

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

In the Matter of Application of West Coast Gas Company (U 910 G) for Approval of Program Years 2021-2026 Low-Income Assistance Program Budgets

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And Related Matters.

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Application 20-03-014  
(Filed March 4, 2020)

Application 20-05-014  
Application 20-05-015  
Application 20-05-016  
Application 20-05-017  
Application 20-06-004

**SOUTHWEST GAS CORPORATION (U 905 G)  
LOW-INCOME ASSISTANCE PROGRAMS  
2020 ANNUAL REPORT**

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*Attorney for Southwest Gas Corporation*

Dated: May 3, 2020

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10 **SOUTHWEST GAS CORPORATION (U 905 G)**  
11 **LOW-INCOME ASSISTANCE PROGRAMS**  
12 **2020 ANNUAL REPORT**

13 Southwest Gas Corporation (Southwest Gas or Company) respectfully submits its 2020  
14 Annual Report on low income assistance programs, attached hereto as Exhibit A, in accordance  
15 with the requirements set forth in the April 5, 2004 Second Energy Division Workshop Report on  
16 the Review of the Accounting and Reporting Requirements for the California Alternate Rates for  
17 Energy (CARE) and Low Income Energy Efficiency (LIEE) programs of the Small and Multi-  
18 Jurisdictional Utilities (SMJUs).<sup>1</sup> Pursuant to Ordering Paragraph 24 of the Decision on Small  
19 and Multijurisdictional Utilities' 2012-2014 Energy Savings Assistance Program and California  
20 Alternate Rate for Energy Program Applications (D.14-05-004), issued May 1, 2014 in  
21 consolidated docket A.11-06-016, Southwest Gas is filing its 2020 Annual Report in the most  
22 current consolidated docket.

23 **Rate Recovery**

24 Expenses listed in this report are consistent with the budget amounts approved by the  
25 California Public Utilities Commission (Commission) in D.18-08-020 and D.18-09-026.

26 ...  
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28 ...

<sup>1</sup> Ordering paragraph 5, D.05-07-014, issued in Rulemaking R.04-01-006 and Application A.06-06-002, et al.

1 **Reporting**

2 Southwest Gas' 2020 Annual Report was prepared in accordance with the guidance  
3 offered in D.14-05-004.

4 DATED this 3rd day of May, 2020.

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Respectfully submitted,  
SOUTHWEST GAS CORPORATION



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*Attorney for Southwest Gas Corporation*

# EXHIBIT A

# **Southwest Gas Corporation**

## **(U 905 G)**

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### **Low Income Assistance Programs**

### **2020 Annual Report**

In compliance with:  
**Decisions 14-05-004 18-08-020**

Reporting Period:  
**January 1, 2020 through December 31, 2020**

**May 3, 2021**



## **Section I**

# **CARE Residential Program**

**SOUTHWEST GAS CORPORATION**  
**Low Income Assistance Programs**  
**Annual Report**

(Reporting Period: January 1, 2020 – December 31, 2020)

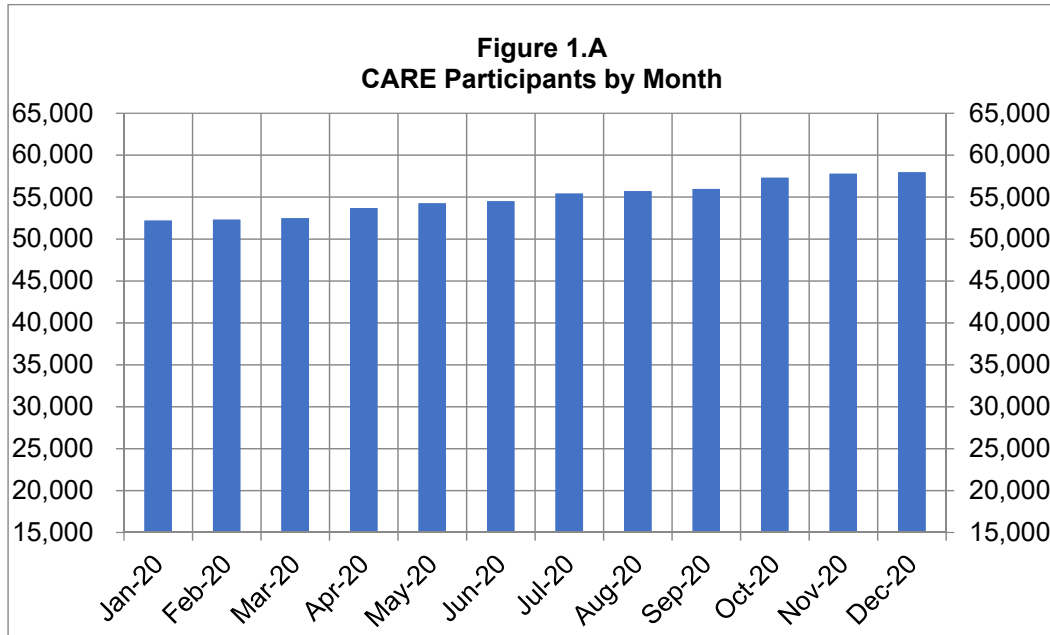
**CARE RESIDENTIAL PROGRAM**

**I. PARTICIPANT INFORMATION**

**A. Number of participating low income households, including submetered households, by month. The data should be provided in a numerical table and in graph form.**

Table I.A. Provides 1) the number of CARE participants, including submetered participants, by month; and 2) the month to month variance of CARE program participants, including submetered participants.

Figure I.A. below illustrates the number of CARE residential participants by month.



**1. Provide an explanation of any variance in the number of participants of 5 percent or more from the previous month.**

Southwest Gas' residential CARE program participation variance was less than 5 percent from month-to-month during 2020.

- 2. Provide an explanation of a variance in the number of participants, calculated as the difference between participation at the beginning of the year compared to the end of the year, of 5 percent or more.**

Southwest Gas' CARE residential program participation at January 1, 2020, varied by more than 5 percent as compared to CARE program participation at December 31, 2020. Southwest Gas experienced an annual increase in CARE program participation by a variance greater than 5 percent most likely due to financial impacts from the COVID-19 pandemic, the suspension of CARE program removals as directed in Resolution M-4842, and increased CARE program marketing efforts during 2020.



**Table I.A.  
CARE Program Participant Information [1]**

*Number of CARE residential participants (including submetered households) by month*

Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly Average
Barstow	4,206	4,258	4,239	4,356	4,378	4,385	4,466	4,518	4,531	4,636	4,659	4,674	4,442
Victorville	42,772	42,793	42,932	43,895	44,381	44,607	45,455	45,647	45,826	47,076	47,388	47,464	45,020
Big Bear	2,031	2,038	2,043	2,104	2,132	2,133	2,127	2,137	2,157	2,154	2,267	2,282	2,134
N. California	431	435	434	452	454	461	462	466	475	475	471	474	458
Truckee	334	329	334	343	353	360	358	358	356	359	363	366	351
S. Lake Tahoe	2,101	2,127	2,175	2,203	2,221	2,219	2,220	2,248	2,286	2,279	2,303	2,343	2,227
Needles	319	317	313	317	323	327	325	326	325	326	334	336	324
<b>CARE Participants</b>	<b>52,194</b>	<b>52,297</b>	<b>52,470</b>	<b>53,670</b>	<b>54,242</b>	<b>54,492</b>	<b>55,413</b>	<b>55,700</b>	<b>55,956</b>	<b>57,305</b>	<b>57,785</b>	<b>57,939</b>	<b>54,955</b>

*Percent variance of CARE residential participants (including submetered households), from month to month*

Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual Variance
Barstow	(0.1%)	1.2%	(0.4%)	2.8%	0.5%	0.2%	1.8%	1.2%	0.3%	2.3%	0.5%	0.3%	11.0%
Victorville	(0.6%)	0.0%	0.3%	2.2%	1.1%	0.5%	1.9%	0.4%	0.4%	2.7%	0.7%	0.2%	10.3%
Big Bear	(0.2%)	0.3%	0.2%	3.0%	1.3%	0.0%	(0.3%)	0.5%	0.9%	(0.1%)	5.2%	0.7%	12.1%
N. California	(1.8%)	0.9%	(0.2%)	4.1%	0.4%	1.5%	0.2%	0.9%	1.9%	0.0%	(0.8%)	0.6%	8.0%
Truckee	(2.3%)	(1.5%)	1.5%	2.7%	2.9%	2.0%	(0.6%)	0.0%	(0.6%)	0.8%	1.1%	0.8%	7.0%
S. Lake Tahoe	(0.4%)	1.2%	2.3%	1.3%	0.8%	(0.1%)	0.0%	1.3%	1.7%	(0.3%)	1.1%	1.7%	11.0%
Needles	(0.9%)	(0.6%)	(1.3%)	1.3%	1.9%	1.2%	(0.6%)	0.3%	(0.3%)	0.3%	2.5%	0.6%	4.3%
<b>CARE Variance</b>	<b>(0.6%)</b>	<b>0.2%</b>	<b>0.3%</b>	<b>2.3%</b>	<b>1.1%</b>	<b>0.5%</b>	<b>1.7%</b>	<b>0.5%</b>	<b>0.5%</b>	<b>2.4%</b>	<b>0.8%</b>	<b>0.3%</b>	<b>10.3%</b>

[1] Due to the differences caused by cycle billing, the annual percent variance for the 2020 program year is derived by comparing December 2019 customer counts to December 2020 customer counts.

**B. Provide an updated estimate of potentially eligible households and state source of figures. Questions 2 through 5 should be completed using CARE Table I.B.**

Table I.B. provides Southwest Gas' CARE program participation by month.

**1. What is the total number of residential customers?**

Southwest Gas' residential customers as of December 31, 2020:

Description	Primary	Secondary	Total
Southern California	141,139	4,800	145,939
Northern California [1]	31,124	13,895	45,019
<b>Total Residential Customers [2]</b>	<b>172,263</b>	<b>18,695</b>	<b>190,958</b>
[1] Includes South Lake Tahoe Jurisdiction.			
[2] Master-meter submetered and expanded CARE customers are excluded.			

**2. How many potential CARE eligible households are in your service territory?**

Southwest Gas estimates the following total potential residential CARE eligible households as of December 31, 2020:

Description	CARE Eligible
Southern California	57,028
Northern California [1]	4,553
<b>Total Eligible CARE Participants [2]</b>	<b>61,581</b>
[1] Includes South Lake Tahoe Jurisdiction.	
[2] Secondary residential customers are excluded from the calculation.	

**3. What percentage of the customer base for this utility, as defined by the income and household size criteria, is estimated eligible for the CARE discount?**

The percent of estimated residential customers eligible for the CARE program discount was:

Description	Percent Estimated Eligible [1]
Southern California Average	40.24%
Northern California Average [2]	14.61%
<b>System Average [3]</b>	<b>35.62%</b>
[1] Secondary residential customers are excluded from the calculation.	
[2] Includes South Lake Tahoe Jurisdiction.	
[3] System average of residential customers in all eligible jurisdictions.	

**4. How many CARE participants, including submetered tenants, are signed up for CARE, and what percentage is that to the total number of customers eligible for CARE?**

The total participants including submetered tenants and the approximate percent of the total estimated eligible as of December 31, 2020:

Description	Total	CARE Percent
Southern California	54,756	96.0%
Northern California [1]	3,183	69.9%
<b>CARE Participants</b>	<b>57,939</b>	<b>94.1%</b>
[1] Includes South Lake Tahoe Jurisdiction.		

**Table I.B. provides Southwest Gas CARE program participation by month.  
Table I.B.  
CARE Program Participation**

<b>Month</b>	<b>Enrolled by Non-Capitation</b>	<b>Enrolled by Capitation</b>	<b>Total Enrolled [1]</b>	<b>Total CARE Participants [2]</b>	<b>Estimated Eligible [3]</b>	<b>Participation Rate</b>
January	3,024	0	3,024	52,194	60,338	87%
February	2,474	0	2,474	52,297	60,361	87%
March	3,144	0	3,144	52,470	60,476	87%
April	3,036	0	3,036	53,670	60,655	88%
May	2,215	0	2,215	54,242	60,830	89%
June	910	0	910	54,492	60,981	89%
July	848	0	848	55,413	61,075	91%
August	1,021	0	1,021	55,700	61,150	91%
September	768	0	768	55,956	61,264	91%
October	755	0	755	57,305	61,352	93%
November	982	0	982	57,785	61,447	94%
December	807	0	807	57,939	61,581	94%
<b>Totals</b>	<b>19,984</b>	<b>0</b>	<b>19,984</b>	<b>57,939</b>	<b>61,581</b>	<b>94%</b>

[1] Includes first-time and re-enrolled CARE customers for residential and submetered tenants.  
 [2] Includes submetered tenants and based on recorded data for twelve-months ended December 2020.  
 [3] Excludes submetered tenants

**5. Provide the methodology used to estimate the number of eligible households in this utility’s service area.**

**(a) State the source of statistics and, explain any modifications made. For example, modifications to the U.S. census data for undercounts of ethnic groups, such as Hispanics.**

Southwest Gas calculated the current estimate for the number of potentially eligible households utilizing economic and demographic survey data. Specifically, cross-tabulations of income and persons per household information provided the basis for estimates. The most recent U.S. census data was reviewed as a reasonableness check of estimates.

**MASTER-METERED SUBMETERED PARTICIPANTS**

**C. How many master-metered customers with submetered tenants are in this utility’s service territory as of the end of the reporting period?**

As of December 31, 2020, there were 32 master-metered customers with submeters in Southwest Gas’ service territory.

**D. How many submetered tenants are estimated to be CARE eligible?**

As of December 31, 2020, Southwest Gas estimated 670 submetered tenants that were potentially eligible for the CARE program.

**E. How many submetered tenants are participating in CARE as of the end of the reporting period and what is the participation rate as compared to the estimated number eligible?**

As of December 31, 2020, the total number of submetered tenants participating in the CARE program was 624, which represents approximately 93 percent of the total estimated eligible.

**F. Discuss any problems encountered during the reporting period in administering CARE for submetered tenants and/or master-metered customers.**

Southwest Gas did not encounter problems administering the CARE program to master-metered customers or their submetered tenants during this reporting period.

**II. USAGE INFORMATION**

**A. Provide tables showing monthly average Tier 1 and Tier 2 consumption for all residential customers (excluding CARE participants) by baseline territory (climate zone) and on a total basis. This information should be provided for summer and winter billing seasons. Do not include master-metered consumption.**

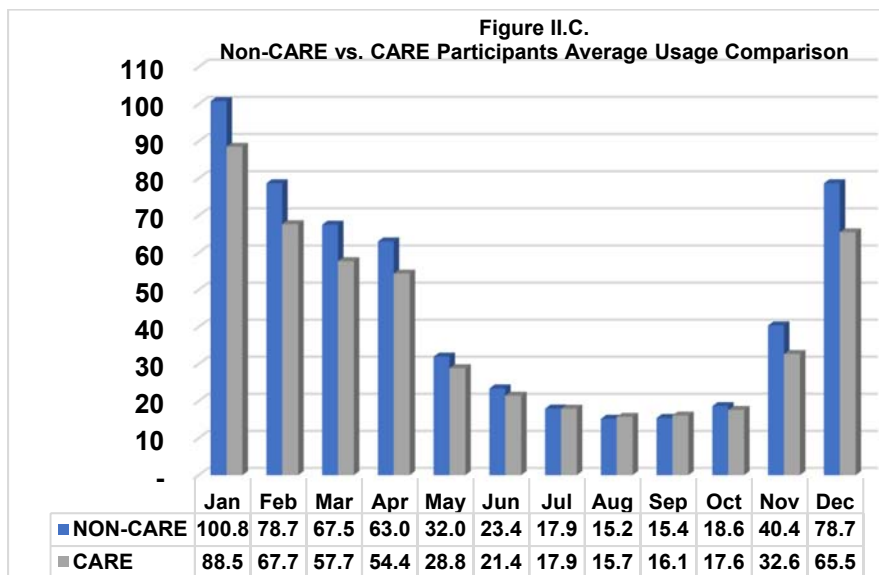
Table II.A. provides Southwest Gas' average residential customer usage (excluding CARE participants and master-metered usage).

**B. Provide tables showing monthly average Tier 1 and Tier 2 consumption for CARE participants by baseline territory and on a total basis. Provide this information for summer and winter billing seasons. Do not include master-metered consumption.**

Table II.B. provides Southwest Gas' average CARE participant usage (excluding master-metered usage).

**C. Provide a graph illustrating average consumption by residential customers (excluding CARE participants) vs. CARE participants for the utility's entire service territory. Do not include master-metered consumption.**

Figure II.C. illustrates the average usage for Non-CARE program residential customers and CARE program participants (excluding master-metered usage).



