

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**

Applications of the Large Investor Owned Utilities  
for Approval of Their 2009-2011 Low Income  
Energy Efficiency and California Alternate Rates for  
Energy Programs and Budgets.

Application 08-05-022 *et seq*  
(Filed May 15, 2008)

Applications of the Small and Multi-Jurisdictional  
Utilities for Approval of Their 2009-2011 California  
Alternative Rates for Energy and Low Income  
Energy Efficiency Programs and Budgets.

Application 08-06-031 *et seq*  
(Filed June 30, 2008)

**MONTHLY REPORT OF SAN DIEGO GAS & ELECTRIC COMPANY (U 902 M) ON  
LOW INCOME ASSISTANCE PROGRAMS FOR AUGUST 2008**

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September 22, 2008

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**I. INTRODUCTION**

In Ordering Paragraphs (OP) 14 through 17 of Decision (D.) 01-05-033, the California Public Utilities Commission (Commission) directs San Diego Gas & Electric Company (SDG&E) and the other Investor Owned Utilities (IOUs)<sup>1</sup> to provide monthly status reports on the costs and impacts of their Rapid Deployment (RD) efforts on their California Alternate Rates for Energy (CARE) and Low Income Energy Efficiency (LIEE) programs.

In Application (A.) 06-06-032, SDG&E proposed changes to the monthly Rapid Deployment reports in an effort to streamline the reports while maintaining their value. SDG&E, along with the other utilities, then worked closely with the Energy Division to further develop and update the tables used to report low income program activity on a monthly basis. In D.06-12-038 the utilities' proposed changes for the monthly program reporting were approved. The reports will henceforth be referred to as the "Monthly Reports on Low Income Assistance Programs."

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<sup>1</sup> The other IOUs include Southern California Gas Company, Southern California Edison Company, and Pacific Gas and Electric Company.

This eighth monthly report on the 2008 Low Income Assistance Programs includes actual LIEE and CARE results and expenditures through August.

## **OUTREACH AND LEVERAGING FOR CARE AND LIEE**

### **Outreach Events**

One of SDG&E's outreach efforts focuses on providing customers with free Compact Fluorescent Lamps (CFLs) for every incandescent light bulb participating customer's turn-in. At these CFL turn-in events, information is provided on SDG&E's CARE, LIEE and FERA programs. This effort integrates SDG&E's Energy Efficiency's Lighting Turn-In events with SDG&E's Low Income programs. During August, SDG&E conducted CARE, LIEE and FERA outreach events at the following locations:

- City of Oceanside
- Community of Encanto
- Community of North Park
- City of El Cajon

A total of 901 customers received CARE, LIEE and FERA information during these outreach events.

### **CARE Capitation Contracts**

SDG&E contracts with numerous "CARE Capitation Contractors" (CCCs) leveraging their client relationships to enroll eligible, non-participating customers in the CARE program. The CCCs employ various types of outreach approaches such as door-to-door solicitation, local community event participation, walk-in enrollment and program material distribution to enroll customers. During the month of August, SDG&E made 275 site visits to existing CCCs in order to maintain

good working relationships with participating CCCs. SDG&E also made 10 site visits to prospective CCCs in the service territory. The site visits included<sup>2</sup>:

**Existing CARE Capitation Contractors:**

AKA Headstart (2 visits)	AARP (4 visits)
ACCESS to Independence (4 visits)	Alpha of San Diego (4 visits)
American Red Cross (21 visits)	Bayside Community Center (3 visits)
Catholic Charities (8 visits)	City Heights Community Development Corp (8 visits)
Campasinos Unidos Inc. (4 visits)	Chicano Federation (3 visits)
Chinese Service Center (4 visits)	Chula Vista Community Collaborative (4 visits)
Community Research Foundation (25 visits)	Clairemont Community Center (3 visits)
Crisis House (4 visits)	Episcopal Community Services (3 visits)
Elder Help (4 visits)	Foster Lift (2 visits)
Family Health Centers (5 visits)	Harmonium (4 visits)
Horn of Africa (4 visits)	Hearts & Hands Working Together (4 visits)
Health and Human Services (2 visits)	Home Start (5 visits)
Interfaith Escondido (2 visits)	La Mesa School District (3 visits)
La Maestra Family Clinic (2 visits)	MAAC Project (3 visits)
Mabuhay Alliance (5 visits)	Maximus (8 visits)
Mountain Health Community Services (1 visit)	Neighborhood Healthcare (8 visits)
North County Health Project (25 visits)	Public Health Nurse (3 visits)
Rebuilding Together San Diego (5 visits)	San Diego County Office of Education (3 visits)
San Diego Youth & Community Services (2 visits)	San Diego State University WIC (35 visits)
San Ysidro Health Center (6 visits)	SAY San Diego (4 visits)
Salvation Army (7 visits)	South Bay Community Services (3 visits)
Turning the Hearts Center (4 visits)	Vista Community Clinic (4 visits)
YMCA (8 visits)	

<sup>2</sup> Some of the CCC's have multiple site locations therefore, the number of reported visits include visits to several site locations.

