

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

Order Instituting Rulemaking on the  
Commission's Proposed Policies Governing  
Post-2003 Low-Income Assistance Programs.

Rulemaking No. 04-01-006  
(Filed January 8, 2004)

**GOLDEN STATE WATER COMPANY  
DBA  
BEAR VALLEY ELECTRIC SERVICE  
(U 913-E)  
LOW INCOME ASSISTANCE PROGRAMS  
2011 ANNUAL REPORT**

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May 1, 2012

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Golden State Water Company ("GSWC"), doing business as, Bear Valley Electric Service ("BVES") respectfully submits the attached Annual Report on low-income assistance programs in accordance with the requirements set forth in the April 5, 2004 Second Energy Division Workshop Report on the Review of the Accounting and Reporting Requirements for the California Alternate Rate for Energy (CARE) and Energy Savings Assistance (ESA) programs of the Small and Multi-Jurisdictional Utilities (SMJU).

DATED at San Dimas, California this 1<sup>st</sup> day of May, 2012.

Respectfully submitted,



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# **BEAR VALLEY ELECTRIC SERVICE**

## **LOW-INCOME ASSISTANCE PROGRAMS 2011 ANNUAL REPORT**

Reporting Period:  
January 1, 2011 through December 31, 2011

Golden State Water Company  
630 East Foothill Blvd.  
San Dimas, California 91773

**May 2012**

**GOLDEN STATE WATER COMPANY (U 913-E)  
BEAR VALLEY ELECTRIC SERVICE (BVES)  
ANNUAL PROGRESS REPORT  
(Data Through December 31, 2011)**

**I. PARTICIPANT INFORMATION**

- A. Number of participating low-income ratepayers, including sub-metered households, by month. The data should be provided in numerical tables and also in graph form.**
- 1. Provide an explanation of any significant fluctuations in numbers of participants. (The term "significant" means a variance of more than 5% from the previous month.)**

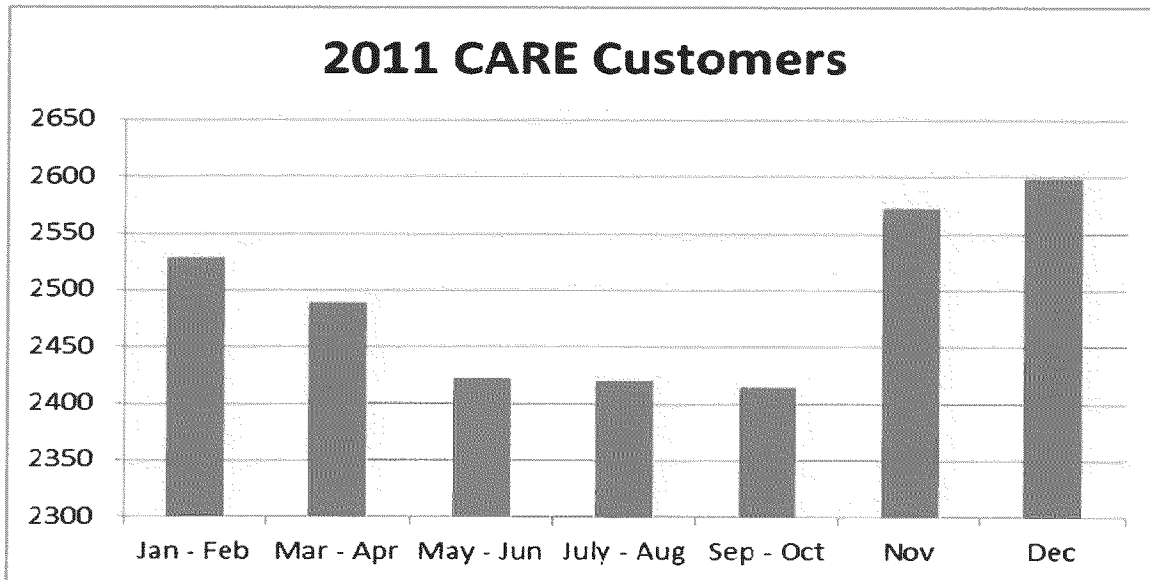
RESPONSE: The number of participating low-income customers is tabulated below in bi-monthly billing format for the time period January through October. In the fall of 2011, BVES converted to monthly billing. There were no significant changes in the number of participants during this period.

Month	2011 CARE Customers
Jan - Feb	2529
Mar - Apr	2489
May - Jun	2422
July - Aug	2421
Sep - Oct	2415
Nov	2573
Dec	2599

It should be noted that the above data are based on the number of customers who receives a bill directly from Bear Valley Electric Service. The number of customers under the CARE program is plotted on the chart shown below. It is also notable that the number of CARE customers increased in November over the September/October time period by approximately 7%. This is due to a lag from bi-monthly billing for the September billing group of 65 new CARE customers and a similar increase for the October billing group of 130 new CARE customers. The total lag of 195 new customers is captured in the November monthly number of

CARE customers (See the table in Section VI below)

There are in addition 160 CARE customers who reside in mobile home parks, which are master-metered. Thus, the total number of customers served by BVES under the CARE program is 2,759.



**B. Updated estimate of eligible ratepayers. State sources of figures.**

**1. How many total residential customers do you have?**

RESPONSE: BVES served 21,738 residential customers as of December 31, 2011. Of these, only 8,283 or 38.0 percent were permanent residents.

**2. What percent of total residential customers are estimated to be eligible for the CARE discount rate?**

RESPONSE: It is estimated that about 33 percent of our permanent residential customers, or 2,733, are eligible for the CARE discount rate. This estimate is based on analysis using 2000 Census data.