### III. PROGRAM COSTS

- A. Provide a table showing the average monthly bill per residential customer for each baseline territory and for the total service territory.**

Table III.A. provides the average monthly bill per residential customer and a total for the Company's service territory.

- B. Provide a table showing the average monthly bill for CARE participants for each baseline territory and for the total service territory.**

Table III.B. provides the average monthly bill per CARE participant and a total for the Company's service territory.

- C. Provide a table showing the average monthly discount by baseline territory and 12 months ending (end of reporting period) in dollars per CARE participant.**

Table III.C. provides the average monthly discount by baseline territory for the twelve months ended December 31, 2020.

- D. For total CARE administrative costs, compute a table showing administrative costs per participating customer.**

Table III.D. provides the administrative costs per CARE participant.

- E. Complete Table III.D.2. which gives breakdown of administrative costs in the following categories: Outreach; General Administration; Processing, Certification and Verification; Billing System Programming; Regulatory Compliance.**

Table III.D.2. provides a breakdown of all CARE program administrative costs.

- 1. Provide the amount and a brief explanation of what is included in each of these categories.**

Below are descriptions of the types of costs incurred by category.

- **Outreach**

Activities include bill inserts, emails, online ads, direct mailings, website enrollment, bill messages, brochures, Facebook and Twitter posts, and data sharing [with Southern California Edison (SCE), Liberty Utilities (Apple Valley Ranchos Water) Corp. (Liberty Apple Valley) and Liberty Utilities Electric (Liberty Electric), Bear Valley Electric Service (BVES), and Golden State Water (GSW)]. All outreach performed in calendar year 2020 is included in Table IV.A.

- **General Administration**

Includes expenses related to program tracking, reporting and regulatory compliance.

- Processing, Certification/Recertification and Verification (P/C/V)

- Processing is the managing of customer applications in Southwest Gas' Customer Service System (CSS) including adding new CARE customers and removing non-eligible customers.

- Certification/recertification is the review of applications for completeness in conformance with established income parameters and comparison of CSS with the customer of record. Recertification efforts, including automated reminder calls to re-enroll in the program are also included in this category.

- Verification is the review of applications for income eligibility, requests for proof

of eligibility, repeat contacts with applicants for additional information and random post-enrollment verifications.

- **Billing System Programming**

Includes additional programming efforts to create, modify and maintain the CSS database to gather and track customer data, including re-enrollment notifications, random income verifications, data sharing and reporting.

- **Regulatory Compliance**

Includes costs related to the preparation of Commission-mandated filings and reports.

**2. What are the Billing and General Administrative costs incurred for Non-CARE residential customers?**

While not specifically quantified, billing, and general administrative costs for Non-CARE program accounts should generally be below the average cost reported for CARE program applicants. An extra customer service system change order, continuing maintenance of the CARE program information and additional regulatory compliance are avoided with Non-CARE program accounts.

**Table II.A.  
All Non-CARE Residential Customers Average Usage Information (in Therms) [1]**

<i>Tier 1 Average Monthly Usage (excluding CARE participants and master-metered usage)</i>													<b>System Averages</b>			
<b>Description</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Monthly</b>	<b>Annual</b>	<b>Winter</b>	<b>Summer</b>
Barstow	48.4	38.9	33.3	33.7	12.4	9.8	9.4	8.7	9.0	8.7	19.3	38.3	22.5	270.6	35.4	9.7
Victorville	51.7	45.5	42.7	41.3	21.2	12.0	11.3	10.4	10.6	10.9	19.9	45.4	27.0	324.5	41.2	12.8
Big Bear	67.7	55.6	55.9	51.3	25.9	19.1	11.7	10.4	11.5	14.3	40.7	60.1	35.3	424.1	46.4	13.2
N. California	73.9	68.0	65.5	58.8	43.6	25.8	14.3	12.5	12.9	21.6	52.3	71.0	43.3	519.5	56.8	16.3
Truckee	81.0	71.8	68.5	65.4	44.5	30.8	15.6	13.5	13.7	19.1	55.8	76.0	46.2	554.7	60.2	18.4
S. Lake Tahoe	80.8	74.2	71.1	65.7	43.6	24.9	15.3	13.2	14.4	24.7	61.2	77.3	47.2	566.6	62.3	17.0
Needles	16.3	15.5	16.3	12.4	10.8	7.2	5.9	5.8	5.0	6.3	6.0	14.0	10.1	121.4	13.4	6.9
<b>System Average</b>	<b>59.4</b>	<b>52.1</b>	<b>49.5</b>	<b>47.0</b>	<b>26.4</b>	<b>16.2</b>	<b>12.1</b>	<b>10.9</b>	<b>11.3</b>	<b>13.8</b>	<b>31.4</b>	<b>53.7</b>	<b>32.1</b>	<b>384.7</b>	<b>46.7</b>	<b>13.3</b>

<i>Tier 2 Average Monthly Usage (excluding CARE participants and master-metered usage)</i>													<b>System Averages</b>			
<b>Description</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Monthly</b>	<b>Annual</b>	<b>Winter</b>	<b>Summer</b>
Barstow	36.0	12.8	5.3	4.6	4.4	4.6	3.7	3.1	2.9	3.6	8.1	14.4	8.7	103.8	13.6	3.7
Victorville	37.1	22.3	13.3	12.5	6.7	6.8	5.2	4.1	3.8	4.6	7.6	18.1	11.9	142.7	18.5	5.2
Big Bear	46.0	28.5	21.5	20.6	1.3	5.0	4.5	3.5	3.6	3.9	5.7	28.5	14.4	172.6	19.5	3.9
N. California	49.2	38.4	32.7	23.3	6.0	10.1	8.3	5.0	4.7	4.9	16.2	38.6	19.7	236.9	26.1	5.8
Truckee	64.8	49.2	36.5	35.6	8.4	10.8	11.6	7.0	6.0	7.5	12.2	51.3	25.0	299.9	33.1	8.1
S. Lake Tahoe	44.9	34.9	28.0	19.8	2.9	9.2	6.7	4.3	4.7	5.6	15.5	37.7	17.9	214.6	23.7	5.4
Needles	11.2	9.1	7.2	1.9	1.4	4.1	2.8	2.3	2.0	2.5	3.1	2.9	4.2	50.6	5.9	2.5
<b>System Average</b>	<b>41.4</b>	<b>26.5</b>	<b>18.0</b>	<b>16.0</b>	<b>5.5</b>	<b>7.2</b>	<b>5.8</b>	<b>4.3</b>	<b>4.1</b>	<b>4.8</b>	<b>9.0</b>	<b>24.9</b>	<b>14.0</b>	<b>167.9</b>	<b>20.8</b>	<b>5.3</b>

<i>Total Average Monthly Usage (excluding CARE participants and master-metered usage)</i>													<b>System Averages</b>			
<b>Description</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Monthly</b>	<b>Annual</b>	<b>Winter</b>	<b>Summer</b>
Barstow	84.4	51.6	38.5	38.2	16.7	14.5	13.1	11.9	11.9	12.3	27.3	52.7	31.2	374.4	48.9	13.4
Victorville	88.8	67.8	56.0	53.8	27.9	18.8	16.5	14.5	14.5	15.5	27.5	63.5	38.9	467.1	59.8	18.0
Big Bear	113.7	84.1	77.4	71.9	27.2	24.1	16.2	13.8	15.2	18.2	46.4	88.6	49.7	596.8	65.9	15.9
N. California	123.1	106.4	98.2	82.2	49.5	35.8	22.6	17.5	17.6	26.4	68.5	109.5	63.0	756.4	82.9	21.2
Truckee	145.9	121.1	105.0	101.0	52.9	41.6	27.2	20.5	19.8	26.6	68.1	127.3	71.2	854.7	93.2	23.7
S. Lake Tahoe	125.7	109.1	99.0	85.6	46.6	34.2	22.0	17.6	19.1	30.2	76.7	115.0	65.1	781.1	86.0	22.3
Needles	27.6	24.6	23.5	14.3	12.3	11.3	8.7	8.1	7.1	8.8	9.1	16.9	14.3	172.0	19.3	9.4
<b>System Average</b>	<b>100.8</b>	<b>78.7</b>	<b>67.5</b>	<b>63.0</b>	<b>32.0</b>	<b>23.4</b>	<b>17.9</b>	<b>15.2</b>	<b>15.4</b>	<b>18.6</b>	<b>40.4</b>	<b>78.7</b>	<b>46.0</b>	<b>552.6</b>	<b>67.5</b>	<b>18.7</b>

[1] Based on recorded data for the twelve-months ended December 2020.

**Table II.B.  
All CARE Participants Average Usage Information (in Therms) [1]**

<i>Tier 1 Average CARE Residential Monthly Usage (excluding master-metered usage)</i>													<b>System Averages</b>			
<b>Description</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Monthly</b>	<b>Annual</b>	<b>Winter</b>	<b>Summer</b>
Barstow	50.2	40.2	34.8	35.3	13.7	10.6	10.2	9.5	9.9	9.5	21.2	40.1	23.5	281.4	36.7	10.5
Victorville	53.3	47.0	44.0	42.4	21.4	13.0	12.2	11.3	11.6	11.8	21.8	46.7	27.7	332.5	42.2	13.5
Big Bear	72.6	63.1	64.2	60.4	35.6	25.0	13.9	12.4	14.1	18.1	48.9	65.9	41.0	492.2	53.4	16.3
N. California	67.5	62.8	61.7	57.8	45.8	28.4	14.6	12.9	13.2	18.6	43.1	66.9	40.6	487.4	54.1	17.2
Truckee	72.9	63.9	61.4	58.4	39.6	26.2	16.2	14.2	14.7	20.5	52.4	69.1	42.1	504.6	33.6	17.9
S. Lake Tahoe	78.4	71.2	69.4	65.5	44.7	30.3	16.0	13.2	14.4	23.4	56.4	74.1	46.1	553.6	66.8	18.4
Needles	18.9	17.8	18.4	14.0	11.6	7.7	6.4	6.2	5.6	7.0	6.6	15.1	11.2	134.8	15.1	6.7
<b>System Average</b>	<b>54.9</b>	<b>48.1</b>	<b>45.2</b>	<b>43.5</b>	<b>22.6</b>	<b>14.1</b>	<b>12.3</b>	<b>11.3</b>	<b>11.7</b>	<b>12.4</b>	<b>24.5</b>	<b>48.2</b>	<b>28.8</b>	<b>345.0</b>	<b>43.4</b>	<b>13.5</b>

<i>Tier 2 Average CARE Residential Monthly Usage (excluding master-metered usage)</i>													<b>System Averages</b>			
<b>Description</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Monthly</b>	<b>Annual</b>	<b>Winter</b>	<b>Summer</b>
Barstow	35.0	13.1	5.9	4.9	5.5	6.5	5.3	4.5	4.1	5.1	9.8	15.7	9.5	114.0	13.9	5.2
Victorville	33.5	19.4	12.1	10.5	6.9	7.4	5.6	4.6	4.4	5.2	8.2	16.6	11.0	132.4	16.5	5.6
Big Bear	39.8	28.9	22.4	22.7	1.2	7.0	5.4	4.2	4.9	5.1	5.2	26.3	14.2	170.9	18.7	5.4
N. California	26.4	22.9	19.9	14.9	2.8	5.3	5.5	2.6	2.2	3.0	6.7	21.4	10.9	131.0	14.9	3.9
Truckee	28.3	21.5	15.6	13.1	2.0	6.6	6.2	3.6	3.6	3.6	6.7	24.2	11.1	133.1	8.8	5.0
S. Lake Tahoe	33.7	26.7	21.0	16.6	2.0	8.3	6.1	3.2	4.2	5.5	9.6	26.8	13.5	161.6	19.5	5.4
Needles	10.6	8.5	7.1	1.7	0.8	3.5	2.5	2.2	2.1	2.4	3.1	2.8	3.9	46.8	5.6	2.3
<b>System Average</b>	<b>33.6</b>	<b>19.5</b>	<b>12.5</b>	<b>10.8</b>	<b>6.2</b>	<b>7.3</b>	<b>5.6</b>	<b>4.4</b>	<b>4.4</b>	<b>5.1</b>	<b>8.2</b>	<b>17.3</b>	<b>11.1</b>	<b>133.1</b>	<b>16.4</b>	<b>5.6</b>

<i>Total Average CARE Residential Monthly Usage (excluding master-metered usage)</i>													<b>System Averages</b>			
<b>Description</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Monthly</b>	<b>Annual</b>	<b>Winter</b>	<b>Summer</b>
Barstow	85.2	53.4	40.7	40.2	19.3	17.1	15.5	14.0	14.0	14.6	31.0	55.8	33.0	395.4	50.6	15.7
Victorville	86.8	66.4	56.1	52.9	28.3	20.3	17.8	15.8	16.0	17.0	30.0	63.3	38.7	464.9	58.8	19.2
Big Bear	112.4	92.0	86.6	83.0	36.8	32.0	19.3	16.6	19.0	23.3	54.1	92.1	55.3	663.1	72.1	21.7
N. California	93.9	85.8	81.6	72.7	48.5	33.7	20.1	15.5	15.4	21.6	49.8	88.2	51.5	618.5	69.0	21.1
Truckee	101.2	85.3	77.0	71.5	41.6	32.9	22.4	17.8	18.4	24.1	59.2	93.3	53.1	637.7	42.4	22.9
S. Lake Tahoe	112.0	97.9	90.4	82.0	46.8	38.6	22.0	16.4	18.6	28.9	66.0	100.9	59.6	715.2	86.3	23.8
Needles	29.4	26.4	25.5	15.6	12.4	11.2	9.0	8.4	7.7	9.4	9.7	17.9	15.1	181.6	20.6	9.7
<b>System Average</b>	<b>88.5</b>	<b>67.7</b>	<b>57.7</b>	<b>54.4</b>	<b>28.8</b>	<b>21.4</b>	<b>17.9</b>	<b>15.7</b>	<b>16.1</b>	<b>17.6</b>	<b>32.6</b>	<b>65.5</b>	<b>39.8</b>	<b>478.0</b>	<b>59.8</b>	<b>19.0</b>

[1] Based on recorded data for the twelve months ended December 2020.



