

**SOUTHERN CALIFORNIA GAS COMPANY**  
**ENERGY SAVINGS ASSISTANCE AND CALIFORNIA ALTERNATE RATES FOR ENERGY PROGRAMS & BUDGETS FOR PROGRAM YEARS 2021-2026**

**(A.19-11-006)**  
**(DATA REQUEST CALADVOCATES-ESA-CARE-SK8-SCG08)**

**RECEIVED: APRIL 29, 2020**

**SUBMITTED: MAY 13, 2020**

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**QUESTION 1:**

Please provide a brief (i.e. 1-2 sentence) description of each measure shown in Tables A- 8 and A-9.

**RESPONSE 1:**

**Table 8**

*Air Sealing / Envelope:*

This measure bundle includes caulking, cover plate gaskets, evaporative cooler cover, window and wall air conditioner cover, attic access weather-stripping, door weather-stripping and minor home repairs. Minor home repairs include: ceiling repair, cover plates, door jams, door replacement, exhaust fan vents, exterior wall repair, interior wall repair, glass replacement, glazing compound, lock sets (exterior doors only), thresholds and vent repair. These measures reduce air infiltration into the home.

*Attic Insulation:*

Attic insulation is performed by either blowing loose-fill insulation onto the attic floor or installing insulation batts and blankets. The insulation reduces the conductive heat loss from the living space into unconditioned space.

*Furnace Clean and Tune:*

This measure consists of cleaning the furnace burner ports, orifice and venturi as necessary. The burner flame may also be adjusted to improve flue gas Carbon Monoxide (CO) level and proper flame characteristics.

*Furnace Repair:*

Furnace Repair is performed when a space heater has failed the Natural Gas Appliance Testing (NGAT) test and repairing the unit is more cost effective than replacing it.

*Prescriptive Duct Sealing:*

Prescriptive Duct Sealing is performed by sealing a Forced Air Unit (FAU) duct system without performing duct testing. The duct system is examined, and potential areas of leakage are sealed.

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*HEFAU Early Replace:*

High Efficiency Forced Air Unit (HEFAU) Early Replace is the replacement of an operational FAU for the purpose of energy savings as opposed to replacing the unit because it failed NGAT. Installation is based on the efficiency and age of the existing unit as well as high space heating use.

*HEFAU On Burnout:*

HEFAU on Burnout measure occurs when the FAU fails NGAT and the unit cannot be repaired. In those cases, a high efficiency FAU may replace an inoperable FAU, irrespective of Annual Fuel Utilization Efficiency (AFUE) of the existing appliance.

*HE Wall Furnace Early Replace:*

High Efficiency (HE) Wall Furnace Early Replace is the replacement of an operational wall furnace for the purpose of energy savings as opposed to replacing the unit because it failed NGAT. Installation is based on the efficiency and age of the existing unit as well as high space heating use.

*HE Wall Furnace on Burnout:*

HE Wall Furnace on Burnout measure occurs when the wall furnace fails NGAT and the unit cannot be cost-effectively repaired. In those cases, a high efficiency wall furnace may replace an inoperable wall furnace, irrespective of AFUE of the existing appliance.

*Smart Thermostat:*

This measure involves the installation of Smart Thermostats to control FAU heaters. The Energy Star Certified Smart Thermostats are capable of connecting to Wi-Fi and have features such as heat optimization, occupancy sensors, weather-enabled optimization, and the ability to learn occupancy patterns.

**Table 9**

*High Efficiency Clothes Washers:*

This measure involves the installation of High Efficiency Clothes Washers, which may be provided to both homeowners and renters, in all housing types and climate zones, when there are at least four persons in the household. Additionally, the customer must own the existing washing machine. In a rental unit, the washing machine must be

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owned by the tenant and cannot be owned by the landlord.

*Water Heater Tank and Pipe Insulation:*

This measure involves installing a water-heating blanket to the water heater “tank”. Insulation is only run over the pipe running to the water heater. Only units receiving other ESA Program measures are eligible to receive water heater insulation blankets.

*Water Heater Repair/Replace:*

This measure is performed when a water heater fails the NGAT test or is leaking from the tank. The water heater is replaced when it more cost effective than repairing it.

*Other Hot Water:*

Other Hot Water measures include flow restricting devices which reduce the flow in gallons per minute (GPM). These devices include faucet aerators and low flow showerheads.

