85.00 \$ 110.06				
31	Torchiere	Each	755	55%	755	55%	\$	35,681	55%	613	45%	613	45%	28,970	45%	1,368	\$	64,651	\$ 47.26 \$ 47.26				
32	Refrigerators																						
33	Refrigerators - Primary	Each	18,821	100%	18,821	100%	\$	15,209,589	100%						18,821	18,821	\$	15,209,589	\$ 808.12 \$ 808.12				
34	Refrigerators - Secondary	Each																					
35	Pool Pumps																						
36	Pool Pumps	Each	1,106	100%	1,106	100%	\$	1,207,245	100%						1,106	1,106	\$	1,207,245	\$ 1,091.54 \$ 1,091.54				
37	New Measures																						
38	Forced Air Unit Standing Pilot	Each																					
39	Furnace Clean and Tune	Each																					
40	High Efficiency Clothes Washer	Each																					
41	Microwave	Each																					
42	Thermostatic Shower Valve	Each																					
43	LED Night Lights	Each																					
44	Occupancy Sensor	Each																					
45																							
46																							
47																							
48																							
49																							
50																							
51	Pilots																						
60	None																						
61	Customer Enrollment																						
62	Outreach & Assessment	Home	57,179	85%	57,179	85%	\$	3,698,084	87%	10,079	15%	10,079	15%	558,747	13%	67,258	\$	4,256,831	\$ 63.29 \$ 63.29				
63	In-Home Education	Home	32,402	92%	32,402	92%	\$	496,073	92%	2,785	8%	2,785	8%	41,775	8%	35,187	\$	527,848	\$ 15.00 \$ 15.00				
64	Education Workshops	Participant																					

	A	B	C	D	E
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 7</b> <b>Expenditures by Cost Elements</b> <b>Southern California Edison</b>				
2		<b>2009 Expenditures Recorded by Cost Element</b>			
3	<b>LIEE Program:</b>	<b>Labor <sup>[1]</sup></b>	<b>Non-Labor <sup>[2]</sup></b>	<b>Contract <sup>[3]</sup></b>	<b>Total</b>
4	Energy Efficiency				
5	- Gas Appliances				
6	- Electric Appliances			\$ 34,574,735	\$ 34,574,735
7	- Weatherization			\$ 62,373	\$ 62,373
8	- Outreach and Assessment			\$ 4,256,831	\$ 4,256,831
9	- In Home Energy Education			\$ 527,848	\$ 527,848
10	- Education Workshops				\$ -
11	- Pilot				\$ -
12	<b>Energy Efficiency TOTAL</b>			\$ 39,421,787	\$ 39,421,787
13					
14	Training Center	\$ 62,828	\$ 71,877	\$ 117,033	\$ 251,738
15	Inspections	\$ 28,189	\$ 8,101	\$ 554,423	\$ 590,713
16	Marketing		\$ 351,397	\$ 3,004	\$ 354,401
17	M&E Studies	\$ 20,914	\$ 1,070	\$ 73,149	\$ 95,133
18	Regulatory Compliance	\$ 185,373	\$ 8,979		\$ 194,352
19	General Administration	\$ 1,343,048	\$ 1,061,230	\$ 705,394	\$ 3,109,671
20	CPUC Energy Division		\$ 33,764		\$ 33,764
21					
22	<b>TOTAL PROGRAM COSTS</b>	\$ 1,640,352	\$ 1,536,418	\$ 40,874,790	\$ 44,051,559
23					
24	<sup>[1]</sup> Labor costs include any internal direct (administrative and/or implementation) costs (indirect costs are a separate line item), burdened by overhead, that represents person hours.				
25	<sup>[2]</sup> Non-Labor costs include all direct internal (administrative and/or implementation) costs (indirect costs are given as a separate line item) not covered under labor.				
26	<sup>[3]</sup> Contract costs include all outsourced costs (administrative and/or implementation). Contract costs do not need to be further broken out by labor/non-labor. This category includes agency employees.				

	A	B	C	D	E	F	G	H
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 8</b> <b>Detail by Housing Type and Source</b> <b>Southern California Edison</b>							
2	Customer	Housing Type	2009 Energy Savings			2009 Expenses <sup>[1]</sup>	2009 Households Treated	2009 Households Eligible
3			(mWh)	MW	(mTherm*)			
4	<b>Gas and Electric Customers</b>							
5	<b>Owners - Total</b>							
6		<b>Single Family</b>						
7		<b>Multi Family</b>						
8		<b>Mobile Homes</b>						
9	<b>Renters - Total</b>							
10		<b>Single Family</b>						
11		<b>Multi Family</b>						
12		<b>Mobile Homes</b>						
13	<b>Electric Customers (only)</b>							
14	<b>Owners - Total</b>							
15		<b>Single Family</b>	11,377,198	3,784		\$ 23,205,677	26,613	
16		<b>Multi Family</b>	161,980	44		\$ 261,553	446	
17		<b>Mobile Homes</b>	2,091,255	709		\$ 4,315,431	5,441	
18	<b>Renters - Total</b>							
19		<b>Single Family</b>	6,826,014	1,383		\$ 10,841,042	18,618	
20		<b>Multi Family</b>	2,684,807	502		\$ 4,815,760	10,603	
21		<b>Mobile Homes</b>	373,299	74		\$ 612,095	903	
22	<b>Gas Customers (only)</b>							
23	<b>Owners - Total</b>							
24		<b>Single Family</b>						
25		<b>Multi Family</b>						
26		<b>Mobile Homes</b>						
27	<b>Renters - Total</b>							
28		<b>Single Family</b>						
29		<b>Multi Family</b>						
30		<b>Mobile Homes</b>						
31								
32	<b>Total Homes Treated in PY2009</b>						62,624	
33	<b>Total Homes Eligible in PY2009 <sup>[2]</sup></b>							83,445
34								
35								
36	* Thousands of Therms							
37	<sup>[1]</sup> Excluding indirect program costs							
38	<sup>[2]</sup> Based on Attachment H of D0811031							

	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 9</b> <b>Life Cycle Bill Savings by Measure</b> <b>Southern California Edison</b>					
2	<b>Measure Description</b>	<b>PY Number Installed</b>	<b>Per Measure Electric Impact - Average (kWh)</b>	<b>Per Measure Gas Impact (Therms)</b>	<b>Effective Useful Life (EUL)</b>	<b>2009 Total Measure Life Cycle Bill Savings</b>
3	<b>Heating Systems</b>					
4	Furnaces	3	-			
5	<b>Cooling Measures</b>					
6	A/C Replacement - Room	982	111		15	\$ 140,246
7	A/C Replacement - Central	2,091	697		18	\$ 2,116,511
8	A/C Tune-up - Central					
9	A/C Services - Central	866	1,175		7	\$ 731,794
10	Heat Pump	57	791		15	\$ 58,204
11	Evaporative Coolers	8,370	194		15	\$ 2,092,509
12	Evaporative Cooler Maintenance	756	86		4	\$ 28,563
13	<b>Infiltration &amp; Space Conditioning</b>					
14	Envelope and Air Sealing Measures	429	54		13	\$ 27,029
15	Duct Sealing	1,863	317		18	\$ 857,467
16	Attic Insulation					
17	<b>Water Heating Measures</b>					
18	Water Heater Conservation Measures	276	278		12	\$ 84,608
19	Water Heater Replacement - Gas					
20	Water Heater Replacement - Electric					
21	Tankless Water Heater - Gas					
22	Tankless Water Heater - Electric					
23	<b>Lighting Measures</b>					
24	CFLs	141,828	16		9	\$ 2,005,039
25	Interior Hard wired CFL fixtures					
26	Exterior Hard wired CFL fixtures	549	254		16	\$ 187,941
27	Torchiere	1,368	191		9	\$ 230,866
28	<b>Refrigerators</b>					
29	Refrigerators -Primary	18,821	759		18	\$20,767,894
30	Refrigerators - Secondary					
31	<b>Pool Pumps</b>					
32	Pool Pumps	1,106	1,400		10	\$ 1,486,286
33	<b>New Measures</b>					
34	Forced Air Unit Standing Pilot Change Out					
35	Furnace Clean and Tune					
36	High Efficiency Clothes Washer					
37	Microwave					
38	Thermostatic Shower Valve					
39	LED Night Lights					
40	Occupancy Sensor					
41						
42						
43						
44						
45	<b>Pilots</b>					
46	A/C Tune-up Central					
47	Interior Hard wired CFL fixtures					
48	Ceiling Fans					
49	In-Home Display					
50	Programmable Controllable Thermostat					
51	Forced Air Unit					
52	Microwave					
53	High Efficiency Clothes Washer					
54						
55	<b>Total Homes Served by the Program</b>	<b>62,624</b>				<b>\$ 30,814,957</b>
56	<b>Life Cycle Bill Savings Per Home</b>					<b>\$ 492.06</b>

	A	B	C
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 10</b> <b>Energy Rate Used for Bill Savings Calculations</b> <b>Southern California Edison</b>		
2	Year	\$/kWh <sup>[1]</sup>	\$/Therm
3	2009	0.1184	N/A
4	2010	0.1219	N/A
5	2011	0.1256	N/A
6	2012	0.1294	N/A
7	2013	0.1332	N/A
8	2014	0.1372	N/A
9	2015	0.1414	N/A
10	2016	0.1456	N/A
11	2017	0.1500	N/A
12	2018	0.1545	N/A
13	2019	0.1591	N/A
14	2020	0.1639	N/A
15	2021	0.1688	N/A
16	2022	0.1739	N/A
17	2023	0.1791	N/A
18	2024	0.1844	N/A
19	2025	0.1900	N/A
20	2026	0.1957	N/A
21	2027	0.2016	N/A
22	2028	0.2076	N/A
23	2029	0.2138	N/A
24	2030	0.2202	N/A
25	2031	0.2268	N/A
26	2032	0.2337	N/A
27	2033	0.2407	N/A
28	<sup>[1]</sup> - for 2009 average cost per kWh paid by participants. Cost is escalated 3% annually in 24 subsequent years		
29			

	A	B	C	D	E
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 11</b> <b>Bill Savings Calculations by Program Year</b> <b>Southern California Edison</b>				
2	Program Year <sup>[1]</sup>	Program Costs	Program Lifecycle Bill Savings	Program Bill Savings/ Cost Ratio	Per Home Average Lifecycle Bill Savings
3	2007	\$ 32,525,807	\$ 40,619,019	1.25	\$ 916
4	2008	\$ 38,137,700	\$ 56,164,774	1.47	\$ 1,028
5	2009	\$ 44,051,560	\$ 30,814,957	0.70	\$ 492
6					
7	<sup>[1]</sup> Report Activity for Last 3 Years. Data from prior years have been entered from prior LIEE Annual Reports.				

	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 12</b> <b>Whole Neighborhood Approach</b> <b>Southern California Edison</b>					
2	Neighborhood (County, Zipcode, Zip7, etc)	Total Residential Customers	Eligibility Rate	Total Treated 2002-2008	Total Treated This Year	Penetration Rate
3	9002210	313	198	133	24	0.79
4	9002211	182	102	44	10	0.53
5	9002212	457	299	379	26	1.36
6	9002213	187	126	342	16	2.84
7	9002214	197	133	89	10	0.75
8	9002215	335	182	132	14	0.80
9	9002216	348	242	265	15	1.16
10	9002217	129	61	30	2	0.53
11	9002218	728	462	387	43	0.93
12	9002219	856	550	379	40	0.76
13	9002220	106	68	60	4	0.95
14	9002221	228	137	130	9	1.02
15	9002222	242	132	87	11	0.74
16	9002223	376	176	115	12	0.72
17	9002224	651	465	304	38	0.74
18	9002225	506	341	312	35	1.02
19	9002226	584	350	309	65	1.07
20	9002227	600	363	304	48	0.97
21	9002228	205	103	96	4	0.97
22	9002229	599	357	286	48	0.94
23	9002230	411	310	136	26	0.52
24	9002231	389	250	208	25	0.93
25	9002232	486	310	238	54	0.94
26	9002233	619	390	348	40	0.99
27	9002234	610	384	404	26	1.12
28	9002235	455	279	289	32	1.15
29	9002236	405	269	254	13	0.99
30	9002237	265	133	117	19	1.02
31	9002238	517	368	245	52	0.81
32	9002239	299	206	118	13	0.64
33	9002240	212	140	122	5	0.90
34	9002242	377	231	279	18	1.29
35	9002243	216	141	160	7	1.18
36	9002244	342	204	273	27	1.47
37	9002245	259	149	223	13	1.59
38	9002246	252	138	84	6	0.65
39	9002247	433	252	281	15	1.17
40	9002249	265	184	158	19	0.96
41	9002250	276	207	246	12	1.25
42	9002252	237	120	110	11	1.01
43	9002253	326	166	272	15	1.73
44	9002254	517	313	400	25	1.36
45	90022 Total	15,997	9,991	9,148	947	43
46	9020110	321	162	20	13	0.20



	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 12</b> <b>Whole Neighborhood Approach</b> <b>Southern California Edison</b>					
2	Neighborhood (County, Zipcode, Zip7, etc)	Total Residential Customers	Eligibility Rate	Total Treated 2002-2008	Total Treated This Year	Penetration Rate
47	9020111	496	366	203	15	0.60
48	9020112	237	177	94	3	0.55
49	9020113	443	236	169	10	0.76
50	9020114	518	291	195	16	0.73
51	9020115	422	223	115	9	0.56
52	9020116	521	301	185	12	0.66
53	9020117	720	463	258	24	0.61
54	9020118	421	288	217	14	0.80
55	9020119	489	294	186	13	0.68
56	9020120	481	289	174	16	0.66
57	9020121	252	152	73	5	0.51
58	9020122	247	148	100	7	0.72
59	9020123	398	250	111	12	0.49
60	9020124	450	282	167	17	0.65
61	9020125	273	153	81	8	0.58
62	9020126	409	243	128	17	0.60
63	9020127	382	231	152	12	0.71
64	9020128	443	302	147	10	0.52
65	9020129	421	298	167	19	0.62
66	9020130	471	336	166	22	0.56
67	9020131	663	401	220	14	0.58
68	9020132	437	280	162	20	0.65
69	9020133	462	248	162	17	0.72
70	9020134	370	221	124	19	0.65
71	9020135	423	271	121	12	0.49
72	9020136	301	177	91	8	0.56
73	9020137	399	243	150	4	0.63
74	9020138	240	163	81	5	0.53
75	9020139	133	81	43	1	0.55
76	9020140	546	375	190	17	0.55
77	9020141	598	333	247	13	0.78
78	9020142	442	291	166	14	0.62
79	9020143	249	159	163	8	1.07
80	9020144	569	360	197	12	0.58
81	9020145	302	195	112	6	0.60
82	9020146	347	238	118	5	0.52
83	9020147	418	269	134	11	0.54
84	9020148	358	242	148	4	0.63
85	9020149	347	177	80	7	0.49
86	9020150	434	281	148	10	0.56
87	9020151	572	418	313	8	0.77
88	9020152	567	405	171	8	0.44
89	9020153	477	321	221	8	0.71
90	9020154	478	335	179	11	0.57