### CARE Residential Customer Program Costs [1]

**Table III.A.**

<i>Average Monthly Bill per Non-CARE Residential Customer (excludes master-metered customers and tenants)</i>													<b>System Averages</b>			
<b>Description</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Monthly</b>	<b>Annual</b>	<b>Winter</b>	<b>Summer</b>
Barstow	136.73	79.67	57.99	27.89	26.63	24.05	22.07	20.45	20.82	21.57	43.41	82.94	47.16	565.92	71.63	22.62
Victorville	144.17	104.79	83.11	52.79	37.89	29.84	26.69	23.88	24.16	25.99	43.44	98.80	58.20	698.39	88.13	28.10
Big Bear	183.26	128.83	113.51	74.57	39.05	36.20	26.19	22.91	25.01	29.40	68.01	136.18	73.60	883.16	96.60	27.57
N. California	178.52	150.94	135.59	90.95	55.49	48.74	32.51	25.93	26.64	37.62	93.76	151.28	85.56	1026.69	111.60	33.41
Truckee	210.36	173.14	144.84	111.30	65.38	55.64	38.48	29.72	29.10	38.24	91.03	176.35	96.72	1160.66	126.02	38.17
S.Lake Tahoe	136.18	114.86	100.69	58.53	40.55	34.38	23.80	19.71	21.65	31.56	76.68	117.01	64.68	776.11	84.52	24.87
Needles	49.24	42.37	38.54	24.11	-6.07	19.84	16.53	15.57	14.27	16.94	17.40	29.21	23.13	277.59	33.48	12.86
<b>System Average</b>	<b>153.49</b>	<b>114.27</b>	<b>94.15</b>	<b>60.83</b>	<b>40.21</b>	<b>33.65</b>	<b>27.20</b>	<b>23.62</b>	<b>24.23</b>	<b>28.27</b>	<b>56.37</b>	<b>112.92</b>	<b>64.22</b>	<b>770.70</b>	<b>92.57</b>	<b>28.05</b>

**Table III.B.**

<i>Average Monthly Bill per CARE Residential Participant (excludes master-metered customers and tenants)</i>													<b>System Averages</b>			
<b>Description</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Monthly</b>	<b>Annual</b>	<b>Winter</b>	<b>Summer</b>
Barstow	105.22	61.95	45.96	16.14	22.59	20.88	19.25	17.65	17.96	18.88	36.66	66.11	36.97	443.61	54.86	19.51
Victorville	107.40	76.85	62.41	32.19	28.30	23.98	21.45	19.30	19.85	21.21	35.40	74.15	43.04	516.53	64.24	22.31
Big Bear	138.10	105.51	94.77	60.14	38.18	35.03	22.80	19.92	22.77	27.35	58.77	106.17	60.40	724.84	78.09	25.12
N. California	108.87	98.50	90.64	65.97	36.08	36.65	23.63	18.75	18.87	25.46	54.90	98.11	55.61	667.27	73.61	24.42
Truckee	117.18	97.47	85.42	51.97	41.29	36.12	25.87	20.95	22.00	27.89	64.42	103.67	57.22	686.65	45.15	26.25
S.Lake Tahoe	97.34	83.43	74.12	41.12	31.33	30.98	19.18	14.98	16.95	24.55	53.07	82.89	47.12	565.45	67.31	20.48
Needles	40.46	33.97	31.20	19.48	-10.93	14.85	12.79	12.18	11.43	13.48	13.79	23.26	17.90	214.80	26.88	13.17
<b>System Average</b>	<b>107.70</b>	<b>77.13</b>	<b>63.07</b>	<b>32.74</b>	<b>28.28</b>	<b>24.59</b>	<b>21.24</b>	<b>18.99</b>	<b>19.65</b>	<b>21.42</b>	<b>37.34</b>	<b>75.23</b>	<b>43.46</b>	<b>521.52</b>	<b>63.98</b>	<b>22.05</b>

**Table III.C.**

<i>Average Monthly Discount per CARE Residential Participant (excludes master-metered customers and tenants)</i>													<b>System Averages</b>			
<b>Description</b>	<b>Jan.</b>	<b>Feb.</b>	<b>Mar.</b>	<b>Apr.</b>	<b>May.</b>	<b>Jun.</b>	<b>Jul.</b>	<b>Aug.</b>	<b>Sep.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Monthly</b>	<b>Annual</b>	<b>Winter</b>	<b>Summer</b>
Barstow	26.07	15.24	11.27	10.48	5.48	5.08	4.69	4.29	4.39	4.61	9.00	16.22	9.61	115.31	14.59	4.75
Victorville	25.93	18.45	14.94	13.42	7.41	5.75	5.14	4.63	4.77	5.09	8.48	17.74	10.85	130.15	16.36	5.45
Big Bear	33.03	25.10	22.51	20.56	9.04	8.33	5.43	4.75	5.43	6.50	13.89	25.18	14.88	178.54	19.34	5.98
N. California	25.89	23.37	21.47	18.47	11.92	8.67	5.61	4.46	4.49	6.04	12.95	23.17	13.69	164.27	18.23	5.79
Truckee	28.06	23.28	20.37	18.09	10.42	8.62	6.18	5.02	5.27	6.65	15.33	24.65	14.16	169.97	11.25	6.28
S. Lake Tahoe	23.21	19.81	17.53	14.97	8.36	7.32	4.56	3.55	4.01	5.79	12.38	19.49	11.65	139.84	16.77	4.85
Needles	9.71	8.11	7.43	4.73	3.72	3.55	3.07	2.92	2.75	3.24	3.30	5.54	4.81	57.76	6.43	3.21
<b>System Average</b>	<b>26.02</b>	<b>18.52</b>	<b>15.10</b>	<b>13.56</b>	<b>7.40</b>	<b>5.89</b>	<b>5.09</b>	<b>4.55</b>	<b>4.72</b>	<b>5.14</b>	<b>8.94</b>	<b>18.01</b>	<b>10.95</b>	<b>131.38</b>	<b>16.28</b>	<b>5.38</b>

[1] In dollars, based on recorded data twelve-months ended December 2020.

**Table III.D.  
CARE Administrative Program Costs [1][2]**

<i>Total CARE Residential Administrative Costs (In Dollars) [3]</i>													
<b>Description</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Total</b>
Southern California	\$2,360	\$5,668	\$12,537	\$17,018	\$8,200	\$5,465	\$5,906	\$44,105	\$563	\$26,002	\$2,435	\$4,650	\$134,907
Northern California	\$766	\$1,881	\$4,174	\$5,666	\$2,725	\$1,809	\$1,969	\$14,702	\$188	\$8,667	\$788	\$1,550	\$44,883
<b>Total Costs</b>	<b>\$3,126</b>	<b>\$7,549</b>	<b>\$16,710</b>	<b>\$22,683</b>	<b>\$10,925</b>	<b>\$7,274</b>	<b>\$7,875</b>	<b>\$58,806</b>	<b>\$750</b>	<b>\$34,669</b>	<b>\$3,223</b>	<b>\$6,200</b>	<b>\$179,790</b>

<i>Total Number of Participating CARE Residential Customers</i>													
<b>Description</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Monthly Average</b>
Southern California	49,328	49,406	49,527	50,672	51,214	51,452	52,373	52,628	52,839	54,192	54,648	54,756	51,920
Northern California	2,866	2,891	2,943	2,998	3,028	3,040	3,040	3,072	3,117	3,113	3,137	3,183	3,036
<b>Total CARE Participants</b>	<b>52,194</b>	<b>52,297</b>	<b>52,470</b>	<b>53,670</b>	<b>54,242</b>	<b>54,492</b>	<b>55,413</b>	<b>55,700</b>	<b>55,956</b>	<b>57,305</b>	<b>57,785</b>	<b>57,939</b>	<b>54,955</b>

<i>Average Administrative Cost per CARE Residential Participating Customer (In Dollars)</i>													
<b>Description</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>System Average</b>
Southern California	0.05	0.11	0.25	0.34	0.16	0.11	0.11	0.84	0.01	0.48	0.04	0.08	2.60
Northern California	0.27	0.65	1.42	1.89	0.90	0.60	0.65	4.79	0.06	2.78	0.25	0.49	14.79
<b>System Average</b>	<b>0.06</b>	<b>0.14</b>	<b>0.32</b>	<b>0.42</b>	<b>0.20</b>	<b>0.13</b>	<b>0.14</b>	<b>1.06</b>	<b>0.01</b>	<b>0.60</b>	<b>0.06</b>	<b>0.11</b>	<b>3.27</b>

[1] System costs are allocated to districts based on number of customers.  
 [2] Northern California references include South Lake Tahoe Jurisdiction.  
 [3] Totals, which are rounded to the nearest dollar, may not add due to rounding.

**Table III.D.2.  
2020 Breakdown of CARE Program Costs (in Dollars) [3]**

Description	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	2020 Total	Annual Budget	% of Budget
<b>General Administration</b>							
Billing system programing	\$0	\$0	\$0	\$0	\$0		
Consulting services	\$0	\$0	\$0	\$0	\$0		
Labor costs (including overhead)	\$0	\$0	\$0	\$0	\$0		
Incremental	\$0	\$0	\$0	\$0	\$0		
Regulatory compliance	\$0	\$0	\$0	\$0	\$0		
Travel	\$0	\$0	\$0	\$0	\$0		
Filings	\$5,195	\$0	\$0	\$0	\$5,195		
Other [1]	\$0	\$0	\$0	\$0	\$0		
Other subsumed in general rates [2]	\$0	\$0	\$0	\$0	\$0		
<b>Subtotal General Administration</b>	\$5,195	\$0	\$0	\$0	\$5,195	\$81,995	6%
<b>Outreach</b>							
Applications/Inserts	\$11,035	\$10,709	\$363	\$73	\$22,178		
Capitation fees	\$0	\$0	\$0	\$0	\$0		
Media	\$0	\$0					
Other [1]	\$10,646	\$30,069	\$67,069	\$44,019	\$151,803		
Other subsumed in general rates [2]	\$0	\$0	\$0	\$0	\$0		
<b>Subtotal Outreach</b>	\$21,681	\$40,778	\$67,431	\$44,092	\$173,982	\$189,118	92%
<b>Processing/Certification/Verification</b>							
Internal	\$0	\$0	\$0	\$0	\$0		
Outside Services	\$509	\$104	\$0	\$0	\$613		
<b>Subtotal P/C/V</b>	\$509	\$104	\$0	\$0	\$613	\$26,450	2%
<b>Total Program Costs (including costs subsumed in General Rates)</b>	\$27,385	\$40,882	\$67,431	\$44,092	\$179,790	\$297,563	60%
<b>Total Program Costs (excluding costs subsumed in General Rates)</b>	\$27,385	\$40,882	\$67,431	\$44,092	\$179,790	\$297,563	60%
<b>CARE Program Discount</b>	\$3,077,698	\$1,432,794	\$791,140	\$1,834,144	\$7,135,777	\$7,232,827	99%
<b>Grand Total Program Costs (including costs subsumed in General Rates and customer discounts)</b>	\$3,105,084	\$1,473,676	\$858,572	\$1,878,235	\$7,315,567	\$7,530,390	97%
<b>Grand Total Program Costs (excluding costs subsumed in General Rates and customer discounts)</b>	\$3,105,084	\$1,473,676	\$858,572	\$1,878,235	\$7,315,567	\$7,530,390	97%

[1] Other outreach costs are defined as any direct costs that do not fall into the listed subcategories.

[2] Administrative expenses subsumed in General Rates are not tracked.

[3] Totals, which are rounded to the nearest dollar, may not add due to rounding.

**F. Provide balancing account balance (for which balancing account CARE – ESA or both as of (end of reporting period). Also provide an explanation for over/under collection balances. (Give a snapshot in time)**

Southwest Gas' CARE and ESA account balances for twelve months ended December 31, 2020 are shown in Table III.E and Table III.F, below.

**Table III.E.  
CARE Program Account Balance (in Dollars)**

Description	Amounts
Beginning balance January 1, 2020 [1]	3,488,248
Program benefits	7,135,777
Interest accrual	38,091
Recoveries through surcharges	(7,118,586)
Unreimbursed CDTFA activity	2,637,823
Reimbursed CDTFA prior year activity	(2,098,841)
Administration costs	188,761
<b>Net ending balance December 31, 2020</b>	<b>4,271,272</b>
[1] This table details general ledger account activity from January 1, 2020 to December 31, 2020.	

**Table III.F.  
ESA Program Account Balance (in Dollars)**

Description	Amounts
Beginning balance January 1, 2020 [1]	623,701
Interest accrual	11,610
Recoveries through surcharges	(6,670,710)
Unreimbursed CDTFA activity	2,368,159
Reimbursed CDTFA prior year activity	(1,798,793)
Administration costs	7,889,895
<b>Net ending balance December 31, 2020 [2]</b>	<b>2,423,862</b>
[1] This table details general ledger account activity from January 1, 2020 to December 31, 2020.	
[2] The balance excluding CDTFA activity is \$(668,663), as a result of outstanding reimbursements totaling \$3,092,524.	

Southwest Gas' CARE and ESA account balances show over/under collections resulting from timing differences between remittances and recoveries; California Department of Tax and Fee Administration (CDTFA) unreimbursed and reimbursed amounts; and forecasted volumes and billed volumes used in rates for customer billing.

**G. Describe in detail what costs are recorded in the balancing account(s) and what costs are included directly to base rates.**

Incremental costs directly associated with the CARE program and ESA program are recorded in the balancing accounts. These costs include the CARE discount and program budgets and ESA program budgets, along with program specific administrative costs as described above in Tables III.D.2., III.E., III.F.; and Section III Energy Savings Assistance Program Tables VIII.A. and VIII.B. Some administrative costs are included directly in base rates and are not tracked (e.g., internal labor costs).

- H. Provide a table showing the surcharge amount and the percent responsibility for surcharge by customer class.

**Table III.H.  
CARE Surcharge Amount by Customer Class**

Description	Surcharge Collected (in Dollars)	Surcharge \$/therm	% of Average Bill	% of Total Surcharge
<b>Southern California</b>				
Residential	4,413,137	0.10042	6.62%	65.34%
Commercial	1,596,824	0.10042	9.12%	23.64%
Industrial	332,607	0.10042	12.50%	4.92%
Transportation	411,294	0.10042	24.76%	6.09%
<b>Total Southern California</b>	<b>6,753,861</b>			<b>100.0%</b>
<b>Northern California</b>				
Residential	256,109	0.00794	0.63%	70.22%
Commercial	98,035	0.00794	0.85%	26.88%
Industrial	862	0.00794	1.10%	0.24%
Transportation	9,717	0.00794	2.05%	2.66%
<b>Total Northern California</b>	<b>364,724</b>			<b>100.00%</b>
<b>Total CARE Benefit</b>	<b>7,118,586</b>			

- I. Provide the annual subsidy (discount) for all CARE participants.

As illustrated in Table III.E above, the total annual CARE program subsidy provided as of December 31, 2020, was \$7,135,777.

- J. Provide a table showing the percent of total CARE surcharge for each customer class.

Table III.H. above, provides the percent of total CARE surcharges for each customer class.

#### IV. OUTREACH

- A. Complete Table IV.A. which shows the outreach activities undertaken, the number of customers reached (if known) and the number of applications returned as a result of the particular activity undertaken (if known).

Table IV.A. summarizes the outreach activities undertaken during the program year. Southwest Gas includes costs when directly associated with a specific outreach project. Costs are not included when associated with several projects or when subsumed in general rates.

- B. Provide a narrative discussion of the following:

1. Sharing information in overlapping service territories.

Southwest Gas continues to share lists of active CARE customers electronically with SCE, Liberty Apple Valley, Liberty Electric, BVES, and GSW. Table IV.B.1., below, provides the total enrollments from data sharing during the program year.

**Table IV.B.1.  
CARE Program Data Sharing Information for Overlapping Service Territories [1]**

<b>Data Sharing</b>	<b>2020 Total</b>
SCE Residential	2,843
SCE Submetered Tenants	0
SCE Non-Profit Group living	0
Liberty Electric Residential	186
Liberty Electric Submetered Tenants	0
Liberty Electric Non-Profit Group living	0
BVES Residential	4
BVES Submetered Tenants	0
BVES Non-Profit Group living	0
Liberty Apple Valley	130
GSW	15
LIHEAP	28
Energy Share	0
<b>Total CARE Customers Enrolled</b>	<b>3,206</b>

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

Southwest Gas contracts with community-based organizations and outside subcontractors who administer the ESA program. Additionally, Southwest Gas provides a CARE capitation amount to those subcontractors to reach more customers in need and to achieve greater economies of scale. Southwest Gas exchanges ESA program participants with SCE, Liberty Electric, and BVES.

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

Southwest Gas continues to identify ways to jointly administer and promote the CARE program statewide with the ESA program, Medical Baseline, the Company’s Energy Efficiency initiatives, and works with other overlapping electric and water utilities, where feasible. Southwest Gas continues auto-enrollment of customers that receive bill assistance from the Low Income Home Energy Assistance Program and the Southwest Gas’ Energy Share Program. Southwest Gas also provides low income program collateral to BVES and Liberty Electric. Any Liberty Electric customer that receives a Liberty Residential Energy Audit also receives information on Southwest Gas’ low income programs. If the customer is interested or requests assistance, the Liberty Energy Auditor provides the customer with ESA Program information and/or assists them in filling out the Southwest Gas and Liberty CARE applications. Finally, Southwest Gas conducts direct outreach activities for both CARE and ESA with its overlapping electric utility partner.

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

In table VI.A. below, Southwest Gas has identified a portion of CARE participants that were removed from CARE due to lack of response during recertification. The Company is researching different options to improve the response rate during the recertification process.

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

The annual application bill inserts, quarterly on-bill message, direct mailings, email blasts, online ads, phone enrollment, cold calling, phone re-enrollment, data sharing, monthly mailings, and website online enrollment and re-enrollment have proven to be the most cost-effective ways of maintaining CARE participation. Southwest Gas continues to investigate ways to reach underserved households. Southwest Gas also continues to pursue other new and innovative methods to improve and automate outreach efforts to maximize cost effectiveness.

**Table IV.A.  
2020 CARE Outreach Activities**

Activity	Summary	Programs Promoted	Timeline	Status	Cost (Dollars)	Quantity
<b>Bill Inserts</b>	CA Low Income Bill Insert	CARE and ESA	February 2020	Completed		
			July 2020			
			December 2020			
	CARE Applications (English & Spanish)	CARE and ESA	October 2020	Completed		
<b>Bill Message</b>	Quarterly On-Bill Message	CARE	Q1 2020	Completed		
	Quarterly On-Bill Message	CARE	Q2 2020	Completed		
	Quarterly On-Bill Message	CARE	Q3 2020	Completed		
	Quarterly On-Bill Message	CARE	Q4 2020	Completed		
<b>Collateral Distribution</b>	Low Income Brochure	CARE and ESA	2020	Completed		3,300
	CARE Applications (English & Spanish)	CARE and ESA	2020	Completed		1,050
<b>Direct Mail</b>	CARE Direct Mail Promotions	CARE and ESA	2020	Completed	\$76,898	
<b>Online Ads</b>	Facebook Ads	CARE and ESA	2020	Completed		
	Google Ads	CARE and ESA	2020	Completed		
	Bing Ads	CARE and ESA	2020	Completed		
<b>Email Blasts</b>	CARE Email Blasts	CARE and ESA	2020	Completed		
	Southwest Gas Energy Savings Portal Email Blast	For CARE and ESA Participants	August 2020	Completed	\$417	



## V. PROGRAM MANAGEMENT

- A. Provide a table showing the total number of applications received by month, the total approved, the total denied as ineligible, the total returned to applicants as incomplete, and the total of duplicate applications for the reporting period.