**3. How many CARE participants do you have and what percentage is that to the total eligible for CARE?**

RESPONSE: As of December 31, 2011, 2,599 customers were on CARE. This represents a penetration rate of approximately 93 percent. If the mobile home residents are included, BVES estimates that 100% of the estimated customers are

participating in the CARE program. BVES believes that the Census 2000 data underestimates the current percentage of CARE customers that are eligible.

4. **Provide the methodology by which your utility can estimate the number of eligible ratepayers in your service area:**
  - a) **State source of statistics, explain any modifications made. For example, modifications to the U.S. Census data for undercounts of ethnic groups, such as Hispanics.**

RESPONSE: The 33 percent figure cited in Response 2 above is based on the analysis of the 2000 Census data.

**Master Metered Customers:**

- C. **How many master metered customers do you have in your service territory?**

RESPONSE: As of December 31, 2011, there were 7 master metered customers.

- D. **How many sub-metered tenants are estimated eligible?**

RESPONSE: It is estimated that 160 (or 33%) of the 486 sub-metered tenants are eligible to receive the CARE discount rate.

- E. **How many sub-metered tenants are receiving the CARE discount?**

RESPONSE: As of December 31, 2011, there were 150 sub-metered tenants receiving the CARE discount rate.

- F. **Discuss any problems between master metered ratepayers and sub-metered customers that were encountered during the reporting period.**

RESPONSE: BVES personnel are not aware of any problems with master metered customers and sub-metered customers concerning the CARE program.

**II. USAGE INFORMATION**

**(Note: A floppy disk can be submitted but must be accompanied by a hard copy of the data.)**

- A. **Average Tier 1, Tier 2 and Tier 3 usage for all residential customers (excluding CARE participants) by baseline territory and on a total basis. Please provide this information for each month, if available. Do not include master metered consumption.**

RESPONSE: BVES has only one baseline territory. Average Tier 1, Tier 2 and Tier 3 usage for residential customers is tabulated below (in kWh):

Month	Tier 1	Tier 2	Tier 3	Month	Tier 1	Tier 2	Tier 3
January	696	133	97	July	394	75	35
February	580	163	115	August	281	67	28
March	551	99	69	September	318	66	28
April	474	111	74	October	240	46	22
May	458	77	42	November*	397	75	35
June	457	109	64	December*	473	151	79

\* Values for November and December are estimates

- B. CARE Participants' Tier 1, Tier 2 and Tier 3 average consumption by baseline territory and on a total basis. Please provide this information for each month, if available. Also provide the same information for summer and winter billing seasons. Do not include master metered consumption. (See example attached to this Questionnaire for format.)**

RESPONSE: Participants Tier 1, Tier 2 and Tier 3 usage on a total basis is tabulated below (in kWh). BVES has only one baseline territory.

Month	Tier 1	Tier 2	Tier 3	Month	Tier 1	Tier 2	Tier 3
January	542	101	285	July	340	45	87
February	573	108	272	August	267	36	65
March	439	75	199	September	305	41	79
April	461	76	163	October	241	32	61
May	394	60	113	November*	381	56	101
June	465	66	131	December*	490	77	161

\* Values for November and December are estimates

- C. Summary of average consumption by residential customers (excluding CARE participants) vs. CARE participants for entire service territory.**

RESPONSE: For the year ended December 31, 2011, residential non-CARE customers consumed an average of 401 KWh per month over all 3 tiers, while residential CARE customers used an average of 452 KWh per month over all 3 tiers.

### **III. PROGRAM COSTS**

- A. Average monthly bill per residential customer for each baseline territory and for the total service territory.**

RESPONSE: The average monthly bill per full-time residential customer received

service on Tariff Schedule D is shown below. BVES has only one baseline territory.

Schedule No. D (Permanent Residents): \$146.43

**B. Average monthly bill of CARE participants for each baseline territory and for the total service territory.**

RESPONSE: The average monthly bill of a CARE participant (non-all electric) is \$84.02 per month. BVES has only one baseline territory.

**C. Average monthly discount by baseline territory and 12 months ending December 31, 2011 in dollars per CARE participant.**

RESPONSE: The average discount is approximately \$7.15 per month.

**D. Total CARE administrative costs. Compute administrative costs per participating customers. Give a breakdown in the following categories: Outreach; Certification/Verification; Combined Verification and Certification by an outside agency, if applicable; Enforcement of Pass-through by Master Meter Customers; Billing; and General.**

- 1. Provide a brief explanation of what is included in each of these categories.**
- 2. What are the Billing and General administrative costs incurred for non-CARE residential customers?**

RESPONSE: BVES only records incremental direct costs to the CARE Balancing Account. Currently, that includes the annual mailing of a CARE notification letter and CARE application, which are Outreach Costs. Work on the Annual Report, 2011 Low-Income Programs Application, and other regulatory support performed by a outside contractors was \$4,148. All other administrative functions associated with the CARE program (i.e., certification and verification) are performed by the existing BVES office personnel. Their time is not tracked and recorded in the CARE Balancing Account since it is included in Operations and Maintenance (O&M). The total administrative cost for CARE is in the amount of \$4,148, including uncollectible and franchise fees.

**E. Balancing account balance as of December 31, 2010. Provide an explanation for over/under collection balances. (Give a snapshot in time)**

RESPONSE: As of December 31, 2011, the CARE balancing account had an under-collection of \$323,107.

