



FILED

05/04/20
04:59 PM

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

In the Matter of the Application of
Southwest Gas Corporation (U 905 G) for
Approval of Low-Income Programs and
Budgets for Program Years 2015-2017.

And Related Matters

Application 15-02-001
(Filed February 2, 2015)

Application 15-02-002
Application 15-02-003
Application 15-02-013
Application 15-02-024
Application 15-03-004

**SOUTHWEST GAS CORPORATION (U 905 G)
LOW-INCOME ASSISTANCE PROGRAMS
2019 ANNUAL REPORT**

Carla C. Kolebuck
Associate General Counsel
5241 Spring Mountain Road
P.O. Box 98510
Las Vegas, NV 89193-8510
Telephone: (702) 364-3287
Facsimile: (702) 252-7283
Email: carla.kolebuck@swgas.com

Attorney for Southwest Gas Corporation

Dated: May 1, 2020

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

In the Matter of the Application of Southwest Gas Corporation (U 905 G) for Approval of Low Income Programs and Budgets for Program Years 2015-2017.

Application 15-02-001
(Filed February 2, 2015)

And Related Matters

Application 15-02-002
Application 15-02-003
Application 15-02-013
Application 15-02-024
Application 15-03-004

**SOUTHWEST GAS CORPORATION (U 905 G)
LOW-INCOME ASSISTANCE PROGRAMS
2019 ANNUAL REPORT**

Southwest Gas Corporation (Southwest Gas or Company) respectfully submits its 2019 Annual Report on low income assistance programs, attached hereto as Exhibit A, in accordance with the requirements set forth in the April 5, 2004 Second Energy Division Workshop Report on the Review of the Accounting and Reporting Requirements for the California Alternate Rates for Energy (CARE) and Low Income Energy Efficiency (LIEE) programs of the Small and Multi-Jurisdictional Utilities.¹ Pursuant to Ordering Paragraph 24 of the Decision on Small and Multijurisdictional Utilities' 2012-2014 Energy Savings Assistance Program and California Alternate Rate for Energy Program Applications (D.14-05-004), issued May 1, 2014 in consolidated docket A.11-06-016, Southwest Gas is filing its 2019 Annual Report in the most current consolidated docket.

...
...
...
...
...

¹ 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' 2019 Annual Report was prepared in accordance with the guidance
3 offered in D.14-05-004 and D.18-08-020.

4 DATED this 1st day of May 2020.

5
6 Respectfully submitted,
SOUTHWEST GAS CORPORATION

7
8 

9 Carla C. Kolebuck
10 Associate General Counsel
11 5241 Spring Mountain Road
12 P.O. Box 98510
13 Las Vegas, NV 89193-8510
14 Telephone: (702) 364-3287
15 Facsimile: (702) 252-7283
16 Email: carla.kolebuck@swgas.com

17
18
19
20
21
22
23
24
25
26
27
28
Attorney for Southwest Gas Corporation

Exhibit A

Southwest Gas Corporation

(U 905 G)

Low Income Assistance Programs 2019 Annual Report

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

Reporting Period:
January 1, 2019 through December 31, 2019

May 1, 2020



SOUTHWEST GAS CORPORATION

Section I

CARE Residential Program

SOUTHWEST GAS CORPORATION
Low Income Assistance Programs
Annual Report

(Reporting Period: January 1, 2019 – December 31, 2019)