**Table V.A.  
CARE Program Applications**

Month	Total Enrollment Applications			Denied Applications		
	Received	Approved	Denied	Duplicate	Incomplete	Denied as Ineligible
January	1,237	1,236	1	1	0	0
February	1,198	1,195	3	1	0	2
March	1,449	1,441	8	6	0	2
April	1,678	1,668	10	9	0	1
May	1,038	995	43	43	0	0
June	498	475	23	22	0	1
July	525	515	10	10	0	0
August	667	655	12	12	0	0
September	494	490	4	4	0	0
October	471	466	5	5	0	0
November	640	625	15	15	0	0
December	550	547	3	3	0	0
<b>Total</b>	<b>10,445</b>	<b>10,308</b>	<b>137</b>	<b>131</b>	<b>0</b>	<b>6</b>

- B. Describe any problems encountered during the reporting period with program management efforts.

Southwest Gas did not encounter any problems with CARE program management efforts during this reporting 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 recertification applications 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.

**Table VI.A.  
CARE Program Recertification**

Month	Total Recertification Applications				Participants Removed		
	Requested	Received	Recertified [1]	Removed	No Response	Income Ineligible	Other [2]
January	1,973	1,676	1,634	997	955	2	40
February	1,487	1,187	1,151	507	471	6	30
March [3]	0	1,590	1,548	43	0	1	42
April	0	1,251	1,232	19	0	0	19
May	0	1,128	1,107	21	0	0	21
June	0	432	404	28	0	0	28
July	0	337	317	20	0	0	20
August	0	378	361	17	0	0	17
September	0	234	220	14	0	0	14
October	0	295	281	14	0	0	14
November	0	364	347	17	0	0	17
December	0	268	257	11	0	0	11
<b>Total</b>	<b>3,460</b>	<b>9,140</b>	<b>8,859</b>	<b>1,708</b>	<b>1,426</b>	<b>9</b>	<b>273</b>

[1] Recertification totals inclusive of customers that recertify prior or after to request being sent.  
[2] 'Other' category consists of removal due to customer request, service termination, or seasonal ineligibility.  
[3] Resolution M-4842 directed utilities to suspend CARE program removals.

**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.**

**Table VI.B.  
CARE Income Verification**

Month	Total Verification Requests				Participants Removed		
	Requested	Received	Verified [3]	Removed	No Response	Income Ineligible	Other [1]
January	225	160	154	152	146	0	6
February	175	135	128	143	136	1	6
March [2]	0	159	155	4	0	0	4
April	0	142	136	6	0	0	6
May	0	117	113	4	0	0	4
June	0	36	31	5	0	0	5
July	0	21	16	5	0	0	5
August	0	6	5	1	0	0	1
September	0	62	58	4	0	0	4
October	0	11	8	3	0	0	3
November	0	12	10	2	0	0	2
December	0	6	3	3	0	0	3
<b>Total</b>	<b>400</b>	<b>867</b>	<b>817</b>	<b>332</b>	<b>282</b>	<b>1</b>	<b>49</b>

[1] 'Other' category consists of removal due to customer request, service termination, or seasonal ineligibility.  
[2] Resolution M-4842 directed utilities to suspend CARE program removals.  
[3] Verification totals inclusive of customers that verify prior or after a request being sent.

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

Similar to the recertification process for regular CARE customers, submetered tenants of master-metered Southwest Gas customers are mailed a CARE program recertification letter and application to their individual mailing address 59 to 65 days prior to their expiration date. If they do not respond within 20 days a reminder letter is mailed. If there is no response after another 15 days, another reminder letter is mailed. If there is no response 45 days from the original mailing date, a courtesy call is made to the CARE program participant, with the goal of speaking to the customer or leaving a message with a pin number for a secure return call message. If there is still no response, the customer is then terminated from the CARE program. On the third workday of each month, customers that were removed from the CARE program the prior month are mailed a brochure with an attached CARE application highlighting the benefits of the CARE program and recertification requirements.

Additionally, monthly, each master-metered customer receives a Southwest Gas utility bill and a letter advising them of the CARE program and their statutory obligation to offer this rate to their submetered tenants. The letter also includes a link to Southwest Gas' website for current rate schedules. Also enclosed with their monthly bill is the facility's monthly Submetered Tenant CARE Program Status Report that lists and identifies the submetered tenants removed, added, and currently enrolled in the CARE program during the current billing cycle.

Southwest Gas did not identify any problems between master-meter ratepayers and submetered tenants during this 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.**

Southwest Gas continues to internally administer the CARE program.

- E. How many complaints has Southwest Gas received resulting from its recertification efforts and what is the Company doing to ensure it is only losing customers that are not CARE-eligible?**

Southwest Gas did not receive any recertification complaints during the reporting period.

- F. Describe any success of using internet or apps as re-enrollment tools.**

Southwest Gas provides all customers the opportunity to sign-up for both the CARE and ESA Programs online through the Company's website: [www.swgas.com](http://www.swgas.com). During the reporting period, approximately 3,690 Southwest Gas customers utilized Southwest Gas' website to enroll and 4,482 customers recertified in the CARE program.

## **VII. OTHER TOPICS**

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

There were no significant changes during the reporting period.

- B. Are there any other comments, recommendations, or issues that need to be addressed?**

Southwest Gas regularly meets with other Small and Multi-Jurisdictional Utilities (SMJU) and Investor Owned Utilities (IOU) to share best practices and streamline processes for the CARE and ESA programs. Collaboration among the utilities has proven to be beneficial and cost-effective.

## **Section II**

### **CARE Expanded Program**

## **CARE EXPANDED PROGRAM**

The CARE Expanded program is an extension of the residential CARE program that covers non-profit homeless shelters and group living facilities, migrant farm worker housing centers, qualified privately-owned employee housing and qualified non-profit housing for agricultural employees.

### **I. PARTICIPANT INFORMATION**

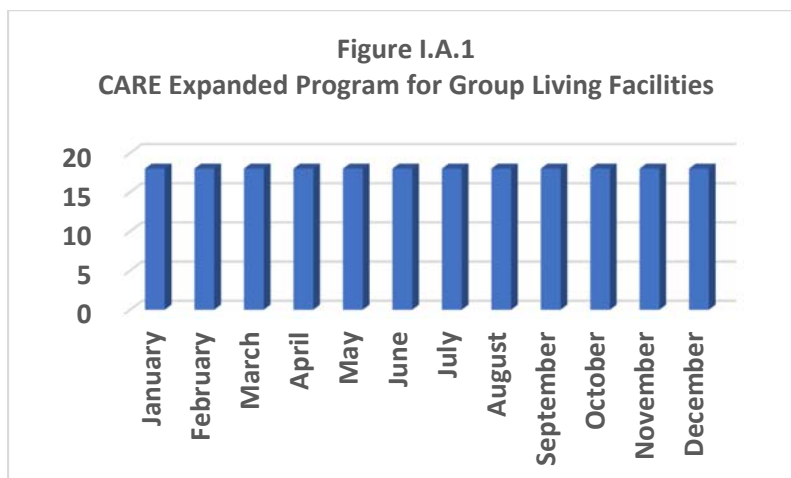
**A. Number of participating non-profit facilities, by type, by month. The data should be provided in numerical tables and also in graph form as follows:**

**1. Give the total number of residential facilities and the total number of commercial facilities receiving the Expanded CARE discount.**

As of December 31, 2020, Southwest Gas had 18 group commercial living facilities receiving the CARE Extended program discount. This information is provided below by month in Table I.A.1. and Figure I.A.1. There were no group residential living facilities within Southwest Gas' service territories that participated in the CARE Expanded program during the 2020 reporting year.

**Table I.A.1.  
Total CARE Expanded Program for Group Living Facilities  
(Commercial Nonprofit)**

<b>Month</b>	<b>Total</b>
January	18
February	18
March	18
April	18
May	18
June	18
July	18
August	18
September	18
October	18
November	18
December	18



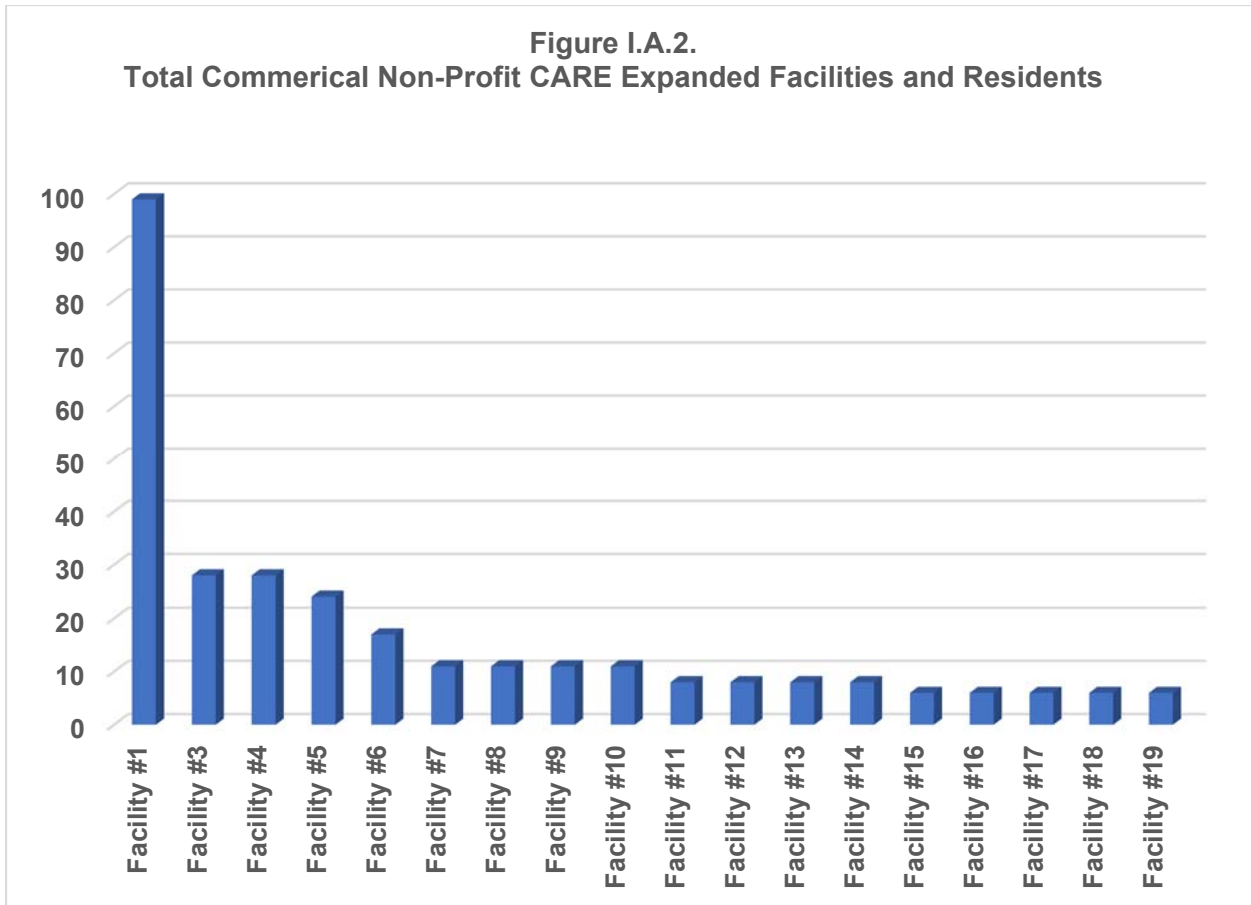
**2. Total number of residents (excluding caregivers) of residential and commercial non-profit CARE Expanded facilities.**

The total number of residents in commercial non-profit group living facilities receiving the CARE Expanded program rate is 302. Table I.A.2. and Figure I.A.2. provide a breakdown of this information by facility.

**Table I.A.2.  
Total Commercial Non-Profit CARE Expanded Facilities and Residents**

Description	Total	Description	Total
Facility #1	99	Facility #11	8
Facility #3	28	Facility #12	8
Facility #4	28	Facility #13	8
Facility #5	24	Facility #14	8
Facility #6	17	Facility #15	6
Facility #7	11	Facility #16	6
Facility #8	11	Facility #17	6
Facility #9	11	Facility #18	6
Facility #10	11	Facility #19	6
<b>Total Residents</b>			<b>302</b>

**Figure I.A.2.  
Total Commercial Non-Profit CARE Expanded Facilities and Residents**



## II. PROGRAM COSTS

- A. Total CARE Expanded program administrative costs. Compute administrative costs per participating facility. Give a breakdown in the following categories: Outreach; General Administration; Processing, Certification and Verification; Billing System Programming; Regulatory Compliance;**

Based on the limited number of CARE Expanded program participants, administrative costs were minimal and were not tracked separately from the CARE residential program.

- 1. Provide the amount and a brief explanation of what is included in each of these categories: Outreach, General Administration; Processing, Certification and Verification; Billing System Programming; Regulatory Compliance.**

Please reference Southwest Gas' response to II.A, above.

- B. Provide discount information for the CARE Expanded program.**

- 1. Give the average annual discount per residential facility.**

There are currently no residential group living facilities participating in the CARE Expanded program within Southwest Gas' California service territories.

- 2. Give the average annual discount per commercial facility.**

The total Expanded Care program discount for all facilities for the reporting period was \$11,565.56. The average annualized discount per commercial facility was \$642.53.

## III. OUTREACH

- A. Provide a table showing the outreach activities undertaken, the number of customers reached (if known), and the number of applications returned as a result of the particular activity undertaken (if known).**

During 2020, Southwest Gas did not conduct any outreach activities for its CARE Expanded program. Southwest Gas anticipates conducting outreach activities in 2021.

**Table III.A.  
CARE Expanded Program Outreach Activity**

<b>Outreach Applications</b>	
Mailed	0
Returned	0
<b>Outreach Mailings</b>	
CARE, ESA, and Medical Baseline	0

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

- 1. Provide an analysis of the utility's most cost-effective outreach for the group living facilities;**

Southwest Gas has a very small number of group living commercial facilities in its service territories. Southwest Gas has determined that cold calls and direct mailings are the most cost-effective outreach methods.



**2. Sharing information in overlapping service territories;**

During this reporting period, Southwest Gas did not share its active CARE customer information for group living facilities with its overlapping electric utility counterparts but plans to coordinate efforts to include such information in 2021.

**3. Participation barriers encountered and steps taken to mitigate them;**

Southwest Gas did not encounter any participation barriers during this reporting period.

**4. Public agencies used to solicit potential CARE Expanded facilities;**

Southwest Gas did not utilize public agencies to solicit potential CARE Expanded program facilities during the reporting period.

**5. Barriers encountered in identifying or enrolling customers in the CARE Expanded program.**

Southwest Gas did not encounter barriers in enrolling or identifying customers in the CARE Expanded program.

**IV. PROGRAM MANAGEMENT**

**A. Provide a table showing the total number of applications received, the total approved, the total denied as ineligible, the total returned to applicants as incomplete for the reporting period.**

Table IV.A. provides the total number of applications received, approved, denied as ineligible, and returned as incomplete by Southwest Gas during the reporting period.

**Table IV.A.  
CARE Expanded Program Applications Received Status**

<b>Applications</b>	
Received	0
Approved	0
Denied	0
Return incomplete	0

**B. State the reasons CARE applications are not approved.**

Although Southwest Gas did not deny any applications for the CARE Expanded program during the 2020 reporting year, an application may be denied for the following reasons:

- Incomplete applicant information;
- Applicant is determined to be ineligible based on information provided;
- Application verification show a misrepresentation of facts;
- Required documentation is not provided by applicant; or
- Applicant failed to sign the application.

**C. Describe any problems encountered during the reporting period with re-enrollment and verification processes for the CARE Expanded program.**

Southwest Gas did not encounter any problems with the re-enrollment and verification processes for the CARE Expanded program. Additionally, pursuant to Resolution M-4842, effective in March 2020 through the remainder of the year, Southwest Gas suspended re-enrollment and verification processes for the CARE Expanded program.

