

**LOW INCOME  
ENERGY EFFICIENCY PROGRAMS  
ANNUAL SUMMARY AND  
TECHNICAL APPENDIX**

2003 Results  
May 2004




A  Semptra Energy utility™

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## **Executive Summary**

### **Overview**

This report provides information on the costs and benefits of Southern California Gas Company's (SoCalGas) 2003 Low Income Energy Efficiency (LIEE) Direct Assistance Program (DAP). The report also provides the foundation for SoCalGas' program year (PY) 2003 performance incentive earnings claim.

The Direct Assistance Program provides low-income residential customers with no-cost energy efficiency weatherization services and energy education. Energy Education is provided both in-home and group education workshops. The program also provides natural gas furnace repair or replacement at no cost to qualified customers. In 2003, SoCalGas continued to conduct carbon monoxide (CO) testing to homes that were weatherized. The Training Center incorporated CO testing as an additional class offered to weatherization contractors. The Training Center management team conducted an on-site audit at the agency. As part of the audit, SoCalGas randomly selected contracts and income documentation was reviewed for accuracy and to validate that the customer was eligible for the program. The post inspection practice continued in 2003 on weatherization jobs and on the repair or replacement of gas appliances.

### **Program Results**

During PY2003, SoCalGas weatherized a total of 47,673 homes, provided in-home energy education to 47,370 customers and/or households, repaired 546 furnaces, and replaced 4,252 furnaces and 4,708 water heaters. In addition, 20,035 customers received energy education through 917 community workshops. The Training Center provided 28 training classes to 281 students during PY2003. A total of 33,100 CO tests were conducted.

The PY2003 LIEE program design and funding was established by the Commission in Decision (D.) 02-12-019. SoCalGas' authorized budget for PY2003 is \$34,521,502, exclusive of \$3,855,091 in unspent funds from the previous year. LIEE program expenditures during 2003 totaled \$33,998,942. The LIEE unspent funds from the prior year will carryover into PY2004.

**Performance Incentives**

Under its PY2003 LIEE program, SoCalGas exceeded the required threshold savings of 458,580 therms through the installation of basic ("Big Six"<sup>1</sup>) measures to qualify for \$644,571 in program incentives. SoCalGas achieved a total of 583,776 therms in PY2003. Therefore, SoCalGas is filing for a performance incentive claim totaling \$644,571 (2 percent multiplied by \$32,228,574<sup>2</sup> in PY2003 program expenditures) for PY2003, which will be collected in two installments of 50 percent of the total claim; the first year claim is \$322,286 (50 percent of \$644,571), plus interest from July 1, 2004 through December 2004, and franchise fees and uncollectibles for a total first year claim of \$330,423.

In addition, SoCalGas is requesting a performance incentive of \$299,816, which represents the second year earnings claim from PY2002, plus \$15,349 in interest and franchise fees and uncollectibles for a total claim of \$315,165.

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<sup>1</sup> The big six LIEE measures are 1) attic insulation, 2) caulking, 3) weatherstripping, 4) low flow showerheads, 5) water heater blankets, and 6) door and building envelope repairs that reduce infiltration.

<sup>2</sup> The expenditures reflected include only program implementation expenditures.

## **Low Income Energy Efficiency Programs**

### **Direct Assistance Program**

#### **Program Summary**

SoCalGas offers LIEE services through its Direct Assistance Program. The program provides low-income residential customers with no-cost energy efficiency and conservation services including home weatherization, energy education and furnace repair or replacement.

As part of the Commission's continuing Rapid Deployment strategy, SoCalGas continued to replace inoperative water heaters and performed duct testing and sealing during 2003. Weatherization measures and energy education are provided to both renters and homeowners and include the installation of attic insulation, weather stripping, caulking, low-flow showerheads, water heater blankets, switch and outlet gaskets, faucet aerators, evaporative cooler vent covers, pipe insulation, and building envelope (minor home) repair. Furnace repair or replacement services are provided to qualified homeowners with inoperable furnaces. In-home energy education is provided to customers when their homes are weatherized. Additionally, qualified customers in the community are provided energy education through community workshops.

During 2003, SoCalGas' new web-based database became fully operational; with all DAP contractors utilizing the on-line system. The web-based system allows for contractor submittal of customer agreements and work orders via an Internet system and it eliminated the need for manual in-house paperwork processing. The database has increased administrative efficiencies, facilitate timelier contractor reimbursement and inspection scheduling and allows for more timely and comprehensive reporting. This system has allowed SoCalGas to track outreach efforts in addition to tracking the number of customers receiving LIEE services.

SoCalGas implemented an on-going customer satisfaction survey to the DAP program for PY 2003. A sampling of English and Spanish customers was surveyed on a monthly basis. SoCalGas focused on the quality of service provided for each stage of the programs (i.e., outreach, installation and inspections). It also obtained information on customers' understanding of the program, level of ease in completing the paperwork and overall satisfaction with the program.