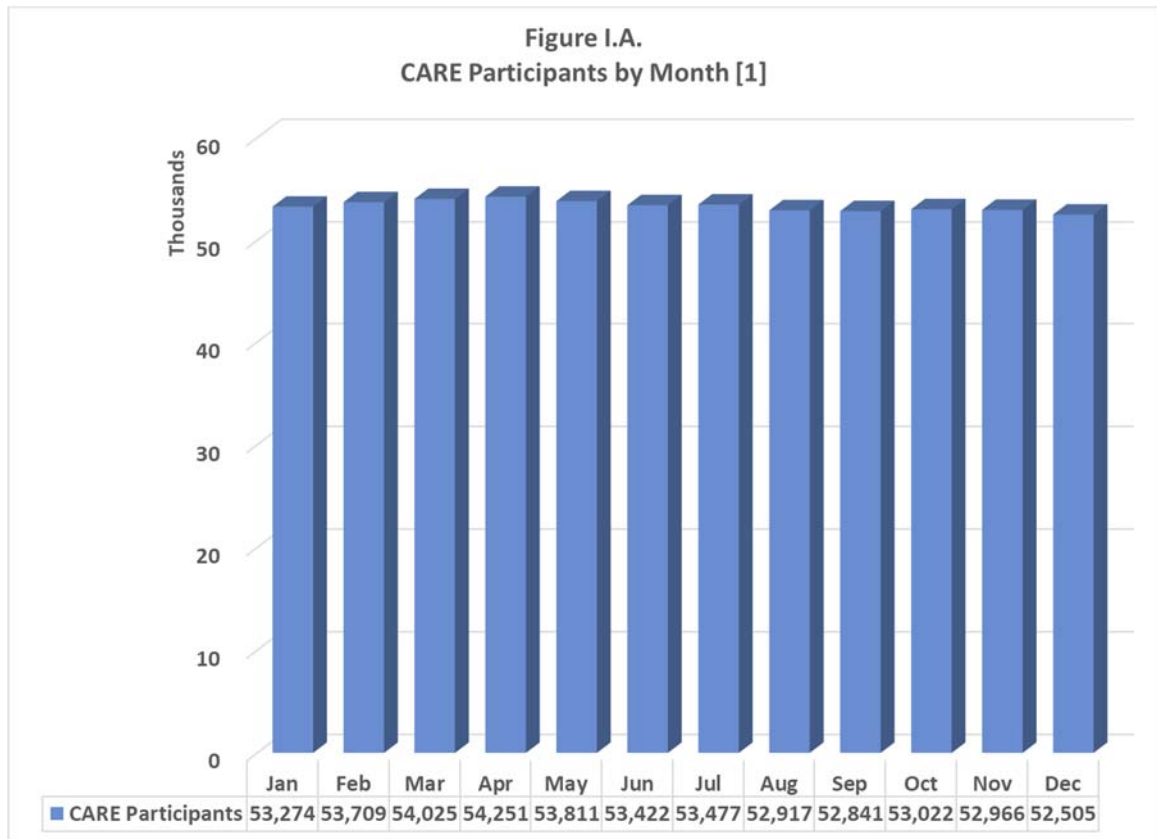
CARE RESIDENTIAL PROGRAM

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 2019.

- 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, 2019, varied by less than 5 percent as compared to CARE program participation at December 31, 2019.

**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	4,231	4,270	4,271	4,291	4,252	4,224	4,221	4,189	4,181	4,238	4,217	4,212	4,233
Victorville	43,896	44,258	44,561	44,773	44,419	44,117	44,225	43,747	43,459	43,504	43,459	43,045	43,955
Big Bear	2,080	2,108	2,128	2,129	2,101	2,076	2,052	2,038	2,033	2,015	2,023	2,035	2,068
N. California	416	410	410	414	412	408	402	394	415	462	459	439	420
Truckee	342	341	338	341	337	333	330	330	322	338	343	342	336
S. Lake Tahoe	1,977	1,985	1,978	1,964	1,951	1,921	1,903	1,877	2,099	2,144	2,142	2,110	2,004
Needles	332	337	339	339	339	343	344	342	332	321	323	322	334
CARE Participants	53,274	53,709	54,025	54,251	53,811	53,422	53,477	52,917	52,841	53,022	52,966	52,505	53,352

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%	0.9%	0.0%	0.5%	-0.9%	-0.7%	-0.1%	-0.8%	-0.2%	1.4%	-0.5%	-0.1%	-0.3%
Victorville	1.0%	0.8%	0.7%	0.5%	-0.8%	-0.7%	0.2%	-1.1%	-0.7%	0.1%	-0.1%	-1.0%	-0.9%
Big Bear	-3.7%	1.3%	0.9%	0.0%	-1.3%	-1.2%	-1.2%	-0.7%	-0.2%	-0.9%	0.4%	0.6%	-5.8%
N. California	-35.7%	-1.4%	0.0%	1.0%	-0.5%	-1.0%	-1.5%	-2.0%	5.3%	11.3%	-0.6%	-4.4%	-32.1%
Truckee	-19.7%	-0.3%	-0.9%	0.9%	-1.2%	-1.2%	-0.9%	0.0%	-2.4%	5.0%	1.5%	-0.3%	-19.7%
S. Lake Tahoe	-22.0%	0.4%	-0.4%	-0.7%	-0.7%	-1.5%	-0.9%	-1.4%	11.8%	2.1%	-0.1%	-1.5%	-16.8%
Needles	3.1%	1.5%	0.6%	0.0%	0.0%	1.2%	0.3%	-0.6%	-2.9%	-3.3%	0.6%	-0.3%	0.0%
CARE Variance	-0.9%	0.8%	0.6%	0.4%	-0.8%	-0.7%	0.1%	-1.0%	-0.1%	0.3%	-0.1%	-0.9%	-2.3%

[1] Due to the differences caused by cycle billing, the annual percent variance for the 2019 program year is derived by comparing December 2018 customer counts to December 2019 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, 2019:

Description	Primary	Secondary	Total
Southern California	138,146	5,051	143,197
Northern California [1]	29,636	14,903	44,539
Total Residential Customers [2]	167,782	19,954	187,736
[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, 2019:

Description	CARE Eligible
Southern California	56,838
Northern California [1]	4,715
Total Eligible CARE Participants [2]	61,553
[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	41%
Northern California Average [2]	16%
System Average [3]	37%
[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, 2019:

Description	Total	CARE Percent
Southern California	49,614	87%
Northern California [1]	2,891	61%
CARE Participants	52,505	85%
[1] Includes South Lake Tahoe Jurisdiction.		