**V. OTHER TOPICS**

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

There were no significant changes during the reporting period.

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

Southwest Gas has no other comments, recommendations, or issues with respect to the CARE Expanded program at this time.

## **Section III**

# **Energy Savings Assistance Program**

## VIII. ESA RESIDENTIAL PROGRAM

Complete the following tables for the ESA Program.

**Table VIII.A.  
2020 Total ESA Program Expenses (in Dollars) [5]**

Description	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	2020 Total	Annual Budget [1]	% of Budget
<b>Administrative Costs [2]</b>							
General	\$18,733	\$1,200	\$48,444	\$24,845	\$93,221	\$166,961	56%
Inspections	\$68,328	\$0	\$18,525	\$122,070	\$208,923	\$491,032	43%
Outreach	\$10,647	\$8,963	\$18,625	\$20,865	\$59,099	\$1,102,171	5%
<b>Total Administrative Costs</b>	<b>\$97,707</b>	<b>\$10,162</b>	<b>\$85,594</b>	<b>\$167,781</b>	<b>\$361,243</b>	<b>\$1,760,164</b>	<b>21%</b>
<b>Program Costs</b>							
Weatherization [3]	\$1,543,980	\$538,680	\$1,404,818	\$2,892,489	\$6,379,968	\$8,784,052	73%
<b>Total Program Costs</b>	<b>\$1,543,980</b>	<b>\$538,680</b>	<b>\$1,404,818</b>	<b>\$2,892,489</b>	<b>\$6,379,968</b>	<b>\$8,784,052</b>	<b>73%</b>
<b>ESA 60-Day Advances [4]</b>	\$0	\$0	\$1,126,260	\$0	\$1,126,260	N/A	N/A
<b>ESA Program Grand Total</b>	<b>\$1,641,686</b>	<b>\$548,842</b>	<b>\$2,616,672</b>	<b>\$3,060,270</b>	<b>\$7,867,471</b>	<b>\$10,544,215</b>	<b>75%</b>

[1] The 2020 program year budget amounts were authorized in D.18-08-020. The budget shown above also includes 2019 carry-over totaling \$3,872,234.

[2] Administrative expenses subsumed in general rates are not tracked.

[3] Weatherization includes Appliance Repair/Replacement and Education as approved in D.06-12-036.

[4] Resolution E-5074 directed the large IOUs and SMJUs to offer a 60-day advance payment to ESA contractors in response to the COVID-19 pandemic.

[5] Totals, which are rounded to the nearest dollar, may not add due to rounding.

**Table VIII.B.  
Administrative Expenses (in Dollars) [3]**

Description	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	2020 Total	Annual Budget [1]	% of Budget
<b>Administrative Expenses</b>							
<b>General</b>							
Billing System/Programming	\$0	\$0	\$0	\$0	\$0	\$0	
Consulting Services	\$0	\$0	\$0	\$0	\$0	\$0	
Regulatory Compliance	\$0	\$0	\$0	\$0	\$0	\$0	
Travel	\$0	\$0	\$0	\$0	\$0	\$0	
Filings	\$0	\$0	\$0	\$0	\$0	\$0	
Labor Costs (including overhead)	\$0	\$0	\$0	\$0	\$0	\$0	
Incremental	\$0	\$0	\$0	\$0	\$0	\$0	
Subsumed in General Rates	\$0	\$0	\$0	\$0	\$0	\$0	
Other General	\$18,733	\$1,200	\$48,444	\$24,845	\$93,221	\$0	
Other Outside Services	\$0	\$0	\$0	\$0	\$0	\$0	
General costs subsumed in General Rates [2]	\$0	\$0	\$0	\$0	\$0	\$0	
<b>Subtotal General</b>	\$18,733	\$1,200	\$48,444	\$24,845	\$93,221	\$166,961	27%
<b>Inspections</b>							
Internal	\$0	\$0	\$0	\$0	\$0	\$0	
Outside Services	\$68,328	\$0	\$18,525	\$122,070	\$208,923	\$0	
<b>Subtotal Inspections</b>	\$68,328	\$0	\$18,525	\$122,070	\$208,923	\$491,032	43%
<b>Outreach</b>							
Applications/Inserts	\$0	\$0	\$0	\$0	\$0	\$0	
Media	\$0	\$0	\$0	\$0	\$0	\$0	
Other Outreach	\$10,647	\$8,963	\$18,625	\$20,865	\$59,099	\$0	
Other Outreach subsumed in General Rates [2]	\$0	\$0	\$0	\$0	\$0	\$0	
<b>Subtotal Outreach</b>	\$10,647	\$8,963	\$18,625	\$20,865	\$59,099	\$1,102,171	5%
<b>Total ESA Program Administration Costs (Including Costs Subsumed in General Rates)</b>	\$97,707	\$10,162	\$85,594	\$167,781	\$361,243	\$1,760,163	21%
<b>Total ESA Program Administration Costs (Excluding Costs Subsumed in General Rates)</b>	\$97,707	\$10,162	\$85,594	\$167,781	\$361,243	\$1,760,163	21%

[1] The 2020 program year budget amounts were authorized in D.18-08-020. The budget shown above includes the 2019 carry-over for administrative costs totaling \$949,716.

[2] Administrative expenses subsumed in General Rates are not tracked.

[3] Totals, which are rounded to the nearest dollar, may not add due to rounding.

**Table VIII.C.  
2020 ESA Program Outreach Activities**

Activity	Summary	Programs Promoted	Timeline	Status	Cost (Dollars)	Quantity
<b>Bill Inserts</b>	CA Low Income Bill Insert	CARE and ESA	February 2020	Completed		
			July 2020			
			December 2020			
	CA Drought Tips	ESA	May 2020	Completed		
	CARE Applications (English & Spanish)	CARE and ESA	October 2020	Completed		
<b>Collateral Distribution</b>	ESA Door Hanger	ESA	2020	Completed		3,600
	Low Income Brochure	CARE and ESA	2020	Completed		3,300
	ESA Flyer	ESA	2020	Completed		3,300
	How to Read Your Bill 2020	For ESA Participants	2020	Completed		3,300
	CARE Applications (English & Spanish)	CARE and ESA	2020	Completed		1,050
<b>Direct Mail</b>	ESA Direct Mail Promotions	CARE and ESA	2020	Completed	\$51,991	
<b>Online Ads</b>	Facebook Ads	CARE and ESA	2020	Completed		
	Google Ads	CARE and ESA	2020	Completed		
	Bing Ads	CARE and ESA	2020	Completed		
<b>Email Blasts</b>	ESA Email Blasts	CARE and ESA	2020	Completed		
	Southwest Gas Energy Savings Portal Email Blast	For CARE and ESA Participants	August 2020	Completed	\$417	

**Table VIII.D.  
2020 Installations and Costs (by Quarter)**

2020 ESA INSTALLATIONS AND COSTS		First Quarter: January-March					
		Completed			Costs		
Measures	Units	Northern	Southern	Total	Northern	Southern	Total
<b>Weatherization</b>							
Attic Insulation	Per Sq Ft	0	0	0	\$0	\$0	\$0
Caulking	Home	0	359	364	\$682	\$34,352	\$35,035
Ceiling Insulation	Per Sq Ft	0	37,805	37,805	\$0	\$54,817	\$54,817
Cover Plate Replacements	Per Gang	0	10,798	10,805	\$47	\$44,164	\$44,211
Duct Insulation	Per Linear Ft	0	0	0	\$0	\$0	\$0
Evaporative Cooler Cover	Each	0	43	43	\$0	\$1,797	\$1,797
Faucet Aerators	Each	0	1,251	1,256	\$54	\$11,947	\$12,001
Floor Insulation	Per Sq Ft	0	0	0	\$0	\$0	\$0
Shower Thermostatic Shower Valve (TSV)	Each	0	594	598	\$167	\$27,407	\$27,574
Showerheads - Handheld and Standard	Each	0	997	1,001	\$255	\$51,527	\$51,782
Utility Gaskets	Home	0	470	475	\$264	\$15,688	\$15,952
Water Heater Blanket	Each	0	18	18	\$0	\$1,096	\$1,096
Water Heater Pipe Wrap	Each	0	0	0	\$0	\$94	\$94
Weatherstripping	Each	0	1,630	1,639	\$792	\$74,823	\$75,615
<b>Furnaces</b>							
Furnace Repairs	Each	0	60	60	\$0	\$16,919	\$16,919
Furnace Replacements	Each	0	64	64	\$0	\$144,005	\$144,005
Alarms: Smoke and Carbon Monoxide	Each	0	520	520	\$0	\$23,666	\$23,666
Furnace Clean/Tune	Each	0	305	305	\$0	\$20,048	\$20,048
Furnace Standing Pilot Light Conversion	Each	0	0	0	\$0	\$0	\$0
Furnace Vent Repair	Each	0	14	14	\$0	\$1,354	\$1,354
<b>Water Heaters</b>							
Water Heater Repair	Each	0	42	42	\$0	\$8,847	\$8,847
Water Heater Replacement	Each	0	175	175	\$0	\$249,078	\$249,078
Water Heater Expansion Tank	Each	0	52	52	\$0	\$7,762	\$7,762
Automatic Water Heater Vent Repair	Each	0	34	34	\$0	\$2,969	\$2,969
Water Heater Watts 210 (Replacement only)	Each	0	0	0	\$0	\$0	\$0
<b>Minor Home Repair</b>							
Attic Access Install	Each	0	0	0	\$0	\$0	\$0
Attic Hatch Installation	Per SQ FT	0	723	723	\$0	\$7,338	\$7,338
Attic Venting	Each	0	0	0	\$0	\$525	\$525
Ceiling Repair	Per SQ FT	0	84	84	\$0	\$853	\$853
Combustion Ventilation Air (CVA)	Each	0	99	103	\$144	\$3,251	\$3,396
Door Interior Hand Set (door knob)	Per Door	0	0	0	\$0	\$269	\$269
Door Jamb Repair/Replacement	Each Per Door	0	67	67	\$0	\$3,400	\$3,400
Door Lock Set	Per Cylinder	0	786	788	\$96	\$32,800	\$32,895
Door Patch/Plate	Each Per Door	0	76	76	\$0	\$1,442	\$1,442
Door Replacement	Each	0	93	93	\$0	\$28,227	\$28,227
Door Threshold	Per Door	0	268	268	\$0	\$10,870	\$10,870
Exhaust Fan	Each	0	274	274	\$0	\$19,055	\$19,055
Floor Repair	Per SQ FT	0	0	0	\$0	\$0	\$0
Wall Repair	Per SQ FT	0	1,559	1,560	\$10	\$15,679	\$15,689
Window Assembly Replacement	Per SQ FT	0	0	0	\$0	\$0	\$0
Window Glass Replacement	Per SQ FT	0	51	51	\$0	\$1,977	\$1,977
Window Specialty Glass	Each	0	0	0	\$0	\$0	\$0
Window Glass - Storm	Per SQ FT	0	0	0	\$0	\$0	\$0
Window Poly - Storm	Per SQ FT	0	0	0	\$0	\$0	\$0
Window Glazing Compound	Home	0	0	0	\$0	\$25	\$25
Window Sash/Sill Repair	Each	0	0	0	\$0	\$0	\$0
<b>Miscellaneous Measures</b>							
Clothes Washer High Efficiency (HE)	Each	0	135	135	\$0	\$122,577	\$122,577
Duct Sealing/Testing	Each	0	537	537	\$0	\$101,989	\$101,989
HERS Rater	Each	0	57	57	\$0	\$19,950	\$19,950
NGAT	Each	0	769	774	\$394	\$72,786	\$73,180
Other - Labor	Hours	0	625	625	\$0	\$91,975	\$91,975
Other - Materials/Supplies	Each	0	709	710	\$21	\$45,045	\$45,066
<b>Education</b>							
Assessment/Outreach	Each	28	1,839	1,867	\$1,303	\$109,811	\$111,114
Energy Education	Each	0	613	622	\$980	\$47,575	\$48,555
Outlying Area Travel/Time	Each	0	199	207	\$1,133	\$21,710	\$22,842
<b>Administration</b>							
Administration Fees	Home	0	613	621	\$1,030	\$112,749	\$113,779
<b>Totals</b>		<b>28</b>	<b>65,407</b>	<b>65,512</b>	<b>\$7,373</b>	<b>\$1,664,238</b>	<b>\$1,671,612</b>
<b>Total Homes Education Only</b>	<b>Each</b>	<b>1</b>	<b>19</b>	<b>20</b>			
<b>Total Homes Treated</b>	<b>Each</b>	<b>6</b>	<b>591</b>	<b>597</b>			
<b>Total Homes Weatherized</b>	<b>Each</b>	<b>6</b>	<b>590</b>	<b>596</b>			

2020 ESA INSTALLATIONS AND COSTS		Second Quarter: April-June						
		Completed			Costs			
		Measures	Units	Northern	Southern	Total	Northern	Southern
<b>Weatherization</b>								
Attic Insulation	Per Sq Ft	0	0	0	\$0	\$0	\$0	
Caulking	Home	0	94	95	\$149	\$8,931	\$9,080	
Ceiling Insulation	Per Sq Ft	0	5,269	5,269	\$0	\$7,640	\$7,640	
Cover Plate Replacements	Per Gang	0	2,981	2,983	\$14	\$12,192	\$12,206	
Duct Insulation	Per Linear Ft	0	0	0	\$0	\$0	\$0	
Evaporative Cooler Cover	Each	0	20	20	\$0	\$836	\$836	
Faucet Aerators	Each	0	408	410	\$22	\$3,896	\$3,918	
Floor Insulation	Per Sq Ft	0	0	0	\$0	\$0	\$0	
Shower Thermostatic Shower Valve (TSV)	Each	0	128	130	\$84	\$5,906	\$5,990	
Showerheads - Handheld and Standard	Each	0	359	361	\$110	\$20,925	\$21,035	
Utility Gaskets	Home	0	177	178	\$59	\$5,783	\$5,842	
Water Heater Blanket	Each	0	0	0	\$0	\$183	\$183	
Water Heater Pipe Wrap	Each	0	0	0	\$0	\$24	\$24	
Weatherstripping	Each	0	603	604	\$115	\$27,340	\$27,455	
<b>Furnaces</b>								
Furnace Repairs	Each	0	11	11	\$0	\$3,012	\$3,012	
Furnace Replacements	Each	0	15	15	\$0	\$35,871	\$35,871	
Alarms: Smoke and Carbon Monoxide	Each	0	109	109	\$0	\$4,642	\$4,642	
Furnace Clean/Tune	Each	0	103	103	\$0	\$6,770	\$6,770	
Furnace Standing Pilot Light Conversion	Each	0	0	0	\$0	\$0	\$0	
Furnace Vent Repair	Each	0	0	0	\$0	\$81	\$81	
<b>Water Heaters</b>								
Water Heater Repair	Each	0	0	0	\$0	\$1,317	\$1,317	
Water Heater Replacement	Each	0	47	47	\$0	\$67,357	\$67,357	
Water Heater Expansion Tank	Each	0	30	30	\$0	\$5,526	\$5,526	
Automatic Water Heater Vent Repair	Each	0	0	0	\$0	\$895	\$895	
Water Heater Watts 210 (Replacement only)	Each	0	0	0	\$0	\$0	\$0	
<b>Minor Home Repair</b>								
Attic Access Install	Each	0	0	0	\$0	\$0	\$0	
Attic Hatch Installation	Per SQ FT	0	226	226	\$0	\$2,294	\$2,294	
Attic Venting	Each	0	0	0	\$0	\$131	\$131	
Ceiling Repair	Per SQ FT	0	16	16	\$0	\$162	\$162	
Combustion Ventilation Air (CVA)	Each	0	42	42	\$0	\$1,379	\$1,379	
Door Interior Hand Set (door knob)	Per Door	0	0	0	\$0	\$134	\$134	
Door Jamb Repair/Replacement	Each Per Door	0	14	14	\$0	\$710	\$710	
Door Lock Set	Per Cylinder	0	233	233	\$0	\$9,723	\$9,723	
Door Patch/Plate	Each Per Door	0	44	44	\$0	\$835	\$835	
Door Replacement	Each	0	24	24	\$0	\$7,404	\$7,404	
Door Threshold	Per Door	0	85	85	\$0	\$3,448	\$3,448	
Exhaust Fan	Each	0	86	86	\$0	\$5,987	\$5,987	
Floor Repair	Per SQ FT	0	0	0	\$0	\$0	\$0	
Wall Repair	Per SQ FT	0	493	493	\$0	\$5,134	\$5,134	
Window Assembly Replacement	Per SQ FT	0	4	4	\$0	\$162	\$162	
Window Glass Replacement	Per SQ FT	0	17	17	\$0	\$386	\$386	
Window Specialty Glass	Each	0	0	0	\$0	\$0	\$0	
Window Glass - Storm	Per SQ FT	0	0	0	\$0	\$0	\$0	
Window Poly - Storm	Per SQ FT	0	0	0	\$0	\$0	\$0	
Window Glazing Compound	Home	0	0	0	\$0	\$0	\$0	
Window Sash/Sill Repair	Each	0	0	0	\$0	\$0	\$0	
<b>Miscellaneous Measures</b>								
Clothes Washer High Efficiency (HE)	Each	0	28	28	\$0	\$25,423	\$25,423	
Duct Sealing/Testing	Each	0	143	143	\$0	\$26,525	\$26,525	
HERS Rater	Each	0	0	0	\$0	\$2,898	\$2,898	
NGAT	Each	0	252	253	\$79	\$23,852	\$23,931	
Other - Labor	Hours	0	172	172	\$0	\$25,312	\$25,312	
Other - Materials/Supplies	Each	0	226	226	\$0	\$13,788	\$13,788	
<b>Education</b>								
Assessment/Outreach	Each	42	897	939	\$2,052	\$53,545	\$55,596	
Energy Education	Each	14	299	313	\$1,525	\$23,205	\$24,730	
Outlying Area Travel/Time	Each	21	211	232	\$2,682	\$23,428	\$26,111	
<b>Administration</b>								
Administration Fees	Home	14	299	313	\$1,803	\$54,995	\$56,798	
<b>Totals</b>		<b>91</b>	<b>14,165</b>	<b>14,268</b>	<b>\$8,692</b>	<b>\$529,989</b>	<b>\$538,680</b>	
<b>Total Homes Education Only</b>	<b>Each</b>	<b>4</b>	<b>62</b>	<b>66</b>				
<b>Total Homes Treated</b>	<b>Each</b>	<b>1</b>	<b>170</b>	<b>171</b>				
<b>Total Homes Weatherized</b>	<b>Each</b>	<b>1</b>	<b>170</b>	<b>171</b>				