**F. Surcharge amount and percentage of average bill for each class of customers liable for the surcharge. Show all classes.**



RESPONSE: Surcharges of \$224,363 were billed during the twelve months ended December 31, 2011. The following shows the surcharge as a percentage of the average bills:

Schedule D (Permanent Residents):	1.54%
Schedule DO (Part Time Residents):	0.72%
Schedules A (Commercial Customers):	0.91%

#### **IV. OUTREACH**

##### **A. Describe the outreach activities for the past reporting period, and suggestions on how outreach activities could be improved.**

RESPONSE: Because of the small size of our service area, the most cost-effective outreach method is notices through bill inserts or direct mailers. BVES takes advantage of every opportunity to promote both the CARE and ESA programs. During 2011, BVES participated in a number of community events and provided information on both programs to attendees. For example, BVES takes advantage of the federal Low Income Home Energy Assistance Program (LIHEAP) regular meetings at its facilities to inform attendees about the CARE program. In 2011, LIHEAP had held a total of seven meetings at BVES facilities. Also during these meetings BVES handed out energy efficient light bulbs to attendees.

##### **B. Provide a narrative discussion of the following:**

###### **1. Sharing information in overlapping service territories**

RESPONSE: BVES worked with Southwest Gas by sharing electronic lists of customers on the CARE program. In 2011. This is done semi-annually.

###### **2. Sharing information with ESA and other utility programs (i.e. signing up ESA customers not enrolled in CARE or working**

RESPONSE: The BVES CARE and ESA programs work together to identify eligible customers in both programs. Since BVES does not have energy efficiency programs other than the ESA program, no other information sharing is applicable.

###### **3. Leveraging CARE funds with other utility assistance programs**

RESPONSE: Whenever possible BVES tries to leverage its outreach efforts to promote both CARE and ESA programs. The implementation contractor used by BVES for ESA also promotes the CARE program as part of its function as a community action organization.

###### **4. Participation barriers encountered and steps taken to mitigate them.**

RESPONSE: None

- C. Describe recommendations for improving outreach, including cost effectiveness and methods for reaching underserved households.**

RESPONSE: In addition to the annual notice/application of the CARE program, BVES works with the San Bernardino Community Action Partnership to actively recruit customer deemed eligible from other programs.

**V. PROGRAM MANAGEMENT**

- A. How many applications were received during the reporting period, and of those applications, how many were approved?**

RESPONSE: There were 1,810 applications received during this reporting period in 2011, 1,010 were approved and 743 were re-qualified for 2011 for a total of 1,753 customers added or re-added to the CARE program.

- B. Described any problems encountered during the reporting period with program management efforts, and suggestions on how program management could be improved.**

RESPONSE: There were no problems encountered during this period.

**VI. CERTIFICATION AND VERIFICATION PROCESSES**

- A. Provide a table showing the total number of participants asked to recertify their eligibility during the reporting period. The table should show the total recertifications requested, the total recertification applications received, the total recertified, the total denied as ineligible, and the total returned to the participant as incomplete for the reporting period. Include the total number of participants who were removed from the program because they did not return the recertification application.**

RESPONSE: BVES recertifies its CARE customers on odd years.

**TABLE OF CARE PROGRAM ACTIVITY 2011**

<b>2011</b>	<b>No. of Applications Received</b>	<b>New CARE Customers</b>	<b>Denied CARE Customers</b>	<b>Returned for Proof of Income</b>	<b>Requalified CARE Customers</b>
<b>January</b>	145	36	1	0	55
<b>February</b>	82	62	1	0	19
<b>March</b>	143	130	0	0	13
<b>April</b>	88	47	5	0	36
<b>May</b>	221	83	0	0	138
<b>June</b>	150	81	0	1	69
<b>July</b>	121	86	0	0	35
<b>August</b>	141	77	0	0	64
<b>Sept.</b>	219	65	47	0	107
<b>Oct.</b>	255	130	2	0	123
<b>Nov.</b>	161	106	0	0	55
<b>Dec.</b>	84	54	1	0	29
<b>TOTAL</b>	<b>1,810</b>	<b>1,010</b>	<b>57</b>	<b>1</b>	<b>743</b>

**B. Provide a table showing the total number of participants asked for income verification during the reporting period. The table should show the total verifications requested, the total verifications received, the total verified, the total denied as ineligible, and the total returned to the participant as incomplete for the reporting period. Include the total number of participants who were removed from the program because they did not respond to a request for income verification.**

RESPONSE: See above table of 2011 CARE program activity.

Beginning 2009, BVES no longer returns new applications with a request for Proof of Income. All first time applicants are accepted and placed on the CARE program. Then a sample of 10 percent of the applicants is randomly selected for income verification.

- C. Describe the process for recertifying sub-metered tenants of master metered complexes. Discuss any problems between master metered ratepayers and sub-metered customers that were encountered during the reporting period.**

RESPONSE: The master-metered ratepayers are mailed CARE applications in English and Spanish to distribute to the sub-metered customers for re-certification. Owners are instructed to mail all completed applications back to BVES. The master-metered ratepayers are notified of all approved and rejected (if any) applications. BVES is unaware of any problems that existed between the master-metered ratepayers and the sub-metered customers during the reporting period.

- D. Describe any third-party process used for CARE certification, recertification and verification processes. Describe how these processes compare with the utility's efforts as far as cost effectiveness and effectiveness in reaching underserved households.**

RESPONSE: Third parties are not used. All work is performed "in-house" by BVES personnel.

**VII. OTHER TOPICS**

- A. What significant changes are there from the previous reporting period?**

RESPONSE: There were no significant changes from the previous reporting period.