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

Month	Enrolled by Non-Capitation	Enrolled by Capitation	Total Enrolled [1]	Total CARE Participants [2]	Estimated Eligible [2]	Participation Rate
January	3,635	0	3,635	53,274	60,886	87%
February	3,168	0	3,168	53,709	60,954	88%
March	3,036	0	3,036	54,025	61,053	88%
April	2,458	0	2,458	54,251	61,084	89%
May	2,307	0	2,307	53,811	61,065	88%
June	2,075	0	2,075	53,422	61,065	87%
July	2,524	0	2,524	53,477	61,041	88%
August	2,542	0	2,542	52,917	61,059	87%
September	1,714	0	1,714	52,841	61,156	86%
October	1,965	0	1,965	53,022	61,235	87%
November	2,243	0	2,243	52,966	61,364	86%
December	2,526	0	2,526	52,505	61,553	85%
Totals	30,193	0	30,193	52,505	61,553	85%

[1] Includes first-time and re-enrolled CARE customers for residential and submetered tenants.
[2] Based on recorded data for twelve-months ended December 2019.

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, 2019, there were 42 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, 2019, Southwest Gas estimated 1,013 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, 2019, the total number of submetered tenants participating in the CARE program was 724, which represents approximately 71 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.

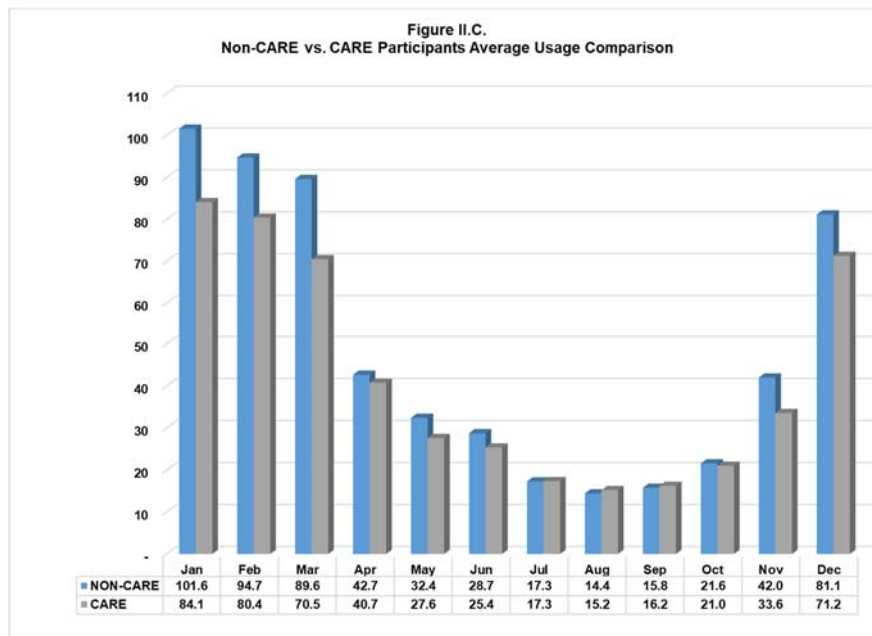
Table II.A. provides Southwest Gas' average residential customer usage (excluding CARE participants and master-metered usage).

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, 2019.

- 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, direct mailings, newspaper ads, attendance, and distribution of applications at public events, website enrollment, bill messages, brochures, bus shelters, Facebook and Twitter posts, data sharing [with Southern California Edison (SCE), Liberty Utilities (Liberty) water and electric, Bear Valley Electric Service (BVES), and Golden State Water (GSW)], and capitation fees paid to organizations. All outreach performed in calendar year 2019 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>													System Averages			
Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly	Annual	Winter	Summer
Barstow	46.7	43.5	38.0	15.7	12.3	10.4	9.2	8.7	9.0	5.9	18.7	41.2	21.6	259.7	34.0	9.3
Victorville	51.6	47.4	46.0	23.7	18.2	12.7	11.3	10.2	10.8	8.0	20.0	47.4	25.6	307.3	39.4	11.9
Big Bear	72.7	60.1	66.1	15.9	24.5	24.1	11.1	9.3	10.0	6.7	36.7	54.5	32.7	391.8	42.2	13.6
N. California	96.0	95.0	86.1	67.0	45.3	29.6	17.4	13.9	16.1	34.2	52.1	85.6	53.2	638.0	70.2	19.2
Truckee	104.5	92.6	97.1	75.1	48.6	36.7	17.7	14.9	15.4	31.7	58.9	83.3	56.3	676.1	73.9	21.2
S. Lake Tahoe	95.0	90.0	86.6	67.0	45.4	28.5	16.6	13.9	16.2	37.5	62.4	86.4	53.8	645.3	71.3	18.8
Needles	17.5	15.7	17.2	3.9	9.9	6.3	6.0	5.7	5.5	1.9	6.1	14.8	9.2	110.7	12.5	5.9
System Average	68.5	62.6	61.9	36.4	27.5	20.0	12.9	11.2	12.1	15.9	34.0	59.3	35.2	422.3	51.1	13.7