**Prospective CARE Capitation Contractors:**

ACCESS (1 visit)	Lutheran Social Services (1 visit)
Casa Familiar (2 visits)	Jewish Family Services (1 visit)
Rady's Children's Hospital (1 visit)	International Rescue Committee (4 visits)

**LIEE Leveraging**

In August SDG&E's LIEE prime contractor identified 546 potential CARE customers from the customers who received LIEE services. Year-to-date, this leveraging has resulted in 2,293 new CARE enrollments.

SDG&E continues its partnership with the San Diego Housing Commission to identify low-income housing that would be eligible for LIEE program participation.

**III. CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE)**

**August CARE Enrollment Results**

Total CARE participation for the month of August was 234,373, or 72.3% of SDG&E's estimated CARE-eligible population. To specifically increase participation in its CARE program, SDG&E has employed various proven marketing techniques. Following the summary table which depicts the CARE enrollment activity for the month and year-to-date, a discussion of the marketing techniques that SDG&E's CARE processing group monitors on a monthly basis are provided.

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<b>2008 CARE Enrollments</b>	<b>August</b>	<b>YTD</b>
<b>Direct Mail</b>	<b>734</b>	<b>6,536</b>
<b>Mass Media</b>	<b>12</b>	<b>187</b>
<b>Telephone</b>	<b>17</b>	<b>5,397</b>
<b>Bill Inserts</b>	<b>1,039</b>	<b>3,004</b>
<b>Internet</b>	<b>1,004</b>	<b>4,526</b>
<b>LIEE Leveraging</b>	<b>15</b>	<b>2,293</b>
<b>System (Call Center)</b>	<b>1,014</b>	<b>5,702</b>
<b>Third Party Contractor</b>	<b>396</b>	<b>3,645</b>
<b>Other Sources</b>	<b>824</b>	<b>6,876</b>
<b>Total Gross Enrollments</b>	<b>5,055</b>	<b>38,166</b>

### **Direct Mail Enrollment**

SDG&E did not send out any direct mail during the month of August due to the mandated July bill insert, which mailed a CARE application to all residential customers in SDG&E's service territory. As of the end of August, the July bill insert has enrolled 1,039 customers in the CARE program. Although SDG&E did not conduct a direct mail campaign during the month of August, direct mail responses continue to add enrollments to the program. In August, direct mail enrollments totaled 734.

### **Telephone Enrollment**

SDG&E conducted a telephone campaign in the month of August to those customers who did not respond to the June direct mailing. SDG&E contracted with a third party vendor, who conducted an automated outbound telephone campaign. The outbound telephone campaign attempted to reach

over 20,000 customers over a five day period. The results of the campaign are pending and will be reported in the next monthly report.

SDG&E also conducted its first telephone campaign designed to raise awareness and increase enrollment from the annual mandated July bill insert. The campaign targeted customers in areas likely to qualify for the CARE program. These customers received an automated telephone call which directed them to pay special attention to their July bill, which contained a CARE application. The results from this campaign will be available in the upcoming months.

### **Internet Enrollment**

SDG&E simplified the enrollment process for those customers who desire to use its website to apply for CARE. By providing the CARE application on line and enabling electronic transmission, customers are not required to mail in the application which helps to expedite their enrollment in the program. SDG&E received over 1,300 applications submitted electronically and enrolled a total of 1,004 customers during August. Year-to-date, SDG&E has enrolled 4,526 customers through its internet enrollment process.

### **Categorical Enrollment**

During August, SDG&E received 3,297 applications from customers who declared their eligibility based on current enrollment in one or more public assistance programs resulting in 2,134 customers to the CARE program. This represents 42% of the total enrollments for the month of August.

### **CARE Authorized Funding Versus Actual Expenditures**

In August, SDG&E spent approximately \$251,660 in outreach and other management costs. Total management costs through August represented 55% of the 2008 CARE authorized

administrative budget. Actual expenses compared to budgeted figures for August are shown in Table 1C. The gas and electric CARE discounts cost for August totaled \$3.565 million.

#### **IV. LOW INCOME ENERGY EFFICIENCY (LIEE)**

##### **August Results - Installations**

During August SDG&E treated 1,673 homes and 14 units within master-metered complexes. SDG&E has treated year-to-date a total of 14,207 homes, 206 units within master-metered complexes, and has replaced 2,102 refrigerators. SDG&E will continue to conduct outreach to its customers throughout its service territory to identify potential customers eligible for program participation.

##### **LIEE Authorized Funding Versus Actual Expenditures**

SDG&E incurred \$1.072 million in administrative costs during the month of August. Total year to date expenditures of \$10.46 million represents 79% of the 2008 authorized LIEE budget.

