



A COMPARISON OF LOW-INCOME PROGRAMS

CARE electric & gas

- 20% off rates
- high usage (tiers 3/4-5) charged at lower tier rate*
- exemption from CARE & CSI surcharges

average monthly per household	Participant Savings	Ratepayer Cost (res)	
	\$11-\$33	\$0.79-\$1.30	electric
\$6-\$9	\$0.47-\$1.04	gas	

2007 enrollment: 3,694,254

FERA electric

- reduced rate for large households with higher than average electricity use
- for households of 3 or more

average monthly per household	Participant Savings	Ratepayer Cost (res)	
	\$12-\$21	\$0.01	

2007 enrollment: 34,333

LIFELINE landline phone

- \$5.47 basic service, \$10 connection fee**
- exemption from all CA & fed telco surcharges (Lifeline, DDTP, CTF, CASF, CHCF-A&B)

average monthly per household	Participant Savings	Ratepayer Cost (all)
	\$5.47 (unlimited local calls) AND \$6 off fed surcharges	1.15% of instate bill

2007 enrollment: 2,746,858

Class A WATER

- % discount varies by water company
- most programs began 2005 or 2006
- exemption from water low-inc surcharge

average monthly per household	Participant Savings	Ratepayer Cost (res)	
	\$3-\$19	\$0.01/ccf-- \$2.27/month	

2007 enrollment: 33,059

LIEE electric & gas

- free in-home energy audit & conservation education
- if needed, free home weatherization & energy efficient appliances
- for owners & renters, small landlord co-pay for some services

average per household	Participant Savings	Ratepayer Cost (res)
	\$61-\$75 1st year \$533-\$929 lifecycle	\$0.22-\$0.42 monthly
annual (IOU 2007)	Energy Savings 53 GW 2.3MMTh	

2007 enrollment: 155,110

CSI - single family electric

- incentives \$3-\$5/Watt greater than residential
- free 1kW PV system for 1,800 households
- incentive amount based on fed taxable income & CARE eligibility

annual	Participant Savings	Ratepayer Cost (res)
	\$4.75-\$7 Watt for 5,000 homes all electric costs for 1,800 homes	\$1.60/yr
Energy Savings 38 GW		

Program to Begin During 2009

BILL DISCOUNTS

~ FREE SERVICES & ENERGY RESOURCE

*SCE and SDG7E have 3 tiers for CARE rates, PG&E has 2 tiers for CARE rates

** \$5.47 flat rate basic service, \$2.85 measured rate

CAN COORDINATION & INTEGRATION

- improve the customer experience?
- lower the cost of delivering services?