<i>Tier 2 Average Monthly Usage (excluding CARE participants and master-metered usage)</i>													System Averages			
Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly	Annual	Winter	Summer
Barstow	26.6	27.9	11.5	0.6	3.9	6.7	3.3	2.9	3.1	4.3	7.4	18.1	9.7	116.6	15.4	4.0
Victorville	33.7	33.0	26.1	2.8	6.6	10.0	4.5	3.6	3.6	4.4	8.8	21.8	13.2	158.9	21.0	5.5
Big Bear	33.5	26.8	31.5	1.3	1.1	8.6	2.8	2.0	2.1	1.3	4.3	17.2	11.0	132.4	14.6	2.0
N. California	27.9	30.5	25.9	12.8	4.4	5.7	4.7	2.8	4.3	7.4	6.3	21.9	12.9	154.5	17.1	4.8
Truckee	39.1	36.0	38.6	20.0	5.8	8.9	5.5	3.7	4.2	11.8	10.1	25.2	17.4	208.9	23.3	6.3
S. Lake Tahoe	33.0	35.6	29.9	12.2	2.9	7.1	4.5	2.8	5.3	10.2	9.0	27.0	14.9	179.3	20.0	5.6
Needles	9.6	9.3	9.7	0.4	0.7	3.4	2.6	1.7	1.8	0.6	3.3	3.2	3.9	46.4	5.9	1.8
System Average	33.1	32.1	27.7	6.3	4.9	8.7	4.3	3.2	3.7	5.7	8.0	21.8	13.3	159.4	19.4	5.0

<i>Total Average Monthly Usage (excluding CARE participants and master-metered usage)</i>													System Averages			
Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly	Annual	Winter	Summer
Barstow	73.2	71.4	49.5	16.3	16.2	17.1	12.5	11.6	12.2	10.2	26.1	59.3	31.4	376.4	49.3	13.3
Victorville	85.3	80.4	72.1	26.5	24.8	22.7	15.8	13.9	14.4	12.4	28.8	69.3	38.8	466.1	60.4	17.3
Big Bear	106.2	86.9	97.7	17.2	25.6	32.7	13.9	11.3	12.0	8.0	41.0	71.7	43.7	524.2	56.8	11.3
N. California	123.9	125.4	112.0	79.8	49.7	35.3	22.1	16.7	20.4	41.5	58.5	107.5	66.0	792.5	87.3	25.1
Truckee	143.6	128.6	135.7	95.1	54.4	45.7	23.3	18.6	19.6	43.5	69.0	108.5	73.8	885.0	97.2	26.3
S. Lake Tahoe	127.9	125.6	116.5	79.2	48.2	35.5	21.0	16.7	21.4	47.7	71.3	113.4	68.7	824.5	91.3	26.6
Needles	27.1	24.9	26.9	4.3	10.6	9.7	8.7	7.4	7.3	2.5	9.4	18.0	13.1	157.1	18.4	7.7
System Average	101.6	94.7	89.6	42.7	32.4	28.7	17.3	14.4	15.8	21.6	42.0	81.1	48.5	581.7	70.4	18.8

[1] Based on recorded data for the twelve-months ended December 2019.

**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>													System Averages			
Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly	Annual	Winter	Summer
Barstow	47.7	45.1	39.4	26.1	13.8	11.2	10.1	9.5	10.0	10.0	20.5	42.4	23.9	286.2	36.9	10.7
Victorville	52.8	48.7	46.9	34.6	19.0	13.6	12.3	11.1	11.8	12.3	21.8	48.9	27.8	334.0	42.3	13.4
Big Bear	74.2	63.2	69.6	55.7	39.8	30.7	14.5	12.3	13.6	24.8	50.0	62.5	42.8	513.5	55.1	17.8
N. California	66.8	66.3	66.1	60.0	48.2	31.9	15.1	13.0	15.1	28.4	49.1	67.0	44.1	529.2	57.3	18.8
Truckee	71.3	68.1	68.0	58.0	45.7	28.9	15.9	13.8	15.5	30.2	54.9	66.1	45.0	540.4	36.7	18.6
S. Lake Tahoe	78.6	72.5	74.1	64.5	47.2	30.1	16.0	13.5	15.5	33.7	61.2	73.2	48.6	582.6	69.9	18.7
Needles	19.8	17.9	18.9	14.2	11.2	6.8	6.6	6.3	6.2	7.1	7.0	17.2	11.6	138.7	15.9	6.6
System Average	54.2	50.0	48.3	36.1	20.8	14.9	12.3	11.1	11.9	13.6	24.8	50.0	29.0	348.2	43.7	13.4