	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 12</b> <b>Whole Neighborhood Approach</b> <b>Southern California Edison</b>					
2	Neighborhood (County, Zipcode, Zip7, etc)	Total Residential Customers	Eligibility Rate	Total Treated 2002-2008	Total Treated This Year	Penetration Rate
91	9020155	667	430	240	19	0.60
92	9020156	424	278	178	10	0.68
93	9020157	391	277	109	10	0.43
94	9020158	138	91	5	5	0.11
95	9020159	348	239	125	24	0.62
96	9020160	531	295	183	19	0.68
97	9020161	501	321	146	14	0.50
98	9020162	702	423	279	26	0.72
99	9020163	198	130	80	7	0.67
100	9020164	145	100	53	6	0.59
101	9020165	203	126	77	6	0.66
102	9020166	237	145	69	9	0.54
103	9020168	104	79	23	2	0.32
104	9020169	138	94	20	3	0.24
105	9020178	76	46	23	1	0.52
106	90201 Total	23,749	15,040	8,459	677	35
107	9025010	90	42	5	2	0.17
108	9025011	13	6	1	6	1.19
109	9025012	12	7	1	1	0.27
110	9025013	74	45	2	4	0.13
111	9025016	81	41	1	4	0.12
112	9025018	181	71	5	3	0.11
113	9025019	532	142	12	12	0.17
114	9025020	463	253	33	13	0.18
115	9025021	345	210	35	32	0.32
116	9025022	262	151	81	13	0.62
117	9025023	99	59	10	5	0.25
118	9025024	389	223	32	12	0.20
119	9025025	336	163	24	16	0.24
120	9025026	391	217	60	5	0.30
121	9025027	490	259	24	15	0.15
122	9025028	449	248	22	10	0.13
123	9025029	394	216	19	15	0.16
124	9025030	286	170	13	8	0.12
125	9025031	387	194	17	15	0.16
126	9025032	402	175	7	16	0.13
127	9025033	107	25	1	2	0.12
128	9025035	382	91	7	4	0.12
129	9025036	321	175	2	10	0.07
130	9025037	339	186	9	7	0.09
131	9025039	99	50	18	3	0.42
132	9025040	365	190	18	8	0.14
133	9025041	299	50	6	5	0.22
134	9025042	264	132	5	5	0.08

	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 12</b> <b>Whole Neighborhood Approach</b> <b>Southern California Edison</b>					
2	Neighborhood (County, Zipcode, Zip7, etc)	Total Residential Customers	Eligibility Rate	Total Treated 2002-2008	Total Treated This Year	Penetration Rate
135	9025043	304	152	32	7	0.26
136	9025044	1	1	14	1	26.99
137	9025045	324	165	16	5	0.13
138	9025046	238	125	15	6	0.17
139	9025047	370	192	20	14	0.18
140	9025048	164	95	3	2	0.05
141	9025049	420	51	1	1	0.04
142	9025050	605	196	12	6	0.09
143	9025051	542	165	13	4	0.10
144	9025052	392	237	30	15	0.19
145	9025053	394	233	7	14	0.09
146	9025054	372	221	14	16	0.14
147	9025055	132	73	6	3	0.12
148	9025056	395	133	9	3	0.09
149	9025057	525	166	8	5	0.08
150	9025059	546	306	17	13	0.10
151	9025060	588	317	11	8	0.06
152	9025061	413	229	10	14	0.10
153	9025062	480	264	10	23	0.12
154	9025063	495	275	29	17	0.17
155	9025064	521	66	1	1	0.03
156	9025065	684	155	5	12	0.11
157	9025066	310	46	1	3	0.09
158	9025067	44	11	1	1	0.19
159	9025068	417	105	7	6	0.12
160	9025069	510	173	15	10	0.14
161	9025070	54	23	1	1	0.09
162	9025071	462	203	11	20	0.15
163	9025072	506	236	16	3	0.08
164	9025073	362	163	12	8	0.12
165	9025074	355	212	6	5	0.05
166	9025075	761	455	12	10	0.05
167	9025076	638	377	8	4	0.03
168	9025077	551	316	11	13	0.08
169	9025078	431	243	2	12	0.06
170	9025079	458	242	28	25	0.22
171	9025080	306	182	26	8	0.19
172	9025081	435	248	16	10	0.10
173	9025082	558	315	12	7	0.06
174	9025083	438	93	3	3	0.06
175	9025084	469	113	4	7	0.10
176	9025085	352	154	6	6	0.08
177	9025086	373	218	11	18	0.13
178	9025087	386	218	7	14	0.10

	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 12</b> <b>Whole Neighborhood Approach</b> <b>Southern California Edison</b>					
2	Neighborhood (County, Zipcode, Zip7, etc)	Total Residential Customers	Eligibility Rate	Total Treated 2002-2008	Total Treated This Year	Penetration Rate
179	9025088	389	215	5	7	0.06
180	9025089	268	144	12	19	0.22
181	9025090	449	203	10	10	0.10
182	9025091	151	77	3	1	0.05
183	9025092	354	200	7	4	0.06
184	9025093	135	79	21	8	0.37
185	9025094	212	99	5	7	0.12
186	9025095	121	72	5	7	0.17
187	9025096	101	60	2	3	0.08
188	90250 Total	28,114	13,109	1,039	701	39
189	9025525	174	100	43	2	0.45
190	9025526	186	108	41	6	0.44
191	9025528	438	280	77	9	0.31
192	9025529	203	140	49	13	0.44
193	9025530	594	434	145	45	0.44
194	9025531	384	211	132	30	0.77
195	9025532	433	295	135	28	0.55
196	9025533	432	290	131	11	0.49
197	9025534	527	367	153	27	0.49
198	9025535	445	283	125	25	0.53
199	9025536	367	238	128	19	0.62
200	9025537	285	192	76	20	0.50
201	9025538	267	164	52	12	0.39
202	9025539	218	133	91	5	0.72
203	9025540	384	259	87	15	0.39
204	9025541	157	120	62	5	0.56
205	9025542	346	228	97	21	0.52
206	9025543	351	230	82	13	0.41
207	9025544	553	414	163	21	0.44
208	9025545	465	325	130	23	0.47
209	9025546	286	163	66	12	0.48
210	9025547	319	221	83	19	0.46
211	9025548	395	300	128	18	0.49
212	9025549	317	248	107	10	0.47
213	9025550	371	278	138	17	0.56
214	9025551	371	231	80	16	0.42
215	9025552	402	201	91	8	0.49
216	9025553	439	237	141	18	0.67
217	9025554	413	259	116	18	0.52
218	9025555	142	87	46	4	0.58
219	9025556	205	136	53	11	0.47
220	9025557	536	308	146	11	0.51
221	9025558	312	144	66	15	0.56
222	9025559	222	106	65	5	0.66

	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 12</b> <b>Whole Neighborhood Approach</b> <b>Southern California Edison</b>					
2	Neighborhood (County, Zipcode, Zip7, etc)	Total Residential Customers	Eligibility Rate	Total Treated 2002-2008	Total Treated This Year	Penetration Rate
223	9025560	545	306	142	18	0.52
224	9025561	463	222	123	8	0.59
225	9025562	631	282	170	23	0.69
226	9025563	730	415	148	23	0.41
227	9025564	687	339	175	25	0.59
228	9025565	365	161	106	8	0.71
229	9025566	532	290	149	32	0.62
230	9025567	319	202	95	21	0.58
231	9025568	663	334	163	28	0.57
232	9025569	389	281	114	13	0.45
233	9025570	220	107	52	13	0.61
234	9025571	206	139	19	36	0.40
235	9025573	33	24	8	3	0.45
236	9025575	37	23	5	4	0.39
237	9025576	21	13	2	1	0.22
238	9025578	10	7	1	1	0.30
239	90255 Total	17,791	10,876	4,797	789	25
240	9028020	374	257	257	21	1.08
241	9028021	704	419	486	47	1.27
242	9028022	725	417	453	45	1.19
243	9028023	352	183	167	13	0.98
244	9028024	777	398	399	40	1.10
245	9028025	677	300	374	14	1.30
246	9028026	302	189	208	23	1.22
247	9028027	631	355	437	26	1.30
248	9028028	606	360	453	16	1.30
249	9028029	643	410	330	36	0.89
250	9028030	506	277	262	23	1.03
251	9028031	512	250	319	14	1.33
252	9028032	300	163	217	14	1.42
253	9028033	357	203	283	6	1.43
254	9028034	504	247	266	14	1.13
255	9028038	38	12	1	1	0.17
256	9028039	674	441	532	12	1.23
257	9028040	645	346	328	35	1.05
258	9028041	606	396	454	18	1.19
259	9028042	386	238	263	12	1.16
260	9028043	245	154	194	11	1.33
261	9028044	406	231	303	18	1.39
262	9028045	429	255	301	22	1.26
263	9028046	389	239	273	12	1.19
264	9028047	556	357	453	6	1.28
265	9028048	363	235	236	5	1.02
266	9028049	410	233	319	18	1.44

	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 12</b> <b>Whole Neighborhood Approach</b> <b>Southern California Edison</b>					
2	Neighborhood (County, Zipcode, Zip7, etc)	Total Residential Customers	Eligibility Rate	Total Treated 2002-2008	Total Treated This Year	Penetration Rate
267	9028050	404	193	295	8	1.57
268	9028051	338	117	145	9	1.31
269	9028052	323	166	228	13	1.45
270	9028053	276	125	192	5	1.57
271	9028054	588	203	103	4	0.53
272	9028055	197	110	195	5	1.82
273	9028056	289	157	199	8	1.32
274	9028057	221	106	191	14	1.94
275	9028058	395	219	233	24	1.17
276	9028059	467	275	303	30	1.21
277	9028060	348	183	163	5	0.92
278	9028061	216	86	145	8	1.78
279	9028062	152	70	85	3	1.25
280	9028063	268	106	116	6	1.15
281	9028064	287	110	120	5	1.14
282	9028065	540	283	314	19	1.18
283	9028066	483	180	255	10	1.47
284	9028067	389	180	221	9	1.28
285	9028068	405	168	167	22	1.13
286	9028069	513	217	247	13	1.20
287	9028070	244	82	132	7	1.70
288	9028071	140	60	85	7	1.53
289	9028072	251	78	87	1	1.13
290	9028073	129	52	47	2	0.95
291	9028076	299	118	116	8	1.05
292	9028077	321	116	120	11	1.13
293	9028078	240	70	50	2	0.74
294	9028079	389	152	97	7	0.68
295	9028080	271	82	100	9	1.33
296	9028081	129	39	59	4	1.60
297	9028082	260	92	74	8	0.89
298	9028083	18	10	7	1	0.77
299	9028085	98	44	181	2	4.12
300	9028086	101	46	132	3	2.95
301	9028096	16	11	15	1	1.48
302	90280 Total	23,123	11,874	13,787	815	80
303	9081315	121	88	6	9	0.17
304	9081316	448	338	26	20	0.14
305	9081317	478	389	37	133	0.44
306	9081318	441	352	20	10	0.09
307	9081319	383	269	12	23	0.13
308	9081320	543	394	16	25	0.10
309	9081321	541	400	20	25	0.11
310	9081322	518	369	9	22	0.08

	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 12</b> <b>Whole Neighborhood Approach</b> <b>Southern California Edison</b>					
2	Neighborhood (County, Zipcode, Zip7, etc)	Total Residential Customers	Eligibility Rate	Total Treated 2002-2008	Total Treated This Year	Penetration Rate
311	9081323	383	298	19	17	0.12
312	9081324	512	398	19	18	0.09
313	9081325	536	404	14	29	0.11
314	9081328	283	199	9	8	0.09
315	9081329	443	332	9	14	0.07
316	9081330	419	333	15	5	0.06
317	9081331	261	198	14	2	0.08
318	9081332	283	216	10	15	0.12
319	9081333	470	372	11	23	0.09
320	9081334	18	15	1	1	0.14
321	9081335	414	305	16	14	0.10
322	9081336	392	312	16	26	0.13
323	9081337	386	309	28	71	0.32
324	9081338	441	334	11	18	0.09
325	9081339	394	294	38	18	0.19
326	9081340	382	288	19	23	0.15
327	9081341	462	350	14	9	0.07
328	9081342	567	400	6	4	0.03
329	9081343	207	131	3	2	0.04
330	9081344	383	232	10	11	0.09
331	9081345	297	195	6	9	0.08
332	9081346	438	324	10	15	0.08
333	9081347	464	355	28	22	0.14
334	9081348	425	333	37	16	0.16
335	9081349	523	385	13	14	0.07
336	9081350	387	287	7	15	0.08
337	9081351	428	306	12	21	0.11
338	9081352	112	84	20	12	0.38
339	9081353	60	48	1	3	0.08
340	9081355	90	72	12	28	0.55
341	9081356	374	309	15	72	0.28
342	9081357	102	75	3	2	0.07
343	9081358	405	248	4	3	0.03
344	9081359	230	171	14	3	0.10
345	9081361	144	109	10	8	0.16
346	9081363	176	131	4	12	0.12
347	9081364	193	146	4	4	0.05
348	9081365	74	54	1	2	0.06
349	9081366	51	39	4	1	0.13
350	9081367	67	54	2	29	0.58
351	9081369	102	82	5	36	0.50
352	9081370	19	16	1	1	0.13
353	9081371	70	54	1	3	0.07
354	9081372	85	67	6	5	0.16

	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 12</b> <b>Whole Neighborhood Approach</b> <b>Southern California Edison</b>					
2	Neighborhood (County, Zipcode, Zip7, etc)	Total Residential Customers	Eligibility Rate	Total Treated 2002-2008	Total Treated This Year	Penetration Rate
355	9081375	74	56	7	6	0.23
356	9081376	53	40	1	2	0.08
357	90813 Total	16,552	12,355	656	939	8
358	9174410	420	178	159	29	1.05
359	9174411	426	165	195	10	1.24
360	9174412	462	175	84	10	0.54
361	9174413	455	110	74	22	0.88
362	9174414	222	82	28	9	0.45
363	9174415	332	125	57	9	0.53
364	9174416	492	210	101	16	0.56
365	9174417	406	144	216	9	1.56
366	9174418	325	95	80	22	1.07
367	9174419	345	104	91	24	1.11
368	9174420	321	191	124	13	0.72
369	9174421	431	224	136	30	0.74
370	9174422	341	125	79	10	0.71
371	9174423	305	75	8	4	0.16
372	9174424	440	237	108	16	0.52
373	9174425	348	116	72	19	0.78
374	9174426	386	141	135	14	1.06
375	9174427	422	199	183	22	1.03
376	9174428	202	131	12	2	0.11
377	9174429	328	192	151	10	0.84
378	9174430	352	137	90	10	0.73
379	9174431	206	76	52	13	0.85
380	9174432	348	62	101	14	1.85
381	9174433	449	140	83	13	0.69
382	9174434	470	204	112	6	0.58
383	9174435	254	120	121	9	1.09
384	9174436	223	113	162	9	1.51
385	9174437	353	135	163	18	1.34
386	9174438	348	135	102	14	0.86
387	9174439	68	34	12	6	0.54
388	9174440	371	145	64	9	0.50
389	9174441	417	118	58	9	0.57
390	9174442	413	119	91	14	0.88
391	9174443	142	71	228	8	3.31
392	9174445	467	178	37	5	0.24
393	9174446	668	212	104	13	0.55
394	9174447	191	84	24	1	0.30
395	9174448	333	101	55	5	0.60
396	9174449	454	109	114	35	1.37
397	9174450	245	94	53	12	0.69
398	9174451	289	176	304	3	1.75