##### **Customer Satisfaction Survey**

Improving customer satisfaction is a key element within all of SDG&E's program endeavors. SDG&E's LIEE program conducts telephone surveys to gauge LIEE participants' satisfaction with the services they received through the LIEE program. The current customer survey results indicate that 91% of all customers were satisfied with the work completed at their homes. The year-to-date rating is 92%, which exceeds the year-end goal. Examples of verbatim comments received from customers during the latest survey include:

- They helped me save energy and taught me a lot of things about saving energy.



- They installed the day they said they would. It has been pretty good. They installed my showerhead quickly and correctly. They installed the aerator on the sink and gave me light bulbs to save energy.
- Everything they put on like my showerhead was perfect. I'm saving more energy. They were very polite and explained everything.

## V. CONCLUSION

SDG&E continues to implement its LIEE and CARE program efforts with the goal of providing as many qualified customers as possible with services during program year 2008. SDG&E's ability to achieve success grows out of the interaction with its customers. SDG&E continues to strive to make it easy to provide the programs and services to its customers and to deliver not just a consistent customer experience, but also a customer experience that is consistently excellent.

Respectfully submitted,

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September 22, 2008

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Table 1L - LIEE Program Expenses - San Diego Gas &amp; Electric</b>												
2	<b>August 2008</b>												
3		<b>Authorized Budget</b>			<b>Current Month Expenses</b>			<b>Year-To-Date Expenses</b>			<b>% of Budget Spent Year-To-Date</b>		
4	<b>LIEE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
5	Energy Efficiency												
6	- Gas Appliances	\$ -	\$ 1,597,843	\$ 1,597,843		\$ 58,274	\$ 58,274	\$ -	\$ 768,006	\$ 768,006	0%	48%	48%
7	- Electric Appliances	\$ 4,775,778	\$ -	\$ 4,775,778	\$ 343,136		\$ 343,136	\$ 3,462,848	\$ -	\$ 3,462,848	73%	0%	73%
8	- Weatherization	\$ -	\$ 3,904,358	\$ 3,904,358		\$ 315,321	\$ 315,321	\$ -	\$ 3,334,599	\$ 3,334,599	0%	85%	85%
9	- Outreach and Assessment	\$ 600,059	\$ 600,058	\$ 1,200,117	\$ 72,301	\$ 72,301	\$ 144,602	\$ 762,372	\$ 762,372	\$ 1,524,744	127%	127%	127%
10	- In Home Energy Education	\$ 77,951	\$ 77,951	\$ 155,902	\$ 8,079	\$ 8,079	\$ 16,159	\$ 98,377	\$ 98,377	\$ 196,754	126%	126%	126%
11	- Education Workshops	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -	0%	0%	0%
12	- Pilot	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Cool Centers	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	<b>Energy Efficiency TOTAL</b>	<b>\$ 5,453,788</b>	<b>\$ 6,180,210</b>	<b>\$ 11,633,997</b>	<b>\$ 423,517</b>	<b>\$ 453,976</b>	<b>\$ 877,492</b>	<b>\$ 4,323,597</b>	<b>\$ 4,963,354</b>	<b>\$ 9,286,950</b>	<b>79%</b>	<b>80%</b>	<b>80%</b>
15													
16	Training Center	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -	0%	0%	0%
17	Inspections	\$ 22,072	\$ 22,072	\$ 44,144	\$ 2,046	\$ 2,046	\$ 4,091	\$ 13,369	\$ 13,369	\$ 26,738	61%	61%	61%
18	Marketing	\$ 160,496	\$ 160,496	\$ 320,992	\$ 22,530	\$ 22,530	\$ 45,060	\$ 103,421	\$ 103,421	\$ 206,842	64%	64%	64%
19	M&E Studies	\$ -	\$ -	\$ -	\$ 9,646	\$ 9,646	\$ 19,293	\$ 54,174	\$ 54,174	\$ 108,347	#DIV/0!	#DIV/0!	#DIV/0!
20	Regulatory Compliance	\$ 154,653	\$ 154,653	\$ 309,306	\$ 9,080	\$ 9,080	\$ 18,160	\$ 77,222	\$ 77,296	\$ 154,518	50%	50%	50%
21	General Administration	\$ 486,656	\$ 486,656	\$ 973,311	\$ 54,040	\$ 54,040	\$ 108,080	\$ 332,752	\$ 332,748	\$ 665,499	68%	68%	68%
22	CPUC Energy Division	\$ 10,500	\$ 10,500	\$ 21,000	\$ -	\$ -	\$ -	\$ 6,987	\$ 6,987	\$ 13,974	67%	67%	67%
23													
24	<b>TOTAL PROGRAM COSTS</b>	<b>\$ 6,288,164</b>	<b>\$ 7,014,586</b>	<b>\$ 13,302,750</b>	<b>\$ 520,859</b>	<b>\$ 551,317</b>	<b>\$ 1,072,176</b>	<b>\$ 4,911,520</b>	<b>\$ 5,551,348</b>	<b>\$ 10,462,868</b>	<b>78%</b>	<b>79%</b>	<b>79%</b>
25	<b>Funded Outside of LIEE Program Budget</b>												
26	Indirect Costs				\$ 27,198	\$ 27,533	\$ 54,731	\$ 209,960	\$ 214,407	\$ 424,367			
27													
28	NGAT Costs				\$ 15,482	\$ 15,482		\$ 189,572	\$ 189,572				