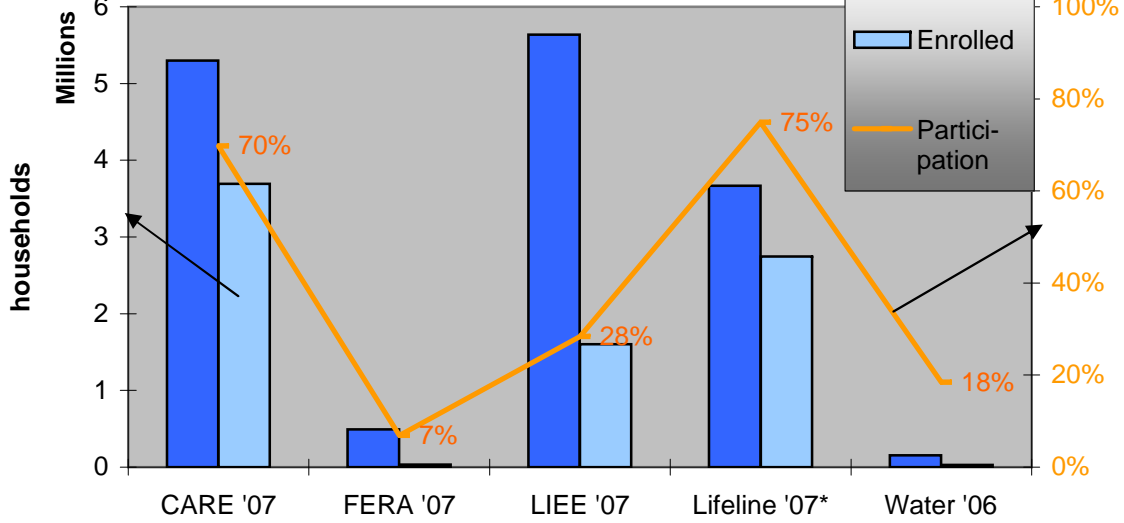
DIVISION OF RATEPAYER ADVOCATES

	Program	Eligibility		How To Enroll		Required Information			2007 eligible households		
		Household Income (6/1/08 - 5/31/09)	Program Enrollment	Phone	Online	Proof of qualification?	Re-certification	Verification			
TELECOMMUNICATIONS	LIFELINE ¹ Landline bill discount (basic service & connection)	1, 2 members - \$22,900 annual income 3 - \$26,900 4 - \$32,400 Each additional - \$5,500 Not tied to FPL. Changes annually for CPI.	Medi-Cal, Food Stamps, TANF (incl. Tribal), WIC, LIHEAP, Healthy Families Category A OR SSI, Medicaid, Federal Public Housing Assistance/Section 8, NSL FREE Lunch Program, Bureau of Indian Affairs General Assistance, Head Start Income Eligible (Tribal only)	CALL STATEWIDE FOR APPLICATION English: 1-866-272-0349 Spanish: 1-866-272-0350 Laotian/Hmong: 1-866-272-0351 Cambodian: 1-866-272-0352 Tagalog: 1-866-272-0353 Korean: 1-866-272-0354 Vietnamese: 1-866-272-0355 Chinese (Mandarin/Cantonese): 1-866-272-0356 TTY: 1-866-272-0358 AFTER RECEIVING PINK ENVELOPE ENROLL VIA MAIL OR ONLINE	https://www.californialifeline.com/source/MainPage.aspx	Either income documentation OR proof of enrollment in other low-income program required to enroll.	Every year	3%	Enrolled: 2.7 million Haven't enrolled yet: 900,000		
		ENERGY	CARE ² Electric & gas bill discount	1, 2 members - \$30,500 annual income 3 - \$35,800 4 - \$43,200 Each additional - \$7,400 200% FPL. Adjusted annually for inflation.	Medi-Cal, Food Stamps, TANF (AFDC), WIC, LIHEAP, Healthy Families Categories A & B	SDGE 1-800-411-7343 PG&E: 1-866-743-2273 SoCalGas: 1-800-427-2200 SCE: 1-800-798-5723	SDG&E http://www.sdge.com/residential/assistance_services.shtml PG&E http://www.pge.com/myhome/customer-service/financial-assistance/ SoCalGas http://www.socalgas.com/residential/assistance/ SCE http://www.sce.com/RebatesandSavings/incomequalified/	NO	Every 2 years	Random, proof required if chosen for verification	Enrolled: 3.7 million Haven't enrolled yet: 1.6 million
				LIEE ³ Electric & gas free services	Same as CARE			SDGE (Energy Team): 1-866-597-0697 PG&E (Energy Partners): 1-800-933-9555 SoCalGas (Direct Assistance): 1-800-331-7593 SCE (Energy Management): 1-800-736-4777	Yes-during Contractor visit, <i>unless</i> categorical eligibility or CARE-audited in last year.	Enrolled: 1.6 million	
					FERA ⁵ Electric bill discount	minimum 3 members - \$35,801-44,800 annual income Each additional member - \$7,400-9,200 annual income 250% FPL. Adjusted annually for inflation.		Medi-Cal, Food Stamps, TANF (AFDC), WIC, LIHEAP, Healthy Families Categories A & B	SDGE: 1-800-411-7343 PGE: 1-800-743-5000 SCE: 1-800-447-6620	NO	Every 2 years
WATER	WATER ⁸ Bill discount	Must meet definition of "low-income residential housing" for bill discount (incentives) AND must meet definition of "low income residential housing" and have incomes less than or equal to 50% of area median income for free service (1 kW PV system). ⁷	Program hasn't started as of October 2008 For more info call 415-355-5586.	http://www.gosolarcalifornia.ca.gov/csi/low_income.html		1. Customer submits application. 2. 3rd Party Administrator reviews application with energy efficiency audit.	Partial subsidy for 5,000 homes Full subsidy for 1,800 homes				
					Same as CARE (except Golden State, 175% FPL)			Check water bill for phone number. Programs for: California Water Service, Golden State, California-American, Suburban Water, San Gabriel Valley, Park/Apple Valley, Valencia, Great Oaks	Call water company	NO	Every 2 years