<i>Tier 2 Average CARE Residential Monthly Usage (excluding master-metered usage)</i>													System Averages			
Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly	Annual	Winter	Summer
Barstow	25.6	27.1	11.2	1.0	5.3	8.8	4.7	4.2	4.6	7.3	9.0	18.4	10.6	127.3	15.4	5.8
Victorville	29.8	30.4	21.7	4.1	7.4	10.5	5.0	4.2	4.2	6.8	9.0	21.3	12.9	154.2	19.4	6.4
Big Bear	39.3	35.2	41.9	11.6	2.0	15.5	5.8	4.0	4.6	11.9	6.2	22.8	16.9	202.3	21.5	7.5
N. California	28.8	33.6	31.3	16.3	4.5	6.9	5.8	3.1	5.8	10.3	6.6	21.1	14.5	173.8	19.2	5.4
Truckee	28.7	30.1	28.4	13.7	3.4	8.6	5.4	3.2	5.1	11.0	7.2	21.3	13.9	167.2	11.4	5.6
S. Lake Tahoe	33.9	36.4	33.4	14.7	3.2	9.6	5.5	3.0	6.2	13.9	9.2	27.0	16.4	196.6	23.7	6.1
Needles	10.2	9.4	9.2	1.6	0.5	3.4	2.8	2.0	2.1	2.6	4.0	3.3	4.3	51.0	6.3	2.2
System Average	29.9	30.4	22.2	4.7	6.8	10.5	5.0	4.1	4.3	7.4	8.8	21.3	12.9	155.3	19.2	6.3

<i>Total Average CARE Residential Monthly Usage (excluding master-metered usage)</i>													System Averages			
Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly	Annual	Winter	Summer
Barstow	73.3	72.2	50.6	27.1	19.0	20.0	14.7	13.7	14.5	17.2	29.5	60.9	34.5	413.5	52.2	16.5
Victorville	82.6	79.1	68.6	38.7	26.4	24.1	17.3	15.3	16.0	19.1	30.8	70.2	40.7	488.2	61.6	19.7
Big Bear	113.4	98.4	111.5	67.3	41.9	46.2	20.3	16.2	18.1	36.7	56.2	85.3	59.7	715.8	76.6	25.3
N. California	95.6	99.9	97.4	76.2	52.7	38.8	20.9	16.1	20.9	38.6	55.7	88.1	58.6	703.0	76.5	24.3
Truckee	99.9	98.2	96.4	71.7	49.0	37.5	21.3	17.0	20.5	41.1	62.0	87.4	59.0	707.5	48.1	24.1
S. Lake Tahoe	112.5	108.9	107.5	79.2	50.5	39.7	21.5	16.5	21.7	47.6	70.4	100.2	64.9	779.2	93.6	24.8
Needles	30.0	27.2	28.1	15.7	11.7	10.1	9.4	8.3	8.3	9.7	11.0	20.5	15.8	189.7	22.2	9.6
System Average	84.1	80.4	70.5	40.7	27.6	25.4	17.3	15.2	16.2	21.0	33.6	71.2	42.0	503.5	62.8	19.7

[1] Based on recorded data for the twelve months ended December 2019.

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>													System Averages			
Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly	Annual	Winter	Summer
Barstow	136.47	124.73	83.62	5.98	28.75	30.37	23.05	21.77	22.37	13.86	42.85	96.50	52.64	631.67	81.76	23.35
Victorville	158.57	141.78	121.00	18.47	38.68	38.77	27.89	24.92	25.45	16.41	46.75	111.63	64.16	769.93	99.68	28.65
Big Bear	203.37	159.21	169.31	19.56	43.57	54.96	26.10	22.11	23.09	13.36	65.72	118.78	76.61	919.33	99.10	31.55
N. California	187.98	184.18	164.00	97.38	65.41	54.44	36.35	28.60	33.36	61.83	86.31	159.03	96.55	1158.58	125.83	38.18
Truckee	217.05	189.17	196.56	114.54	75.62	68.40	37.83	31.04	32.25	64.20	99.53	159.02	107.04	1284.45	139.38	42.36
S. Lake Tahoe	146.11	135.72	125.24	61.44	48.60	41.10	26.53	22.11	26.48	51.79	76.67	123.72	73.79	885.48	96.22	29.06
Needles	53.82	49.96	48.50	6.50	-4.58	19.41	17.82	15.61	15.66	3.99	18.62	31.39	23.12	277.43	34.72	11.29
System Average	169.59	150.12	137.11	39.84	45.73	45.08	28.87	24.87	26.35	28.76	61.29	121.24	73.23	878.71	105.02	30.23

Table III.B.

