

Low Income Oversight Board (LIOB)  
 June 21, 2011  
 California Public Utilities Commission  
 505 Van Ness Avenue - Auditorium  
 San Francisco, CA  
 11 AM - 3 PM

**Call - In Number 1-866-687-1443 - Participants Code 737358#**

- 1) Welcome and introductions—Jose Atilio Hernandez, LIOB Chair & Timothy Alan Simon, Commissioner, California Public Utilities Commission (10 minutes) *Standing Item*
- 2) Public comments—Facilitated by LIOB Chair (15 minutes) *Informational Item*
- 3) Approval of the May 11, 2011 meeting minutes (2 minutes) *Action Item*
- 4) Adoption of the LIOB Subcommittees – Jose Atilio Hernandez, LIOB Chair (10 minutes) *Action Item*
  - a) Marketing & Outreach –Board Members Faith Bautista, Charlie Toledo and Gillian Wright
  - b) Collaboration & Leveraging Activities– Vice-Chair Jason Wimbley and Board Member Allan Rago
  - c) Evaluation & Measurement – Board Members Ortensia Lopez and Louise Perez
  - d) Workforce Education and Training – Chairman Jose Atilio Hernandez, Board Member Allan Rago and Board Member Gillian Wright
  - e) Legislation Updates – Chairman Jose Atilio Hernandez, Board Member Janine Scancarelli and in coordination with Energy Division
  - f) Climate Change - Board Members Charlie Toledo, Faith Bautista and Dave Stephenson
  - g) ESAP Applications – Board Member Allan Rago and in coordination with Energy Division
- 5) Budget Applications Panel Discussion (90 minutes) *Discussion Item*

PG&E's Representative – Keith Reed  
 SCE's – Representative – John Fasana  
 SoCalGas' Representative – Gillian Wright  
 SDG&E's – Representative – Ted Reguly

  - a) Proposed Budget & Homes Treated Projection
    - i. How do the applications support the budget increases in relation to NGAT funding?
    - ii. How do the applications support the budget increases in relation to energy savings targets?
    - iii. How do the applications support the goal to improved cost effectiveness?
  - b) New Strategies
    - i. Overview of proposed CARE recertification & post enrollment verification practices
    - ii. Overview of marketing, education & outreach strategies
    - iii. Overview of workforce education & training strategies / living wage jobs
    - iv. Overview of leveraging activities, and how these would be funded if any
  - c) Implementation of Carbon Monoxide Detector Laws
  - d) Proposed Joint Studies
    - i. Overview of impact evaluation study, and requested budget
    - ii. Overview of energy education study, and requested budget
  - e) Process Evaluation Findings Implementation - How are the IOUs implementing the following recommendations?
    - i. Changes to property owner waivers to ease multifamily building enrollments
    - ii. Development of specific marketing campaigns towards property owners
    - iii. Investigation of cell phone protocol use for reaching customers without landlines
    - iv. Use of a single intake form and proof of income requirement for shared service territories

- v. Re-examination of dual (electronic/paper) enrollment and assessment forms
- vi. Changes to scheduling inspections to immediately follow installations when possible
- vii. IT upgrades to allow for more robust descriptions of customer homes to provide installation contractors with better insight into the tools, materials, and crews needed to service a customer's home

6) Date & agenda for next meeting—CPUC Energy Division (15 minutes) *Standing Item*

This is a public meeting. Interested parties may attend in person or via teleconference. The location is wheelchair accessible. For directions and any other information, please call Zaida Amaya ([zca@cpuc.ca.gov](mailto:zca@cpuc.ca.gov)) at (916) 928-4702.

**Teleconference Information:** Please dial 1-866-687-1443. Passcode: 737358 followed by the # sign. Participants who wish to use the teleconference service should refrain from making additional sounds such as music on hold and background noises, as they interfere with the meeting. Please use the mute function on your phone if available or disconnect from the call and reconvene at a more convenient time.

**Webcast Information:** The meeting will be available in real-time and archived via video webcast at: [www.californiaadmin.com/cpuc.shtml](http://www.californiaadmin.com/cpuc.shtml)

This meeting notice is being sent to all parties on the service lists of Applications A.08-05-022 et al, A.11-05-017, A.11-05-018, A.11-05-019 and A.11-05-020 as well as the utilities, contractors and agency contacts. And solely for the purposes of Commission's Ex Parte Communication Requirements, this notice will be deemed a functional equivalent of the notice pursuant to Commission's Rules of Practice and Procedure, Rule 8.2 (c)(1) for the proceedings A.08-05-022 et al, A.11-05-017, A.11-05-018, A.11-05-019 and A.11-05-020

/s/ Jeanne Clinton  
Energy Division  
[cln@cpuc.ca.gov](mailto:cln@cpuc.ca.gov)  
(415) 703-1159