#### **2003 Results and Achievements**

During PY 2003, SoCalGas weatherized a total of 47,673 homes, provided in-home energy education to 47,370 customers and/or households, repaired 546 furnaces, and replaced 4,252 furnaces and 4,708 water heaters. In addition, 20,035 customers received energy education through 917 community workshops.

As reported in Table 2.1 and Table TA 3.1, SoCalGas spent a total of \$33,998,942 on the DAP program. Annual energy savings realized from these expenditures are 1,312 mTherms. Therm savings resulting from the installation of "Big Six" measures totaled 583.8 mTherms. The total resource cost ratio of the program is 0.30, the utility cost ratio is 0.29, and the modified participant ratio is 0.63.

### **2004 Program Plans**

On December 5, 2002, the Commission issued D.02-12-019 which authorized the PY2003 Low Income Energy Efficiency Programs and Budgets and determined that its Rapid Deployment strategies should continue during 2004. The Decision authorized SoCalGas' PY2003 budget at \$34,521,502 and determined funding would remain at this level until further Commission order.

During 2004, SoCalGas plans to weatherize 44,000 homes, provide in-home education and energy education workshops to 66,000 customers, install 1,000 natural gas water heaters, and repair or replace 10,349 natural gas furnaces. These enhanced goals will focus on continuation of the rapid deployment strategy, which is to provide energy services to the maximum number of qualified limited-income customers. During PY2004, SoCalGas and Southern California Edison Company plan to continue the joint Inter-Utility Agreement to deliver DAP services to low-income households located in their overlapping service territories. As part of this effort, an enhanced, personalized In-Home Energy Education component and Resource Guide will be utilized to provide more in-depth customer education. This joint utility project has been designed to increase customer's knowledge about energy efficiency measures and encourage customers to modify their energy-use behaviors so they feel they will have more control over their gas and electric energy bills.

In an effort to enhance enrollment and the delivery of DAP services to the hard-to-reach rural customers, SoCalGas plans to continue to strengthen its focus on this segment of the low-income customer population. SoCalGas will increase outreach efforts to rural communities by advertising on local radio stations and in community newspapers, utilizing SoCalGas bill inserts, mailing information directly to homes targeted as low-income, networking with faith based organizations, senior centers and other organizations providing services to target audiences. SoCalGas will also explore working closely with school districts/boards to utilize another avenue in reaching this targeted audience. SoCalGas plans to continue targeting the hard to reach and rural customers in Tulare, Kern and Kings Counties. SoCalGas will continue to participate in outreach events to increase customer and community awareness in rural and urban areas.

SoCalGas will continue to provide comprehensive services to qualifying customers by providing weatherization services and to repair or replace hazardous or inoperative furnaces when necessary.

In 2004, SoCalGas will outsource LIEE CO testing to local agencies that perform weatherization at the time the home is weatherized. This effort is a change from SoCalGas' past practice that provided CO testing through its gas service staff. SoCalGas' Training Center will provide training to the crews of the local agencies responsible for conducting CO tests at a customer's premises. This process will reduce the number of incomplete CO tests; eliminate repeat calls and customer inconvenience.

### **Direct Assistance Program (DAP) Training Center**

#### **Program Description**

The Direct Assistance Program Training Center (the "Training Center") provides training to contractors in outreach and marketing of program services, the installation of energy efficiency measures and inspection of those installations. The Center offers courses in outreach and assessment, weatherization, and building envelope (minor home) repair, CO testing of appliances and other specialized training as necessary. The Training Center management team conducted

on-site audits of each DAP contractor. As part of the audit, SoCalGas randomly selected contracts and income documentation which were reviewed for accuracy and to validate that the customer was eligible for the program. The objective of the Training Center is to ensure that DAP contractors are well trained to provide quality service to SoCalGas customers.

### **2003 Results and Achievements**

During PY2003, SoCalGas conducted 28 classes and trained 281 students. Attendees consisted of Contractor personnel, SoCalGas Inspectors, and Inspection Agency personnel. The training incorporates both the statewide Weatherization Installation Standards (WIS) for installations and the standardized policies and procedures.

### **2004 Program Plans**

SoCalGas plans to continue offering classes through its Training Center during 2004. Classes will be scheduled based on contractor needs. The Training Center plans to train approximately 150 DAP contractors on CO testing procedures and on the operations of a gas furnace and pilot lighting instructions.

The Training Center is also updating the supplemental section of the Policy and Procedure manual in order to provide a clearer and better understanding of procedures to our contractors. In addition, SoCalGas plans on conducting meetings with contractors to review policy and procedures for clarification purposes. Additionally, the Training Center will monitor the status of all contractors license through the Contractors State Licensing Board to verify that all license are in good standing.

The Training Center personnel will also diversify into the responsibilities associated with contractor representatives and monitoring contractor performance and compliance with program policies and procedures. Trainers will monitor quality performance and work with contractors on identifying areas of improvement, both in training and customer interaction. Training Center personnel will be responsible for resolving customer issues and function as mediators with dispute issues.