	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 12</b> <b>Whole Neighborhood Approach</b> <b>Southern California Edison</b>					
2	Neighborhood (County, Zipcode, Zip7, etc)	Total Residential Customers	Eligibility Rate	Total Treated 2002-2008	Total Treated This Year	Penetration Rate
399	9174452	461	186	183	25	1.12
400	9174453	393	150	111	20	0.87
401	9174454	116	53	27	5	0.60
402	9174455	344	133	70	13	0.62
403	9174456	309	168	351	22	2.22
404	9174457	241	91	98	7	1.16
405	9174458	404	136	113	30	1.06
406	9174459	423	138	109	61	1.23
407	9174460	520	194	235	34	1.38
408	9174461	487	155	133	29	1.05
409	9174462	133	39	2	4	0.15
410	91744 Total	18,300	7,024	5,655	776	48
411	9233510	1	1	5	1	6.00
412	9233512	151	73	6	4	0.14
413	9233520	184	86	30	4	0.40
414	9233522	1	1	7	1	8.00
415	9233523	288	188	173	8	0.96
416	9233524	126	86	62	33	1.11
417	9233525	396	166	52	14	0.40
418	9233526	1	1	7	2	9.00
419	9233529	291	140	78	12	0.64
420	9233530	285	141	64	7	0.50
421	9233531	248	134	75	22	0.72
422	9233532	280	152	85	12	0.64
423	9233533	451	174	74	14	0.51
424	9233534	387	213	121	12	0.62
425	9233535	233	133	39	5	0.33
426	9233536	407	246	42	5	0.19
427	9233537	532	234	90	9	0.42
428	9233538	357	202	63	7	0.35
429	9233539	532	259	167	20	0.72
430	9233540	195	86	54	3	0.67
431	9233541	455	266	107	17	0.47
432	9233542	575	236	111	21	0.56
433	9233543	572	259	118	20	0.53
434	9233544	688	319	130	22	0.48
435	9233545	474	279	158	19	0.63
436	9233546	518	341	197	18	0.63
437	9233547	259	118	99	6	0.89
438	9233548	337	127	70	11	0.64
439	9233549	326	116	43	11	0.47
440	9233550	424	125	58	8	0.53
441	9233551	603	259	104	23	0.49
442	9233552	89	51	14	4	0.35

	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 12</b> <b>Whole Neighborhood Approach</b> <b>Southern California Edison</b>					
2	Neighborhood (County, Zipcode, Zip7, etc)	Total Residential Customers	Eligibility Rate	Total Treated 2002-2008	Total Treated This Year	Penetration Rate
443	9233553	522	252	98	15	0.45
444	9233554	420	146	102	22	0.85
445	9233555	436	169	104	24	0.76
446	9233556	534	268	131	28	0.59
447	9233557	468	313	166	33	0.64
448	9233558	559	198	70	10	0.40
449	9233559	499	146	76	12	0.60
450	9233560	339	123	64	3	0.54
451	9233561	502	236	93	21	0.48
452	9233562	462	255	136	24	0.63
453	9233563	430	195	76	14	0.46
454	9233564	300	171	91	13	0.61
455	9233565	330	146	73	9	0.56
456	9233566	710	420	371	28	0.95
457	9233567	429	264	379	9	1.47
458	9233568	408	238	138	39	0.74
459	9233570	239	123	19	4	0.19
460	92335 Total	18,254	8,877	4,690	683	50
461	9233571	121	66	8	2	0.15
462	9233572	93	52	5	4	0.17
463	9233575	3	1	1	1	1.83
464	9233577	561	362	227	17	0.67
465	9233578	234	104	67	4	0.68
466	9233580	365	177	61	13	0.42
467	9233581	64	21	13	3	0.77
468	9233585	454	308	48	7	0.18
469	9233586	419	229	102	13	0.50
470	9233587	190	124	39	6	0.36
471	9233588	691	441	99	15	0.26
472	9233589	1	1	1	1	3.13
473	9233590	308	193	17	5	0.11
474	9233591	14	5	1	1	0.43
475	9233592	71	37	35	3	1.02
476	92335 Total	3,589	2,119	724	95	11
477	9237618	198	110	88	5	0.85
478	9237623	55	15	15	1	1.09
479	9237626	414	142	98	20	0.83
480	9237627	351	133	66	8	0.56
481	9237628	417	172	95	13	0.63
482	9237629	222	76	30	10	0.52
483	9237631	204	61	44	4	0.79
484	9237632	437	207	102	9	0.54
485	9237633	309	208	71	1	0.35
486	9237634	390	193	284	16	1.55

	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 12</b> <b>Whole Neighborhood Approach</b> <b>Southern California Edison</b>					
2	Neighborhood (County, Zipcode, Zip7, etc)	Total Residential Customers	Eligibility Rate	Total Treated 2002-2008	Total Treated This Year	Penetration Rate
487	9237635	181	74	35	8	0.58
488	9237636	394	150	92	15	0.71
489	9237637	412	149	90	15	0.70
490	9237638	421	115	63	15	0.68
491	9237639	474	125	83	9	0.74
492	9237640	479	307	204	18	0.72
493	9237641	293	188	111	12	0.65
494	9237642	404	259	224	9	0.90
495	9237643	299	130	57	9	0.51
496	9237644	396	164	64	20	0.51
497	9237645	444	182	69	15	0.46
498	9237646	446	168	62	25	0.52
499	9237647	499	135	75	13	0.65
500	9237648	388	155	103	10	0.73
501	9237649	403	225	128	15	0.64
502	9237650	344	166	69	17	0.52
503	9237651	332	114	100	9	0.96
504	9237652	401	169	101	16	0.69
505	9237653	316	136	93	6	0.73
506	9237654	678	389	140	89	0.59
507	9237655	360	205	91	11	0.50
508	9237656	323	184	60	8	0.37
509	9237657	265	150	49	10	0.39
510	9237658	289	168	112	13	0.75
511	9237659	348	202	92	15	0.53
512	9237660	467	252	144	20	0.65
513	9237661	250	139	98	13	0.80
514	9237662	774	512	181	11	0.38
515	9237663	579	330	144	67	0.64
516	9237664	350	240	104	6	0.46
517	9237665	361	213	150	16	0.78
518	9237666	510	218	169	26	0.89
519	9237667	394	170	92	13	0.62
520	9237668	420	113	53	10	0.56
521	9237669	431	249	109	12	0.49
522	9237670	355	177	140	18	0.89
523	9237671	403	188	61	22	0.44
524	9237672	172	68	40	8	0.71
525	9237673	123	73	7	5	0.16
526	9237674	341	149	57	25	0.55
527	9237675	877	433	233	45	0.64
528	9237676	197	104	55	7	0.60
529	9237678	276	112	46	10	0.50
530	9237679	510	290	65	8	0.25

	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 12</b> <b>Whole Neighborhood Approach</b> <b>Southern California Edison</b>					
2	Neighborhood (County, Zipcode, Zip7, etc)	Total Residential Customers	Eligibility Rate	Total Treated 2002-2008	Total Treated This Year	Penetration Rate
531	9237680	314	143	89	5	0.66
532	9237683	292	83	31	8	0.47
533	9237684	483	294	19	2	0.07
534	9237687	275	72	34	4	0.53
535	92376 Total	21,738	10,345	5,381	850	36
536	9240411	253	87	40	5	0.52
537	9240412	507	263	220	38	0.98
538	9240413	234	142	113	30	1.01
539	9240414	137	33	5	2	0.21
540	9240415	151	37	2	2	0.11
541	9240416	486	249	84	7	0.37
542	9240417	303	63	20	2	0.35
543	9240418	364	111	12	11	0.21
544	9240419	481	164	113	28	0.86
545	9240420	410	155	88	9	0.63
546	9240421	195	42	11	2	0.31
547	9240422	466	148	49	12	0.41
548	9240423	317	119	44	3	0.39
549	9240424	306	83	4	3	0.08
550	9240425	384	199	217	24	1.21
551	9240426	339	137	94	15	0.80
552	9240427	426	340	427	44	1.39
553	9240428	368	131	92	5	0.74
554	9240429	378	150	52	10	0.41
555	9240430	259	51	8	3	0.22
556	9240432	439	244	118	16	0.55
557	9240433	180	36	8	1	0.25
558	9240434	268	103	33	11	0.43
559	9240435	473	201	107	4	0.55
560	9240436	437	280	225	27	0.90
561	9240439	363	177	87	10	0.55
562	9240440	335	118	72	26	0.83
563	9240441	457	155	119	9	0.82
564	9240442	355	269	206	9	0.80
565	9240443	353	269	239	22	0.97
566	9240444	192	96	138	10	1.54
567	9240445	267	144	45	2	0.33
568	9240446	101	60	35	16	0.85
569	9240447	395	253	241	37	1.10
570	9240448	134	51	32	9	0.80
571	9240449	297	151	88	14	0.68
572	9240450	509	382	364	61	1.11
573	9240451	71	43	12	5	0.40
574	9240452	413	329	261	23	0.86

	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 12</b> <b>Whole Neighborhood Approach</b> <b>Southern California Edison</b>					
2	Neighborhood (County, Zipcode, Zip7, etc)	Total Residential Customers	Eligibility Rate	Total Treated 2002-2008	Total Treated This Year	Penetration Rate
575	9240453	399	266	109	6	0.43
576	9240454	410	268	151	30	0.68
577	9240455	329	162	204	5	1.29
578	9240456	293	137	62	12	0.54
579	9240457	256	121	66	12	0.65
580	9240458	237	201	184	86	1.35
581	9240459	172	156	69	50	0.76
582	9240461	423	225	105	16	0.54
583	9240462	664	457	274	45	0.70
584	9240463	479	300	203	19	0.74
585	9240464	394	208	121	14	0.65
586	9240465	218	129	61	1	0.48
587	9240466	148	59	28	7	0.59
588	9240470	348	274	234	44	1.01
589	9240477	1	1	3	1	4.00
590	9240482	188	147	147	60	1.41
591	92404 Total	17,761	9,175	6,146	975	41
592	9241010	446	202	140	28	0.83
593	9241011	343	155	146	14	1.03
594	9241012	207	128	81	12	0.73
595	9241013	574	350	145	89	0.67
596	9241014	150	91	71	6	0.84
597	9241015	448	255	226	94	1.25
598	9241016	72	42	20	2	0.52
599	9241017	86	73	25	11	0.50
600	9241018	177	138	83	15	0.71
601	9241019	300	166	72	13	0.51
602	9241020	660	369	381	33	1.12
603	9241021	575	262	197	66	1.00
604	9241022	265	172	89	6	0.55
605	9241023	434	309	181	24	0.66
606	9241024	134	101	44	12	0.55
607	9241025	254	195	100	9	0.56
608	9241026	242	163	99	21	0.74
609	9241027	354	216	121	15	0.63
610	9241028	307	228	176	21	0.87
611	9241029	271	196	135	10	0.74
612	9241030	178	126	116	7	0.97
613	9241031	221	186	80	51	0.71
614	9241032	175	147	1	103	0.71
615	9241033	5	0	1	1	4.02
616	9241035	176	106	94	4	0.92
617	9241036	384	297	197	8	0.69
618	9241037	246	182	123	19	0.78

	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 12</b> <b>Whole Neighborhood Approach</b> <b>Southern California Edison</b>					
2	Neighborhood (County, Zipcode, Zip7, etc)	Total Residential Customers	Eligibility Rate	Total Treated 2002-2008	Total Treated This Year	Penetration Rate
619	9241038	243	229	83	79	0.71
620	9241039	236	149	125	10	0.91
621	9241040	621	395	167	109	0.70
622	9241041	340	243	162	13	0.72
623	9241042	376	273	428	16	1.63
624	9241043	362	275	190	32	0.81
625	9241044	346	271	265	23	1.06
626	9241045	184	121	90	8	0.81
627	9241046	304	196	152	24	0.90
628	9241047	363	252	210	35	0.97
629	9241048	280	246	189	60	1.01
630	9241049	496	386	134	13	0.38
631	9241050	297	226	164	19	0.81
632	9241051	274	212	86	6	0.43
633	9241052	93	66	64	3	1.01
634	9241054	250	54	31	13	0.82
635	9241060	10	6	6	2	1.29
636	9241064	78	58	12	1	0.22
637	9241070	537	393	174	12	0.47
638	92410 Total	13,374	8,906	5,876	1,172	39
639	9254314	277	199	18	4	0.11
640	9254317	283	138	32	13	0.33
641	9254318	696	437	222	28	0.57
642	9254320	128	65	7	3	0.15
643	9254325	178	139	17	20	0.27
644	9254326	516	327	105	39	0.44
645	9254327	398	281	126	18	0.51
646	9254328	389	280	51	33	0.30
647	9254329	253	180	74	4	0.43
648	9254330	617	404	348	18	0.91
649	9254337	339	181	65	28	0.51
650	9254338	743	556	120	54	0.31
651	9254339	309	227	83	13	0.42
652	9254340	168	126	62	7	0.55
653	9254341	303	226	81	12	0.41
654	9254342	70	43	15	2	0.40
655	9254343	221	140	49	4	0.38
656	9254345	79	54	20	3	0.42
657	9254346	25	19	6	2	0.41
658	9254348	62	36	8	3	0.31
659	9254349	73	32	14	11	0.77
660	9254351	55	30	17	4	0.70
661	9254355	176	68	30	8	0.56
662	9254356	57	28	11	2	0.46