<i>Average Monthly Bill per CARE Residential Participant (excludes master-metered customers and tenants)</i>													System Averages			
Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly	Annual	Winter	Summer
Barstow	105.04	97.88	66.22	9.90	25.64	26.97	20.55	19.36	20.12	23.22	37.18	76.75	44.14	529.70	65.44	22.65
Victorville	117.79	107.79	89.06	26.83	31.44	31.72	23.30	20.95	21.60	25.06	38.46	87.83	51.81	621.77	77.89	25.70
Big Bear	159.82	133.94	143.32	57.99	50.41	56.37	26.65	21.96	23.98	44.28	65.29	104.44	74.47	893.60	95.25	32.35
N. California	112.00	113.77	109.67	72.66	45.40	45.27	26.53	21.10	26.11	44.40	62.73	100.30	65.19	782.25	83.73	29.82
Truckee	116.65	111.48	108.51	57.42	51.67	44.02	26.88	22.07	25.62	46.96	69.43	99.73	65.50	786.04	52.51	29.71
S. Lake Tahoe	99.99	91.86	89.62	43.38	37.74	35.06	20.86	16.79	20.69	40.10	58.39	85.10	53.55	642.55	75.63	23.32
Needles	44.78	42.00	38.88	22.75	-8.09	15.52	14.59	13.18	13.28	14.65	16.27	27.13	21.21	254.55	32.08	14.46
System Average	117.32	107.15	89.48	27.91	31.96	32.53	23.12	20.68	21.56	26.51	40.48	87.32	52.18	626.22	77.18	25.52

Table III.C.

<i>Average Monthly Discount per CARE Residential Participant (excludes master-metered customers and tenants)</i>													System Averages			
Description	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Monthly	Annual	Winter	Summer
Barstow	26.80	24.70	16.68	8.85	6.40	6.74	5.12	4.81	4.98	5.78	9.27	19.11	11.63	139.52	17.56	5.64
Victorville	29.14	26.34	21.69	12.00	8.28	7.70	5.64	5.07	5.23	6.08	9.32	21.26	13.15	157.85	19.96	6.34
Big Bear	39.20	32.41	34.60	20.05	12.11	13.52	6.42	5.29	5.77	10.60	15.62	25.01	18.50	222.02	23.79	7.77
N. California	27.23	27.22	26.23	20.24	13.89	10.79	6.35	5.06	6.24	10.57	14.92	23.87	16.09	193.05	20.78	7.13
Truckee	28.51	26.87	26.12	19.12	13.07	10.55	6.48	5.33	6.18	11.28	16.66	23.93	16.29	195.54	13.14	7.15
S. Lake Tahoe	24.90	22.35	21.87	15.79	10.10	8.52	5.07	4.06	4.95	9.52	13.90	20.29	13.48	161.81	19.17	5.64
Needles	11.04	10.17	9.37	5.57	4.13	3.74	3.52	3.18	3.21	3.53	3.92	6.50	5.66	67.89	7.79	3.56
System Average	29.07	26.22	21.82	12.29	8.41	7.90	5.61	5.02	5.23	6.43	9.81	21.15	13.26	159.08	19.78	6.30

[1] In dollars, based on recorded data twelve-months ended December 2019.

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

<i>Total CARE Residential Administrative Costs (In Dollars)</i>													
Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Southern California	728	1,406	2,124	1,533	11,749	6,814	3,813	2,186	17,186	6,920	3,801	25,253	83,511
Northern California	235	461	703	504	3,870	2,488	1,250	1,472	4,863	2,547	1,437	8,693	28,522
Total Costs	963	1,867	2,827	2,037	15,619	9,302	5,063	3,658	22,049	9,467	5,237	33,946	112,034

<i>Total Number of Participating CARE Residential Customers</i>													
Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly Average
Southern California	50,539	50,973	51,299	51,532	51,111	50,760	50,842	50,316	50,005	50,078	50,022	49,614	50,591
Northern California	2,735	2,736	2,726	2,719	2,700	2,662	2,635	2,601	2,836	2,944	2,944	2,891	2,761
Total CARE Participants	53,274	53,709	54,025	54,251	53,811	53,422	53,477	52,917	52,841	53,022	52,966	52,505	53,352

<i>Average Administrative Cost per CARE Residential Participating Customer (In Dollars)</i>													
Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	System Average
Southern California	0.01	0.03	0.04	0.03	0.23	0.13	0.07	0.04	0.34	0.14	0.08	0.51	1.65
Northern California	0.09	0.17	0.26	0.19	1.43	0.93	0.47	0.57	1.71	0.87	0.49	3.01	10.33
System Average	0.02	0.03	0.05	0.04	0.29	0.17	0.09	0.07	0.42	0.18	0.10	0.65	2.10

[1] System costs are allocated to districts based on number of customers.