Training Center personnel will also monitor and review records of DAP contractors to ensure that they adhere to program policies and procedures. In 2004, SoCalGas' goal is to audit up to 10% or 4,400 contractor records to verify that only income-eligible customers are receiving service and that all agency personnel are following program procedures. The auditing process will serve as a tool to assist SoCalGas in identifying common errors, thus providing Training Center personnel with insight on how best to tailor future training classes. Additionally, results derived from the audit process will be utilized by contractors to improve the services they provide to customers as well as the quality and accuracy of paperwork they submit to SoCalGas.

### **Regulatory Compliance and Oversight, Measurement and Evaluation (M&E)**

#### **Regulatory Compliance and Oversight**

SoCalGas complied with Public Utilities Code (PU Code) Sections 327 and 381.5. Section 327 (1) which directs that utility program funds are to be leveraged with state and federal funds while, 381.5 states the intent of the Legislature is to strengthen the network of local community service providers. The CBOs in SoCalGas' program leverage their LIEE funding with funding they receive under the state's Low Income Home Energy Assistance Program (LIHEAP)



weatherization efforts. Local CBOs and other community organizations also provided energy education to customers in conjunction with their other community services offerings.

Section 2790 of the PU Code mandates that the LIEE programs provide as many program energy efficiency measures as feasible to eligible the customers served in the program. Consistent with this legislation and Commission statewide policy, SoCalGas' program installed all feasible Commission-authorized LIEE program measures to the homes served during PY2003.

Additionally, SoCalGas revisited customers who had previously received weatherization services in order to provide the new program measures authorized by the Commission under the rapid deployment decision, D.01-05-033.

During PY2003, SoCalGas also worked consistently with the other California investor-owned utilities (IOUs) and the Energy Division on several Commission-directed activities. In D.00-07-020 and in low income proceeding R.01-08-027, the Commission directed the utilities to complete statewide measure installation, policy and procedures standardization efforts, update program reporting requirements, develop updated cost-effectiveness tests for LIEE programs, provide comparable bill savings documentation, and recommend methods of comparing programs (including program costs and benefits) across the utilities. In response to the Commission's direction, several inter-utility teams, with guidance from the Energy Division and input from the Office of Ratepayer Advocates and interested parties, achieved the following results during PY2003:

- The Process Evaluation of the 2001 Statewide Low-Income Energy Efficiency LIEE Program and The Impact Evaluation of the 2001 Statewide Low-Income Energy Efficiency LIEE Program was completed by Xenergy Inc. and filed with the Commission in April 2003.
- The Statewide First Year Load Impact Study of the PY2002 LIEE Programs is currently being conducted by West Hills Energy and Computing, and will be filed during 2004. Following completion of the PY2002 LIEE programs impact evaluation, LIEE program evaluations will return to a bi-annual schedule, as authorized in D.02-12-019. Thus, the next LIEE program load impact evaluation will occur in 2006 for the PY2004 program.
- Equipoise Consulting is currently updating the comparative Joint Utility LIEE Program Costs and Bill Savings Standardization Report. The report will be filed by PG&E on May 3, 2004 on behalf of the four major California IOUs.
- The Final Phase 4 Report on Low Income Weatherization Program Natural Gas Appliance Testing Study Results was completed and a final report was filed with the Commission on May 5, 2003. This was a statewide study of the gas appliance testing policies and procedures under the major IOUs LIEE program.
- The joint utility LIEE program standardization project team and Itron, Inc. completed a cost effectiveness assessment study of all individual LIEE program measures. The final LIEE Measure Cost Effectiveness study was filed with the Commission on June 2, 2003.
- The Commission responded to the Final Phase 4 Report on Low Income Weatherization Program Natural Gas Appliance Testing Study results and the LIEE Measure Cost Effectiveness Study on November 13, 2003 in D.03-11-020.

### Measurement and Evaluation (M&E) Activities

In D.02-07-001, dated December 5, 2002, the Commission ordered the Standardization Project Team to evaluate and file any significant changes to the cost effectiveness assessment and measure recommendations resulting from the program changes adopted by the Commission in its Decision approving the PY2003 program plans and budgets. The joint utility standardization project team and its consultants completed the cost effectiveness assessment study of all individual LIEE program measures. A final study result was filed with the Commission on June 2, 2003. The Commission adopted the team's recommendations and certified a new set of LIEE program standard measures by adopting D.03-11-020 on November 13, 2003. The new LIEE program standard measure mix was effective January 1, 2004.

In accordance with D.01-06-082, on April 18, 2003, the utilities filed a Notice of Availability of the Process Evaluation and First Year Impact Evaluation of the 2001 Statewide Low Income Energy Efficiency Program.<sup>3</sup> The results of the load impact study will be utilized for the PY2004 LIEE program.

### Bill Savings

Table TA 3.7 reports lifecycle bill savings by measure, by fuel type, and combined for PY2003; Table TA 3.8 reports the energy rates used for calculating the bill savings; and Table TA 3.9 reports the bill savings and the cost ratio for SoCalGas' LIEE programs over the last three years.