	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 12</b> <b>Whole Neighborhood Approach</b> <b>Southern California Edison</b>					
2	Neighborhood (County, Zipcode, Zip7, etc)	Total Residential Customers	Eligibility Rate	Total Treated 2002-2008	Total Treated This Year	Penetration Rate
663	9254357	323	160	36	18	0.34
664	9254358	519	302	92	21	0.37
665	9254359	454	262	122	22	0.55
666	9254360	445	259	109	23	0.51
667	9254361	416	238	110	22	0.56
668	9254362	47	24	8	3	0.46
669	9254367	29	17	7	1	0.48
670	9254368	458	245	112	27	0.57
671	9254369	697	435	134	39	0.40
672	9254370	635	372	110	28	0.37
673	9254371	372	209	69	11	0.38
674	9254372	393	186	65	27	0.49
675	9254373	166	90	12	1	0.14
676	9254374	38	21	3	1	0.19
677	9254376	278	142	10	6	0.11
678	9254378	592	313	79	40	0.38
679	9254379	781	383	131	31	0.42
680	9254380	349	178	55	9	0.36
681	9254381	134	57	29	7	0.63
682	9254386	88	66	51	1	0.79
683	9254388	169	126	44	11	0.44
684	9254393	42	14	1	1	0.14
685	9254396	115	34	2	1	0.09
686	9254397	40	17	3	1	0.23
687	92543 Total	13,995	8,367	2,975	685	20
688	9255312	89	24	9	4	0.54
689	9255315	113	48	17	2	0.40
690	9255317	120	60	34	3	0.62
691	9255318	396	139	40	12	0.37
692	9255323	286	182	28	8	0.20
693	9255324	80	28	33	2	1.24
694	9255326	4	1	1	1	1.39
695	9255327	28	8	6	2	0.99
696	9255328	490	323	123	14	0.42
697	9255329	222	92	74	8	0.89
698	9255330	181	143	79	8	0.61
699	9255331	514	353	182	29	0.60
700	9255332	441	135	129	24	1.13
701	9255333	491	245	168	26	0.79
702	9255334	530	234	188	26	0.91
703	9255335	498	182	186	24	1.16
704	9255336	70	29	20	5	0.87
705	9255337	411	247	135	11	0.59
706	9255338	497	217	174	30	0.94

	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 12</b> <b>Whole Neighborhood Approach</b> <b>Southern California Edison</b>					
2	Neighborhood (County, Zipcode, Zip7, etc)	Total Residential Customers	Eligibility Rate	Total Treated 2002-2008	Total Treated This Year	Penetration Rate
707	9255339	439	226	125	20	0.64
708	9255341	580	350	140	20	0.46
709	9255342	331	191	124	24	0.77
710	9255343	445	190	186	21	1.09
711	9255344	387	120	104	20	1.04
712	9255347	546	163	81	33	0.70
713	9255348	440	155	87	24	0.72
714	9255349	599	205	133	56	0.92
715	9255350	402	176	118	15	0.76
716	9255351	33	13	9	1	0.74
717	9255352	252	76	37	4	0.54
718	9255353	158	69	40	2	0.61
719	9255354	117	68	21	1	0.33
720	9255355	98	57	41	1	0.74
721	9255356	561	227	145	32	0.78
722	9255357	43	23	19	2	0.93
723	9255358	377	180	108	19	0.70
724	9255359	476	151	119	26	0.96
725	9255360	186	106	66	12	0.73
726	9255362	504	239	133	15	0.62
727	9255364	86	30	26	6	1.06
728	9255365	450	160	46	5	0.32
729	9255366	106	56	4	2	0.11
730	9255367	222	90	77	8	0.94
731	9255368	415	112	71	15	0.77
732	9255369	588	207	12	5	0.08
733	9255371	527	178	112	20	0.74
734	9255373	204	76	8	1	0.12
735	9255376	134	55	44	4	0.88
736	9255377	147	116	42	5	0.40
737	9255378	568	200	138	14	0.76
738	9255380	250	184	142	21	0.89
739	9255381	511	296	109	46	0.52
740	9255382	130	93	43	2	0.48
741	9255383	186	133	68	10	0.59
742	9255384	414	167	102	132	1.40
743	9255385	107	65	37	5	0.65
744	9255386	321	191	50	10	0.31
745	9255387	301	233	60	15	0.32
746	9255393	177	113	53	6	0.52
747	9255394	139	54	42	7	0.91
748	9255396	487	249	69	13	0.33
749	92553 Total	18,905	8,736	4,817	939	43
750	9257016	399	223	211	73	1.28



	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 12</b> <b>Whole Neighborhood Approach</b> <b>Southern California Edison</b>					
2	Neighborhood (County, Zipcode, Zip7, etc)	Total Residential Customers	Eligibility Rate	Total Treated 2002-2008	Total Treated This Year	Penetration Rate
751	9257017	279	160	106	53	0.99
752	9257018	382	224	236	46	1.26
753	9257019	338	190	184	19	1.07
754	9257020	325	212	206	29	1.11
755	9257021	57	38	32	8	1.06
756	9257022	301	128	342	7	2.74
757	9257023	271	204	193	32	1.11
758	9257024	211	158	209	33	1.53
759	9257025	607	388	456	54	1.32
760	9257026	7	6	1	1	0.36
761	9257034	280	172	60	10	0.41
762	9257035	131	105	55	6	0.58
763	9257045	227	138	129	54	1.33
764	9257055	528	262	2	5	0.03
765	9257056	99	57	11	3	0.25
766	9257058	59	35	22	5	0.78
767	9257059	200	129	46	11	0.44
768	9257061	209	103	45	20	0.63
769	9257062	143	67	1	1	0.03
770	9257063	232	131	99	11	0.84
771	9257064	153	86	48	4	0.61
772	9257065	383	59	1	3	0.07
773	9257066	163	93	34	6	0.43
774	9257067	35	15	1	1	0.14
775	9257068	155	90	28	19	0.52
776	9257069	120	58	3	3	0.10
777	9257070	124	61	1	1	0.03
778	9257071	273	132	49	5	0.41
779	9257072	427	211	13	7	0.09
780	9257073	140	59	18	5	0.39
781	9257074	202	86	42	7	0.57
782	9257075	153	68	17	4	0.31
783	9257076	188	79	30	5	0.44
784	9257077	199	88	23	4	0.31
785	9257078	246	116	57	11	0.59
786	9257079	228	110	54	10	0.58
787	9257080	219	104	18	6	0.23
788	9257081	274	151	54	6	0.40
789	9257082	259	136	71	28	0.73
790	9257083	177	62	14	1	0.24
791	9257084	300	126	57	12	0.55
792	9257085	210	103	39	11	0.48
793	9257086	207	95	15	5	0.21
794	9257087	197	94	37	3	0.42

	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 12</b> <b>Whole Neighborhood Approach</b> <b>Southern California Edison</b>					
2	Neighborhood (County, Zipcode, Zip7, etc)	Total Residential Customers	Eligibility Rate	Total Treated 2002-2008	Total Treated This Year	Penetration Rate
795	9257088	214	101	51	1	0.51
796	9257089	265	124	46	3	0.40
797	9257090	212	92	22	8	0.33
798	9257091	216	114	41	9	0.44
799	9257092	417	195	54	5	0.30
800	9257093	311	175	82	16	0.56
801	9257094	233	99	27	4	0.31
802	9257095	293	126	37	5	0.33
803	9257096	258	135	41	19	0.44
804	9257097	191	102	28	4	0.31
805	9257098	46	20	9	1	0.49
806	92570 Total	12,973	6,694	3,808	723	32
807	9323011	128	92	1	2	0.03
808	9323012	372	67	1	5	0.09
809	9323013	448	94	12	4	0.17
810	9323014	280	75	15	8	0.31
811	9323015	479	141	28	13	0.29
812	9323016	282	99	8	2	0.10
813	9323017	367	110	12	3	0.14
814	9323018	296	81	30	4	0.42
815	9323019	417	176	93	12	0.60
816	9323020	339	138	20	6	0.19
817	9323021	297	87	13	7	0.23
818	9323022	676	283	86	14	0.35
819	9323023	459	77	4	2	0.08
820	9323024	109	27	11	3	0.52
821	9323025	346	81	11	2	0.16
822	9323026	234	47	7	1	0.17
823	9323027	266	166	79	11	0.54
824	9323028	253	138	41	8	0.35
825	9323029	230	117	35	10	0.39
826	9323030	276	137	21	31	0.38
827	9323031	208	92	42	7	0.53
828	9323032	378	188	347	30	2.01
829	9323033	269	84	1	2	0.04
830	9323034	291	176	61	34	0.54
831	9323035	182	36	1	2	0.08
832	9323036	289	165	87	8	0.57
833	9323037	300	196	153	50	1.03
834	9323039	244	192	75	13	0.46
835	9323040	390	309	142	20	0.52
836	9323041	137	72	30	4	0.47
837	9323042	419	229	243	14	1.12
838	9323043	219	148	145	4	1.01

	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 12</b> <b>Whole Neighborhood Approach</b> <b>Southern California Edison</b>					
2	Neighborhood (County, Zipcode, Zip7, etc)	Total Residential Customers	Eligibility Rate	Total Treated 2002-2008	Total Treated This Year	Penetration Rate
839	9323044	206	125	77	18	0.76
840	9323046	25	20	9	1	0.50
841	9323047	66	33	8	4	0.36
842	9323048	209	105	27	3	0.29
843	9323049	288	183	88	33	0.66
844	9323050	70	50	27	2	0.58
845	9323051	105	78	40	7	0.60
846	9323053	347	253	328	67	1.56
847	9323054	203	147	94	42	0.93
848	9323055	339	181	132	38	0.94
849	9323056	279	161	159	37	1.22
850	9323057	282	137	87	12	0.72
851	9323058	309	150	125	45	1.14
852	9323060	289	217	157	32	0.87
853	9323061	216	146	118	21	0.95
854	9323062	68	42	3	13	0.38
855	9323063	331	79	57	13	0.89
856	9323064	250	174	92	22	0.66
857	9323065	238	124	83	24	0.86
858	9323066	124	75	67	8	1.00
859	9323067	437	87	4	5	0.10
860	9323068	225	39	1	1	0.05
861	9323069	275	151	60	25	0.56
862	9323072	276	65	5	4	0.14
863	9323073	442	253	140	1	0.56
864	9323074	167	50	3	2	0.10
865	9323075	29	16	5	1	0.38
866	9323076	522	255	106	71	0.70
867	9323078	38	21	4	2	0.29
868	9323081	289	57	1	1	0.03
869	9323085	464	92	1	1	0.02
870	9323089	206	89	5	2	0.08
871	9323090	192	91	8	1	0.10
872	9323092	295	159	15	3	0.11
873	9323093	323	131	20	6	0.20
874	9323094	184	59	9	2	0.19
875	9323095	90	37	3	1	0.11
876	9323096	225	73	4	2	0.08
877	9323097	163	59	7	4	0.19
878	93230 Total	18,967	8,385	4,034	913	34
879	9325710	515	212	124	44	0.79
880	9325711	335	129	90	14	0.81
881	9325712	381	167	125	18	0.86
882	9325713	469	173	131	16	0.85

	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 12</b> <b>Whole Neighborhood Approach</b> <b>Southern California Edison</b>					
2	Neighborhood (County, Zipcode, Zip7, etc)	Total Residential Customers	Eligibility Rate	Total Treated 2002-2008	Total Treated This Year	Penetration Rate
883	9325714	405	147	59	5	0.44
884	9325715	415	174	85	13	0.56
885	9325716	284	128	51	17	0.53
886	9325717	286	171	70	8	0.46
887	9325718	361	109	61	16	0.71
888	9325719	449	282	111	16	0.45
889	9325720	326	143	36	6	0.29
890	9325721	303	136	27	9	0.26
891	9325722	220	135	35	10	0.33
892	9325723	147	124	88	42	1.05
893	9325724	255	201	135	27	0.81
894	9325725	450	140	80	25	0.75
895	9325726	336	111	65	8	0.66
896	9325727	345	206	96	8	0.50
897	9325728	326	200	303	12	1.58
898	9325729	268	167	190	7	1.18
899	9325730	334	216	187	45	1.08
900	9325731	294	169	99	8	0.63
901	9325732	304	171	82	6	0.51
902	9325733	281	157	116	8	0.79
903	9325734	248	170	85	6	0.54
904	9325735	227	162	93	9	0.63
905	9325737	57	52	49	16	1.24
906	9325738	55	40	116	7	3.06
907	9325739	174	115	73	12	0.74
908	9325740	299	175	68	11	0.45
909	9325741	229	100	60	9	0.69
910	9325742	413	284	239	34	0.96
911	9325743	331	131	58	6	0.49
912	9325744	400	214	211	37	1.16
913	9325745	355	246	181	30	0.86
914	9325746	272	220	189	73	1.19
915	9325747	196	160	96	91	1.17
916	9325748	265	220	169	68	1.08
917	9325749	175	120	76	9	0.71
918	9325750	331	234	257	25	1.21
919	9325751	206	148	122	19	0.95
920	9325752	291	197	166	16	0.92
921	9325753	172	139	74	27	0.73
922	9325754	351	272	264	23	1.06
923	9325755	469	308	320	37	1.16
924	9325756	297	200	169	27	0.98
925	9325757	323	204	184	32	1.06
926	9325758	231	118	86	22	0.92

	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 12</b> <b>Whole Neighborhood Approach</b> <b>Southern California Edison</b>					
2	Neighborhood (County, Zipcode, Zip7, etc)	Total Residential Customers	Eligibility Rate	Total Treated 2002-2008	Total Treated This Year	Penetration Rate
927	9325759	259	151	102	7	0.72
928	9325760	191	111	122	12	1.21
929	9325761	1,368	704	105	4	0.15
930	9325762	457	178	83	11	0.53
931	9325763	200	114	118	6	1.09
932	9325764	84	53	22	1	0.44
933	9325765	76	31	30	7	1.21
934	9325766	310	120	20	2	0.18
935	9325767	142	57	18	2	0.35
936	9325768	154	97	41	6	0.49
937	9325770	51	19	4	1	0.27
938	9325771	320	145	42	7	0.34
939	9325773	110	44	3	1	0.09
940	9325775	257	86	1	11	0.14
941	9325778	510	308	117	10	0.41
942	9325788	525	201	32	5	0.18
943	9325789	351	197	43	7	0.25
944	9325790	427	173	45	5	0.29
945	9325791	204	113	28	5	0.29
946	9325792	495	288	73	15	0.31
947	9325793	556	330	105	14	0.36
948	9325794	451	233	70	9	0.34
949	9325795	378	165	39	9	0.29
950	9325796	587	230	27	3	0.13
951	9325797	144	64	17	1	0.28
952	93257 Total	23,062	12,405	7,158	1,195	51
953	9327410	70	27	16	3	0.70
954	9327411	32	12	2	1	0.25
955	9327412	129	53	13	2	0.28
956	9327413	429	164	67	14	0.49
957	9327414	323	127	26	6	0.25
958	9327416	99	37	1	1	0.05
959	9327417	292	111	91	20	1.00
960	9327418	399	236	246	24	1.14
961	9327419	217	78	9	4	0.17
962	9327421	242	107	41	1	0.39
963	9327422	156	68	44	2	0.68
964	9327423	322	106	15	5	0.19
965	9327425	205	83	43	9	0.63
966	9327426	359	156	136	19	0.99
967	9327427	316	189	167	23	1.00
968	9327428	294	122	64	15	0.65
969	9327429	302	122	63	15	0.64
970	9327430	287	91	36	11	0.51