- B. Any other comments, recommendation or issues that need to be addressed?**

RESPONSE: No, not at this time.

**OUTLINE FOR CARE - EXPANSION PROGRAM**  
**COVERING GROUP LIVING FACILITIES**

**I. PARTICIPATION INFORMATION**

**A. Number of participating group living facilities, by month. The data should be provided in numerical tables and also in graph form, as follows:**

- 1. Give total number of facilities receiving the CARE discount.**
- 2. The number of residents at each facility, excluding caregivers.**

RESPONSE: There is only one group living facility participating in the CARE program. The primary purpose of this shelter is to rehabilitate battered woman and provide housing for up to five month. This shelter can accommodate eighteen women at any given time.

**II. DISCOUNT INFORMATION**

**A. Give average annual discount per residential facility.**

RESPONSE: This residential facility saved approximately \$669.94 by participating on the CARE program during this period.

**B. Give average annual discount per commercial facility.**

RESPONSE: Not applicable

**III. PROGRAM COSTS**

**A. Total CARE administration costs. Compute administrative costs per participating group living facility. Give a breakdown in the following categories: Outreach; Certification/Verification; Combined Verification and Certification by an outside agency, if applicable; Billing; and General.**

**1. What are the Billing and General administrative costs incurred for non-CARE group living facilities?**

**2. Explain program cost for the CARE Expansion program.**

RESPONSE: There is no separate accounting for the Expanded CARE program. All the cost associated with the CARE program, Expanded or Regular is

maintained in the same balancing account.

**3. Surcharge amount and percentage of average bill for each class of customers liable for the surcharge.**

RESPONSE: Surcharges of \$224,363 were billed during the twelve months ended December 31, 2011. The following shows the surcharge as a percentage of the average bills:

Schedule D (Permanent Residents):	1.54%
Schedule DO (Part Time Residents):	0.72%
Schedules A (Commercial Customers):	0.91%

**IV. OUTREACH**

**A. Describe outreach activities for group living facilities during the past reporting period.**

RESPONSE: Because of the size of our service territory we were able to identify the only potential Expanded CARE customer. We mailed information as well as communicated with operators of the facility by telephone to inform them of program changes.

**B. Provide an analysis of your most cost-effective outreach for the group living facilities.**

RESPONSE: Public agencies (Welfare Office, Social Security Office, etc.) were notified of the Expanded CARE group living program. Since there is only one CARE non-profit group living facility located in our service territory, public agencies were not relied upon to solicit applicants for our Expanded CARE – group living program.

**C. What public agencies are used to solicit potential eligible CARE non-profit group living facilities? How are they affected?**

RESPONSE: Our customer service representatives were aware of the only non-profit group living facility operating in our service territory.

**D. Describe and document your utility's efforts to use resources that reach eligible non-profit group living facilities.**

RESPONSE: Southwest Gas Corporation provides gas service to customers in our electric service area. Because of the size of our service territory and having only

one Expanded CARE participant in our service area, sharing customer information with Southwest Gas was not necessary.

**E. Has your utility developed any plans for joint outreach with overlapping energy utilities? If so, how effective has it been? Include any cost savings.**

RESPONSE: There is only one customer located within BVES service territory that operates a non-profit group living facility in our service territory.

**F. State how frequently bill notices are issued. Do you make separate billing notices to potentially qualified group living facilities?**

RESPONSE: Bill notices are mailed annually to the only potentially qualified group living facility. Telephone calls are made, if necessary, to further explain any changes to the program.

**G. Describe how outreach activities for group living facilities could be improved.**

RESPONSE: No comment or recommendation at this time.

**V. PROGRAM MANAGEMENT**

**A. How many applications were received during the reporting period?**

RESPONSE: None.

**B. State the reasons CARE applications may not be approved. Reasons include at least the following:**

1. Application returned to ratepayer as incomplete, and revised application not resubmitted.
2. Contents of application reviewed and applicant found to be eligible.
3. Application reviewed, but verification efforts show misrepresentation of facts.

RESPONSE: 1 application was returned for verification.

**C. Describe how program management activities could be improved.**

RESPONSE: No comment or recommendation at this time.

**VI. OTHER TOPICS**

**A. What significant changes are there from the previous reporting period?**

RESPONSE: None.

**B. Any other comments, recommendations or issues? Analyze the CARE Expansion program progress over the past 12 months, identify issues that need work, identify areas that need improvement, and make suggestions for improvement.**

RESPONSE: No comment or recommendation at this time.