	A	B	C	D	E	F	G
<b>Table 2L - LIEE Measure Installations &amp; Savings</b>							
<b>San Diego Gas &amp; Electric</b>							
<b>August 2008</b>							
			<b>Expensed Installations Year-To-Date</b>				
			<b>Month</b>	<b>Year-To-Date</b>	<b>kWh</b>	<b>kW</b>	<b>Therms</b>
	<b>Measures</b>	<b>Units</b>	<b>Quantity</b>	<b>Quantity</b>	<b>(Annual) [1]</b>	<b>(Annual) [2]</b>	<b>(Annual)</b>
5	<b>Furnaces</b>						
6	- Repair - Gas	Each	77	693	-	-	-
7	- Replacement - Gas	Each	3	103	-	-	6,487
8	- Repair - Electric	Each	-	-	-	-	-
9	- Replacement - Electric	Each	-	-	-	-	-
11	<b>Infiltration &amp; Space Conditioning.</b>						
12	- Outlet cover plate gaskets	Home	1,425	10,083	-	-	-
13	- Duct Testing	Home	23	220	-	-	-
14	- Duct Sealing	Home	5	32	89	-	51
15	- Evaporative Coolers	Each	-	-	-	-	-
16	- Evaporative Cooler Maintenance	Each	-	-	-	-	-
17	- Evaporative Cooler/Air Cond. Covers	Each	15	72	4	-	19
18	- A/C Replacement - Room	Each	73	112	13,256	12	0
19	- A/C Replacement - Room (landlord)	Each	-	-	-	-	-
20	- A/C Replacement - Central	Each	-	-	-	-	-
21	- A/C Replacement - Central (landlord)	Each	-	-	-	-	-
22	- A/C Tune-up - Central	Each	1	11	1,471	1	-
23	- A/C Services - Central	Each	-	-	-	-	-
24	- Heat Pump	Each	-	-	-	-	-
26	<b>Weatherization</b>						
27	- Attic Insulation	Home	24	257	1,516	1	5,929
28	- Attic Access Weatherization	Home	-	-	-	-	-
29	- Weatherstripping - Door	Home	1,460	10,542	51,058	47	23,220
30	- Caulking	Home	1,431	10,012	32,970	30	20,657
31	- Minor Home Repairs [3]	Home	683	5,421	27,878	25	20,447
33	<b>Water Heater Savings</b>						
34	- Water Heater Blanket	Home	62	795	2,565	1	8,321
35	- Low Flow Showerhead	Home	1,432	10,593	35,435	10	76,806
36	- Water Heater Replacement - Gas	Each	-	20	-	-	380
37	- Water Heater Replacement - Electric	Each	-	-	-	-	-
38	- Tankless Water Heater - Gas	Each	-	-	-	-	-
39	- Tankless Water Heater - Electric	Each	-	-	-	-	-
40	- Water Heater Pipe Wrap	Home	23	269	1,115	-	1,048
41	- Faucet Aerators	Home	1,508	11,122	13,288	4	31,823
43	<b>Lighting Measures</b>						
44	- CFL	Each	8,874	76,068	1,481,982	144	-
45	- Interior Hard wired CFL fixtures	Each	853	9,320	596,480	58	-
46	- Exterior Hard wired CFL fixtures	Each	168	1,674	44,205	-	-
47	- Torchiere	Each	351	2,873	548,743	53	-
49	Refrigerators	Each	229	2,102	1,548,492	236	-
50	Refrigerators (landlord)	Each	-	-	-	-	-
52	Pool Pumps	Each	-	-	-	-	-
54	<b>Pilots</b>						
55	- A/C Tune-up - Central	Each	-	-	-	-	-
56	- Interior Hard wired Compact Fluorescent	Each	-	-	-	-	-
57	- Ceiling Fans	Each	-	-	-	-	-
59	<b>Customer Enrollment</b>						
60	- Outreach & Assessment	Home	1,637	14,090	-	-	-
61	- In-Home Education	Home	1,589	13,945	-	-	-
62	- Education Workshops	Participants	-	-	-	-	-
64	<b>Total Savings</b>				4,400,548	624	195,187
66	<b>Homes Weatherized [4]</b>	Home	1,589	11,666			
68	<b>Homes Treated</b>						
69	- Single Family Homes Treated	Home	455	5,306			
70	- Multi-family Homes Treated	Home	1,185	8,711			
71	- Mobile Homes Homes Treated	Home	33	190			
72	- Total Number of Homes Treated	Home	1,673	14,207			
73							
74	- Master-Metered Homes Treated	Home	14	206			
75							
76	[1] kWh based on 2001 Low Income Impact Evaluation Study, Cost Effectiveness Analysis conducted by Itron, Inc., Cost Effectiveness Analysis Conducted by Standardization Team, updated DEER.						
	[2] Savings assumes consistent mix of dwelling types through all years.						
	Since kW savings were not part of the 2001 Impact Evaluation of the Statewide Low-Income Energy Efficiency Program, a ratio of kW per kWh was used based on the San Diego Gas & Electric Advice Letter 1789-E1591-G, Attachment II Table 7: Projected Savings by End Use. These factors are as follows:						
	End Use	kWh/kWh					
	Space Cooling/Heating	0.000911356					
	Lighting	0.0000973466					
	Refrigeration	0.000152559					
	Water Heating	0.000291768					
	Other	0.000969537					
77	Exterior fixtures are assumed off-peak.						
78	[3] Minor Home Repairs predominately are Door Repair/Replacement, Window Repair/Replacement and Wall Repair.						
79	[4] Weatherization consists of Attic Insulation, Attic Access Weatherization, Weatherstripping - Door, Caulking and Minor Home Repairs.						
80							