### Other Program-Related Survey

In 2003, SoCalGas surveyed approximately 1,200 customers to assess their satisfaction with the program. The purpose of this survey is to evaluate customer satisfaction with various aspects of their experience with DAP. Additionally, the survey was designed to provide program management with insight into the effectiveness of the program and to identify potential areas for improvement. Portions of that survey devoted questions to deliverables, customer service, increased comfort and safety. Approximately 1,200 customer records (name, phone number and primary language) with invoice dates during PY2003 were sent to CIC Research for telephone interviewing.

The findings of the survey showed that the majority of customers claim to be more comfortable as a result of the program. While approximately 82% said they are "more comfortable" as a result of the work done by DAP, 16% are "about the same" and 2% said they are "less comfortable". The DAP Program overall received high ratings. Over nine in ten (86%) are very satisfied with the DAP overall, with 60% giving the DAP the highest rating of "Completely Satisfied".

### Community Based Organizations, Leveraging and Access to Community Services

Over half of SoCalGas' LIEE participating program contractors are also Low-Income Home Energy Assistance Program (LIHEAP) providers. This affords the opportunity to leverage the services offered by both programs to our customers. The LIHEAP, and other LIEE contractors, are committed to supporting the rapid deployment strategy and providing more comprehensive

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<sup>3</sup> The Notice of Availability was filed with the Commission by Southern California Edison Company on behalf of itself, Pacific Gas and Electric Company, Southern California Gas Company, and San Diego Gas and Electric Company.

services to each low-income household. All of the weatherization agencies/contractors are classified as either community based organizations or Women, Minority and Disabled Veteran Business Enterprises (WMDVBE) certified. Almost half of the appliance contractors providing furnace and water heater services in PY2003 also hold either CBO or WMDVBE status.

Information on all of SoCalGas' customer-assistance services, such as CARE, DAP, or payment arrangements, is provided at every turn-on, when a customer calls for payment arrangements, when they have a high-bill investigation, or when there is a potential for shut off of service. LIEE eligible customer information is also provided to the CARE staff for automatic enrollment where possible and certification of post-enrollment verification.

In addition to the weatherization services offered by many participating agencies, other programs and services (from other funding sources) offered to customers include: the Home Energy Assistance Program (HEAP), Consumer Credit Counseling, Housing Programs, Food and Clothing Referrals, Job Assistance, Child Care, Transportation Services, Recycling Programs, Youth and Family Services, Senior Programs, Neighborhood Beautification, Computer Labs and Vocational Training, Homeless Centers, Legal Assistance, Head Start Programs, Handyman Programs, Drug and Domestic Violence Programs and Healthy Family Program as well as other services. When outreached in the community or when applying for specialized assistance, the low-income customer is screened for all services that are needed and/or for the customer qualifies, including SoCalGas' weatherization and appliance assistance.

### **Performance Incentive for Low Income Activities**

Under its PY2003 LIEE program, SoCalGas exceeded the required threshold savings of 458,580 therms through the installation of measures required to qualify for \$644,571 in program incentives. SoCalGas achieved a total of 583,776 therms in PY2003. Therefore, SoCalGas is filing for a performance incentive claim totaling \$644,571 (2% multiplied by \$32,228,574 in PY2003 program expenditures) for PY2003, which will be collected in two installments of 50 percent of the total claim; the first year claim is \$322,286 (50% of \$644,571), plus interest from July 1, 2004 through December 2004, and franchise fees and uncollectibles for a total first year claim of \$330,423.

In addition, SoCalGas is requesting a performance incentive of \$299,816, which represents the second year earnings claim from PY2002, plus \$15,349 in interest and franchise fees and uncollectibles for a total claim of \$315,165.

**Table 2.1**  
**Summary of Costs: Low Income - Southern California Gas Company**

	2003		2004
	Budgeted	Recorded	Budgeted
LIEE Program			
Energy Efficiency			
- Gas Appliances	\$ 9,867,077	\$ 9,608,199	\$ 10,547,118
- Electric appliances	\$ -	\$ -	\$ -
- Weatherization	\$ 20,295,092	\$ 18,174,554	\$ 19,041,611
- Outreach & Assessment	\$ 5,220,929	\$ 3,168,506	\$ 5,428,861
- In Home Energy Education	\$ 1,399,591	\$ 1,277,314	\$ 1,203,791
- Education Workshops (EELI)	\$ -	\$ -	\$ -
Energy Efficiency Total	\$ 36,782,690	\$ 32,228,574	\$ 36,221,381
Pilots			
- Landlord Refrigerator Rebate	\$ -	\$ -	\$ -
- Landlord Room A/C Rebate	\$ -	\$ -	\$ -
- Landlord Central AC Rebate	\$ -	\$ -	\$ -
- NGAT Appliances	\$ -	\$ 30,406	\$ -
Total Pilots	\$ -	\$ 30,406	\$ -
Training center	\$ 175,586	\$ 12,265	\$ 17,166
Inspections	\$ 1,083,066	\$ 1,247,674	\$ 1,813,232
Advertising	\$ 96,684	\$ 358,021	\$ 580,223
M&E studies	\$ 53,015	\$ 70,230	\$ 71,884
Regulatory compliance	\$ 159,044	\$ 29,838	\$ 168,445
Other administration	\$ -	\$ -	\$ -
Indirect Costs	\$ -	\$ -	\$ -
Oversight Costs			
- LIAB Start-Up	\$ -	\$ -	\$ -
- LIAB PY Past Year	\$ -	\$ -	\$ -
- LIAB PY Present Year	\$ -	\$ -	\$ -
- CPUC Energy Division	\$ 26,507	\$ 21,933	\$ 26,822
Total Oversight Costs	\$ 26,507	\$ 21,933	\$ 26,822
Performance Incentives	\$ 735,654	\$ 644,571	\$ 724,428
Total Costs	\$ 38,376,593	\$ 33,998,942	\$ 38,899,153