# **ATTACHMENTS**

TABLE III D.2 - 2011 BVES CARE EXPENSES

CARE Program:	First Quarter	Second Quarter	Third Quarter	Fourth Quarter			
	Jan-March	April-June	July-Sept	Oct-Dec	YTD	Annual Budget	Percentage of Budget
<b>Outreach</b>							
Capitation Fees							
Applications/Inserts		\$1,182			\$1,182		
Media *							
Other Outreach <sup>(1)</sup>							
Other Outreach subsumed in GRC <sup>(5)</sup>							
<b>Subtotal Outreach</b>	<b>\$0</b>	<b>\$1,182</b>	<b>\$0</b>	<b>\$0</b>	<b>\$1,182</b>		
<b>Processing/Certification/Verification</b>							
Internal							
Outside Services <sup>(2)</sup>							
<b>Subtotal Processing/Certification/Verification</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>		
<b>General</b>							
Billing System/ Programming							
Consulting Services <sup>(3)</sup>	\$375		\$2,250		\$2,625		
Regulatory Compliance			\$1,847		\$1,847		
Travel							
Filings							
Labor Costs (including overhead) <sup>(4)</sup>							
Incremental							
Other general (please specify) <sup>(1)</sup>							
General costs subsumed in GRC (please specify) <sup>(5)</sup>							
<b>Subtotal General</b>	<b>\$375</b>	<b>\$0</b>	<b>\$4,097</b>	<b>\$0</b>	<b>\$4,472</b>		
<b>TOTAL PROGRAM COSTS (Including costs subsumed in GRC)</b>	<b>\$375</b>	<b>\$1,182</b>	<b>\$4,097</b>	<b>\$0</b>	<b>\$5,654</b>		
<b>TOTAL PROGRAM COSTS (excluding costs subsumed in GRC)</b>	<b>\$375</b>	<b>\$1,182</b>	<b>\$4,097</b>	<b>\$0</b>	<b>\$5,654</b>		
<b>CARE Program Discount</b>	<b>\$66,242</b>	<b>\$40,501</b>	<b>\$50,617</b>	<b>\$67,003</b>	<b>\$224,363</b>		
<b>GRAND TOTAL PROGRAM COSTS (including costs subsumed in GRC) &amp; CUSTOMER DISCOUNTS</b>	<b>\$66,617</b>	<b>\$41,683</b>	<b>\$54,714</b>	<b>\$67,003</b>	<b>\$230,017</b>		
<b>GRAND TOTAL PROGRAM COSTS (excluding costs subsumed in GRC) &amp; CUSTOMER DISCOUNTS</b>	<b>\$66,617</b>	<b>\$41,683</b>	<b>\$54,714</b>	<b>\$67,003</b>	<b>\$230,017</b>	<b>\$0</b>	<b>\$0</b>

(1) Other Outreach/General costs are defined as any direct costs that do not fall into the listed subcategories.

(2) Outside services should include third party entity contracts to process applications and perform certification and verification activities.

(3) Identify if consulting services are one time costs or ongoing and include a description of the provided services.

(4) Ratepayer funded overhead is to include labor overhead only, pursuant to D. 89-09-044 and D. 01-05-033.

(5) Outreach and general costs that are subsumed in the GRC and therefore excluded from CARE program budgets and applications.

Note: Estimated labor subsumed in general rate case application is not included in program budgets, per D.89-09-044 and D.01-05-033. However, they are reported here in order to provide a total picture of program costs.

\* Radio, TV, Print of general circulation.

#3 Consulting services for work on PY 2011 CARE Annual Report, Low-Income Application for 2012-2114, and program management Corona Consulting Q1 Mark McNulty and Associates Q3 (hourly)

Regulatory compliance includes legal fees from Fulbright & Jaworski

**TABLE IV.A - 2011 BVES CARE OUTREACH ACTIVITIES**

Activity	Summary	Timeline	Status (In Progress/Completed)	Cost
Participate in HEAP events	BVES participates in all HEAP events in the service area. BVES generally Host the events at its Garstin . BVES offers on-the-spot CARE enrollment.	March, April, May, June, September, October & November	On-going	\$0
Annual CARE Program Announcement	Annual bill insert to provide customers information regarding the CARE program and new income eligibility levels	June/July 2011	Complete	\$1,182
Lobby Display	BVES has a CARE program display in the Garstin office lobby that includes CARE enrollment information.	On-going	On-going	\$0

(1) All no cost activities involve staff Indirect costs that were recovered in GRC

**TABLE I.B. - 2011 BVES CARE PARTICIPATION**

Month	Enrolled by Non-Capitation	Enrolled by Capitation	Total Enrolled	Total CARE Participants	Total CARE Participants w/MH Customers	Estimated * Eligible	Participation Rate
January	36		36	2,529	2,659	2,719	98%
February	62		62	2,529	2,659	2,719	98%
March	130		130	2,489	2,619	2,719	96%
April	47		47	2,489	2,619	2,719	96%
May	83		83	2,422	2,552	2,719	94%
June	81		81	2,422	2,552	2,719	94%
July	86		86	2,421	2,551	2,719	94%
August	77		77	2,421	2,551	2,719	94%
September	65		65	2,415	2,545	2,719	94%
October	130		130	2,415	2,545	2,719	94%
November	106		106	2,573	2,703	2,719	99%
December	54		54	2,599	2,729	2,719	100%

\*Footnote source for calculating estimated eligible

Source: US Census 2000, which is 33% of full-time eligible customers

**Table 4: CARE Program balance for twelve month period January-December 2011**

Beginning balance @ Jan 01	(\$309,381)		
Program benefits	(\$237,476)		
Interest accrual	(\$562)		
Recoveries through surcharges	\$224,363		
Administrative costs, uncollectible and franchise fees	(\$51)		
Net balance @ Dec 31	(\$323,107)		

TABLE VIII. A. - 2011 BVES ESA PROGRAM SUMMARY

LIEE EXPENDITURES	Jan-March	April-June	July-Sept	Oct-Dec	YTD	Budget	Percentage of Budget
<b>Program Costs</b>							
Weatherization	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,663	0%
Appliance Replacement	\$ -		\$ 28,415	\$ 69,138	\$ 97,553	\$ 163,569	60%
Education, Assessment and Income Verification			\$ 5,156	\$ 9,025	\$ 14,181	\$ 13,418	106%
<b>Total Program Costs</b>	\$ -	\$ -	\$ 33,571	\$ 78,162	\$ 111,734	\$ 178,650	63%
<b>Administrative Costs</b>							
Outreach/Assessment					\$ -	\$ 8,100	
Inspections					\$ -	\$ 4,500	
General	\$ 2,750	\$ -	\$ 23,127	\$ 16,223	\$ 42,100	\$ 38,375	110%
<b>Total Administrative Costs</b>	\$ 2,750	\$ -	\$ 23,127	\$ 16,223	\$ 42,100	\$ 50,975	83%
<b>Grand Total</b>	<b>\$2,750</b>	<b>\$0</b>	<b>\$56,698</b>	<b>\$94,385</b>	<b>\$153,833</b>	<b>\$229,625</b>	<b>67%</b>