	A	B
1	<b>Table 3L - Average Bill Savings per Treated Home</b>	
2	<b>San Diego Gas &amp; Electric</b>	
	<b>August 2008</b>	
3	Year-to-date Installations - Expensed	
4		
5	Annual kWh Savings	4,400,548
6	Annual Therm Savings	195,187
7	Lifecycle kWh Savings	46,530,295
8	Lifecycle Therm Savings	1,704,533
9	Current kWh Rate	\$ 0.13
10	Current Therm Rate	\$ 1.09
11	Number of Treated Homes	14,207
12	<b>Average 1st Year Bill Savings / Treated Home</b>	<b>14.98</b>
13	<b>Average Lifecycle Bill Savings / Treated Home</b>	<b>128.06</b>

	A	B	C	D	E	F	G
1	<b>Table 4L - LIEE Homes Treated</b>						
2	<b>San Diego Gas &amp; Electric</b>						
3	<b>August 2008</b>						
3	County	Eligible Customers			Homes Treated Year-To-Date		
4		Rural	Urban	Total	Rural	Urban	Total
5	Orange County	0	15,314	15,314	0	6	6
6	San Diego	16,203	313,764	329,967	257	13,944	14,201
7							
8	<b>Total</b>	<b>16,203</b>	<b>329,078</b>	<b>345,281</b>	<b>257</b>	<b>13,950</b>	<b>14,207</b>
9							
10							
11	Note: Eligible population based on SDGE year-end 2007 meter data (which includes submetered and master metered accounts).						
12	Eligible Population	1,260,605					
13	Athens Research Eligibility Factor	0.273901					
14	Eligible Customers	345,281					

**Table 5L - LIEE Customer Summary  
San Diego Gas & Electric  
August 2008**

Month	Gas & Electric				Gas Only				Electric Only				Total			
	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW
Jan-08	248	635	30,302	3	0	0	0	0	18	0	1,833	0	266	635	32,135	4
Feb-08	1,604	23,747	546,862	75	0	0	0	0	94	0	39,299	8	1,698	23,747	586,162	82
Mar-08	3,617	51,267	1,152,023	156	0	0	0	0	173	0	71,868	13	3,790	51,267	1,223,891	169
Apr-08	5,890	85,893	1,823,982	243	0	0	0	0	262	0	110,624	21	6,152	85,893	1,934,606	264
May-08	1,858	113,158	2,412,227	322	0	0	0	0	82	0	128,051	25	1,940	113,158	2,540,277	347
Jun-08	1,819	138,542	2,973,828	398	0	0	0	0	95	0	154,176	30	1,914	138,542	3,128,004	428
Jul-08	12,017	171,847	3,721,210	505	0	0	0	0	505	0	187,458	39	12,522	171,847	3,908,668	544
Aug-08	13,631	195,187	4,188,657	581	0	0	0	0	576	0	211,891	43	14,207	195,187	4,400,548	624
Sep-08																
Oct-08																
Nov-08																
Dec-08																

Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2L.