	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 12</b> <b>Whole Neighborhood Approach</b> <b>Southern California Edison</b>					
2	Neighborhood (County, Zipcode, Zip7, etc)	Total Residential Customers	Eligibility Rate	Total Treated 2002-2008	Total Treated This Year	Penetration Rate
971	9327431	340	111	12	3	0.14
972	9327432	53	20	1	2	0.15
973	9327433	93	30	2	3	0.17
974	9327434	135	80	32	4	0.45
975	9327435	222	146	138	22	1.09
976	9327436	211	139	119	19	0.99
977	9327437	241	164	121	24	0.88
978	9327438	244	205	170	92	1.28
979	9327439	233	196	140	81	1.13
980	9327440	14	10	1	1	0.21
981	9327441	113	78	25	1	0.33
982	9327442	133	88	49	7	0.64
983	9327443	317	153	85	7	0.60
984	9327444	279	131	75	6	0.62
985	9327445	214	132	59	18	0.58
986	9327446	185	54	19	1	0.37
987	9327447	100	40	30	5	0.89
988	9327448	331	125	97	18	0.92
989	9327449	302	178	140	37	0.99
990	9327450	183	113	72	14	0.76
991	9327451	291	183	179	30	1.14
992	9327452	273	206	189	24	1.03
993	9327453	124	96	106	12	1.23
994	9327454	93	68	27	27	0.80
995	9327455	163	119	89	6	0.80
996	9327456	234	170	129	9	0.81
997	9327457	337	246	314	23	1.37
998	9327458	339	203	151	19	0.84
999	9327459	351	179	117	24	0.79
1000	9327460	406	81	35	7	0.52
1001	9327461	241	69	15	5	0.29
1002	9327462	443	177	37	7	0.25
1003	9327463	258	142	159	25	1.29
1004	9327464	28	23	7	3	0.43
1005	9327465	13	11	5	3	0.75
1006	9327466	244	112	71	11	0.74
1007	9327467	361	172	211	9	1.28
1008	9327468	15	12	7	1	0.69
1009	9327469	297	137	63	18	0.59
1010	9327470	229	139	115	9	0.89
1011	9327471	119	72	42	6	0.66
1012	9327472	299	110	17	6	0.21
1013	9327473	379	122	21	7	0.23
1014	9327474	140	68	1	1	0.03

	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 12</b> <b>Whole Neighborhood Approach</b> <b>Southern California Edison</b>					
2	Neighborhood (County, Zipcode, Zip7, etc)	Total Residential Customers	Eligibility Rate	Total Treated 2002-2008	Total Treated This Year	Penetration Rate
1015	9327476	511	311	166	23	0.61
1016	9327478	530	226	8	2	0.04
1017	9327479	136	59	15	9	0.40
1018	9327480	172	57	5	1	0.11
1019	9327482	240	58	10	1	0.19
1020	9327483	165	66	1	2	0.05
1021	9327484	248	119	94	6	0.84
1022	9327485	350	169	19	4	0.14
1023	9327486	6	4	6	1	1.86
1024	9327487	280	154	95	13	0.70
1025	9327488	13	8	7	1	1.02
1026	9327489	10	7	1	1	0.31
1027	9327490	318	149	23	3	0.17
1028	9327491	209	112	15	25	0.36
1029	9327492	351	199	58	16	0.37
1030	9327493	341	128	20	9	0.23
1031	9327494	190	112	23	10	0.29
1032	9327495	338	177	60	29	0.50
1033	9327496	307	148	32	11	0.29
1034	9327497	292	168	39	5	0.26
1035	93274 Total	19,100	9,431	5,271	1,004	50
1036	9327715	315	157	24	7	0.20
1037	9327716	317	186	96	23	0.64
1038	9327717	564	306	213	30	0.79
1039	9327718	367	160	84	11	0.59
1040	9327719	249	104	32	18	0.48
1041	9327720	209	51	5	5	0.19
1042	9327721	258	66	41	21	0.95
1043	9327722	122	15	4	1	0.32
1044	9327723	138	29	11	2	0.44
1045	9327724	194	85	7	14	0.25
1046	9327725	170	72	31	4	0.48
1047	9327726	258	162	141	36	1.09
1048	9327727	238	173	111	20	0.76
1049	9327728	192	145	148	11	1.09
1050	9327734	560	195	17	7	0.12
1051	9327735	132	23	9	2	0.49
1052	9327737	512	155	41	61	0.66
1053	9327738	443	142	42	5	0.33
1054	9327739	379	146	23	5	0.19
1055	9327740	275	81	19	5	0.30
1056	9327741	361	63	27	4	0.49
1057	9327742	213	47	10	4	0.30
1058	9327743	209	65	21	8	0.45

	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 12</b> <b>Whole Neighborhood Approach</b> <b>Southern California Edison</b>					
2	Neighborhood (County, Zipcode, Zip7, etc)	Total Residential Customers	Eligibility Rate	Total Treated 2002-2008	Total Treated This Year	Penetration Rate
1059	9327744	245	128	99	18	0.91
1060	9327745	251	127	44	6	0.39
1061	9327746	235	60	10	7	0.28
1062	9327747	307	79	24	6	0.38
1063	9327748	307	157	97	16	0.72
1064	9327749	151	78	53	14	0.86
1065	9327750	94	42	3	3	0.14
1066	9327751	372	162	1	5	0.04
1067	9327753	330	114	83	27	0.96
1068	9327754	231	83	52	13	0.78
1069	9327755	385	51	2	2	0.08
1070	9327757	331	118	34	9	0.37
1071	9327758	251	73	17	16	0.45
1072	9327759	241	47	12	4	0.34
1073	9327760	329	72	9	6	0.21
1074	9327761	305	112	27	4	0.28
1075	9327762	180	54	41	21	1.15
1076	9327763	267	73	26	10	0.50
1077	9327764	65	10	1	2	0.31
1078	9327765	384	116	57	45	0.88
1079	9327766	331	72	6	3	0.13
1080	9327767	183	69	17	9	0.38
1081	9327769	273	76	65	14	1.03
1082	9327770	309	82	37	3	0.49
1083	9327771	372	69	29	12	0.59
1084	9327772	450	161	97	12	0.68
1085	9327773	226	75	31	3	0.45
1086	9327774	326	31	3	3	0.20
1087	9327775	179	47	1	1	0.04
1088	9327776	232	58	5	3	0.14
1089	9327777	250	44	10	7	0.39
1090	9327778	206	35	65	1	1.87
1091	9327779	228	98	28	3	0.32
1092	9327780	255	106	54	10	0.60
1093	9327781	35	3	3	1	1.16
1094	9327784	119	35	19	16	0.99
1095	9327786	387	45	3	1	0.09
1096	9327788	463	154	18	31	0.32
1097	9327791	417	179	37	43	0.45
1098	9327792	277	36	7	3	0.28
1099	9327793	415	164	104	57	0.98
1100	9327794	348	142	53	12	0.46
1101	93277 Total	18,218	6,165	2,541	786	34
1102	9329114	71	38	10	28	1.00



	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 12</b> <b>Whole Neighborhood Approach</b> <b>Southern California Edison</b>					
2	Neighborhood (County, Zipcode, Zip7, etc)	Total Residential Customers	Eligibility Rate	Total Treated 2002-2008	Total Treated This Year	Penetration Rate
1103	9329117	142	43	41	20	1.41
1104	9329118	291	174	126	68	1.11
1105	9329119	163	95	75	27	1.07
1106	9329120	355	193	182	77	1.34
1107	9329121	177	111	107	52	1.43
1108	9329124	212	140	86	27	0.81
1109	9329125	439	281	211	73	1.01
1110	9329126	382	195	118	50	0.86
1111	9329127	294	211	282	49	1.57
1112	9329128	169	113	128	20	1.31
1113	9329129	151	107	91	18	1.02
1114	9329130	286	202	152	57	1.03
1115	9329131	370	123	33	11	0.36
1116	9329132	240	155	169	41	1.36
1117	9329133	183	106	90	26	1.10
1118	9329134	157	92	77	17	1.02
1119	9329135	122	87	70	16	0.99
1120	9329136	273	190	355	51	2.14
1121	9329137	242	165	263	38	1.82
1122	9329140	408	66	7	3	0.15
1123	9329141	377	88	65	2	0.76
1124	9329144	171	64	1	1	0.03
1125	9329146	223	125	126	34	1.28
1126	9329147	138	71	74	16	1.27
1127	9329148	211	122	113	23	1.12
1128	9329149	223	163	155	24	1.10
1129	9329150	181	133	135	24	1.19
1130	9329151	458	154	44	14	0.38
1131	9329152	361	74	11	10	0.28
1132	9329153	181	52	13	20	0.64
1133	9329154	145	44	15	4	0.43
1134	9329155	214	66	3	3	0.09
1135	9329157	195	54	5	8	0.24
1136	9329158	255	116	17	10	0.23
1137	9329159	56	25	3	4	0.28
1138	9329160	23	17	6	1	0.42
1139	9329165	700	215	3	2	0.02
1140	9329171	127	39	37	15	1.35
1141	9329178	529	124	145	5	1.21
1142	9329180	1	1	1	1	2.00
1143	9329182	82	28	34	24	2.09
1144	9329185	492	77	4	3	0.09
1145	9329186	380	82	2	3	0.06
1146	9329187	13	2	1	1	0.92

	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 12</b> <b>Whole Neighborhood Approach</b> <b>Southern California Edison</b>					
2	Neighborhood (County, Zipcode, Zip7, etc)	Total Residential Customers	Eligibility Rate	Total Treated 2002-2008	Total Treated This Year	Penetration Rate
1147	9329188	356	133	67	18	0.64
1148	9329189	377	154	38	14	0.34
1149	9329190	421	142	44	12	0.39
1150	9329191	542	85	3	1	0.05
1151	9329192	389	123	68	8	0.62
1152	9329193	210	59	26	8	0.58
1153	9329194	299	145	49	12	0.42
1154	9329195	255	113	39	7	0.41
1155	9329197	376	68	2	1	0.04
1156	93291 Total	14,088	5,846	4,022	1,102	45
1157	9355010	211	49	4	2	0.12
1158	9355011	100	43	8	4	0.28
1159	9355013	257	115	5	1	0.05
1160	9355019	421	312	138	4	0.46
1161	9355020	85	69	10	25	0.51
1162	9355021	212	24	13	3	0.66
1163	9355022	70	57	9	9	0.32
1164	9355023	352	254	114	10	0.49
1165	9355024	398	167	58	24	0.49
1166	9355025	583	170	78	22	0.59
1167	9355026	408	182	6	1	0.04
1168	9355027	52	19	8	1	0.47
1169	9355028	442	371	88	75	0.44
1170	9355029	67	56	7	15	0.39
1171	9355030	35	20	5	1	0.29
1172	9355032	267	156	50	14	0.41
1173	9355033	228	130	66	5	0.55
1174	9355036	251	124	56	14	0.56
1175	9355037	315	207	68	5	0.35
1176	9355038	387	323	89	51	0.43
1177	9355039	365	218	40	8	0.22
1178	9355040	488	263	88	25	0.43
1179	9355041	206	112	36	5	0.37
1180	9355042	434	207	99	11	0.53
1181	9355043	393	184	90	15	0.57
1182	9355044	671	243	60	15	0.31
1183	9355045	348	218	76	13	0.41
1184	9355046	185	143	32	8	0.28
1185	9355047	15	13	3	1	0.31
1186	9355048	491	352	165	7	0.49
1187	9355049	823	370	35	5	0.11
1188	9355050	513	230	40	8	0.21
1189	9355051	413	252	71	13	0.33
1190	9355052	408	182	70	7	0.42

	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 12</b> <b>Whole Neighborhood Approach</b> <b>Southern California Edison</b>					
2	Neighborhood (County, Zipcode, Zip7, etc)	Total Residential Customers	Eligibility Rate	Total Treated 2002-2008	Total Treated This Year	Penetration Rate
1191	9355053	400	260	136	29	0.63
1192	9355054	599	249	118	28	0.59
1193	9355055	395	170	47	10	0.33
1194	9355056	695	290	109	20	0.44
1195	9355057	428	168	94	17	0.66
1196	9355058	16	12	1	1	0.17
1197	9355059	738	214	88	25	0.53
1198	9355060	367	161	48	13	0.38
1199	9355061	593	231	71	9	0.35
1200	9355062	496	95	63	17	0.84
1201	9355063	163	67	49	7	0.84
1202	9355064	254	94	42	8	0.53
1203	9355065	170	50	1	1	0.04
1204	9355066	631	169	79	17	0.57
1205	9355068	543	204	44	17	0.30
1206	9355069	679	203	81	18	0.49
1207	9355070	421	171	45	12	0.33
1208	9355071	183	124	74	15	0.72
1209	9355072	191	129	28	5	0.26
1210	9355073	585	245	34	12	0.19
1211	9355075	274	115	12	3	0.13
1212	9355077	321	105	32	5	0.35
1213	9355079	525	119	21	14	0.29
1214	9355081	198	84	9	3	0.14
1215	9355083	524	112	29	5	0.30
1216	9355084	326	65	4	4	0.12
1217	9355085	135	43	2	1	0.07
1218	9355086	94	26	2	1	0.12
1219	9355092	135	33	3	2	0.15
1220	9355093	209	53	6	1	0.13
1221	93550 Total	22,181	9,897	3,157	747	24

	A	B
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 13</b> <b>Categorical Enrollment</b> <b>Southern California Edison</b>	
2	<b>Type of Enrollment</b>	<b>Number of Customers Enrolled</b>
3	Standard Enrollment	32,601
4	Categorical Eligibility	3,277
5	Self-Certification	2,443
6	Other (please list)	24,303
7	Joint Utility - 24,067	
8	Income Verified - 236	
9	<b>Total number of customers enrolled</b>	<b>62,624</b>

	A	B	C	D	E	F	G	H	I
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 14</b> <b>Leveraging</b> <b>Southern California Edison</b>								
2	Partner	Relationship Outside The IOU?	MOU Present ? <sup>[4]</sup>	Amount of Dollars Saved <sup>[1]</sup>	Amount of Annual Energy Savings (kWh) <sup>[2]</sup>	Other Measureable Benefits	Enrollments Resulting From Leveraging Effort <sup>[3]</sup>	Meets All Criteria	If not, Explain
3	Grid Alternatives (Single-family Affordable Solar Homes (SASH ) program administrator)	X	X	\$336	2,625		7	X	
4	CSD: LIHEAP, DOE WAP, ARRA Wx Programs	X	X	\$9,890	34,914		0	X	46 LIEE-sourced refrigerators provided to CSD-treated homes. Installation fees paid by CSD.
5	Other IOU LIEE Programs (Direct Assistance Program)	X	X	\$1,247,280	9,744,375		25,985	X	
6	Ability First; Another Way; Asian Rehabilitation Service, Inc.	X	X	n/a	4,125	Support Disabled Household Enrollment Goal	11		LIEE Outreach agencies supporting disabled community. Paid standard rates for LIEE leads.
7	Inter-City Energy Systems; Maravilla Foundation; CAP San Bernardino; Whitlock, Balton, Chaplain (WBC)	X	X	n/a	197,625	Target other Hard To Reach Customer Segments	527		LIEE agencies providing Senior/ Meals/ Food Bank/ Other Services. Paid standard rates for LIEE leads.
8									
9									
10	<sup>[1]</sup> Dollars saved. a). SCE spends approximately \$48 per enrolled lead through mailers. 7 GRID enrollments at \$48 per saved mail lead = \$336. b). 46 refrigerators with the \$215 per refrigerator installation paid by CSD = \$9,890. c). 25,985 leads through the SoCalGas Direct Assistance program at \$48 per saved mail lead = \$1,247,280.								
11	<sup>[2]</sup> Energy savings/benefits. Average kWh saved per enrollment is 375 kWh as calculated from LIEE Table 2 of this report (25,514,554 kWh / 62,624 treated homes = 375 kWh/home). Each refrigerator with installation paid by CSD saves an average of 759 kWh (46 refrigerators * 759 kWh/refrigerator = 34,914 kWh).								
12	<sup>[3]</sup> Enrollment increases. Count of enrollments resulting from outreach by these partners to their respective hard to reach client bases; not from IOU leads.								
13	<sup>[4]</sup> "MOU" (Memorandum of Understanding) in this context includes any written agreements, either directly between SCE and the Partner, or between the Partner and a third party.								