**Table 2.2**  
**Summary of LIEE Program Effects: DAP - Southern California Gas Company**  
**Program Year: 2003**  
**(Annual Energy Reductions)**

	2003 (Recorded)	2004 (Planned)
mWh	448	414
mTherms	1312	1356

**Table 2.3**  
**Summary of LIEE Cost-Effectiveness - Southern California Gas Company**  
**Program Year: 2003**

(Benefit-Cost Ratios)						
	2003 (Recorded)			2004 (Planned)		
	Utility Cost Test	Total Resouce Cost Test	*Modified Participant Test	Utility Cost Test	Total Resouce Cost Test	*Modified Participant Test
DAP	0.29	0.30	0.63	0.21	0.22	0.52

**Table 2.4**  
**Summary of LIEE Cost-Effectiveness: DAP - Southern California Gas Company**  
**Program Year: 2003**  
**(Net Benefits; \$Mil)**

	2003 (Recorded)			2004 (Planned)		
	Utility Cost Test	Total Resouce Cost Test	*Modified Participant Test	Utility Cost Test	Total Resouce Cost Test	*Modified Participant Test
DAP	\$ (24,125,171)	\$ (23,844,044)	\$ (12,519,637)	\$ (30,652,649)	\$ (30,230,170)	\$ (18,640,136)

**Table TA 3.1**  
**LIEE Program Cost Estimates used for Cost-Effectiveness**  
**Southern California Gas**

Gas and Electric Combined

Program	Utility Costs						
	Program Incentives (Recorded)		Admin	Performance Incentives	Other	Total	IMC
	Actual	Committed					
LIEE	\$ 31,348,120	\$ -	\$ 2,650,822	\$ 644,571	\$ -	\$ 33,998,942	\$ -



**Table TA 3.2**  
**LIEE Cost Elements - Southern California Gas Company**

LIEE Program	Expenditures Recorded by Cost Element - 2003			
	Labor	Non-Labor	Contract	Total
Energy Efficiency				
- Gas Appliances	\$ 331,240	\$ 279,566	\$ 8,997,394	\$ 9,608,199
- Electric appliances	\$ -	\$ -	\$ -	\$ -
- Weatherization	\$ 626,562	\$ 528,818	\$ 17,019,174	\$ 18,174,554
- Outreach & Assessment	\$ 109,233	\$ 92,193	\$ 2,967,080	\$ 3,168,506
- In Home Energy Education	\$ 44,035	\$ 37,166	\$ 1,196,114	\$ 1,277,314
- Education Workshops (EELI)	\$ -	\$ -	\$ -	\$ -
Energy Efficiency Total	\$ 1,111,069	\$ 937,743	\$ 30,179,762	\$ 32,228,574
Pilots				
Pilot (NGAT Appliances)	\$ 1,048.23	\$ 884.71	\$ 28,472.94	\$ 30,405.88
Total Pilots	\$ 1,048.23	\$ 884.71	\$ 28,472.94	\$ 30,405.88
Training center	\$ 422.82	\$ 356.86	\$ 11,484.99	\$ 12,264.67
Inspections	\$ 43,013.16	\$ 36,303.12	\$ 1,168,357.97	\$ 1,247,674.25
Advertising	\$ 12,342.67	\$ 10,417.22	\$ 335,261.47	\$ 358,021.35
M&E studies	\$ 2,421.15	\$ 2,043.46	\$ 65,765.34	\$ 70,229.95
Regulatory compliance	\$ 1,028.66	\$ 868.19	\$ 27,941.34	\$ 29,838.19
Other administration	\$ -	\$ -	\$ -	\$ -
Indirect Costs	\$ -	\$ -	\$ -	\$ -
Oversight Costs				
- LIAB Start-Up	\$ -	\$ -	\$ -	\$ -
- LIAB PY Past Year	\$ -	\$ -	\$ -	\$ -
- LIAB PY Present Year	\$ -	\$ -	\$ -	\$ -
- CPUC Energy Division	\$ -	\$ -	\$ 21,932.96	\$ 21,933
Total Oversight Costs	\$ -	\$ -	\$ 21,933	\$ 21,933
Total Costs	\$ 1,171,346	\$ 988,617	\$ 31,838,979	\$ 33,998,942