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Table 1C - CARE Program Expenses - San Diego Gas &amp; Electric</b>												
2	<b>August 2008</b>												
3		Authorized Budget			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent Year-To-Date		
4	<b>CARE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
5	Outreach <sup>[1]</sup>	\$1,160,502	\$429,227	\$1,589,729	\$119,314	\$48,734	\$168,048	\$523,435	\$210,448	\$733,883	45%	49%	46%
6	Automatic Enrollment	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	#DIV/0!	#DIV/0!	#DIV/0!
7	Processing/ Certification/Verification	\$204,290	\$75,559	\$279,849	\$12,964	\$5,295	\$18,260	\$126,114	\$50,215	\$176,329	62%	66%	63%
8	Information Technology / Programming	\$224,917	\$83,189	\$308,106	\$9,377	\$3,830	\$13,207	\$127,448	\$51,313	\$178,761	57%	62%	58%
9													
10	Pilots												
11	- Pilot SB 580	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
12	- Pilot	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
13	- Pilot	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
14	Total Pilots	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
15													
16	Measurement & Evaluation <sup>[2]</sup>	\$43,399	\$16,052	\$59,451	\$0	\$0	\$0	\$126	-\$68	\$58	0%	0%	0%
17	Regulatory Compliance	\$119,337	\$44,139	\$163,476	\$11,221	\$4,583	\$15,804	\$94,259	\$37,571	\$131,830	79%	85%	81%
18	General Administration	\$219,400	\$81,148	\$300,548	\$25,802	\$10,538	\$36,340	\$183,485	\$73,086	\$256,571	84%	90%	85%
19	CPUC Energy Division	\$38,264	\$14,152	\$52,416	\$0	\$0	\$0	\$20,898	\$8,382	\$29,281	55%	59%	56%
20													
21	<b>SUBTOTAL MANAGEMENT COSTS</b>	<b>\$2,010,110</b>	<b>\$743,465</b>	<b>\$2,753,575</b>	<b>\$178,679</b>	<b>\$72,981</b>	<b>\$251,660</b>	<b>\$1,075,765</b>	<b>\$430,948</b>	<b>\$1,506,713</b>	<b>54%</b>	<b>58%</b>	<b>55%</b>
22													
23	CARE Rate Discount	\$35,209,110	\$13,022,548	\$48,231,658	\$2,838,226	\$727,636	\$3,565,862	\$20,504,958	\$9,617,911	\$30,122,869	58%	74%	62%
24	Service Establishment Charge Discount	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%
25													
26	<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	<b>\$37,219,220</b>	<b>\$13,766,013</b>	<b>\$50,985,233</b>	<b>\$3,016,905</b>	<b>\$800,617</b>	<b>\$3,817,522</b>	<b>\$21,580,723</b>	<b>\$10,048,859</b>	<b>\$31,629,582</b>	<b>58%</b>	<b>73%</b>	<b>62%</b>
27													
28	<b>Other CARE Rate Benefits</b>												
29	DWR Bond Charge Exemption				\$457,221		\$457,221	\$3,432,071		\$3,432,071			
30	CARE PPP Exemption				\$158,158	\$58,338	\$216,496	\$1,199,979	\$871,868	\$2,071,847			
31	California Solar Initiative Exemption				\$188,326		\$188,326	\$1,760,943		\$1,760,943			
32	kWh Surcharge Exemption				\$297,568		\$297,568	\$1,828,503		\$1,828,503			
33	<b>TOTAL - OTHER CARE RATE BENEFITS</b>				<b>\$1,101,273</b>	<b>\$58,338</b>	<b>\$1,159,611</b>	<b>\$8,221,496</b>	<b>\$871,868</b>	<b>\$9,093,364</b>			
34													
35	Indirect Costs				\$29,861	\$12,197	\$42,057	\$234,189	\$93,432	\$327,621			
36													
37	<sup>[1]</sup> Outreach costs include the following events: City of Oceanside Lighting Turn-In/Customer Assistance Event, Community of Encanto Lighting Turn-In/Customer Assistance Event, Community of North Park Lighting Turn-In/Customer Assistance Event and City of El Cajon Lighting Turn-In/Customer Assistance Event. 901 customers received CARE, LIEE and FERA information. There were 230 visits to the CBO's, including: Alpha of San Diego (4 visits), American Red Cross (21 visits), Bayside Community Center (3 visits), Crisis House (4 visits), Chinese Service Center (4 visits), YMCA (8 visits), Salvation Army, Family Health Centers (5 visits), Home Start, La Maestra Family Clinic (2 visits), Mabuhay Alliance (5 visits), Neighborhood Health Center (8 visits), North County Health Project (25 visits), San Diego County Office of Education (3 visits), SAY San Diego (4 visits), MAAC Project (3 visits), Public Health Nurse (3 visits), SDSU WIC (31 visits), Vista Community Clinic (4 visits), Campesinos Unidos Inc. (4 visits), Catholic Charities (8 visits), Chicano Federation (3 visits), Community Research Foundation (25 visits), Hearts and Hands Working Together (4 visits), AKA Headstart (2 visits), AARP (4 visits), ACCESS to Independence (4 sites), City Heights Resource Center, Chula Vista Community Collaborative (4 sites), Clairmont Community Center (3 visits), Episcopal Community Services (3 visits), Health and Human Services (2 visits), Interfaith Escondido (2 visits), Mountain Health Community Services, San Diego Youth and Community Services (2 visits), Southbay Community Services (3 visits), Foster Lift (2 visits), Harmonium (4 visits), La Mesa School District (3 visits), Maximus (8 visits), San Ysidro Health Center (6 visits) and Turning the Hearts Center (4 visits).												
38	<sup>[2]</sup> There are no Measurement & Evaluation expenses for August 2008.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	<b>Table 2C - CARE Enrollment, Recertification, Attrition, and Penetration - San Diego Gas &amp; Electric</b>																
2	<b>August 2008</b>																
3	Gross Enrollment											Enrollment			Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (O/P)
4	Automatic Enrollment					Capitation	Other Sources [1]	Total (F+G+H)	Recertification	Total Adjusted (I+J)	Attrition (Drop Offs)	Net (K-L)	Net Adjusted (M-J)				
5	Inter- Utility	CPUC	Inter- Agency	SB 580	Combined (B+C+D+E)												
6	Jan-08	-	-	-	-	227	3,090	3,317	3,508	6,825	6,791	34	-3,474	226,285	323,473	70.0%	
7	Feb-08	-	-	-	-	520	2,576	3,096	3,123	6,219	3,278	2,941	-182	226,103	323,515	69.9%	
8	Mar-08	-	-	-	-	460	3,583	4,043	2,756	6,799	3,553	3,246	490	226,593	323,621	70.0%	
9	Apr-08	-	-	-	-	675	5,780	6,455	4,281	10,736	4,079	6,657	2,376	228,969	323,706	70.7%	
10	May-08	-	-	-	-	615	5,289	5,904	4,910	10,814	4,641	6,173	1,263	230,232	323,772	71.1%	
11	Jun-08	-	-	-	-	401	5,617	6,018	3,629	9,647	4,086	5,561	1,932	232,164	323,943	71.7%	
12	Jul-08	-	-	-	-	392	4,923	5,315	5,499	10,814	4,191	6,623	1,124	233,288	324,126	72.0%	
13	Aug-08	-	-	-	-	396	4,659	5,055	3,031	8,086	3,970	4,116	1,085	234,373	324,170	72.3%	
14	Sep-08	-	-	-	-	-	-	0	-	0	-	0	0	-	-	#DIV/0!	
15	Oct-08	-	-	-	-	-	-	0	-	0	-	0	0	-	-	#DIV/0!	
16	Nov-08	-	-	-	-	-	-	0	-	0	-	0	0	-	-	#DIV/0!	
17	Dec-08	-	-	-	-	-	-	0	-	0	-	0	0	-	-	#DIV/0!	
18	<b>Total Annual</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3,686</b>	<b>35,517</b>	<b>39,203</b>	<b>30,737</b>	<b>69,940</b>	<b>34,589</b>	<b>35,351</b>	<b>4,614</b>			
19																	
20																	
21	<sup>1</sup> Not Including Recertification Enrollment																