2020 ESA INSTALLATIONS AND COSTS		Third Quarter: July-Sept					
		Completed			Costs		
Measures	Units	Northern	Southern	Total	Northern	Southern	Total
<b>Weatherization</b>							
Attic Insulation	Per Sq Ft	0	0	0	\$0	\$0	\$0
Caulking	Home	0	340	347	\$942	\$32,855	\$33,797
Ceiling Insulation	Per Sq Ft	0	38,776	38,776	\$0	\$56,225	\$56,225
Cover Plate Replacements	Per Gang	14	10,283	10,297	\$95	\$42,057	\$42,152
Duct Insulation	Per Linear Ft	0	0	0	\$0	\$0	\$0
Evaporative Cooler Cover	Each	0	54	54	\$0	\$2,257	\$2,257
Faucet Aerators	Each	14	782	796	\$152	\$7,468	\$7,620
Floor Insulation	Per Sq Ft	0	2,000	2,000	\$0	\$3,700	\$3,700
Shower Thermostatic Shower Valve (TSV)	Each	0	446	453	\$293	\$20,578	\$20,871
Showerheads - Handheld and Standard	Each	13	661	674	\$853	\$32,844	\$33,698
Utility Gaskets	Home	10	392	402	\$528	\$13,356	\$13,884
Water Heater Blanket	Each	0	0	0	\$0	\$426	\$426
Water Heater Pipe Wrap	Each	0	0	0	\$43	\$165	\$208
Weatherstripping	Each	14	1,348	1,362	\$1,610	\$61,922	\$63,532
<b>Furnaces</b>							
Furnace Repairs	Each	0	36	36	\$0	\$8,874	\$8,874
Furnace Replacements	Each	0	86	86	\$0	\$186,404	\$186,404
Alarms: Smoke and Carbon Monoxide	Each	0	699	699	\$0	\$30,597	\$30,597
Furnace Clean/Tune	Each	0	207	207	\$0	\$13,606	\$13,606
Furnace Standing Pilot Light Conversion	Each	0	0	0	\$0	\$0	\$0
Furnace Vent Repair	Each	0	15	15	\$0	\$1,418	\$1,418
<b>Water Heaters</b>							
Water Heater Repair	Each	0	20	20	\$0	\$3,660	\$3,660
Water Heater Replacement	Each	0	209	209	\$0	\$297,559	\$297,559
Water Heater Expansion Tank	Each	0	78	78	\$0	\$13,539	\$13,539
Automatic Water Heater Vent Repair	Each	0	50	50	\$0	\$4,896	\$4,896
Water Heater Watts 210 (Replacement only)	Each	0	0	0	\$0	\$1,658	\$1,658
<b>Minor Home Repair</b>							
Attic Access Install	Each	0	0	0	\$0	\$203	\$203
Attic Hatch Installation	Per SQ FT	0	580	580	\$0	\$5,887	\$5,887
Attic Venting	Each	0	27	27	\$0	\$1,773	\$1,773
Ceiling Repair	Per SQ FT	0	61	61	\$0	\$619	\$619
Combustion Ventilation Air (CVA)	Each	0	112	118	\$217	\$3,678	\$3,895
Door Interior Hand Set (door knob)	Per Door	0	10	11	\$34	\$336	\$369
Door Jamb Repair/Replacement	Each Per Door	0	53	54	\$34	\$2,689	\$2,724
Door Lock Set	Per Cylinder	0	681	682	\$48	\$28,418	\$28,466
Door Patch/Plate	Each Per Door	0	33	33	\$0	\$626	\$626
Door Replacement	Each	0	111	112	\$346	\$32,905	\$33,251
Door Threshold	Per Door	0	266	267	\$40	\$10,789	\$10,829
Exhaust Fan	Each	0	286	286	\$0	\$19,888	\$19,888
Floor Repair	Per SQ FT	0	0	0	\$0	\$138	\$138
Wall Repair	Per SQ FT	11	1,370	1,381	\$113	\$14,232	\$14,345
Window Assembly Replacement	Per SQ FT	0	0	0	\$0	\$284	\$284
Window Glass Replacement	Per SQ FT	0	52	52	\$0	\$1,180	\$1,180
Window Specialty Glass	Each	0	0	0	\$0	\$0	\$0
Window Glass - Storm	Per SQ FT	0	0	0	\$0	\$0	\$0
Window Poly - Storm	Per SQ FT	0	0	0	\$0	\$0	\$0
Window Glazing Compound	Home	0	0	0	\$0	\$50	\$50
Window Sash/Sill Repair	Each	0	0	0	\$0	\$0	\$0
<b>Miscellaneous Measures</b>							
Clothes Washer High Efficiency (HE)	Each	0	130	130	\$0	\$118,037	\$118,037
Duct Sealing/Testing	Each	0	528	528	\$0	\$100,240	\$100,240
HERS Rater	Each	0	64	64	\$0	\$21,392	\$21,392
NGAT	Each	11	702	713	\$867	\$66,444	\$67,311
Other - Labor	Hours	0	755	755	\$0	\$111,032	\$111,032
Other - Materials/Supplies	Each	10	690	700	\$211	\$52,933	\$53,144
<b>Education</b>							
Assessment/Outreach	Each	21	1,596	1,617	\$1,002	\$95,236	\$96,238
Energy Education	Each	0	532	539	\$763	\$41,289	\$42,051
Outlying Area Travel/Time	Each	0	117	124	\$950	\$12,936	\$13,885
<b>Administration</b>							
Administration Fees	Home	8	532	540	\$1,030	\$97,851	\$98,881
<b>Totals</b>		<b>126</b>	<b>65,770</b>	<b>65,935</b>	<b>\$10,170</b>	<b>\$1,677,151</b>	<b>\$1,687,321</b>
<b>Total Homes Education Only</b>	<b>Each</b>	<b>0</b>	<b>86</b>	<b>86</b>			
<b>Total Homes Treated</b>	<b>Each</b>	<b>13</b>	<b>482</b>	<b>495</b>			
<b>Total Homes Weatherized</b>	<b>Each</b>	<b>13</b>	<b>480</b>	<b>493</b>			

2020 ESA INSTALLATIONS AND COSTS		Fourth Quarter: October-Dec					
		Completed			Costs		
Measures	Units	Northern	Southern	Total	Northern	Southern	Total
<b>Weatherization</b>							
Attic Insulation	Per Sq Ft	0	0	0	\$0	\$0	\$0
Caulking	Home	22	581	603	\$3,054	\$56,047	\$59,101
Ceiling Insulation	Per Sq Ft	4,440	104,548	108,988	\$7,948	\$151,595	\$159,542
Cover Plate Replacements	Per Gang	24	6,884	6,908	\$162	\$28,156	\$28,318
Duct Insulation	Per Linear Ft	0	24	24	\$0	\$32	\$32
Evaporative Cooler Cover	Each	0	103	103	\$0	\$4,304	\$4,304
Faucet Aerators	Each	21	1,279	1,300	\$228	\$12,214	\$12,443
Floor Insulation	Per Sq Ft	0	880	880	\$0	\$1,628	\$1,628
Shower Thermostatic Shower Valve (TSV)	Each	16	640	656	\$669	\$29,530	\$30,198
Showerheads - Handheld and Standard	Each	20	1,011	1,031	\$1,149	\$48,366	\$49,514
Utility Gaskets	Home	21	627	648	\$1,145	\$21,347	\$22,491
Water Heater Blanket	Each	0	0	12	\$423	\$365	\$788
Water Heater Pipe Wrap	Each	0	35	37	\$87	\$825	\$912
Weatherstripping	Each	45	2,290	2,335	\$4,283	\$106,704	\$110,987
<b>Furnaces</b>							
Furnace Repairs	Each	0	40	40	\$0	\$9,084	\$9,084
Furnace Replacements	Each	0	131	131	\$0	\$284,600	\$284,600
Alarms: Smoke and Carbon Monoxide	Each	0	920	920	\$0	\$38,514	\$38,514
Furnace Clean/Tune	Each	0	325	325	\$0	\$21,362	\$21,362
Furnace Standing Pilot Light Conversion	Each	0	0	0	\$0	\$0	\$0
Furnace Vent Repair	Each	0	15	15	\$0	\$1,422	\$1,422
<b>Water Heaters</b>							
Water Heater Repair	Each	0	41	42	\$1,236	\$9,695	\$10,931
Water Heater Replacement	Each	0	262	262	\$0	\$372,592	\$372,592
Water Heater Expansion Tank	Each	0	86	86	\$0	\$15,791	\$15,791
Automatic Water Heater Vent Repair	Each	0	71	72	\$100	\$7,009	\$7,109
Water Heater Watts 210 (Replacement only)	Each	0	0	0	\$0	\$948	\$948
<b>Minor Home Repair</b>							
Attic Access Install	Each	0	0	0	\$0	\$0	\$0
Attic Hatch Installation	Per SQ FT	0	841	842	\$10	\$8,536	\$8,547
Attic Venting	Each	0	30	30	\$0	\$1,970	\$1,970
Ceiling Repair	Per SQ FT	0	84	87	\$31	\$853	\$883
Combustion Ventilation Air (CVA)	Each	0	145	152	\$253	\$4,762	\$5,014
Door Interior Hand Set (door knob)	Per Door	0	0	0	\$0	\$269	\$269
Door Jamb Repair/Replacement	Each Per Door	0	110	110	\$0	\$5,581	\$5,581
Door Lock Set	Per Cylinder	0	1,149	1,152	\$143	\$47,948	\$48,091
Door Patch/Plate	Each Per Door	0	48	48	\$0	\$911	\$911
Door Replacement	Each	0	224	225	\$346	\$66,617	\$66,963
Door Threshold	Per Door	0	409	411	\$81	\$16,589	\$16,670
Exhaust Fan	Each	0	427	427	\$0	\$29,699	\$29,699
Floor Repair	Per SQ FT	0	0	0	\$0	\$35	\$35
Wall Repair	Per SQ FT	15	2,074	2,089	\$153	\$21,311	\$21,465
Window Assembly Replacement	Per SQ FT	0	0	0	\$0	\$0	\$0
Window Glass Replacement	Per SQ FT	0	95	95	\$0	\$2,394	\$2,394
Window Specialty Glass	Each	0	0	0	\$0	\$753	\$753
Window Glass - Storm	Per SQ FT	0	0	0	\$0	\$0	\$0
Window Poly - Storm	Per SQ FT	0	0	0	\$0	\$0	\$0
Window Glazing Compound	Home	0	0	0	\$0	\$100	\$100
Window Sash/Sill Repair	Each	0	0	0	\$0	\$0	\$0
<b>Miscellaneous Measures</b>							
Clothes Washer High Efficiency (HE)	Each	0	160	160	\$0	\$145,277	\$145,277
Duct Sealing/Testing	Each	0	821	821	\$0	\$154,234	\$154,234
HERS Rater	Each	0	112	112	\$0	\$39,552	\$39,552
NGAT	Each	24	1,043	1,067	\$1,891	\$98,720	\$100,611
Other - Labor	Hours	13	1,077	1,090	\$1,949	\$158,418	\$160,367
Other - Materials/Supplies	Each	16	1,005	1,021	\$338	\$70,142	\$70,479
<b>Education</b>							
Assessment/Outreach	Each	71	2,217	2,288	\$3,333	\$132,340	\$135,673
Energy Education	Each	24	739	763	\$2,552	\$57,354	\$59,906
Outlying Area Travel/Time	Each	23	204	227	\$3,257	\$22,103	\$25,359
<b>Administration</b>							
Administration Fees	Home	24	739	763	\$3,016	\$135,924	\$138,941
<b>Totals</b>		<b>4,819</b>	<b>134,545</b>	<b>139,397</b>	<b>\$37,836</b>	<b>\$2,444,519</b>	<b>\$2,482,354</b>
<b>Total Homes Education Only</b>	<b>Each</b>	<b>3</b>	<b>65</b>	<b>68</b>			
<b>Total Homes Treated</b>	<b>Each</b>	<b>25</b>	<b>659</b>	<b>684</b>			
<b>Total Homes Weatherized</b>	<b>Each</b>	<b>24</b>	<b>658</b>	<b>682</b>			