[2] Northern California references include South Lake Tahoe Jurisdiction.

**Table III.D.2.
2019 Breakdown of CARE Program Costs (in Dollars)**

Description	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	2019 Total	Annual Budget	% of Budget
General Administration							
Billing system programing							
Consulting services	\$0	\$0	\$0	\$0	\$0		
Labor costs (including overhead)	\$0	\$0	\$0	\$0	\$0		
Incremental	\$0	\$0	\$0	\$0	\$0		
Regulatory compliance							
Travel	\$0	\$0	\$0	\$0	\$0		
Filings	\$0	\$0	\$0	\$0	\$1,458		
Other [1]	\$0	\$0	\$0	\$9,587	\$9,587		
Other subsumed in general rates [2]	\$0	\$0	\$0	\$0	\$0		
Subtotal General Administration	\$0	\$0	\$0	\$11,045	\$11,045	\$71,300	15%
Outreach							
Applications/Inserts	\$5,048	\$11,564	\$8,719	\$11,952	\$37,282		
Capitation fees	\$0	\$0	\$0	\$0	\$0		
Media	\$0	\$0	\$0	\$0	\$0		
Other [1]	\$280	\$15,125	\$21,761	\$25,510	\$62,675		
Other subsumed in general rates [2]	\$0	\$0	\$0	\$0	\$0		
Subtotal Outreach	\$5,328	\$26,688	\$30,479	\$37,462	\$99,957	\$164,450	61%
Processing/Certification/Verification							
Internal	\$0	\$0	\$0	\$0	\$0		
Outside Services	\$328	\$270	\$291	\$143	\$1,031		
Subtotal P/C/V	\$328	\$270	\$291	\$143	\$1,031	\$23,000	4%
Total Program Costs (including costs subsumed in General Rates)	\$5,657	\$26,958	\$30,770	\$48,650	\$112,034	\$258,750	43%
Total Program Costs (excluding costs subsumed in General Rates)	\$5,657	\$26,958	\$30,770	\$48,650	\$112,034	\$258,750	43%
CARE Program Discount	\$4,068,687	\$1,515,789	\$828,831	\$1,943,586	\$8,356,893	\$7,196,843	116%
Grand Total Program Costs (including costs subsumed in General Rates and customer discounts)	\$4,074,343	\$1,542,747	\$859,601	\$1,992,236	\$8,468,927	\$7,455,593	114%
Grand Total Program Costs (excluding costs subsumed in General Rates and customer discounts)	\$4,074,343	\$1,542,747	\$859,601	\$1,992,236	\$8,468,927	\$7,455,593	114%

[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.

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, 2019 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, 2019 [1]	548,061
Program benefits	8,356,893
Interest accrual	73,795
Recoveries through surcharges	(5,031,572)
Unreimbursed CDTFA activity	3,008,358
Reimbursed CDTFA prior year activity	(3,482,495)
Administration costs	15,208
Net ending balance December 31, 2019	3,488,248
[1] This table details general ledger account activity from January 1, 2019 to December 31, 2019.	

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

Description	Amounts
Beginning balance January 1, 2019 [1]	255,674
Interest accrual	5,697
Recoveries through surcharges	(6,839,168)
Unreimbursed CDTFA activity	2,523,165
Reimbursed CDTFA prior year activity	(1,003,260)
Administration costs	5,681,594
Net ending balance December 31, 2019	623,702
[1] This table details general ledger account activity from January 1, 2019 to December 31, 2019.	

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 in 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.

- 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
Southern California				
Residential	2,826,807	0.06275	3.71%	63.12%
Commercial	1,137,166	0.06275	5.02%	25.39%
Industrial	80,110	0.06275	6.12%	1.79%
Transportation	434,462	0.06275	12.27%	9.70%
Total Southern California	4,478,545			100.0%
Northern California				
Residential	381,607	0.01095	0.84%	69.00%
Commercial	154,841	0.01095	1.10%	28.00%
Industrial	1,208	0.01095	1.35%	0.22%
Transportation	15,370	0.01095	2.85%	2.78%
Total Northern California	553,027			100.00%
Total CARE Benefit	5,031,572			

- 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, 2019, was \$8,356,893.

