

At its Nov 10, 2010 residential program meeting, Energy Division staff requested and received an update briefing from IOU staff on the HEES survey and discussion ensued regarding the intent of language on in-home audits/surveys in D. 09-09-047. IOUs requested ED to provide clarification. The following provides clarification and some additional questions regarding SCE's HEES program.

It appears that the intent of the dicta on this topic was not to prohibit utility programs or staff from conducting in-home energy assessments. The dicta appears to stem from CPUC's desire to be responsive to contractor concerns about customer confusion regarding why IOUs can offer "free" in-home energy assessment services, whereas contractors need to charge for them. Thus, the intent of the dicta appears to be that IOU in-home energy services be called "assessments" or "surveys" rather than "audits," as the latter typically implies the use of diagnostic equipment, and, to CPUC's knowledge, the in-home energy assessment services provided by IOU's do not involve diagnostic techniques or equipment. Remote (telephone or web-based) energy assessments for the residential sector should also not be called "audits," but rather "surveys" or similar. If SCE is offering or would like to offer diagnostic-based in home energy audits, please inform Energy Division as part of the response to this data request.

ED would like to better understand SCE's plan for the optimal design & implementation of & set of outcomes from in-home visits under the HEES program. Please respond to this DR and indicate SCE's desired 2010-2012:

- 1) a) budget for in-home visits per year and cumulative for the now-two year period; b) number of homes that would be targeted to be visited with that budget by year, cumulative for 2011-2012.
- 2) primary goal of in-home visits, naming specific programs or actions that would be the primary aims of the visit to promote
- 3) training or certification required of personnel making in-home visits
- 4) description of any materials or energy-saving devices/kits that would be "left behind" for in home visits
- 5) if energy-kits were to be left behind, approximate amount of savings/home that SCE would seek to claim for such kits
- 6) if energy savings kits were part of this program, would they be left behind at each home?
- 7) expected conversion rate of in-home visits to participation in a) Energy Upgrade California b) any other EE or DSM program
- 8) If SCE has data on "conversion rate" of in-home visits to participation in HEER or other EE program during 2006-2008, please provide
- 9) Expected cost/home of visits, a) without, or b) with left-behind energy kits
- 10) Expected cost/kwh-kw-therm (estimate) of visits, using projected conversion rates to a) whole house; b) other programs; c) energy savings kits left behind.

11) Geographics of in-home visits: would the visits occur upon customer request, or would high-energy using neighborhoods be targeted, with many/all houses in such neighborhoods receiving visits at one time (and lowering the cost/home of such visits perhaps)?

11) Please describe any alternative customer outreach approaches that SCE has compared to the in-home visit approach, for instance, approaches using volunteers from local community groups such as organized by "One Change," or any other alternative outreach approach that may yield equal/more savings for less cost/home.