**Table TA 3.3**  
**Program Detail By Housing Type and Heating source**  
**Southern California Gas Company**

	Energy Saved and Program Costs			Number of Dwellings		
	2003 (mWh)	2003 (mTherm)	2003 Expenses	2003 (Planned)	2003 (Actual)	2004 (Planned)
Gas Heat - Own						
- Single Family	92	269	\$ 6,973,489	11691	11728	11614
- Multi Family	87	256	\$ 6,634,484	11123	11158	11049
- Mobile Home	15	43	\$ 1,118,535	1875	1881	1863
Sub Total Dwellings Served	194	568	\$ 14,726,508	24689	24767	24526
Gas Heat - Rent						
- Single Family	120	352	\$ 9,126,135	15300	15348	15199
- Multi Family	114	335	\$ 8,682,482	14556	14602	14460
- Mobile Home	19	56	\$ 1,463,816	2454	2462	2438
Sub Total Dwellings Served	254	744	\$ 19,272,433	32311	32412	32098
Electric Heat - Own						
- Single Family	0	0	\$ -	0	0	0
- Multi Family	0	0	\$ -	0	0	0
- Mobile Home	0	0	\$ -	0	0	0
Sub Total Dwellings Served	0	0	\$ -	0	0	0
Electric Heat - Rent						
- Single Family	0	0	\$ -	0	0	0
- Multi Family	0	0	\$ -	0	0	0
- Mobile Home	0	0	\$ -	0	0	0
Sub Total Dwellings Served	0	0	\$ -	0	0	0
Total Dwellings Served	448	1312	\$ 33,998,942	57000	57179	56624

Table TA 3.4  
Program Detail by Measure - Southern California Gas Company

	Energy Saved and Program Costs			Number of Dwellings Served
	2003			2003
	mWh	mTherm	Expenses	Actual Dwellings Served
<b>Particulates</b>				
- Repair - Gas	0	13	\$ 126,435	546
- Replacement - Gas	0	468	\$ 5,988,918	4252
<b>Heating &amp; Space Conditioning</b>				
- Cover Plates/Gaskets	0	33	\$ 703,205	41365
- Evaporative Cooler/Air Cond. Covers - SF	0	14	\$ 90,385	1735
- Evaporative Cooler/Air Cond. Covers - MF		2	\$ 21,895	590
<b>Weatherization</b>				
- Attic Insulation - SF	0	30	\$ 743,584	1619
- Attic Insulation - MF	0	6	\$ 197,814	573
- Water Heater Blanket - SF	0	25	\$ 114,488	3390
- Water Heater Blanket - MF	0	8	\$ 55,028	1602
- Low Flow Showerhead - SF	0	191	\$ 352,455	20961
- Low Flow Showerhead - MF	0	136	\$ 292,445	22236
- Door Weatherstripping - SF	0	31	\$ 2,624,444	22461
- Door Weatherstripping - MF	0	17	\$ 1,705,737	23721
- Caulking - SF	0	2	\$ 12,610	1007
- Caulking - MF	0	0	\$ 3,616	637
- Minor Home Repairs - SF	0	91	\$ 4,178,960	20635
- Minor Home Repairs - MF	0	48	\$ 3,152,584	21917
<b>Water Heater Savings</b>				
- Water Heater Pipe Wrap - SF	0	1	\$ 5,560	414
- Water Heater Pipe Wrap - MF	0	0	\$ 1,034	77
- Faucet Aerators - SF	0	31	\$ 191,222	21788
- Faucet Aerators - MF	0	21	\$ 179,895	23046
<b>Miscellaneous Measures</b>				
Miscellaneous Measures (Weatherization -- Electric)	448	0	\$ 15,908,709	47673
- Duct Sealing and Repair - SF	0	35	\$ 176,800	439
- Duct Sealing and Repair - MF	0	17	\$ 224,800	562
- Water Heater Replacement - Gas - SF	0	93	\$ 2,164,718	3581
- Water Heater Replacement - Gas - MF	0	0	\$ 682,392	1127
<b>Energy Education</b>				
- Outreach & Assessment	0	0	\$ 2,889,439	47673
- In-Home Education	0	0	\$ 710,595	47370
- Education Workshops (EELI)	0	0	\$ 300,525	20035