	A	B	C	D	E
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 15</b> <b>Integration</b> <b>Southern California Edison</b>				
2	Coordination Type	New Integration Efforts in PY 2009	Results		
3			Cost and/or Resource Savings		
4	Interdepartmental, Program Coordination, Data Sharing, ME&O, etc.	[Brief description of effort]	Estimated \$ Savings	Methodology <sup>[1]</sup>	Other Results
5	Shared Marketing Materials & Resources	SCE aggressively pursued integration of its LIEE program with several EE programs. See text, Section 1.7.1	\$8,000	<sup>[2]</sup>	Reached Different Customer Segment
6	Interdepartmental Coordination w/Demand Response Group	SCE aggressively pursued integration of its LIEE program with Summer Discount Plan. See text, Section 1.7.1	n/a	n/a	CARE is the main "gateway program" for LIEE
7	Program Coordination - Joint Contractor Across Programs	SCE hired an existing CMHP contractor to complete LIEE applications and assessments for Mobile Homes.	n/a	<sup>[3]</sup>	Improved customer experience; 1 visit for 2 programs.
8	Interdepartmental Coordination with other SCE Programs: Medical Baseline	SCE integrated information and marketing material on SCE's LIEE, CARE and FERA programs into the Medical Baseline application process. Customers applying for Medical Baseline were informed of SCE's LIEE, CARE and FERA programs and, if qualified, encouraged to enroll to receive no-cost energy efficient appliances and rate discounts.	n/a	n/a	Another method of outreach to reach and enroll qualified customers
9	Interdepartmental Coordination with other SCE Programs: Energy Assistance Fund (EAF)	In an effort to provide financial relief to its income qualified customers, SCE offered assistance through EAF. Qualified customers were automatically enrolled into CARE since the income requirements are the same. Once enrolled in CARE, the customer was referred to LIEE for a home assessment of measures needed to be made the home energy efficient.	n/a	n/a	Another method of outreach to reach and enroll qualified customers
10					
11	<sup>[1]</sup> Integration efforts are measurable and quantifiable in terms of dollars saved by the IOU (Shared resources, shared marketing materials, shared information technology, shared programmatic infrastructure, among others are just some examples of cost and/or resource savings to the IOU). In footnotes, provide information on methodology used to calculate cost and/or resource savings.				
12	<sup>[2]</sup> The savings are in reduced postage costs. (15,000 brochures distributed in 2009 x \$0.53 per piece it would have cost LIEE to do direct mailers.) Excludes administration labor (not tracked to this detail).				
13	<sup>[3]</sup> SCE trained and authorized the existing Comprehensive Mobile Home Program (CMHP) contractor to perform on-site LIEE applications and assessments for potentially qualifying MH households. The contractor was able to enroll the household in the most appropriate program. This combination likely enhanced perceived value of both programs to potential participants when being asked to participate.				

	A	B	C	D	E	F
	<b>PY2009 LIEE and CARE Annual Report</b> <b>LIEE Table 16</b> <b>Lighting</b> <b>Southern California Edison</b>					
1						
2	LIEE Program CFL Tracking Table 1 <sup>[1]</sup>					
3	<b>Bulb Name / Identification</b>	<b>Bulb Description (wattage, lumens)</b>	<b>Bulb Cost (material)</b>	<b>Admin Cost (overhead, contractor fee, marketing, etc.)</b>	<b>Total Bulb Cost (material + admin)</b>	<b>AB 1109 Compliant? <sup>[2]</sup></b>
4	Autocell Electronics, Inc.	13 Watt - 900 Lumens	\$1.50	\$5.00	\$6.50	<sup>[3]</sup>
5	Autocell Electronics, Inc.	20 Watt - 1,200 Lumens	\$1.69	\$5.00	\$6.69	<sup>[3]</sup>
6	Autocell Electronics, Inc.	23 Watt - 1,600 Lumens	\$1.82	\$5.00	\$6.82	<sup>[3]</sup>
7	Lights of America	14 Watt - 900 Lumens	\$1.09	\$5.00	\$6.09	Yes
8	Lights of America	20 Watt - 1,280 Lumens	\$1.27	\$5.00	\$6.27	Yes
9	Lights of America	23 Watt - 1,650 Lumens	\$1.45	\$5.00	\$6.45	Yes
10						
11	<sup>[1]</sup> Established through Section 9.3.4, D. 08-11-031					
12	<sup>[2]</sup> Compliant in regards to: 1) Do bulbs meet or exceed CEC energy efficiency standards for general purpose lighting? 2) Do all models comply with Europe's RoHS standards on toxicity?					
13	<sup>[3]</sup> Autocell Electronics bulbs meet or exceed CEC energy efficiency standards for general purpose lighting. It is unknown if they comply with Europe's RoHS standards on toxicity. This toxicity requirement was not in effect during 2009, but will be effective as of January 1, 2010. These bulbs are not being distributed through the LIEE program in 2010.					
14						
15						
16	<b>Year</b>	<b>Number of Homes Treated in LIEE Program</b>	<b>Number of Homes Provided CFLs</b>	<b>Avg. # of CFLs Given Per Home</b>	<b>Estimated Total Energy Savings From Installed CFLs</b>	
17	2009	62,624	31,143	5	2,269,248 kWh / 284 kW	
18	2010					
19	2011					





	A	B	C	D	E	F	G	H
	<b>PY2009 LIEE and CARE Annual Report LIEE Table 18 "Add-Back" Measures Southern California Edison</b>							
1								
2								
3								
4	Evaporative Cooler Maintenance (single-family) [3]	CL 10	0.26	0.23	0.22	126	\$ 10,352	Energy Savings Impact (kWh Annual) [2] 5,166
5	Evaporative Cooler Maintenance (mobile home) [3]	CL 10	0.26	0.23	0.22	43	\$ 3,533	1,763
6	Evaporative Cooler Installation (single family) [4]	CL 10	0.25	0.20	0.20	3,682	\$ 3,644,896	541,254
7	Evaporative Cooler Installation (mobile home) [4]	CL 10	0.25	0.19	0.20	763	\$ 755,065	108,346
8	Room Air Conditioner Replacement (mobile home) [4]	CL 10	0.26	0.14	0.22	108	\$ 84,921	8,748
9	Room Air Conditioner Replacement (multi-family)	CL 10	0.09	0.05	0.08	98	\$ 72,699	2,940
10	Room Air Conditioner Replacement (multi-family)	CL 13	0.11	0.07	0.09	14	\$ 10,430	532
11	Room Air Conditioner Replacement (multi-family)	CL 14	0.14	0.09	0.12	2	\$ 1,508	100
12	Room Air Conditioner Replacement (multi-family)	CL 15				0	\$ -	0
13	New Const. 13-16 SEER Central A/C Upgrade (single family)	CL 13				0	\$ -	0
14	New Const. 13-16 SEER Central A/C Upgrade (single family)	CL 14				0	\$ -	0
15	New Const. 13-16 SEER Central A/C Upgrade (single family)	CL 15				0	\$ -	0
16	New Const. 13-16 SEER Central A/C Upgrade (multi-family)	CL 13				0	\$ -	0
17	New Const. 13-16 SEER Central A/C Upgrade (multi-family)	CL 14				0	\$ -	0
18	New Const. 13-16 SEER Central A/C Upgrade (multi-family)	CL 15				0	\$ -	0
19								
20	Total						\$ 4,583,404	668,849
21								
22	[1] Dollars spent on these Add Back Measures							
23	[2] All measures provide energy savings by upgrading existing equipment or in the case of evaporative coolers are installed in homes with functional air conditioners to provide an alternative to operating the existing air conditioners on all but the most humid days.							
24	[3] SCE provided cost effectiveness analysis for each program year in the 2009 - 2011 cycle. These measures fell below the 0.25 UC threshold in 2009 but are above the UC threshold in 2010 and 2011. The overall UC threshold for all three years is below 0.25.							
25	[4] SCE provided cost effectiveness analysis for each program year in the 2009 - 2011 cycle. These measures fell below the 0.25 UC threshold in 2009 but are above the UC threshold in 2010 and 2011. The overall UC threshold for all three years is above 0.25.							

[1] Dollars spent on these Add Back Measures

[2] All measures provide energy savings by upgrading existing equipment or in the case of evaporative coolers are installed in homes with functional air conditioners to provide an alternative to operating the existing air conditioners on all but the most humid days.

[3] SCE provided cost effectiveness analysis for each program year in the 2009 - 2011 cycle. These measures fell below the 0.25 UC threshold in 2009 but are above the UC threshold in 2010 and 2011. The overall UC threshold for all three years is below 0.25.

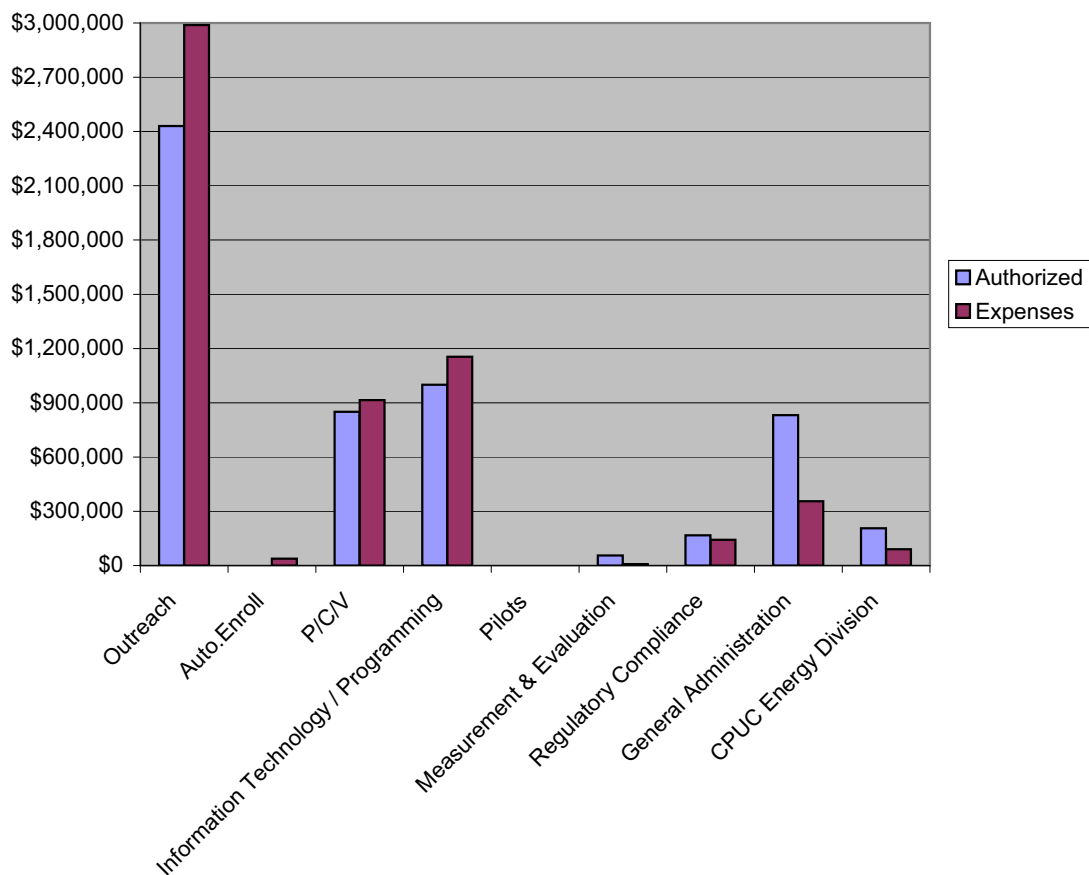
[4] SCE provided cost effectiveness analysis for each program year in the 2009 - 2011 cycle. These measures fell below the 0.25 UC threshold in 2009 but are above the UC threshold in 2010 and 2011. The overall UC threshold for all three years is above 0.25.





	A	B	C	D	E	F	G
1		<b>CARE Budget Category</b>	<b>Authorized</b>	<b>Expenses</b>			
2		Outreach	\$2,430,000	\$2,988,567			
3		Auto.Enroll	\$0	\$37,810			
4		P/C/V	\$850,000	\$914,436			
5		Information Technology /	\$1,000,000	\$1,154,707			
6		Pilots					
7		Measurement & Evaluation	\$56,000	\$8,027			
8		Regulatory Compliance	\$167,500	\$142,468			
9		General Administration	\$831,500	\$355,893			
10		CPUC Energy Division	\$206,000	\$90,108			

**2009 CARE Authorized Budget and Actual Expenditures**





	A	B	C	D	E	F	G	H	I
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>CARE Table 3</b> <b>Standard Random Verification Results</b> <b>Southern California Edison</b>								
2	2009	Total CARE Population	Participants Requested to Verify	% of Population Total	Participants Dropped (Due to no response)	Participants Dropped (Verified as Ineligible)	Total Dropped	% Dropped through Random Verification <sup>[1]</sup>	% of Total Population Dropped
3	January	1,117,274	654	0.1%	380	7	387	59.2%	0.0%
4	February	1,124,863	572	0.1%	274	15	289	50.5%	0.0%
5	March	1,146,691	605	0.1%	254	13	267	44.1%	0.0%
6	April	1,161,348	665	0.1%	298	19	317	47.7%	0.0%
7	May	1,165,197	667	0.1%	384	13	397	59.5%	0.0%
8	June	1,173,681	635	0.1%	409	8	417	65.7%	0.0%
9	July	1,184,652	695	0.1%	455	9	464	66.8%	0.0%
10	August	1,196,535	640	0.1%	379	15	394	61.6%	0.0%
11	September	1,205,516	902	0.1%	434	8	442	49.0%	0.0%
12	October	1,207,490	1,219	0.1%	504	2	506	41.5%	0.0%
13	November	1,227,675	977	0.1%	293	4	297	30.4%	0.0%
14	December	1,235,123	1,112	0.1%	2	2	4	0.4%	0.0%
15	Y-T-D Total	<b>1,235,123</b>	<b>9,343</b>	<b>0.8%</b>	<b>4,066</b>	<b>115</b>	<b>4,181</b>	<b>44.8%</b>	<b>0.3%</b>
16									
17	<sup>[1]</sup> Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								

	A	B	C	D	E	F	G
	<b>PY2009 LIEE and CARE Annual Report</b> <b>CARE Table 4</b> <b>CARE Self-Certification and Self-Recertification Applications</b> <b>Southern California Edison</b>						
1							
2		<b>Provided</b> <sup>[2]</sup>	<b>Received</b>	<b>Approved</b>	<b>Denied</b> <sup>[4]</sup>	<b>Pending/Never Completed</b> <sup>[5]</sup>	<b>Duplicates</b>
3	<b>Total (Y-T-D)</b> <sup>[1]</sup>	5,001,487	1,096,134	921,725	46,721	8,454	119,234
4	<b>Percentage</b> <sup>[3]</sup>	N/A	100.00%	84.09%	4.26%	0.77%	10.88%
5							
6	<sup>[1]</sup> Includes sub-metered customers.						
7	<sup>[2]</sup> Includes number of applications SCE provided for all direct mailing campaigns, customer calls made to the call center, and other outreach methods. Because there are other means by which customers obtain applications which are not counted, this number is only an approximation.						
8	<sup>[3]</sup> Percent of received applications.						
9	<sup>[4]</sup> Includes all applications received and not approved.						
10	<sup>[5]</sup> Includes pending recertification responses.						