	A	B	C	D	E	F	G	H	I
1	<b>Table 3C - CARE Standard Random Verification Results - San Diego Gas &amp; Electric</b>								
2	<b>August 2008</b>								
3		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
4									
5	Jan-08	226,285	370	0.16%	258	35	293	79.19%	0.13%
6	Feb-08	226,103	271	0.12%	228	23	251	92.62%	0.11%
7	Mar-08	226,593	322	0.14%	154	36	190	59.01%	0.08%
8	Apr-08	228,969	365	0.16%	323	122	445	121.92%	0.19%
9	May-08	230,232	230	0.10%	216	11	227	98.70%	0.10%
10	Jun-08	232,164	450	0.19%	169	31	200	44.44%	0.09%
11	Jul-08	233,288	499	0.21%	125	49	174	34.87%	0.07%
12	Aug-08	234,373	483	0.21%	241	27	268	0.00%	0.00%
13	Sep-08			0.00%			0	0.00%	0.00%
14	Oct-08			0.00%			0	0.00%	0.00%
15	Nov-08			0.00%			0	0.00%	0.00%
16	Dec-08			0.00%			0	0.00%	0.00%
17	<b>Total Annual</b>	<b>0</b>	<b>2990</b>	<b>0.00%</b>	<b>1714</b>	<b>334</b>	<b>2,048</b>	<b>68.49%</b>	<b>0.00%</b>
18									
19	<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	H	I	J	K	L
1	<b>Table 4C - CARE Enrollment by County - San Diego Gas &amp; Electric</b>											
2	<b>August 2008</b>											
3		Estimated Eligible			Gross Enrollments		Total Participants			Penetration Rate		
4	County	Urban	Rural	Total	Current Month	YTD	Urban	Rural	Total	Urban	Rural	Total
5	Orange County	15,539	0	15,539	164	737	8,658	0	8,658	55.7%	0.0%	55.7%
6	San Diego	292,568	16,064	308,632	4,891	34,614	217,050	8,665	225,715	74.2%	53.9%	73.1%
7												
8	<b>Total</b>	<b>308,107</b>	<b>16,064</b>	<b>324,171</b>	<b>5,055</b>	<b>35,351</b>	<b>225,708</b>	<b>8,665</b>	<b>234,373</b>	<b>73.3%</b>	<b>53.9%</b>	<b>72.3%</b>