**Table TA 3.5**  
**Program Installation**  
**Southern California Gas Company**

	Unit of Measure	CBO/WMDVBE			Non-CBO/WMDVBE			Total				
		Units Installed	Dwellings	Costs	Units Installed	Dwellings	Costs	Units Installed	Dwellings	Costs	Cost/ Unit	Cost/ Dwelling
Weatherization Dwellings	Each	47673	47673	\$ -	0	0	\$ -	47673	47673		\$ -	\$ -
Furnaces												
Repair - Gas	Each	390	390	\$ 90,311	156	156	\$ 36,124	546	546	\$ 126,435	\$ 232	\$ 232
Replacement - Gas	Each	2331	2331	\$ 3,283,200	1921	1921	\$ 2,705,717	4252	4252	\$ 5,988,918	\$ 1,408	\$ 1,408
Infiltration & Space Conditioning												
- Ceiling Insulation	Sq. Ft.	2102581	2192	\$ 941,397	0	0	\$ -	2102581	2192	\$ 941,397	\$ 0.45	\$ 429
- Caulking	Linear Ft.	57592	1644	\$ 16,226	0	0	\$ -	57592	1644	\$ 16,226	\$ 0.28	\$ 10
- Weather Stripping	Each	197979	46182	\$ 4,330,180	0	0	\$ -	197979	46182	\$ 4,330,180	\$ 22	\$ 94
- Cover Plates/Gaskets	Each	131360	41365	\$ 703,205	0	0	\$ -	131360	41365	\$ 703,205	\$ 5.35	\$ 17
- Evaporative Cooler/Air Cond. Covers	Each	4000	2325	\$ 112,280	0	0	\$ -	4000	2325	\$ 112,280	\$ 28	\$ 48
- Duct Sealing and Repair	Each	1001	1001	\$ 401,600	0	0	\$ -	1001	1001	\$ 401,600	\$ 401	\$ 401
- Attic Ventilation	Home											
- Auto Sweep	Each											
- Door Replacement	Each											
- Door Threshold	Each											
- Glass Replacement	Sq. Ft.											
- Jamb Replacement	Each											
Water Heating Savings												
- Water Heater Blanket	Each	5048	4992	\$ 169,516	0	0	\$ -	5048	4992	\$ 169,516	\$ 34	\$ 34
- Low Flow Showerhead	Each	51595	43197	\$ 644,900	0	0	\$ -	51595	43197	\$ 644,900	\$ 12	\$ 15
- Water Heater Pipe Wrap	Home	1236	491	\$ 6,594	0	0	\$ -	1236	491	\$ 6,594	\$ 5	\$ 13
- Faucet Aerators	Each	83162	44834	\$ 371,117	0	0	\$ -	83162	44834	\$ 371,117	\$ 4	\$ 8
- Water Heater Replacement	Each	4706	4706	\$ 2,845,901	2	2	\$ 1,209	4708	4708	\$ 2,847,110	\$ 605	\$ 605
Minor Home Repairs (other than above)	Home	42552	42552	\$ 7,331,543	0	0	\$ -	42552	42552	\$ 7,331,543	\$ 172	\$ 172
Miscellaneous Measures	Home	47673	47673		0	0		47673	47673	\$ 15,908,709		
Evaporative Coolers	Each											
Refrigerators	Each											
Compact Fluorescents (inc. porchlights)	Each											
Porchlights (fixture replacement)	Each											
Outreach /Education /Administration	Home	47673	47673	\$ 3,600,033.78	0	0	\$ -	47673	47673	\$ 3,600,033.78	\$ 76	\$ 76

Note: SDG&E's database tracks dwelling information per measure, but does not have the ability to measure total dwelling information for the program per contractor.

**TABLE TA 3.6**  
**PERCENTAGE OF DWELLINGS SERVED BY CONTRACTOR CLASSIFICATION**  
**2003**  
**Southern California Gas**

Program	Contractor Classification	Vendor	% Dwellings Served	WMDVBE Certified (Yes or No)
LIEE* (Weatherization)	CBO Participants	Contractor A	1.56%	No
		Contractor B	3.13%	No
		Contractor C	20.10%	Yes
		Contractor D	6.09%	No
		Contractor E	0.17%	No
		Contractor F	0.88%	No
		Contractor G	0.36%	No
		Contractor H	5.44%	No
		Contractor I	3.71%	No
		Contractor J	2.83%	No
		Contractor K	23.33%	Yes
		Contractor L	3.04%	No
		Contractor M	2.75%	No
		Contractor N	1.47%	Yes
		Subtotal	74.86%	
	Non-CBO Participants	Contractor O	25.14%	Yes
		Subtotal	25.14%	
Furnace Work	CBO Participants	Contractor Y	31.28%	Yes
		Contractor II	0.52%	Yes
		Subtotal	31.80%	
	Non-CBO Participants	Contractor P	3.04%	Yes
		Contractor Q	21.86%	Yes
		Contractor R	6.15%	No
		Contractor T	1.21%	No
		Contractor U	7.27%	No
		Contractor W	2.31%	No
		Contractor Z	20.01%	No
		Contractor AA	2.94%	No
		Contractor CC	2.73%	No
		Contractor NN	0.68%	No
		Subtotal	68.20%	
	CBO Participants	Contractor Y	27.04%	Yes
		Contractor EE	7.70%	No
		Contractor FF	4.66%	No
		Contractor GG	12.78%	No
		Contractor HH	4.15%	No
		Contractor KK	3.12%	Yes
		Contractor LL	0.95%	No
		Contractor MM	7.67%	No
		Subtotal	68.07%	
	Non-CBO Participants	Contractor Z	0.04%	No
		Contractor JJ	31.89%	Yes
		Subtotal	31.93%	
Education	CBO Participants	Subtotal	0.00%	
	Non-CBO Participants	Subtotal	0.00%	