	A	B	C	D	E	F	G	H
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>CARE Table 7</b> <b>Capitation Contractors</b> <b>Southern California Edison</b>							
2	Contractor Name <sup>[1]</sup>	Contractor Type (Check one or more if applicable)				Enrollments <sup>[2]</sup>		
3		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
4	A&PI OLDER ADULTS TASK FORCE		x					
5	ACCESS CALIFORNIA SERVICES		x				7	7
6	ALPHA ENTERPRISE	x					429	429
7	ALTADENA COMM IMPROVEMENT CTR		x					
8	ALTAMED HEALTH SVCS CORP		x				1	1
9	AMERICAN RED CROSS- ANTELO VLY		x					
10	AMERICAN-RUSSIAN BUS COUNCIL		x					
11	ANOTHER HURRICANE PROJECT, INC		x					
12	ANTELOPE VLY BOYS & GIRLS CLUB		x					
13	APAC SERVICE CENTER	x					228	228
14	ASIAN AMERICAN DRUG ABUSE PROG		x					
15	ASIAN AMERICAN RESOURCE CENTER		x					
16	ASIAN PAC. HLTH CARE VENTURE		x					
17	ASIAN PACIF AM DISPUTE RES CTR		x					
18	ASIAN REHABILITATION SVCS INC.		x					
19	ASIAN YOUTH CENTER		x					
20	ATLANTIC COMM ECON DEV CORP		x					
21	B&D SECURITY, INC.	x				432	4,543	4,975
22	BAPAC		x					
23	BELL GARDENS COMM SVC CENTER		x					
24	BELLFLOWER USD/CARING CONN.	x						
25	BEST BUY STORES LP (102)	x					3	3
26	BEST BUY STORES LP (103)	x					1	1
27	BEST BUY STORES LP (111)	x					3	3
28	BEST BUY STORES LP (1018)	x					2	2
29	BEST BUY STORES LP (119)	x					2	2
30	BEST BUY STORES LP (1782)	x					1	1
31	BETHEL BAPTISH CHURCH		x					
32	BOY SCOUTS - OC COUNCIL		x					
33	BOYS & GIRLS CLUB MOUNT COM		x					
34	BOYS & GIRLS CLUB OF SAN BERN		x					
35	BOYS & GIRLS CLUB OF SANTA BAR		x					
36	BOYS&GIRLS CLUB OF SAN GABRIEL		x					
37	BURGERS INC dba ENERGY SAVE	x				2,206	34,558	36,764
38	CAP OF SAN BERNARDINO CTY		x		x	128	481	609
39	CAREGIVERS VOLUNTEERS ELDERLY		x					
40	CASA CARDENAS COUNSELING CTR		x					
41	CASA RAMONA, INCORPORATED		x					
42	CATHEDRAL CITY SENIOR CENTER		x				1	1
43	CATHOLIC CHARITIES OF LA INC		x					
44	CATHOLIC CHARITIES OF ORANGE C		x				1	1
45	CATHOLIC CHARITIES-SB/RIVERSID		x					
46	CATHOLIC CHARITIES-VENTURA		x					
47	CATHOLIC EDUCATION FNDTN LA		x					
48	CB INVESTMENT	x					101	101
49	CENTRO C.H.A., INC.		x					

	A	B	C	D	E	F	G	H
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>CARE Table 7</b> <b>Capitation Contractors</b> <b>Southern California Edison</b>							
2	Contractor Name <sup>[1]</sup>	Contractor Type (Check one or more if applicable)				Enrollments <sup>[2]</sup>		
3		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
50	CENTRO SHALOM		x					
51	CHARO COMMUNITY DEVELOPMENT CO		x					
52	CHINATOWN SERVICE CENTER		x					
53	CHINESE CHRISTIAN HERALD CRUS.		x				5	5
54	CHINO VLY CHAMBER OF COMMERCE		x					
55	CHRIST UNITY CENTER		x				9	9
56	CITIHOUSING REAL ESTATE SERVICES	x					1	1
57	CITY OF LA QUINTA SENIOR CTR		x					
58	COACHELLA VALLEY HSG COALITION		x				3	3
59	COMM ACT COMM STA B COUNTY		x					
60	COMM ACTION OF VENTURA COUNTY		x			2	33	35
61	COMM ACTION PARTNERSHIP OF OC		x		x		85	85
62	COMM ASSIST PROGRAM MORENO VLY		x					
63	COMM SVC & EMPLOYMENT TRAINING		x					
64	COMMUNITY ENHANCEMENT SERV		x					
65	COMMUNITY PANTRY		x				30	30
66	CORONA NORCO FAMILY YMCA		x					
67	COR COMM. DEVELOPMENT CORP.		x				7	7
68	COVE COMM SENIOR ASSOC		x					
69	CRISIS MINISTRY CHURCH OF VLY		x			5	10	15
70	CROSSROADS CHRISTIAN CHURCH		x					
71	DENTECH CONSULTING SERVICE	x						
72	DESERT MANNA MINISTRIES INC		x					
73	DISABLED RESOURCES CTR, INC		x				1	1
74	DOVE ENTERPRISES		x					
75	DUARTE COMMUNITY SVC COUNCIL		x					
76	D'VEAL CORPORATION INC.		x				1	1
77	ECCLESIAS ECON-COMM DEV COLLAB		x					
78	ECONOMIC & EMPLOYMENT DVLP CTR		x					
79	EL CONCILIO DEL CONDADO DE		x				1	1
80	EL SOL SCIENCE & ARTS ACADEMY		x					
81	ENERGY CONSEV. CONSULTANTS, INC.	x				446	3,612	4,058
82	ESCUELA DE LA RAZA UNIDA		x					
83	FAIR HOUSING COUNCIL RIVERSIDE		x					
84	FAITH GRACE CHINESE CHURCH		x				2	2
85	FAME ASSISTANCE CORPORATION		x				4	4
86	FAMILIES - COSTA MESA		x					
87	FAMILIES FORWARD		x					
88	FAMILY HEALTHCARE NETWORK		x					
89	FAMILY SVC ASSOC - W RIVERSIDE		x				3	3
90	FAMILY SVC ASSOC OF REDLANDS		x					
91	FCI MANAGEMENT CONSULTANTS	x					6	6
92	FELLOWSHIP OF HOPE, INC.		x					
93	FIRST STEP TRANSITIONAL LIVING		x				102	102
94	FRIENDSHIP MISSIONARY BAPTIST		x					
95	GARVEY SCHOOL DISTRICT		x					

	A	B	C	D	E	F	G	H
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>CARE Table 7</b> <b>Capitation Contractors</b> <b>Southern California Edison</b>							
2	Contractor Name <sup>[1]</sup>	Contractor Type (Check one or more if applicable)				Enrollments <sup>[2]</sup>		
3		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
96	GOLD STAR MEDIA GROUP	x				6	69	75
97	GOODWILL OF ORANGE COUNTY CA		x				4	4
98	HARVEST TIME MINISTRIES		x					
99	HEART OF COMPASSION		x				182	182
100	HELP OF OJAI, INC.		x			7		7
101	HELPING HANDS OF MT ZION		x					
102	HIGH DESERT YOUTH CENTER		x					
103	HNGTN PK-ADULT SCHOOL GAGE BR							
104	HOLLON MARKETING SYSTEM		x			796	961	1,757
105	HOSANNA COMMUNITY CHURCH		x					
106	HOUSING WITH HEART INC		x					
107	HUB CITIES CAREER WORKSOURCE		x					
108	HUMAN SERVICES ASSOCIATION		x					
109	IECAAC		x					
110	KERNVILLE UNION SCHOOL DISTRIC					2		2
111	KING/DREW'S SUPPORTERS, INC.		x					
112	KINGS CO HOUSING AUTHORITY					15		15
113	KINGS COMMUNITY ACTION		x			45		45
114	KINGS CTY COMMISSION ON AGING		x					
115	KNIGHTS OF COLUMBUS - 12834		x					
116	KOREAN AM SENIORS ASSOC OF OC		x					
117	KOREAN AMERICAN FMLY SVC CTR		x					
118	KOREAN CHURCHES COMM DEV- KCCD		x					
119	LA COUNTY HOUSING						25	25
120	LALI MOHENO & ASSOCIATES	x						
121	LATINO HEALTH ACCESS		x					
122	LEAP THROUGH THE FIRE FTH MIN.		x				8	8
123	LITTLE TOKYO SERVICE CENTER		x					
124	LIBERTY TAX SERVICE	x				1	578	579
125	LONG BCH LESBIAN AND GAY PRIDE		x					
126	LOS ANGELES MUSIC/ART SCHOOL	x						
127	LOS ANGELES URBAN LEAGUE		x					
128	LOS SERRANOS ELEM SCHOOL PTA		x					
129	LOVELAND CHURCH JUBILEE PARTY		x					
130	LUTHERAN SOCIAL SVC OF SO CAL		x					
131	LUTHERAN SOCIAL SVCS OF SO CA		x					
132	LYNWOOD UNIFIED SCHOOL DIST							
133	MARAVILLA FOUNDATION		x		x			
134	MAYWOOD CHAMBER OF COMMERCE		x					
135	MEALS ON WHEELS WEST		x					
136	MENTAL HEALTH ASSOCIATION		x					
137	MERCI		x					
138	MEXICAN AMERICAN OPPORTUNITY		x				2	2
139	MISION EBENEZER FAMILY CHURCH		x					
140	MITZELL SENIOR CENTER		x					
141	MONTEBELLO HOUSING DEVELOPMENT		x				2	2

	A	B	C	D	E	F	G	H
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>CARE Table 7</b> <b>Capitation Contractors</b> <b>Southern California Edison</b>							
2	Contractor Name <sup>[1]</sup>	Contractor Type (Check one or more if applicable)				Enrollments <sup>[2]</sup>		
3		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
142	MOORPARK SENIOR CITIZENS INC		x					
143	MOUNTAIN VIEW COMMUNITY CHURCH		x					
144	MTN. COMMUNITIES HEALTHY START		x					
145	MULTICULTURAL CIV ASSOC MOR VL		x					
146	NEHEMIAH MINISTRIES		x					
147	NEW HORIZONS CAREGIVERS GROUP		x			1	80	81
148	NEW HOPE VILLAGE, INC		x					
149	NOW AND FOREVER BODY OF CHRIST		x					
150	NORCO SNR CTR PET RELIEF FUND		x					
151	OC BLACK CHAMBER OF COMMERCE		x					
152	OCCC	x					12	12
153	OPERATION GRACE		x					
154	ORNGE CO CONGREGATION COMM ORG		x					
155	OUR LADY OF HOPE CATH COMM INC		x					
156	OUR LADY OF LOURDES SCHOOL		x					
157	OXNARD/HUENEME SALVATION ARMY		x					
158	PACIFIC ASIAN CONSORTIUM EMPLO		x		x			
159	PERRIS COMMUNITY PARTNERSHIP		x					
160	POMONA MINISTRY OF ECONOMICS		x			6	69	75
161	PRIME TIME SCHOOL		x					
162	PREMIER REALTY	x					1	1
163	PROJECT DVRSN ALT FOR YOUTHS		x					
164	PROTEUS, INC.		x		x	30	4	34
165	REACH OUT 29		x			3		3
166	REBUILDING TOGETHER CHRISTMAS		x					
167	REDONDO BEACH UNIFIED SCH DIST							
168	RESTORE TO HOPE		x					
169	RIALTO CHAMBER OF COMMERCE							
170	RIVERSIDE DEPT COMM ACTION		x		x	5	50	55
171	ROP VIRTUAL ENTERPRISE CLASS		x					
172	RSVP OF SOUTH BAY		x					
173	SALVATION ARMY (SO. CAL DIV)		x					
174	SALVATION ARMY SOUTHEAST CORPS		x					
175	SAMARITAN'S HELPING HAND		x			14	13	27
176	SAN GRIGORNIO PASS HISP CHAMBE		x					
177	SANTA CLARITA ATHLETIC ASSCTN		x					
178	SANTA CLARITA VLY COMM AGING		x					
179	SANTIAGO COMPOSTELA CATHOLIC		x					
180	SB CNTY SEXUAL ASSAULT SERVICE		x					
181	SEARCH TO INVOLVE FILIPINO		x					
182	SGUSD/SAN GABRIEL FAMILY CTR	x						
183	SOCIETY OF ST VINCENT DE PAUL		x					
184	SO. ANTELOPE VLY EMERGENCY SVC		x			1	3	4
185	SOMEBODY CARES-- RANCHO CUCAMO		x					
186	SOMEBODY CARES SOUTHLAND		x					
187	SONRISE COMMUNITY OUTREACH INC		x					