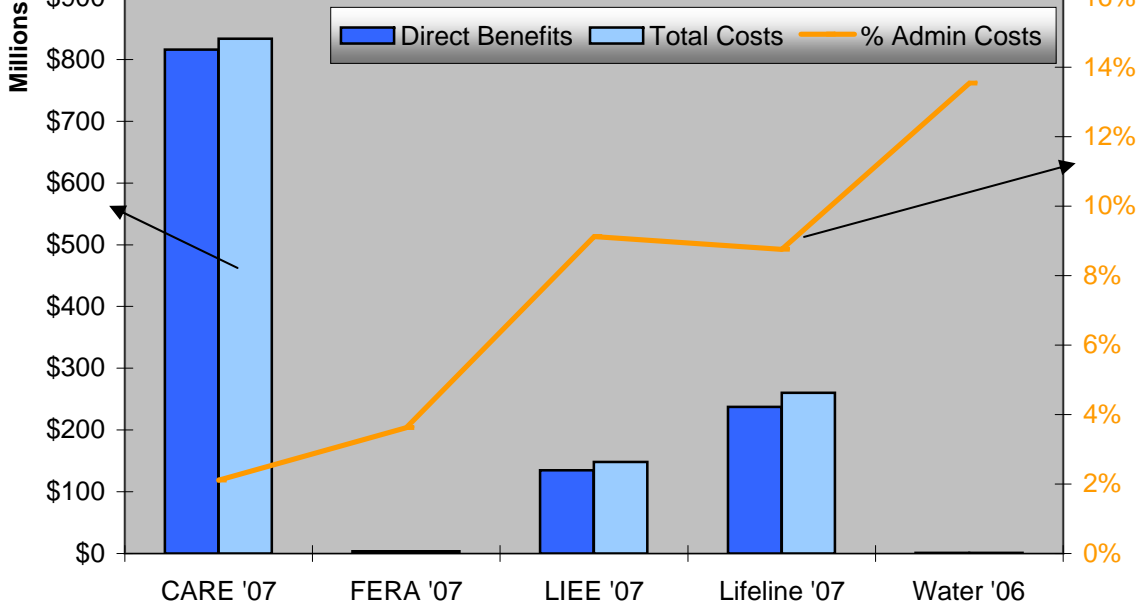
Legislation and Policy

¹ Moore Universal Telephone Service Act (AB 1348), 1983.
² PUC Code 739.1, 1988. Notably, in 2006, AB 1240 was passed to extend CARE discounts to tenants of master-metered housing.
³ SB 845 (PUC Code 2790), 1990. Notably, in 2001, D.01-05-033 mandated installment of all feasible measures, and in 2007, D.07-12-051 required increased LIEE penetration.
⁴ D.06-12-038. *California Statewide LIEE Policy and Procedures Manual, 2007-2008* also specifies 80-20 measures require 80% of all multi-family complexes to be LIEE-eligible.
⁵ D.04-02-057, 2004. Offered by PGE, SCE, and SDGE.
⁶ SB 1, 2006 (multi-family program still under development).
⁷ PUC Code 2852 defines "low income residential housing" as households financed with various types of local, state, and federal programs, including loans, grants, and tax-exempt mortgage revenue bonds (also see Health and Safety Code 500079.5). Homeowners may or may not be CARE eligible (D.07-11-045).
⁸ PUC Code 739.8, 1993.

PROGRAM PARTICIPATION (12.2 million CA households total)



PROGRAM EXPENDITURES



ADMINISTRATIVE COST PER CUSTOMER