**TABLE TA 3.7**  
**LIFE CYCLE BILL SAVINGS**  
**Southern California Gas Company**  
**2003**

Measure Description	Number Installed	Per Measure Electric Impact (kWh)	Per Measure Gas Impact (Therms)	EUL (years)	Total Measure Life Cycle Bill Savings (\$)
<b>Energy Efficiency Measures</b>					
Attic Insulation - SF	1,619	0.0	18.7	25	\$ 312,293
Attic Insulation - MF	573	0.0	9.6	25	\$ 56,741
Caulking - SF	1,007	0.0	1.5	5	\$ 4,786
Caulking - MF	637	0.0	0.7	5	\$ 1,413
Evaporative Cooler/Air Cond. Covers - SF	1,735	0.0	8.1	3	\$ 28,010
Evaporative Cooler/Air Cond. Covers - MF	590	0.0	4.1	3	\$ 4,821
Faucet Aerators - SF	21,788	0.0	1.4	5	\$ 96,654
Faucet Aerators - MF	23,046	0.0	0.9	5	\$ 65,723
Furnace Repair - Gas	546	0.0	24.4	10	\$ 75,290
Furnace Replacement - Gas	4,252	0.0	110.1	22	\$ 4,509,998
Low Flow Showerhead - SF	20,961	0.0	9.1	10	\$ 1,077,976
Low Flow Showerhead - MF	22,236	0.0	6.1	10	\$ 766,553
Minor Home Repairs - SF	20,365	0.0	4.4	10	\$ 506,399
Minor Home Repairs - MF	21,917	0.0	2.2	10	\$ 272,496
Miscellaneous Measures (Weatherization - Electric)	47,673	17.4	0.0	5	\$ 422,073
Switch/Outlet Gasket - SF	20,594	0.0	0.2	15	\$ 35,983
Switch/Outlet Gasket - MF	20,771	0.0	0.2	15	\$ 23,669
Water Heater Blanket - SF	3,390	0.0	7.3	5	\$ 78,415
Water Heater Blanket - MF	1,602	0.0	4.9	5	\$ 24,873
Water Heater Pipe Wrap - SF	414	0.0	2.7	15	\$ 8,492
Water Heater Pipe Wrap - MF	74	0.0	1.8	15	\$ 1,012
Door Weatherstripping - SF	22,461	0.0	1.4	5	\$ 99,640
Door Weatherstripping - MF	23,721	0.0	0.7	5	\$ 52,615
<i>Sub-total for Energy Efficiency Measures</i>					\$ 8,525,922
<b>Rapid Deployment Measures</b>					
Duct Sealing and Repair - MF	562	0.0	7.1	25	\$ 40,927
Duct Sealing and Repair - SF	431	0.0	11.3	25	\$ 50,371
Water Heater Replacement - Gas - SF	3,581	0.0	21.6	13	\$ 531,777
Water Heater Replacement - Gas - MF	1,127	0.0	18.1	13	\$ 140,241
<i>Sub-total for Rapid Deployment Measures</i>					\$ 763,316
<b>Total Bill Savings for All Measures in Program Year</b>					<b>\$ 9,289,239</b>
<b>Total Number of Homes Served by the Program during Program Year</b>					<b>57,179</b>
<b>Life Cycle Bill Savings Per Home</b>					<b>\$ 162.46</b>

**TABLE TA 3.8**  
**ENERGY RATES USED FOR BILL SAVINGS CALCULATIONS**  
**Southern California Gas Company**

Year	\$/kWh	\$/Therm
2003	0.1118	0.6970
2004	0.1152	0.7179
2005	0.1186	0.7395
2006	0.1222	0.7617
2007	0.1258	0.7845
2008	0.1296	0.8080
2009	0.1335	0.8323
2010	0.1375	0.8573
2011	0.1416	0.8830
2012	0.1459	0.9095
2013	0.1502	0.9368
2014	0.1548	0.9649
2015	0.1594	0.9938
2016	0.1642	1.0236
2017	0.1691	1.0543
2018	0.1742	1.0860
2019	0.1794	1.1185
2020	0.1848	1.1521
2021	0.1903	1.1866
2022	0.1960	1.2222
2023	0.2019	1.2589
2024	0.2080	1.2967
2025	0.2142	1.3356
2026	0.2206	1.3756
2027	0.2273	1.4169
2028	0.2341	1.4594
2029	0.2411	1.5032
2030	0.2483	1.5483
2031	0.2558	1.5948
2032	0.2635	1.6426

**TABLE TA 3.9**  
**BILL SAVINGS**  
**Southern California Gas Company**

Program Year	Program Costs	Program Lifecycle Bill Savings	Program Bill Savings/ Cost Ratio	Per Home Average Lifecycle Bill Savings
2001	\$ 22,596,860	\$ 3,548,552	0.16	\$ 219
2002	\$ 30,666,410	\$ 7,783,934	0.25	\$ 359
2003	\$ 33,998,942	\$ 9,289,239	0.27	\$ 162