Footnote any variance

Program cost includes 9% admin fee SBCAP in all quarters

General Administrative Costs:

Regulatory compliance includes legal fees and regulatory consultant: (Fulbright & Jaworski -[legal] and D.E Morse [regulatory consultant])

Both are hourly fees

1st Qtr:Corona Consulting Tracking System - annual license

3rd Qtr:Mark McNulty & Assoc. costs for preparing Annual report, preparing the Application, mailing/outreach and program management

4th Qtr: Mark McNulty and Associates for program management, LIEE program support, outreach/direct mailing

McNulty & Associates are hourly fees

**TABLE VIII B - 2011 BVES ESA ADMINISTRATIVE EXPENSES**

LIEE Program:	Jan-March	April-June	July-Sept	Oct-Dec	YTD	Budget	Percentage of Budget
<b>Outreach</b>							
Applications/Inserts							
Media							
Other Outreach <sup>(1)</sup>					\$0		
Other outreach subsumed in GRC <sup>(5)</sup>							
<b>Subtotal Outreach</b>	0	0	0	\$ -	\$ -		
<b>Inspections</b>							
Internal							
Outside Services							
<b>Subtotal Inspections</b>							
<b>General</b>							
Billing System/ Programming					\$0		
Consulting Services <sup>(2)</sup>					\$0		
Regulatory Compliance			\$18,229	\$1,685	\$19,914		
Travel							
Filings					\$0		
Labor Costs (including overhead) <sup>(3)</sup>							
Incremental							
Other Outside Services	\$2,750		\$4,898	\$3,683	\$11,331		
Other General <sup>(4)</sup>				\$10,855	\$10,855		
General costs subsumed in GRC (please specify) <sup>(5)</sup>							
<b>Subtotal General</b>	\$ 2,750	\$ -	\$ 23,127	\$ 16,223	\$ 42,100		
<b>TOTAL LIEE ADMINISTRATION COSTS (including costs subsumed in GRC)</b>	\$ 2,750	\$ -	\$ 23,127	\$ 16,223	\$ 42,100	\$50,975	83%
<b>TOTAL LIEE ADMINISTRATION COSTS (excluding costs subsumed in GRC)</b>							

- (1) Other Outreach/General costs are defined as any direct costs that do not fall into the listed subcategories.
- (2) Utilities should describe the services and indicate if they are on-going or one time expenditures.
- (3) Labor costs are defined as incremental (labor costs charged to LIEE that are not recovered in general operations. If the utility allocates annual incremental labor costs to each category instead of tracking labor costs for each category separately, please indicate such and explain the allocation factor used.
- (4) Utilities should describe the other administrative services received and the companies or agencies that provide them.
- (5) Outreach and general costs that are subsumed in the GRC and therefore excluded from LIEE program budgets and applications.

Note: Estimated labor subsumed in General Rates of \_\_\_\_\_ is not included in costs above, per D.69-09-044 and D.01-05-033.

Regulatory compliance includes legal fees and regulatory consultant: (Fulbright & Jaworski - [legal] and D.E Morse [regulatory consultant])  
 Both are hourly fees  
 General Administrative Costs:  
 1st Qtr: Corona Consulting Tracking System - annual license  
 3rd Qtr: Mark McNulty & Assoc. costs for preparing Annual report, preparing the Application, mailing/outreach and program management  
 4th Qtr: Mark McNulty and Associates for program management, LIEE program support, outreach/direct mailing  
 McNulty & Associates are hourly fees

**Table VIII. C - 2011 BVES ESA OUTREACH ACTIVITIES**

Activity	Summary	Timeline	Status (In Progress/Completed)	Costs
Mailing	Prepared and Mailed a program summary and bounce back card to CARE customers	April	Complete	\$949
Mailing	Prepared and Mailed a program summary and bounce back card to CARE customers	May	Complete	\$949
Mailing	Prepared and Mailed a program summary and bounce back card to CARE customers	Sept/Oct	Complete	\$1,877