*Thermostatic Tub Spout:*

This measure provides a tub spout that has thermostatic properties built into it for use in a tub-shower combo. When the water temperature reaches a preset level, the Thermostatic Tub Spout automatically diverts flow to the showerhead. A normally-closed valve is installed at the showerhead. The system reduces energy waste when a person turns on the water from the tub spout to warm up for a shower, and leaves it unattended beyond time required for hot water to reach the tub/shower.

*Thermostatic Shower Valve:*

A valve installed in a shower that reduces water flow to a trickle when the water temperature reaches a preset level. Manual activation restores water flow to the shower valve. A thermostatic shower valve reduces energy waste when a person turns on the shower to warm up and leaves it unattended beyond time required for hot water to reach the showerhead.

*Solar Water Heating:*

Solar thermal water heating is the process of utilizing energy from the sun to produce heat for domestic hot water applications which reduces energy consumption and utility bills.

*CO & Smoke Alarms:*

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CO alarms detect the presence of carbon monoxide and smoke alarms detect the presence of smoke. Both devices are installed in the living space and when activated emit a loud shrieking sound to alert occupants of the hazard.

*Comprehensive Home Health Safety Checkup:*

This comprehensive approach assesses and addresses home and gas appliance safety which includes installing CO and smoke alarms (if none are present or are not operating correctly), assessing all gas appliances that are vented to the exterior of the home and making any necessary corrections, checking for adequate combustion and ventilation air (CVA) in the home, checking for gas leaks, , and checking that all gas appliances are operating correctly including conducting CO testing. The checkup also includes ensuring there is proper water pressure in the home, FAU filter replacement as needed, replacing cracked or missing electric switch/outlet covers and checking water fixtures for leaks. Furthermore, customers are advised of where the utility shutoff locations are for the electrical panel, gas meter and main water valve.

*MF Common Area:*

Multi-Family Common Area Measures (MF CAM) are measures listed within the single-family measure category that can be applied to MF CAM, if applicable. Some measures, such as a central boiler, are exclusive to MF CAM.

*MF Whole Building:*

Measures for the Multi-Family Whole Building (MFWB) will be determined through the third-party solicitation process.

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**QUESTION 2:**

What analysis has SoCalGas conducted to adjust their forecast of number of eligible CARE households based on conditions surrounding the coronavirus outbreak?

- a. If SoCalGas has not yet conducted an analysis, please describe in detail the analysis that you plan to conduct. Include a timeframe for completion.
- b. What does SoCalGas expect the impact to be on CARE program enrollment goals and budget proposals? Please provide specific numerical values, such as growth percentages or dollar amounts.
- c. If necessary, how will SoCalGas update its estimates and goals?

**RESPONSE 2:**

SoCalGas recognizes that the COVID-19 pandemic is a rapidly evolving crisis and believes it is premature to determine how these changes will impact the number of eligible CARE customers at this time. SoCalGas and the other IOUs work closely with Athens Research, who helps determine customer eligibility for the CARE program. At this time, it is not known when Athens will be providing revised estimates and forecasts based on current conditions. For this reason, SoCalGas has not yet initiated a preliminary analysis and believes it is too premature to provide a time estimate on when such an analysis would be conducted or completed. SoCalGas continues to closely track weekly enrollments and proactively outreach (to or with) customers to help enroll them onto CARE.

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**QUESTION 3:**

What analysis has SoCalGas conducted (or planned to conduct, if not yet conducted) to adjust their forecast of number of eligible ESA households based on conditions surrounding the coronavirus outbreak?

- a. If SoCalGas has not yet conducted an analysis, please describe in detail the analysis that you plan to conduct. Include a timeframe for completion.
- b. What does SoCalGas expect the impact to be on ESA program enrollment goals and budget proposals? Please provide specific numerical values, such as growth percentages or dollar amounts.
- c. If necessary, how will SCE update its estimates and goals? Please include a specific timeline as well as details on the updates.

**RESPONSE 3:**

SoCalGas recognizes that the COVID-19 pandemic is a rapidly evolving crisis and believes it is premature to determine how these changes will impact the number of eligible ESA households at this time. For this reason, SoCalGas has not yet initiated a preliminary analysis and believes it is premature to provide a time estimate on when such an analysis would be conducted or completed at this time.

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**QUESTION 4:**

Please explain the reason for the variation in average marketing and outreach spent per household treated in the 2017-2020 cycle for each year and whether SoCalGas studied the impact that M&O spent had on households treated.

- a. Provide any analysis or lessons learned from SoCalGas' M&O efforts in the 2017-2020 cycle.
- b. Include an explanation for why certain years have significantly higher average M&O spent per household treated, and what other factors influenced this the number of households treated.