	A	B	C	D	E	F	G	H	I
1	<b>Table 5C - CARE Capitation Contractors - San Diego Gas &amp; Electric Aug-08</b>								
2									
3									
4									
5	Contractor	Contractor Type (Check one or more if applicable)				Enrollments Year-To-Date			Year-to-date Expenditures
6		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total	
7	Contractor 1		X				1	1	\$ 5
8	Contractor 2		X				-	-	\$ -
9	Contractor 3		X				26	26	\$ 130
10	Contractor 4		X				-	-	\$ -
11	Contractor 5		X				2	2	\$ 10
12	Contractor 6		X				17	17	\$ 85
13	Contractor 7		X				-	-	\$ -
14	Contractor 8		X				219	219	\$ 3,285
15	Contractor 9		X				7	7	\$ 35
16	Contractor 10		X				18	18	\$ 90
17	Contractor 11		X				6	6	\$ 30
18	Contractor 12		X		X		15	15	\$ 225
19	Contractor 13		X				21	21	\$ 315
20	Contractor 14		X				7	7	\$ 35
21	Contractor 15		X		X		138	138	\$ 2,070
22	Contractor 16		X				158	158	\$ 2,370
23	Contractor 17		X				3	3	\$ 15
24	Contractor 18		X				25	25	\$ 375
25	Contractor 19	X					18	18	\$ 90
26	Contractor 20		X				1,234	1,234	\$ 6,170
27	Contractor 21		X				105	105	\$ 525
28	Contractor 22		X				7	7	\$ 35
29	Contractor 23		X				14	14	\$ 210
30	Contractor 24		X				2	2	\$ 10
31	Contractor 25		X		X		52	52	\$ 780
32	Contractor 26		X	X			35	35	\$ 530
33	Contractor 27						-	-	\$ -
34	Contractor 28		X				1	1	\$ 5
35	Contractor 29		X				205	205	\$ 1,025
36	Contractor 30		X				-	-	\$ -
37	Contractor 31		X				97	97	\$ 485
38	Contractor 32		X				59	59	\$ 885
39	Contractor 33		X				421	421	\$ 2,105
40	Contractor 34		X				19	19	\$ 95
41	Contractor 35		X				4	4	\$ 20
42	Contractor 36		X				439	439	\$ 2,195
43	Contractor 37		X				11	11	\$ 55
44	Contractor 38		X				5	5	\$ 25
45	Contractor 39		X				8	8	\$ 40
46	Contractor 40		X				76	76	\$ 1,140
47	Contractor 41		X				36	36	\$ 180
48	<b>Total Enrollments and Expenditures</b>							<b>3,511</b>	<b>\$ 25,680</b>

<b>Table 6C - CARE Participants as of Month-End San Diego Gas &amp; Electric August 2008</b>				
Month	Gas & Electric	Gas Only	Electric Only	Total
Jan-08	154,005	N/A	72,280	226,285
Feb-08	153,943	N/A	72,160	226,103
Mar-08	154,449	N/A	72,144	226,593
Apr-08	155,957	N/A	73,012	228,969
May-08	156,671	N/A	73,561	230,232
Jun-08	158,273	N/A	73,891	232,164
Jul-08	158,703	N/A	74,585	233,288
Aug-08	159,295	N/A	75,078	234,373
Sep-08		N/A	0	
Oct-08		N/A	0	
Nov-08		N/A	0	
Dec-08		N/A	0	

**CERTIFICATE OF SERVICE**

I hereby certify that I have this day served a copy of the foregoing **MONTHLY REPORT OF SAN DIEGO GAS & ELECTRIC COMPANY ON LOW INCOME ASSISTANCE PROGRAMS FOR AUGUST 2008** on all parties identified in A.08-05-022, *et seq.* and A.08-06-031, *et seq.* on the attached service list by U. S. mail and electronic mail, and by Federal Express to the Assigned Commissioner Dian M. Grueneich and Administrative Law Judge David M. Gamson.

Dated at San Diego, California, this 22<sup>nd</sup> day of September, 2008.

/s/ JOEL DELLOSA  
Joel Dellosa