TABLE VII. D. - 2011 BVES ESA INSTALLATIONS AND COSTS		First Quarter: January-March						Second Quarter: April-June					
Measures*	Units	Completed			Costs			Completed			Costs		
		Region 1	Region 2	Total	Region 1	Region 2	Total	Region 1	Region 2	Total	Region 1	Region 2	Total
<b>Infiltration &amp; Space Conditioning</b>													
Cooler Cover	Home												
Outlet Switch Gaskets	Home												
Shell Infiltration	Home												
Threshold	Home												
<b>Weatherization</b>													
Attic Insulation	Home												
Attic Venting	Home												
Ceiling Insulation	Home												
Floor Insulation	Home												
Kneewall Insulation	Home												
Weatherstripping	Home												
Caulking	Home												
Home Repairs	Home												
Low Flow Shower Device	Home						\$ -						
Minor Envelope Repair	Home									0		\$ -	
Water Heater Pipe Wrap	Home												
Sink Faucet Aerator	Home						\$ -						
Water Heater Blanket	Home												
<b>Furnaces</b>													
Repair - Gas	Each												
Replacement - Gas	Each												
Repair - Electric	Each												
Replacement - Electric	Each												
<b>Miscellaneous Measures</b>													
Door Replacement	Each												
Glass Replacement	Each												
Duct Wrap	Home												
Duct Register	Home												
Storm Windows - Glass Fixed	Each												
Storm Windows - Glass Operable	Each												
Vinyl Retro Window	Each												
Set Back Thermometer	Each												
Filter Alert Device	Each												
Foam Tape	Home												
Gas Water Heater Repair/Replace	Each												
Elec Water Heater Repair/Replace	Each												
Reusable Filter/Replacement Signal	Each												
Solar Screens	Each												
Compact Fluorescent Bulbs	Each			0			\$ -						
Refrigerators	Each			0			\$ -						
Geo Exchange Heat Pumps	Each												
CF Fixtures Interior	Each			0			\$ -						
CF Fixtures Exterior	Each												
Other (please specify)													
Assessment	Home			0						0			
<b>Education</b>													
In-home Education	Home			0			\$ -						
Education Workshops													
Income Verification	Home			0						0			
<b>TOTAL HOMES</b>				0									
<b>Total Number of Homes Treated</b>				0			\$ -			\$ -			
<b>Total Number of Homes Weatherized</b>									0		0		

Each SMJU will define Region 1 and Region 2 as applicable (e.g. SWG Region 1 is Desert and Region 2 is Mountain)

TABLE VIII. D. - 2011 BVES ESA INSTALLATIONS AND COS Third Quarter: July-Sept		Fourth Quarter: October-Dec									Year to Date Totals							
Measures*	Units	Completed			Costs			Completed			Costs			Completed YTD		Costs YTD		
		Region 1	Region 2	Total	Region 1	Region 2	Total	Region 1	Region 2	Total	Region 1	Region 2	Total	Region 1	Region 2	Region 1	Region 2	
<b>Infiltration &amp; Space Conditioning</b>																		
Cooler Cover	Home																	
Outlet Switch Gaskets	Home																	
Shell Infiltration	Home																	
Threshold	Home																	
<b>Weatherization</b>																		
Attic Insulation	Home																	
Attic Venting	Home																	
Ceiling Insulation	Home																	
Floor Insulation	Home																	
Kneewall Insulation	Home																	
Weatherstripping	Home																	
Caulking	Home																	
Home Repairs	Home																	
Low Flow Shower Device	Home						\$ -										\$ -	
Minor Envelope Repair	Home																\$ -	
Water Heater Pipe Wrap	Home																\$ -	
Sink Faucet Aerator	Home						\$ -										\$ -	
Water Heater Blanket	Home																\$ -	
<b>Furnaces</b>																		
Repair - Gas	Each																	\$ -
Replacement - Gas	Each																	\$ -
Repair - Electric	Each																	\$ -
Replacement - Electric	Each																	\$ -
<b>Miscellaneous Measures</b>																		
Door Replacement	Each																	\$ -
Glass Replacement	Each																	\$ -
Duct Wrap	Home																	\$ -
Duct Register	Home																	\$ -
Storm Windows - Glass Fixed	Each																	\$ -
Storm Windows - Glass Operable	Each																	\$ -
Vinyl Retro Window	Each																	\$ -
Set Back Thermometer	Each																	\$ -
Filter Alert Device	Each																	\$ -
Foam Tape	Home																	\$ -
Gas Water Heater Repair/Replace	Each																	\$ -
Elec Water Heater Repair/Replace	Each																	\$ -
Reusable Filter/Replacement Signal	Each																	\$ -
Solar Screens	Each																	\$ -
Compact Fluorescent Bulbs	Each	259		259			\$ 1,995.74	340		340			\$ 3,464.60	599			\$ 5,460	
Refrigerators	Each	18		18			\$ 17,997.79	56		56			\$ 55,937.58	74			\$ 73,935	
Geo Exchange Heat Pumps	Each																	\$ -
CF Fixtures Interior	Each	38		38			\$ 3,645.12	52		52			\$ 5,007.44	90			\$ 8,653	
CF Fixtures Exterior	Each	48					\$ 4,776.53	48					\$ 4,728.01				\$ 9,505	
Other (please specify)																		\$ -
Assessment	Home			0			\$ 1,594.69	0		0			\$ 2,798.85	-			\$ 4,394	
<b>Education</b>																		
In-home Education	Home	49		49			\$ 797.35	0		0			\$ 1,318.06	49			\$ 2,115	
Education Workshops																		\$ -
Income Verification	Home	49		49			\$ 2,764.14	0		0			\$ 4,907.75	49			\$ -	
<b>TOTAL HOMES</b>				0				0		0				-				\$ -
<b>Total Number of Homes Treated</b>				49			\$ 33,571.36	87		87			\$ 78,162.29	136			\$ 111,734	
<b>Total Number of Homes Weatherized</b>				0				0		0				-				\$ -

Each SMJU will define Region 1 and Region 2 as applicable (e.g. SWG Region 1 is Desert and Region 2 is Mountain)