**RESPONSE 4:**

The reason for the variation in average marketing and outreach spent per household treated in the 2017-2020 cycle was due to media campaigns conducted in 2017 and 2019 but not in 2018, and other M&O activities started in 2019 to support Advice Letter 5256 (Clear Plan).

- a) In the 2017-2020 program cycle, SoCalGas identified opportunities to improve certain M&O strategies. As discussed in section II.2.D.ii of the application, opportunities for improvement include: expanding consistent general awareness efforts, strengthening internal and external channel coordination, enhancing community outreach, and streamlining direct marketing tactics. SoCalGas plans to continue its successful M&O strategies from the 2017-2020 program cycle and incorporate lessons learned to enhance and streamline those strategies to support ESA Program's goals.
- b) SoCalGas launched multi-channel media campaigns in 2017 and 2019 but none in 2018. In 2019, SoCalGas participated in more community events than in the previous two years and ran a local campaign to support the Clear Plan. These larger M&O activities in 2017 and 2019 contributed to the higher average spend per household treated.

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**QUESTION 5:**

Why do ESACET values change for each year in the 2021-2026 cycle for the same measures (under the same type of home and climate zone when applicable)?

- a. Please describe the factors and variables responsible for the changing ESACET values.

**RESPONSE 5:**

ESACET values for the same measure change each year in the 2021-2026 cycle because the Total Resource Costs (TRC) vary each year. Measure and program costs influence all factors.

- a. ESACET has 4 factors: Participant Non-Energy Benefits (NEBs), Utility NEBs, Gas Benefits, and TRC.

Participant NEBs: value of the participant non-energy benefits as a result of the calculations in the Low-Income Public Purpose Test (LIPPT) model.

Utility NEBs: value of the utility non-energy benefits as a result of the calculations in the LIPPT model.

Gas Benefits: energy savings benefits as a result of the Cost Effectiveness Test (CET) on California Energy Data and Reporting System (CEDARS).

TRC: Total Resource Cost of the program as a result of the CET on CEDARS.

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**QUESTION 6:**

Explain why SoCalGas does not evaluate the effectiveness of its Energy Education programs in terms of energy savings.

**RESPONSE 6:**

SoCalGas does not evaluate the effectiveness of its Energy Education program in terms of energy savings because methods used in the impact evaluation are not applicable to this program.

The impact evaluation does not include Energy Education program as a measure by itself. The impact evaluation provides energy savings values using methods of billing analysis and experimental design.

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**QUESTION 7:**

Does SoCalGas account for job impacts in its 2021-2026 ESACET calculations?

- a. If so, please describe the accounting methodology.
- b. If not, explain why not and what steps SoCalGas plans to take before it accounts for job impacts in its ESACET calculations.

**RESPONSE 7:**

SoCalGas does not account for job impacts in its 2021-2026 ESACET calculations.

- a. N/A
- b. Per page 31 of the 2019 NEBs Study, the report says: “*Societal Job Impacts (Societal Economic) – redesigned from 2001 NEB 1.0 model, needs additional data/research, have elected not to use at this time, set to zero.*” This means Societal Job Impacts are not included in the 2019 NEBs model. Furthermore, the 2019 study has been deemed<sup>1</sup> to not be used for the 2021-2026 ESACET calculations.

The IOUs used the Low Income Public Purpose Test (LIPPT) model for the ESACET calculations under guidance from the CPUC. The LIPPT model does not include Societal Job Impacts in the terms described in the 2019 NEBs study.

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<sup>1</sup> Per CPUC staff email dated 7/18/2019.

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**QUESTION 8:**

Please provide electronic copies of all “In-Home Education” measure materials that SoCalGas will provide to ESA customers in the 2021-2026 program cycle.

**RESPONSE 8:**

SoCalGas expects to develop the customer Energy Education materials for the 2021-2026 program cycle once the CPUC approves SoCalGas’ proposed application.

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**QUESTION 9:**

Please provide electronic copies of all scripts and other training materials SoCalGas will provide for contractors to conduct “In-Home Education” in the 2021-2026 program cycle.

**RESPONSE 9:**

SoCalGas expects to develop the contractor Energy Education training materials for the 2021-2026 program cycle once the CPUC approves SoCalGas’ proposed application.

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**QUESTION 10:**

Please state the length of time contractors take to provide in-home education per household, differentiating between different housing or customer types if applicable (e.g. single-family vs. multifamily, owners vs. renters, or non-mobile vs. mobile homes).

**RESPONSE 10:**

During the enrollment process, SoCalGas contractors typically spend a minimum of 20 minutes providing energy education to customers and the length of time is not differentiated based on housing or customer type.