2020 ESA INSTALLATIONS AND COSTS		Year to Date Totals					
		Completed			Costs		
Measures	Units	Northern	Southern	Total	Northern	Southern	Total
<b>Weatherization</b>							
Attic Insulation	Per Sq Ft	0	0	0	\$0	\$0	\$0
Caulking	Home	22	1,374	1,396	\$4,828	\$132,185	\$137,013
Ceiling Insulation	Per Sq Ft	4,440	186,398	190,838	\$7,948	\$270,277	\$278,225
Cover Plate Replacements	Per Gang	38	30,946	30,984	\$318	\$126,569	\$126,887
Duct Insulation	Per Linear Ft	0	24	24	\$0	\$32	\$32
Evaporative Cooler Cover	Each	0	220	220	\$0	\$9,194	\$9,194
Faucet Aerators	Each	35	3,720	3,755	\$457	\$35,526	\$35,983
Floor Insulation	Per Sq Ft	0	2,880	2,880	\$0	\$5,328	\$5,328
Shower Thermostatic Shower Valve (TSV)	Each	16	1,808	1,824	\$1,212	\$83,421	\$84,633
Showerheads - Handheld and Standard	Each	33	3,028	3,061	\$2,366	\$153,662	\$156,028
Utility Gaskets	Home	31	1,666	1,697	\$1,996	\$56,174	\$58,170
Water Heater Blanket	Each	0	18	18	\$423	\$2,070	\$2,493
Water Heater Pipe Wrap	Each	0	35	35	\$130	\$1,108	\$1,238
Weatherstripping	Each	59	5,871	5,930	\$6,799	\$270,789	\$277,589
<b>Furnaces</b>							
Furnace Repairs	Each	0	147	147	\$0	\$37,888	\$37,888
Furnace Replacements	Each	0	296	296	\$0	\$650,881	\$650,881
Alarms: Smoke and Carbon Monoxide	Each	0	2,248	2,248	\$0	\$97,420	\$97,420
Furnace Clean/Tune	Each	0	940	940	\$0	\$61,786	\$61,786
Furnace Standing Pilot Light Conversion	Each	0	0	0	\$0	\$0	\$0
Furnace Vent Repair	Each	0	44	44	\$0	\$4,274	\$4,274
<b>Water Heaters</b>							
Water Heater Repair	Each	0	103	103	\$1,236	\$23,519	\$24,755
Water Heater Replacement	Each	0	693	693	\$0	\$986,586	\$986,586
Water Heater Expansion Tank	Each	0	246	246	\$0	\$42,619	\$42,619
Automatic Water Heater Vent Repair	Each	0	155	155	\$100	\$15,768	\$15,868
Water Heater Watts 210 (Replacement only)	Each	0	0	0	\$0	\$2,606	\$2,606
<b>Minor Home Repair</b>							
Attic Access Install	Each	0	0	0	\$0	\$203	\$203
Attic Hatch Installation	Per SQ FT	0	2,370	2,370	\$10	\$24,056	\$24,066
Attic Venting	Each	0	57	57	\$0	\$4,399	\$4,399
Ceiling Repair	Per SQ FT	0	245	245	\$31	\$2,487	\$2,518
Combustion Ventilation Air (CVA)	Each	0	398	398	\$614	\$13,070	\$13,684
Door Interior Hand Set (door knob)	Per Door	0	10	10	\$34	\$1,007	\$1,041
Door Jamb Repair/Replacement	Each Per Door	0	244	244	\$34	\$12,381	\$12,415
Door Lock Set	Per Cylinder	0	2,849	2,849	\$287	\$118,889	\$119,175
Door Patch/Plate	Each Per Door	0	201	201	\$0	\$3,815	\$3,815
Door Replacement	Each	0	452	452	\$692	\$135,152	\$135,845
Door Threshold	Per Door	0	1,028	1,028	\$121	\$41,696	\$41,817
Exhaust Fan	Each	0	1,073	1,073	\$0	\$74,629	\$74,629
Floor Repair	Per SQ FT	0	0	0	\$0	\$173	\$173
Wall Repair	Per SQ FT	26	5,496	5,522	\$276	\$56,356	\$56,632
Window Assembly Replacement	Per SQ FT	0	4	4	\$0	\$446	\$446
Window Glass Replacement	Per SQ FT	0	215	215	\$0	\$5,937	\$5,937
Window Specialty Glass	Each	0	0	0	\$0	\$753	\$753
Window Glass - Storm	Per SQ FT	0	0	0	\$0	\$0	\$0
Window Poly - Storm	Per SQ FT	0	0	0	\$0	\$0	\$0
Window Glazing Compound	Home	0	0	0	\$0	\$176	\$176
Window Sash/Sill Repair	Each	0	0	0	\$0	\$0	\$0
<b>Miscellaneous Measures</b>							
Clothes Washer High Efficiency (HE)	Each	0	453	453	\$0	\$411,315	\$411,315
Duct Sealing/Testing	Each	0	2,029	2,029	\$0	\$382,987	\$382,987
HERS Rater	Each	0	233	233	\$0	\$83,792	\$83,792
NGAT	Each	35	2,766	2,801	\$3,231	\$261,802	\$265,033
Other - Labor	Hours	13	2,628	2,641	\$1,949	\$386,736	\$388,686
Other - Materials/Supplies	Each	26	2,630	2,656	\$570	\$181,908	\$182,477
<b>Education</b>							
Assessment/Outreach	Each	162	6,549	6,711	\$7,690	\$390,932	\$398,621
Energy Education	Each	38	2,183	2,221	\$5,820	\$169,423	\$175,243
Outlying Area Travel/Time	Each	44	731	775	\$8,021	\$80,176	\$88,197
<b>Administration</b>							
Administration Fees	Home	46	2,183	2,229	\$6,879	\$401,519	\$408,398
<b>Totals</b>		<b>5,064</b>	<b>279,887</b>	<b>284,951</b>	<b>\$64,071</b>	<b>\$6,315,897</b>	<b>\$6,379,968</b>
<b>Total Homes Education Only</b>	<b>Each</b>	<b>8</b>	<b>232</b>	<b>240</b>			
<b>Total Homes Treated</b>	<b>Each</b>	<b>45</b>	<b>1,902</b>	<b>1,947</b>			
<b>Total Homes Weatherized</b>	<b>Each</b>	<b>44</b>	<b>1,898</b>	<b>1,942</b>			

**Table VIII.E.  
2020 Energy Savings (by Quarter)**

2020 ESA ENERGY SAVINGS		First Quarter: January-March					
		Annual Energy Savings [1]			Lifetime Energy Savings [1]		
		NCA	SCA	Total	NCA	SCA	Total
Measures	Units	Therms	Therms	Therms	Therms	Therms	Therms
<b>Weatherization</b>							
Attic Insulation	Per Sq Ft	0	0	0	0	0	0
Caulking	Home	0	646	646	0	12,924	12,924
Ceiling Insulation	Per Sq Ft	0	1,350	1,350	0	27,009	27,009
Cover Plate Replacements	Per Gang	0	3,265	3,265	0	65,300	65,300
Duct Insulation	Per Linear Ft	0	0	0	0	0	0
Evaporative Cooler Cover	Each	0	0	0	0	0	0
Faucet Aerators	Each	0	3,952	3,952	0	39,519	39,519
Floor Insulation	Per Sq Ft	0	0	0	0	0	0
Shower Thermostatic Shower Valve (TSV)	Each	0	968	968	0	19,364	19,364
Showerheads - Handheld and Standard	Each	0	3,150	3,150	0	31,495	31,495
Utility Gaskets	Home	0	224	224	0	4,473	4,473
Water Heater Blanket	Each	0	114	114	0	1,143	1,143
Water Heater Pipe Wrap	Each	0	0	0	0	0	0
Weatherstripping	Each	0	2,934	2,934	0	58,680	58,680
<b>Furnaces</b>							
Furnace Repairs	Each	0	-4,035	-4,035	0	-80,695	-80,695
Furnace Replacements	Each	0	-4,304	-4,304	0	-86,075	-86,075
Alarms: Smoke and Carbon Monoxide	Each	0	0	0	0	0	0
Furnace Clean/Tune	Each	0	-1,554	-1,554	0	-31,076	-31,076
Furnace Standing Pilot Light Conversion	Each	0	0	0	0	0	0
Furnace Vent Repair	Each	0	-71	-71	0	-1,426	-1,426
<b>Water Heaters</b>							
Water Heater Repair	Each	0	100	100	0	2,008	2,008
Water Heater Replacement	Each	0	418	418	0	8,365	8,365
Water Heater Expansion Tank	Each	0	124	124	0	2,486	2,486
Automatic Water Heater Vent Repair	Each	0	81	81	0	1,625	1,625
Water Heater Watts 210 (Replacement only)	Each	0	0	0	0	0	0
<b>Minor Home Repair</b>							
Attic Access Install	Each	0	0	0	0	0	0
Attic Hatch Installation	Per SQ FT	0	0	0	0	0	0
Attic Venting	Each	0	0	0	0	0	0
Ceiling Repair	Per SQ FT	0	3	3	0	60	60
Combustion Ventilation Air (CVA)	Each	0	0	0	0	0	0
Door Interior Hand Set (door knob)	Per Door	0	0	0	0	0	0
Door Jamb Repair/Replacement	Each Per Door	0	0	0	0	0	0
Door Lock Set	Per Cylinder	0	0	0	0	0	0
Door Patch/Plate	Each Per Door	0	0	0	0	0	0
Door Replacement	Each	0	0	0	0	0	0
Door Threshold	Per Door	0	0	0	0	0	0
Exhaust Fan	Each	0	0	0	0	0	0
Floor Repair	Per SQ FT	0	0	0	0	0	0
Wall Repair	Per SQ FT	0	0	0	0	0	0
Window Assembly Replacement	Per SQ FT	0	0	0	0	0	0
Window Glass Replacement	Per SQ FT	0	0	0	0	0	0
Window Specialty Glass	Each	0	0	0	0	0	0
Window Glass - Storm	Per SQ FT	0	0	0	0	0	0
Window Poly - Storm	Per SQ FT	0	0	0	0	0	0
Window Glazing Compound	Home	0	0	0	0	0	0
Window Sash/Sill Repair	Each	0	0	0	0	0	0
<b>Miscellaneous Measures</b>							
Clothes Washer High Efficiency (HE)	Each	0	2,686	2,686	0	37,606	37,606
Duct Sealing/Testing	Each	0	12,185	12,185	0	243,695	243,695
HERS Rater	Each	N/A	N/A	N/A	N/A	N/A	N/A
NGAT	Each	N/A	N/A	N/A	N/A	N/A	N/A
Other - Labor	Hours	N/A	N/A	N/A	N/A	N/A	N/A
Other - Materials/Supplies	Each	N/A	N/A	N/A	N/A	N/A	N/A
<b>Education</b>							
Assessment/Outreach	Each	N/A	N/A	N/A	N/A	N/A	N/A
Energy Education	Each	N/A	N/A	N/A	N/A	N/A	N/A
Outlying Area Travel/Time	Each	N/A	N/A	N/A	N/A	N/A	N/A
<b>Administration</b>							
Administration Fees	Home	N/A	N/A	N/A	N/A	N/A	N/A
<b>Totals</b>		<b>0</b>	<b>22,238</b>	<b>22,238</b>	<b>0</b>	<b>356,480</b>	<b>356,480</b>

[1] Estimated annual energy savings (therms) are based upon the 2015-2019 (Phase 2) ESA Program Impact Evaluation Study, April 26, 2019, <https://pda.energydataweb.com/#!/documents/2173/view>

2020 ESA ENERGY SAVINGS		Second Quarter: April-June						
		Annual Energy Savings [1]			Lifetime Energy Savings [1]			
		NCA	SCA	Total	NCA	SCA	Total	
Measures	Units	Therms	Therms	Therms	Therms	Therms	Therms	
<b>Weatherization</b>								
Attic Insulation	Per Sq Ft	0	0	0	0	0	0	0
Caulking	Home	0	169	169	0	3,384	3,384	3,384
Ceiling Insulation	Per Sq Ft	0	188	188	0	3,764	3,764	3,764
Cover Plate Replacements	Per Gang	0	901	901	0	18,027	18,027	18,027
Duct Insulation	Per Linear Ft	0	0	0	0	0	0	0
Evaporative Cooler Cover	Each	0	0	0	0	0	0	0
Faucet Aerators	Each	0	1,289	1,289	0	12,889	12,889	12,889
Floor Insulation	Per Sq Ft	0	0	0	0	0	0	0
Shower Thermostatic Shower Valve (TSV)	Each	0	209	209	0	4,173	4,173	4,173
Showerheads - Handheld and Standard	Each	0	1,134	1,134	0	11,341	11,341	11,341
Utility Gaskets	Home	0	84	84	0	1,684	1,684	1,684
Water Heater Blanket	Each	0	0	0	0	0	0	0
Water Heater Pipe Wrap	Each	0	0	0	0	0	0	0
Weatherstripping	Each	0	1,085	1,085	0	21,708	21,708	21,708
<b>Furnaces</b>								
Furnace Repairs	Each	0	-740	-740	0	-14,794	-14,794	-14,794
Furnace Replacements	Each	0	-1,009	-1,009	0	-20,174	-20,174	-20,174
Alarms: Smoke and Carbon Monoxide	Each	0	0	0	0	0	0	0
Furnace Clean/Tune	Each	0	-525	-525	0	-10,495	-10,495	-10,495
Furnace Standing Pilot Light Conversion	Each	0	0	0	0	0	0	0
Furnace Vent Repair	Each	0	0	0	0	0	0	0
<b>Water Heaters</b>								
Water Heater Repair	Each	0	0	0	0	0	0	0
Water Heater Replacement	Each	0	112	112	0	2,247	2,247	2,247
Water Heater Expansion Tank	Each	0	72	72	0	1,434	1,434	1,434
Automatic Water Heater Vent Repair	Each	0	0	0	0	0	0	0
Water Heater Watts 210 (Replacement only)	Each	0	0	0	0	0	0	0
<b>Minor Home Repair</b>								
Attic Access Install	Each	0	0	0	0	0	0	0
Attic Hatch Installation	Per SQ FT	0	0	0	0	0	0	0
Attic Venting	Each	0	0	0	0	0	0	0
Ceiling Repair	Per SQ FT	0	1	1	0	11	11	11
Combustion Ventilation Air (CVA)	Each	0	0	0	0	0	0	0
Door Interior Hand Set (door knob)	Per Door	0	0	0	0	0	0	0
Door Jamb Repair/Replacement	Each Per Door	0	0	0	0	0	0	0
Door Lock Set	Per Cylinder	0	0	0	0	0	0	0
Door Patch/Plate	Each Per Door	0	0	0	0	0	0	0
Door Replacement	Each	0	0	0	0	0	0	0
Door Threshold	Per Door	0	0	0	0	0	0	0
Exhaust Fan	Each	0	0	0	0	0	0	0
Floor Repair	Per SQ FT	0	0	0	0	0	0	0
Wall Repair	Per SQ FT	0	0	0	0	0	0	0
Window Assembly Replacement	Per SQ FT	0	0	0	0	0	0	0
Window Glass Replacement	Per SQ FT	0	0	0	0	0	0	0
Window Specialty Glass	Each	0	0	0	0	0	0	0
Window Glass - Storm	Per SQ FT	0	0	0	0	0	0	0
Window Poly - Storm	Per SQ FT	0	0	0	0	0	0	0
Window Glazing Compound	Home	0	0	0	0	0	0	0
Window Sash/Sill Repair	Each	0	0	0	0	0	0	0
<b>Miscellaneous Measures</b>								
Clothes Washer High Efficiency (HE)	Each	0	557	557	0	7,800	7,800	7,800
Duct Sealing/Testing	Each	0	3,245	3,245	0	64,895	64,895	64,895
HERS Rater	Each	N/A	N/A	N/A	N/A	N/A	N/A	N/A
NGAT	Each	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Other - Labor	Hours	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Other - Materials/Supplies	Each	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>Education</b>								
Assessment/Outreach	Each	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Energy Education	Each	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Outlying Area Travel/Time	Each	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>Administration</b>								
Administration Fees	Home	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>Totals</b>		<b>0</b>	<b>6,773</b>	<b>6,773</b>	<b>0</b>	<b>107,894</b>	<b>107,894</b>	<b>107,894</b>

[1] Estimated annual energy savings (therms) are based upon the 2015-2019 (Phase 2) ESA Program Impact Evaluation Study, April 26, 2019, <https://pda.energydataweb.com/#!/documents/2173/view>