	A	B	C	D	E	F	G	H
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2	Contractor Name <sup>[1]</sup>	Contractor Type (Check one or more if applicable)				Enrollments <sup>[2]</sup>		
3		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
188	SOUTHEAST COMMUNITY DEVELOPMEN		x			9	239	248
189	SOUTHEAST RIOVISTA FAMILY YMCA		x					
190	SOUTHWEST MIN EC DVLP ASSOC.		x					
191	SPECIAL SVC FOR GROUPS		x					
192	SPIRIT OF THE EAGLE FOUNDATION		x					
193	ST ANNE SCHOOL		x					
194	ST EMYDIUS CHURCH		x					
195	ST FRANCIS MEDICAL CTR HLTH		x					
196	ST JOSEPH CHURCH		x					
197	ST MARY'S CHURCH		x					
198	ST PIUS V CHURCH		x					
199	ST POLYCORP FAMILY SUPPORT CTR		x					
200	ST VINCENT DE PAUL		x					
201	ST. CLARE CHURCH		x					
202	ST. HILARYS CHURCH ARCHBISHOP		x					
203	ST. MATTHIAS ELEMENTARY SCHOOL		x					
204	STA BARBARA HISP CHMBR OF COM		x					
205	STA BARBARA NGHBORHD CLINICS		x					
206	STOP VIOLENCE INCREASE PEACE		x					
207	SUNSHINE YOUTH SERVICES, INC		x					
208	TEMECULA SENIOR CITIZENS SVC		x					
209	TEMPLO CALVARIO, INC.		x					
210	THAI HEALTH & INFO SVCS		x					
211	THE AL & DOROTHY KEEN CTR		x					
212	THE GREEN TEAM		x					
213	THEODORE ROOSEVELT ELEMENTARY	x						
214	TODEC LEGAL CENTER, INC.		x			2	14	16
215	TRANSFORMING LIVES INC.		x				3	3
216	TRINITY COMMUNITY OUTREACH		x					
217	TRUEVINE COMMUNITY OUTREACH		x					
218	UNITED CAMBODIAN COMMUNITY INC		x					
219	UNITED STEEL WKRS OF AM 2018		x					
220	UNITY SHOPPE		x					
221	UP CLOSE PROMOTIONS	x						
222	VENTURA CITY HOUSING AUTHORITY	x						
223	VETERANS IN COMMUNITY SERVICE		x		x			
224	VICTOR VLY COMM DENTAL SVC PRG		x					
225	VIETNAMESE COMM OF S CAL		x					
226	VIETNAMESE COMMUNITY OF OC INC		x					
227	VOICES OF INDIGENOUS PEOPLE		x					
228	WAKE UP INCORPORATED		x					
229	WALKING SHIELD AM INDIAN SOC		x					
230	WEST ANGELES COMM DEV CORP		x					
231	WESTSIDE COMM SVCS CTR		x					
232	WINNING OUR WORLD		x					
233	WISE SENIOR SERVICES		x					

	A	B	C	D	E	F	G	H
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>CARE Table 7</b> <b>Capitation Contractors</b> <b>Southern California Edison</b>							
2	Contractor Name <sup>[1]</sup>	Contractor Type (Check one or more if applicable)				Enrollments <sup>[2]</sup>		
3		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
234	WORLD HARVEST FELLOWSHIP MINIS		x					
235	WRAP FAMILY SERVICES		x					
236	YOUTH EMPL SVC - HARBOR AREA		x					
237	YWCA INTERVALE SENIOR SERVICES		x					
238	<b>TOTAL</b>					<b>4,162</b>	<b>46,596</b>	<b>50,758</b>
239								
240	<sup>[1]</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.							
241	<sup>[2]</sup> Numbers reflect customers that have been placed on the rate YTD. Capitation payments may lag by a month or more depending on when SCE is invoiced by the contractors.							





	A	B	C	D
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>CARE Table 9</b> <b>Average Monthly Usage and Bill</b> <b>Southern California Edison</b>			
2	<b>Average Monthly Gas / Electric Usage</b>			
3	<b>Residential Non-CARE vs. CARE Customers <sup>[1]</sup></b>			
4		Gas Therms	Gas Therms	Gas Therms
5	Customer	Tier 1	Tier 2	Total
6	Non-CARE	88	8	96
7	CARE	19	2	21
8		Electric KWh	Electric KWh	Electric KWh
9	Customer	Tier 1	Tier 2	Total
10	Non-CARE	325	277	602
11	CARE	331	176	507
12				
13				
14				
15				
16	<b>Average Monthly Gas / Electric Bill</b>			
17	<b>Residential Non-CARE vs. CARE Customers <sup>[1]</sup></b>			
18	(Dollars per Customer)			
19	Customer	Gas	Electric	
20	Non-CARE	\$64.33	\$100.43	
21	CARE	\$57.88	\$55.16	
22				
23				
24	<sup>[1]</sup> Excludes master-meter usage.			

	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>CARE Table 10</b> <b>CARE Surcharge &amp; Revenue</b> <b>Southern California Edison</b>					
2	<b>Electric</b>					
3	<b>CARE Surcharge and Revenue Collected by Customer Class</b>					
4	Customer Class	Average Monthly		CARE Surcharge As Percent Of Bill	Total CARE Surcharge Revenue Collected	Percentage Of CARE Surcharge Revenue
5		CARE Surcharge	Monthly Bill			
6	Residential <sup>[1]</sup>	\$ 4,260,937	\$ 381,773,861	1.1%	\$ 51,131,250	29.8%
7	Commercial	\$ 257,788	\$ 14,495,034	1.8%	\$ 3,093,462	1.8%
8	Agricultural	\$ 7,384,438	\$ 424,416,574	1.7%	\$ 88,613,256	51.7%
9	Large/Indust	\$ 1,428,481	\$ 62,782,515	2.3%	\$ 17,141,775	10.0%
10	<sup>[1]</sup> Excludes CARE customers					
11						
12						
13						
14	<b>GAS</b>					
15	<b>CARE Surcharge and Revenue Collected by Customer Class</b>					
16	Customer Class	Average Monthly		CARE Surcharge As Percent Of Bill	Total CARE Surcharge Revenue Collected	Percentage Of CARE Surcharge Revenue
17		CARE Surcharge	Monthly Bill			
18	Residential					
19	Commercial					
20	Natural Gas Vehicle					
21	Industrial <sup>[2]</sup>					
22	<sup>[2]</sup> Industrial includes both G-NT(D) and G-NT(T) and is net of volumes qualifying for G-COG.					
23						

	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>CARE Table 11</b> <b>CARE Capitation Applications</b> <b>Southern California Edison</b>					
2	Entity <sup>[1]</sup>	Total Received	Approved	Denied	Pending/ Never Completed	Duplicate
3	ACCESS CALIFORNIA SERVICES	10	7	1		
4	ALPHA ENTERPRISE	1,764	429	405		
5	ALTAMED HEALTH SVCS CORP	2	1			
6	APAC SERVICE CENTER	413	228	19		1
7	ASIAN AMERICAN RESOURCE CENTER	1		1		
8	ATLANTIC COMM ECON DEV CORP	2		1		
9	B&D SECURITY, INC	5,525	4,975	251		
10	BEST BUY STORES LP (103)	3	1	1		
11	BEST BUY STORES LP (1018)	2	2			
12	BEST BUY STORES LP (102)	7	3	1		
13	BEST BUY STORES LP (111)	15	3	6		
14	BEST BUY STORES LP (119)	5	2			
15	BEST BUY STORES LP (1782)	3	1			
16	BURGERS INC DBA ENERGY SAVE	40,339	36,764	1,776		8
17	C.O.R. COMM DEVELOPMENT CORP	16	7	4		
18	CAP OF SAN BERNARDINO CTY	750	609	19		
19	CATHEDRAL CITY SENIOR CENTER	2	1			
20	CATHOLIC CHARITIES OF LA INC	2				
21	CATHOLIC CHARITIES OF ORANGE C	1	1			
22	CB INVESTMENTS	176	101	4		
23	CHINESE CHRISTIAN HERALD CRUS.	11	5	2		
24	CHRIST UNITY CENTER	31	9	11		
25	CITIHOUSING REAL ESTATE SERVIC	8	1	2		
26	COACHELLA VALLEY HSG COALITON	9	3			
27	COMM ACTION OF VENTURA COUNTY	66	35	17		
28	COMM ACTION PARTNERSHIP OF OC	188	85	14		
29	COMM SVC & EMPLOYMENT TRAINING	1		1		
30	COMMUNITY PANTRY	41	30	2		
31	COSTA MESA COMM FOUNDATION	3		1		
32	CRISIS MINISTRY CHURCH OF VLY	30	15	3		
33	DISABLED RESOURCES CTR, INC	1	1			
34	D'VEAL CORPORATION, INC	9	1	3		
35	EL CONCILIO DEL CONDADO DE	4	1			
36	ENERGY CONSERV CONSULTANTS INC	4,104	4,058	11		
37	FAITH GRACE CHINESE CHURCH	4	2			
38	FAME ASSISTANCE CORPORATION	15	4	3		
39	FAMILY SVC ASSOC - W RIVERSIDE	4	3	1		
40	FCI MANAGEMENT CONSULTANTS	10	6	1		
41	FIRST STEP TRANSITIONAL LIVING	167	102	10		
42	GOLD STAR MEDIA GROUP	114	75	6		
43	GOODWILL INDUSTRIES OF SO. CAL	1		1		
44	GOODWILL OF ORANGE COUNTY CA	13	4	5		
45	HEART OF COMPASSION	329	182	47		
46	HELP OF OJAI, INC.	9	7			
47	HOLLON MARKETING SYSTEMS	2,140	1,757	118		

	A	B	C	D	E	F
1	<b>PY2009 LIEE and CARE Annual Report</b> <b>CARE Table 11</b> <b>CARE Capitation Applications</b> <b>Southern California Edison</b>					
2	Entity <sup>[1]</sup>	Total Received	Approved	Denied	Pending/ Never Completed	Duplicate
48	HOMEMAKER SERVICE OF IWV	1				
49	KERNVILLE UNION SCHOOL DISTRIC	5	2			
50	KINGS CO HOUSING AUTHORITY	22	15	3		
51	KINGS COMMUNITY ACTION ORG	74	45	9		
52	LA COUNTY HOUSING AUTHORITY	57	25	13		
53	LEAP THROUGH THE FIRE FTH MIN	11	8	2		
54	LIBERTY TAX SERVICE	724	579	16		
55	MABUHAY ALLIANCE INC.	1		1		
56	MEXICAN AMERICAN OPPORTUNITY	4	2			
57	MISSION FOR JESUS CHIRST	1				
58	MONTEBELLO HOUSING DEVELOPMENT	7	2	4		
59	NEW HORIZONS CAREGIVERS GROUP	81	81			
60	OSCC	26	12	3		
61	POMONA MINISTRY OF ECONOMICS	101	75	5		
62	PREMIER REALTY	35	1	2		
63	PROTEUS, INC.	97	34	22		
64	REACH OUT 29	3	3			
65	RIVERSIDE DEPT COMM ACTION	228	55	80		
66	SAMARITAN'S HELPING HAND	54	27	14		1
67	SO. ANTELOPE VLY EMERGENCY SVC	14	4	4		
68	SOUTHEAST COMMUNITY DEVELOPMEN	262	248	3		
69	STA BARBARA NGHBRHD CLINICS	2				
70	TODEC LEGAL CENTER, INC.	44	16	8		
71	TRANSFORMING LIVES INC.	3	3			
72	VENTURA CITY HOUSING AUTHORITY	1				
73	VETERANS IN COMMUNITY SERVICE	1		1		
74	Grand Total	58,209	50,758	2,938		10
75						
76	<sup>[1]</sup> Includes all entities with activity in 2009					

	A	B	C	D	E	F	G
	<b>PY2009 LIEE and CARE Annual Report</b> <b>CARE Table 12</b> <b>CARE Expansion Program</b> <b>Southern California Edison</b>						
1							
2	<b>CARE Expansion Program</b>						
3		Participating Facilities by Month (Gas)			Participating Facilities by Month (Electric)		
4	2009	CARE Residential Facilities	CARE Commercial Facilities	Total Facilities	CARE Residential Facilities	CARE Commercial Facilities	Total Facilities
5	January				322	148	470
6	February				332	150	482
7	March				347	152	499
8	April				344	152	496
9	May				358	151	509
10	June				364	150	514
11	July				364	142	506
12	August				303	135	438
13	September				319	147	466
14	October				357	152	509
15	November				360	157	517
16	December				361	158	519
17							
18							
19	<b>CARE Expansion Program</b>						
20	Average Monthly Gas / Electric Usage <sup>[1]</sup>						
21		Gas	Electric				
22	Customer	Therms	KWh				
23	Residential Facilities	N/A	890				
24	Commercial Facilities	N/A	14,567				
25							
26	<sup>[1]</sup> Excludes master meter usage.						
27							
28							
29	<b>CARE Expansion Program</b>						
30	CARE Expansion Self-Certification and Self-Recertification Applications						
31		Received	Approved	Denied <sup>[2]</sup>	Pending/Never Completed	Duplicates	
32	Total	505,823	379,853	38,764	-	91,519	
33	Percentage	-	75.10%	7.70%		18.10%	
34							
35	<sup>[2]</sup> Denied Applications are defined as: Closed Accounts						

	A	B	C	D	E
	<b>PY2009 LIEE and CARE Annual Report</b> <b>CARE Table 13</b> <b>CARE Fundshifting</b> <b>Southern California Edison</b>				
1					
2	<b>CARE Program Fund Shifting by Category in Program Year 2009</b>				
3	<b>CARE Budget Categories:</b>	<b>Total Authorized</b>	<b>Total Shifted<sup>[1]</sup></b>	<b>% of Authorized Total</b>	<b>Shifted to/from?</b>
4	Outreach (includes automatic enrollment)	\$ 2,430,000	\$ 596,377	25%	From General Administration \$508,107, and From CPUC Energy Division Staff \$88,270
5	Processing, Certification, and Verification	\$ 850,000	\$ 64,436	8%	From CPUC Energy Division \$27,622, and From Measurement and Evaluation \$36,814
6	Information Tech./Programming	\$ 1,000,000	\$ 3,691	0%	From Measurement and Evaluation \$3,691
7	Pilots				
8	Measurement and Evaluation	\$ 56,000	\$ (47,973)	86%	To Information Tech./Programming \$3,691, and To Regulatory Compliance \$7,468, and To Processing, Certification & Verification \$36,814
9	Regulatory Compliance	\$ 135,000	\$ 7,468	6%	From Measurement and Evaluation \$7,468
10	General Administration	\$ 864,000	\$ (508,107)	59%	To Outreach \$508,107
11	CPUC Energy Division Staff	\$ 206,000	\$ (115,892)	56%	To Outreach \$88,270, and To Processing, Certification & Verification \$27,622
12					
13	Total Expenses	\$ 5,541,000			
14	Subsidies and benefits	\$ 203,000,000			
15					
16	Total Program Costs and Discounts <sup>[2]</sup>	\$ 208,541,000			
17					
18	<sup>[1]</sup> Please report this number in standard accounting format, with negative amounts displayed in parentheses (\$xx,xxx.xx).				
19					
20	<sup>[2]</sup> SCE's CARE administrative expenditures in 2009 exceeded the 2009 authorized budget by \$151,016. Per D.02-09-021, SCE can recover expenditures in excess of the authorized amount subject to reasonableness review through the CARE 2-way balancing account. The CARE discount exceeded the authorized amount by \$25,439,230 in 2009. SCE can recover the full value of the discount through the CARE 2-way balancing account without a reasonableness review. SCE continues to report CARE expenditures against the authorized budget in CARE Table 1. This table is for illustrative purposes to disclose how funds from the overall authorized budget can be allocated to other funding sources per direction in D.08-11-031.				