Measures*		First Quarter: Jan-March												Second Quarter: April-June											
		Annual Energy Savings *						Lifetime Energy Savings						Annual Energy Savings *						Lifetime Energy Savings					
		Region 1		Region 2		Total		Region 1		Region 2		Total		Region 1		Region 2		Total		Region 1		Region 2		Total	
Units	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	
<b>Infiltration &amp; Space Conditioning</b>																									
Cooler Cover	Home																								
Outlet Switch Gaskets	Home																								
Shell Infiltration	Home																								
Threshold	Home																								
<b>Weatherization</b>																									
Attic Insulation	Home																								
Attic Venting	Home																								
Ceiling Insulation	Home																								
Floor Insulation	Home																								
Kneewall Insulation	Home																								
Weatherstripping	Home																								
Caulking	Home																								
Home Repairs	Home																								
Low Flow Shower Device	Home																								
Minor Envelope Repair	Home																								
Water Heater Pipe Wrap	Home																								
Sink Faucet Aerator	Home							0						0						0					
Water Heater Blanket	Home																								
<b>Furnaces</b>																									
Repair - Gas	Each																								
Replacement - Gas	Each																								
Repair - Electric	Each																								
Replacement - Electric	Each																								
<b>Miscellaneous Measures</b>																									
Door Replacement	Each																								
Glass Replacement	Each																								
Duct Wrap	Home																								
Duct Register	Home																								
Storm Windows - Glass Fixed	Each																								
Storm Windows - Glass Operable	Each																								
Vinyl Retro Window	Each																								
Set Back Thermometer	Each																								
Filter Alert Device	Each																								
Foam Tape	Home																								
Gas Water Heater Repair/Replace	Each																								
Ele Water Heater Repair/Replace	Each																								
Reusable Filter/Replacement Signet	Each																								
Solar Screens	Each																								
Compact Fluorescent Bulbs	Each																								
Refrigerators	Each																								
Geo Exchange Heat Pumps	Each																								
CF Fixtures Interior	Each																								
CF Fixtures Exterior	Each																								
Other (please specify)																									
<b>Education</b>																									
In-home Education	Home																								
Education Workshops																									
Other (please specify)																									
<b>TOTAL</b>														0				0		0					0

\* Estimated energy savings assumptions are on separate worksheet

Measures*	Units	Third Quarter - July-Aug						Fourth Quarter - Oct-Dec						Annual Energy Savings YTD*						Lifetime Energy Savings YTD									
		Annual Energy Savings			Lifetime Energy Savings			Annual Energy Savings			Lifetime Energy Savings			Annual Energy Savings			Lifetime Energy Savings			Annual Energy Savings			Lifetime Energy Savings						
		Region 1	Region 2	Total	Region 1	Region 2	Total	Region 1	Region 2	Total	Region 1	Region 2	Total	Region 1	Region 2	Total	Region 1	Region 2	Total	Region 1	Region 2	Total	Region 1	Region 2	Total				
		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms		
Infiltration & Space Conditioning	Home																												
Cooler Cover	Home																												
Outlet Switch Gaskets	Home																												
Shield Insulation	Home																												
Threshold	Home																												
Weatherization	Home																												
Attic Insulation	Home																												
Attic Venting	Home																												
Ceiling Insulation	Home																												
Floor Insulation	Home																												
Knockout Insulation	Home																												
Weatherstripping	Home																												
Caulking	Home																												
Home Repairs	Home																												
Low Flow Shower Device	Home																												
Minor Envelope Repair	Home																												
Water Heater Pipe Wrap	Home																												
Water Heater Pipe Wrap	Home																												
Sink Faucet Aerator	Home																												
Water Heater Blanket	Home																												
Furnaces	Each																												
Repair - Gas	Each																												
Replacement - Gas	Each																												
Repair - Electric	Each																												
Replacement - Electric	Each																												
Miscellaneous Measures	Each																												
Door Replacement	Each																												
Glass Replacement	Each																												
Dust Wrap	Home																												
Dust Register	Home																												
Storm Windows - Glass Fixed	Each																												
Storm Windows - Glass Operable	Each																												
Wing Retro Window	Each																												
Set Back Thermometer	Each																												
Filter Alert Device	Each																												
Foam Tape	Home																												
Gas Water Heater Repair/Replace	Each																												
Electric Water Heater Repair/Replace	Each																												
Reusable Filter/Replacement Signal	Each																												
Solar Screens	Each																												
Compact Fluorescent Bulbs	Each	12,208		12,208		12,208		12,208		12,208		12,208		12,208		12,208		12,208		12,208		12,208		12,208		12,208		12,208	
Refrigerators	Each	14,400		14,400		14,400		14,400		14,400		14,400		14,400		14,400		14,400		14,400		14,400		14,400		14,400		14,400	
Gas Exchange Heat Pumps	Each	2,850		2,850		2,850		2,850		2,850		2,850		2,850		2,850		2,850		2,850		2,850		2,850		2,850		2,850	
CF Fanless Exterior	Each	3,600		3,600		3,600		3,600		3,600		3,600		3,600		3,600		3,600		3,600		3,600		3,600		3,600		3,600	
Other (Please specify)	Each																												
Education	Home																												
In-Home Education	Home																												
Education Workshops	Home																												
Other (Please specify)	Home																												
TOTAL		33,058		33,058		33,058		33,058		33,058		33,058		33,058		33,058		33,058		33,058		33,058		33,058		33,058		33,058	

\* Estimated energy savings assumptions are on separate worksheet

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I certify that I have this day served a copy of GOLDEN STATE WATER COMPANY DBA BEAR VALLEY ELECTRIC SERVICE (U 913 E) LOW-INCOME ASSISTANCE PROGRAMS 2010 ANNUAL REPORT on all parties in proceedings R.04-01-006 and R.07-01-042 by electronic mail, or regular first class mail delivery for those parties where an electronic mail address was not available.

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