2020 ESA ENERGY SAVINGS		Third Quarter: July-Sept					
		Annual Energy Savings [1]			Lifetime Energy Savings [1]		
		NCA	SCA	Total	NCA	SCA	Total
Measures	Units	Therms	Therms	Therms	Therms	Therms	Therms
<b>Weatherization</b>							
Attic Insulation	Per Sq Ft	0	0	0	0	0	0
Caulking	Home	0	612	612	0	12,240	12,240
Ceiling Insulation	Per Sq Ft	0	1,385	1,385	0	27,703	27,703
Cover Plate Replacements	Per Gang	4	3,109	3,114	85	62,185	62,270
Duct Insulation	Per Linear Ft	0	0	0	0	0	0
Evaporative Cooler Cover	Each	0	0	0	0	0	0
Faucet Aerators	Each	44	2,470	2,515	442	24,703	25,146
Floor Insulation	Per Sq Ft	0	71	71	0	1,429	1,429
Shower Thermostatic Shower Valve (TSV)	Each	0	727	727	0	14,540	14,540
Showerheads - Handheld and Standard	Each	41	2,088	2,129	411	20,881	21,292
Utility Gaskets	Home	5	187	191	95	3,730	3,825
Water Heater Blanket	Each	0	0	0	0	0	0
Water Heater Pipe Wrap	Each	0	0	0	0	0	0
Weatherstripping	Each	25	2,426	2,452	504	48,528	49,032
<b>Furnaces</b>							
Furnace Repairs	Each	0	-2,421	-2,421	0	-48,417	-48,417
Furnace Replacements	Each	0	-5,783	-5,783	0	115,663	-115,663
Alarms: Smoke and Carbon Monoxide	Each	0	0	0	0	0	0
Furnace Clean/Tune	Each	0	-1,055	-1,055	0	-21,091	-21,091
Furnace Standing Pilot Light Conversion	Each	0	0	0	0	0	0
Furnace Vent Repair	Each	0	-76	-76	0	-1,528	-1,528
<b>Water Heaters</b>							
Water Heater Repair	Each	0	48	48	0	956	956
Water Heater Replacement	Each	0	500	500	0	9,990	9,990
Water Heater Expansion Tank	Each	0	186	186	0	3,728	3,728
Automatic Water Heater Vent Repair	Each	0	120	120	0	2,390	2,390
Water Heater Watts 210 (Replacement only)	Each	0	0	0	0	0	0
<b>Minor Home Repair</b>							
Attic Access Install	Each	0	0	0	0	0	0
Attic Hatch Installation	Per SQ FT	0	0	0	0	0	0
Attic Venting	Each	0	0	0	0	0	0
Ceiling Repair	Per SQ FT	0	2	2	0	44	44
Combustion Ventilation Air (CVA)	Each	0	0	0	0	0	0
Door Interior Hand Set (door knob)	Per Door	0	0	0	0	0	0
Door Jamb Repair/Replacement	Each Per Door	0	0	0	0	0	0
Door Lock Set	Per Cylinder	0	0	0	0	0	0
Door Patch/Plate	Each Per Door	0	0	0	0	0	0
Door Replacement	Each	0	0	0	0	0	0
Door Threshold	Per Door	0	0	0	0	0	0
Exhaust Fan	Each	0	0	0	0	0	0
Floor Repair	Per SQ FT	0	0	0	0	0	0
Wall Repair	Per SQ FT	0	0	0	0	0	0
Window Assembly Replacement	Per SQ FT	0	0	0	0	0	0
Window Glass Replacement	Per SQ FT	0	0	0	0	0	0
Window Specialty Glass	Each	0	0	0	0	0	0
Window Glass - Storm	Per SQ FT	0	0	0	0	0	0
Window Poly - Storm	Per SQ FT	0	0	0	0	0	0
Window Glazing Compound	Home	0	0	0	0	0	0
Window Sash/Sill Repair	Each	0	0	0	0	0	0
<b>Miscellaneous Measures</b>							
Clothes Washer High Efficiency (HE)	Each	0	2,587	2,587	0	36,214	36,214
Duct Sealing/Testing	Each	0	11,981	11,981	0	239,611	239,611
HERS Rater	Each	N/A	N/A	N/A	N/A	N/A	N/A
NGAT	Each	N/A	N/A	N/A	N/A	N/A	N/A
Other - Labor	Hours	N/A	N/A	N/A	N/A	N/A	N/A
Other - Materials/Supplies	Each	N/A	N/A	N/A	N/A	N/A	N/A
<b>Education</b>							
Assessment/Outreach	Each	N/A	N/A	N/A	N/A	N/A	N/A
Energy Education	Each	N/A	N/A	N/A	N/A	N/A	N/A
Outlying Area Travel/Time	Each	N/A	N/A	N/A	N/A	N/A	N/A
<b>Administration</b>							
Administration Fees	Home	N/A	N/A	N/A	N/A	N/A	N/A
<b>Totals</b>		<b>119</b>	<b>19,164</b>	<b>19,283</b>	<b>1,537</b>	<b>322,173</b>	<b>323,709</b>

[1] Estimated annual energy savings (therms) are based upon the 2015-2019 (Phase 2) ESA Program Impact Evaluation Study, April 26, 2019, <https://pda.energydataweb.com/#!/documents/2173/view>

2020 ESA ENERGY SAVINGS		Fourth Quarter: October-Dec					
		Annual Energy Savings [1]			Lifetime Energy Savings [1]		
		NCA	SCA	Total	NCA	SCA	Total
Measures	Units	Therms	Therms	Therms	Therms	Therms	Therms
<b>Weatherization</b>							
Attic Insulation	Per Sq Ft	0	0	0	0	0	0
Caulking	Home	40	1,046	1,085	792	20,916	21,708
Ceiling Insulation	Per Sq Ft	159	3,735	3,893	3,172	74,692	77,864
Cover Plate Replacements	Per Gang	7	2,082	2,089	145	41,630	41,775
Duct Insulation	Per Linear Ft	0	1	1	0	17	17
Evaporative Cooler Cover	Each	0	0	0	0	0	0
Faucet Aerators	Each	66	4,040	4,107	663	40,404	41,067
Floor Insulation	Per Sq Ft	0	31	31	0	629	629
Shower Thermostatic Shower Valve (TSV)	Each	26	1,043	1,069	522	20,864	21,386
Showerheads - Handheld and Standard	Each	63	3,194	3,257	632	31,938	32,569
Utility Gaskets	Home	10	298	308	200	5,967	6,166
Water Heater Blanket	Each	0	0	0	0	0	0
Water Heater Pipe Wrap	Each	0	222	222	0	2,223	2,223
Weatherstripping	Each	81	4,122	4,203	1,620	82,440	84,060
<b>Furnaces</b>							
Furnace Repairs	Each	0	-2,690	-2,690	0	-53,797	-53,797
Furnace Replacements	Each	0	-8,809	-8,809	0	176,184	-176,184
Alarms: Smoke and Carbon Monoxide	Each	0	0	0	0	0	0
Furnace Clean/Tune	Each	0	-1,656	-1,656	0	-33,114	-33,114
Furnace Standing Pilot Light Conversion	Each	0	0	0	0	0	0
Furnace Vent Repair	Each	0	-76	-76	0	-1,528	-1,528
<b>Water Heaters</b>							
Water Heater Repair	Each	0	98	98	0	1,960	1,960
Water Heater Replacement	Each	0	626	626	0	12,524	12,524
Water Heater Expansion Tank	Each	0	206	206	0	4,111	4,111
Automatic Water Heater Vent Repair	Each	0	170	170	0	3,394	3,394
Water Heater Watts 210 (Replacement only)	Each	0	0	0	0	0	0
<b>Minor Home Repair</b>							
Attic Access Install	Each	0	0	0	0	0	0
Attic Hatch Installation	Per SQ FT	0	0	0	0	0	0
Attic Venting	Each	0	0	0	0	0	0
Ceiling Repair	Per SQ FT	0	3	3	0	60	60
Combustion Ventilation Air (CVA)	Each	0	0	0	0	0	0
Door Interior Hand Set (door knob)	Per Door	0	0	0	0	0	0
Door Jamb Repair/Replacement	Each Per Door	0	0	0	0	0	0
Door Lock Set	Per Cylinder	0	0	0	0	0	0
Door Patch/Plate	Each Per Door	0	0	0	0	0	0
Door Replacement	Each	0	0	0	0	0	0
Door Threshold	Per Door	0	0	0	0	0	0
Exhaust Fan	Each	0	0	0	0	0	0
Floor Repair	Per SQ FT	0	0	0	0	0	0
Wall Repair	Per SQ FT	0	0	0	0	0	0
Window Assembly Replacement	Per SQ FT	0	0	0	0	0	0
Window Glass Replacement	Per SQ FT	0	0	0	0	0	0
Window Specialty Glass	Each	0	0	0	0	0	0
Window Glass - Storm	Per SQ FT	0	0	0	0	0	0
Window Poly - Storm	Per SQ FT	0	0	0	0	0	0
Window Glazing Compound	Home	0	0	0	0	0	0
Window Sash/Sill Repair	Each	0	0	0	0	0	0
<b>Miscellaneous Measures</b>							
Clothes Washer High Efficiency (HE)	Each	0	3,184	3,184	0	44,571	44,571
Duct Sealing/Testing	Each	0	18,629	18,629	0	372,577	372,577
HERS Rater	Each	N/A	N/A	N/A	N/A	N/A	N/A
NGAT	Each	N/A	N/A	N/A	N/A	N/A	N/A
Other - Labor	Hours	N/A	N/A	N/A	N/A	N/A	N/A
Other - Materials/Supplies	Each	N/A	N/A	N/A	N/A	N/A	N/A
<b>Education</b>							
Assessment/Outreach	Each	N/A	N/A	N/A	N/A	N/A	N/A
Energy Education	Each	N/A	N/A	N/A	N/A	N/A	N/A
Outlying Area Travel/Time	Each	N/A	N/A	N/A	N/A	N/A	N/A
<b>Administration</b>							
Administration Fees	Home	N/A	N/A	N/A	N/A	N/A	N/A
<b>Totals</b>		<b>452</b>	<b>29,498</b>	<b>29,950</b>	<b>7,746</b>	<b>496,291</b>	<b>504,037</b>

[1] Estimated annual energy savings (therms) are based upon the 2015-2019 (Phase 2) ESA Program Impact Evaluation Study, April 26, 2019, <https://pda.energydataweb.com/#!/documents/2173/view>

2020 ESA ENERGY SAVINGS		Year to Date Totals						
		Annual Energy Savings [1]			Lifetime Energy Savings [1]			
		NCA	SCA	Total	NCA	SCA	Total	
Measures	Units	Therms	Therms	Therms	Therms	Therms	Therms	
<b>Weatherization</b>								
Attic Insulation	Per Sq Ft	0	0	0	0	0	0	0
Caulking	Home	40	2,473	2,513	792	49,464	50,256	
Ceiling Insulation	Per Sq Ft	159	6,658	6,817	3,172	133,169	136,341	
Cover Plate Replacements	Per Gang	11	9,357	9,369	230	187,143	187,373	
Duct Insulation	Per Linear Ft	0	1	1	0	17	17	
Evaporative Cooler Cover	Each	0	0	0	0	0	0	
Faucet Aerators	Each	111	11,752	11,862	1,106	117,515	118,621	
Floor Insulation	Per Sq Ft	0	103	103	0	2,058	2,058	
Shower Thermostatic Shower Valve (TSV)	Each	26	2,947	2,973	522	58,941	59,462	
Showerheads - Handheld and Standard	Each	104	9,565	9,670	1,042	95,655	96,697	
Utility Gaskets	Home	15	793	807	295	15,854	16,149	
Water Heater Blanket	Each	0	114	114	0	1,143	1,143	
Water Heater Pipe Wrap	Each	0	222	222	0	2,223	2,223	
Weatherstripping	Each	106	10,568	10,674	2,124	211,356	213,480	
<b>Furnaces</b>								
Furnace Repairs	Each	0	-9,885	-9,885	0	-197,703	-197,703	
Furnace Replacements	Each	0	-19,905	-19,905	0	-398,096	-398,096	
Alarms: Smoke and Carbon Monoxide	Each	0	0	0	0	0	0	
Furnace Clean/Tune	Each	0	-4,789	-4,789	0	-95,776	-95,776	
Furnace Standing Pilot Light Conversion	Each	0	0	0	0	0	0	
Furnace Vent Repair	Each	0	-224	-224	0	-4,483	-4,483	
<b>Water Heaters</b>								
Water Heater Repair	Each	0	246	246	0	4,923	4,923	
Water Heater Replacement	Each	0	1,656	1,656	0	33,126	33,126	
Water Heater Expansion Tank	Each	0	588	588	0	11,759	11,759	
Automatic Water Heater Vent Repair	Each	0	370	370	0	7,409	7,409	
Water Heater Watts 210 (Replacement only)	Each	0	0	0	0	0	0	
<b>Minor Home Repair</b>								
Attic Access Install	Each	0	0	0	0	0	0	
Attic Hatch Installation	Per SQ FT	0	0	0	0	0	0	
Attic Venting	Each	0	0	0	0	0	0	
Ceiling Repair	Per SQ FT	0	9	9	0	175	175	
Combustion Ventilation Air (CVA)	Each	0	0	0	0	0	0	
Door Interior Hand Set (door knob)	Per Door	0	0	0	0	0	0	
Door Jamb Repair/Replacement	Each Per Door	0	0	0	0	0	0	
Door Lock Set	Per Cylinder	0	0	0	0	0	0	
Door Patch/Plate	Each Per Door	0	0	0	0	0	0	
Door Replacement	Each	0	0	0	0	0	0	
Door Threshold	Per Door	0	0	0	0	0	0	
Exhaust Fan	Each	0	0	0	0	0	0	
Floor Repair	Per SQ FT	0	0	0	0	0	0	
Wall Repair	Per SQ FT	0	0	0	0	0	0	
Window Assembly Replacement	Per SQ FT	0	0	0	0	0	0	
Window Glass Replacement	Per SQ FT	0	0	0	0	0	0	
Window Specialty Glass	Each	0	0	0	0	0	0	
Window Glass - Storm	Per SQ FT	0	0	0	0	0	0	
Window Poly - Storm	Per SQ FT	0	0	0	0	0	0	
Window Glazing Compound	Home	0	0	0	0	0	0	
Window Sash/Sill Repair	Each	0	0	0	0	0	0	
<b>Miscellaneous Measures</b>								
Clothes Washer High Efficiency (HE)	Each	0	9,014	9,014	0	126,190	126,190	
Duct Sealing/Testing	Each	0	46,039	46,039	0	920,777	920,777	
HERS Rater	Each	N/A	N/A	N/A	N/A	N/A	N/A	
NGAT	Each	N/A	N/A	N/A	N/A	N/A	N/A	
Other - Labor	Hours	N/A	N/A	N/A	N/A	N/A	N/A	
Other - Materials/Supplies	Each	N/A	N/A	N/A	N/A	N/A	N/A	
<b>Education</b>								
Assessment/Outreach	Each	N/A	N/A	N/A	N/A	N/A	N/A	
Energy Education	Each	N/A	N/A	N/A	N/A	N/A	N/A	
Outlying Area Travel/Time	Each	N/A	N/A	N/A	N/A	N/A	N/A	
<b>Administration</b>								
Administration Fees	Home	N/A	N/A	N/A	N/A	N/A	N/A	
<b>Totals</b>		<b>572</b>	<b>77,673</b>	<b>78,244</b>	<b>9,283</b>	<b>1,282,837</b>	<b>1,292,120</b>	

[1] Estimated annual energy savings (therms) are based upon the 2015-2019 (Phase 2) ESA Program Impact Evaluation Study, April 26, 2019, <https://pda.energydataweb.com/#!/documents/2173/view>



## VIII. Energy Savings Assistance Program

### F. Provide the number of homes treated each year, with ESA services, from 2002 to current.

Table VIII.F. depicts the total number of homes treated each year with ESA program services.

**Table VIII.F.  
Total Number of Homes Treated with ESA Program**

Program Year	Homes Treated
2002	610
2003	2,244
2004	844
2005	738
2006	798
2007	1,357
2008	1,532
2009	1,436
2010	2,780
2011	2,350
2012	1,919
2013	2,038
2014	4,024
2015	2,170
2016	2,351
2017	1,277
2018	1,716
2019	2,187
2020	1,947
<b>Total</b>	<b>34,318</b>

### G. Provide the estimated number of remaining homes to be treated, with ESA services, specifically, over the next program cycle leading up to end of year 2020.

Southwest Gas used the 60% willingness and feasibility to participate factor as authorized by the Commission in D.18-08-020 and estimates the remaining number of homes that were not treated by end of year 2020 was 2,631 households. Table VIII.G. illustrates how Southwest Gas calculated this number.

**Table VIII.G.  
Estimated Remaining Homes to be Treated by 2020**

Description	Calculation	Amount
Estimated Eligible by year-end 2020	[A]	61,581
Estimated Unwilling (40%)	[A] x .40 = [B]	24,632
Estimated Eligible and Willing	[A] - [B] = [C]	36,949
Number of Homes Treated from 2002 - 2020	[D]	34,318
Estimated Remaining Homes	[C] - [D] = [E]	2,631

**H. Identify all willingness to participate factors being used for your utility and any other factors or barriers taken into consideration.**

Southwest Gas has been working with its ESA Contract Administrator to provide more specific reasons why customers are unwilling to participate in the ESA program. The reasons that have been reported to Southwest Gas to date include the following:

- Skepticism/outsideers unwelcome
- Language barriers
- Owner/landlord refusal
- No need
- Changed mind
- Availability/time requirements
- Lack proper documentation to prove income-eligibility
- Did not meet the residency timeline requirements

Southwest Gas continuously looks for ways to improve the ESA program participation and address the aforementioned barriers and other barriers that may be reported to the Company in the future.

**I. Describe the follow-up letter to ESA program participants to encourage continued energy savings.**

Southwest Gas mails a letter to each ESA program participant thanking them for their participation in the program and reminding them to be conscious of their energy and water usage. The letter also includes an insert with energy and water conservation low cost / no cost tips. Both the letter and insert are provided in both English and Spanish languages.

**J. Describe the number of “first touches” and “go backs”, including any repeat “go backs” where a household is treated more than once during a program cycle.**

Table VIII.H. illustrates the number of “first touches” and “go backs” for Program Year 2020.

**Table VIII.H.  
Program Year 2020 First Touches and Go Backs**

<b>Month</b>	<b>First Touch</b>	<b>Go Back</b>	<b>Total</b>
Jan	0	0	0
Feb	282	1	283
Mar	284	2	286
Apr	159	0	159
May	0	0	0
Jun	12	0	12
July	76	0	76
Aug	186	0	186
Sep	231	2	233
Oct	289	2	291
Nov	143	0	143
Dec	249	1	250
Jan	28	0	28
<b>Total</b>	<b>1,939</b>	<b>8</b>	<b>1,947</b>