- 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, BVES, and GSW. For master-metered submetered active CARE customers, manual lists are exchanged with SCE, BVES, and Liberty. 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]**

Data Sharing	2019 Total
SCE Residential	3,328
SCE Submetered Tenants	0
SCE Non-Profit Group living	0
Liberty Electric Residential	437
Liberty Electric Submetered Tenants	0
Liberty Electric Non-Profit Group living	0
BVES Residential	0
BVES Submetered Tenants	0
BVES Non-Profit Group living	0
Liberty Water	0
GSW	71
LIHEAP	80
Energy Share	0
Total CARE Customers Enrolled	3,916

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, 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. Any Liberty 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-billing message, direct mailings, 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 is currently exploring direct email and digital ads to improve CARE outreach. 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.
2019 CARE Outreach Activities**

Activity	Summary	Programs Promoted	Timeline	Status	Cost (Dollars)	Quantity
Bill Insert	CA Low Income Bill Insert	CARE and ESA	2/2019 5/2019 10/2019	Completed		
	CARE Applications (English & Spanish)	CARE and ESA	8/2019	Completed		
Bill Message	Quarterly On-Bill Message	CARE	Q1 2019	Completed		
	Quarterly On-Bill Message	CARE	Q2 2019	Completed		
	Quarterly On-Bill Message	CARE	Q3 2019	Completed		
	Quarterly On-Bill Message	CARE	Q4 2019	Completed		
Collateral Distribution	Low Income Brochure	CARE and ESA	2019	Completed		8,000
	CARE Applications (English & Spanish)	CARE and ESA	2019	Completed		2,000
Direct Mail	CARE Recertification Applications	CARE	2019	Completed		
Event	Tahoe Chamber's Annual Business Expo	CARE and ESA	3/29/2019	Completed		1,000 estimated attendees
	The Tahoe Earth Day Foundation	CARE and ESA	4/27/2019	Completed		500 estimated attendees
	South Lake Tahoe Community Collaborative (provided CARE & ESA collateral)	CARE and ESA	5/13/2019	Completed		20 estimated attendees
	Boys & Girls Club of Lake Tahoe (provided CARE & ESA collateral)	CARE and ESA	5/13/2019	Completed		
	City of South Lake Tahoe Development Services Department (provided CARE & ESA collateral)	CARE and ESA	5/13/2019	Completed		
	South Lake Tahoe Senior Center (provided CARE & ESA collateral)	CARE and ESA	5/13/2019	Completed		
	Tahoe Safe Alliance (provided CARE & ESA collateral)	CARE and ESA	5/13/2019	Completed		
	Sierra Senior Services (provided CARE & ESA collateral)	CARE and ESA	5/13/2019	Completed		
	Community Collaborative of Lake Tahoe (provided CARE & ESA collateral)	CARE and ESA	5/13/2019	Completed		
	Boys & Girls Club of North Lake Tahoe (provided CARE & ESA collateral)	CARE and ESA	5/13/2019	Completed		
	Carson Middle School Science, Technology, Engineering, and Mathematics (STEM) Night	CARE and ESA	5/28/2019	Completed		125 estimated attendees
	Truckee Climate Action Subcommittee	ESA	8/21/2019	Completed		
	Lake Tahoe FireFest	CARE and ESA	9/21/2019	Completed	\$250.00	

Activity	Summary	Programs Promoted	Timeline	Status	Cost (Dollars)	Quantity
	Truckee Block Party	CARE and ESA	9/21/2019	Completed	\$275.59	
Online Ads	Facebook	CARE and ESA	Q2 – Q3 2019	Completed	\$15,000.00	
Print Ads	<ul style="list-style-type: none"> • Big Bear Grizzly • La Opinion • Needles Desert Star • Review • Sunday Press Dispatch • The San Bernardino American News • Moonshine, Inc. • Sierra Sun • Tahoe Daily Tribune 	CARE and ESA	Q2 – Q4 2019	Completed	\$22,758.59	

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	1,466	1,466	0	0	0	0
February	1,376	1,376	0	0	0	0
March	1,210	1,210	0	0	0	0
April	905	901	4	2	2	0
May	798	724	74	64	2	8
June	653	642	11	10	1	0
July	728	717	11	11	0	0
August	748	727	21	11	5	5
September	696	694	2	0	1	1
October	803	781	22	18	1	3
November	704	676	28	25	0	3
December	799	786	13	8	3	2
Total	10,886	10,700	186	149	15	22

- 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	2,568	2,095	2,055	1,021	981	6	34
February	1,879	1,690	1,640	512	462	9	41
March	1,286	1,771	1,723	488	440	14	34
April	2,395	1,451	1,418	666	633	4	29
May	1,712	1,521	1,460	459	398	14	47
June	1,630	1,388	1,327	438	377	9	52
July	3,176	1,740	1,692	820	772	7	41
August	1,154	1,749	1,691	499	441	10	48
September	1,481	991	938	616	563	9	44
October	2,236	1,114	1,077	858	821	7	30
November	1,615	1,483	1,440	371	328	7	36
December	2,136	1,649	1,604	653	608	9	36
Total	23,268	18,642	18,065	7,401	6,824	105	472

[1] Recertification totals inclusive of customers that recertify prior to request being sent.

[2] 'Other' category consists of removal due to customer request, service termination, or seasonal ineligibility.

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	Removed	No Response	Income Ineligible	Other [1]
January	233	122	114	133	125	1	7
February	133	162	152	99	89	1	9
March	179	112	103	125	116	0	9
April	196	148	139	105	96	1	8
May	179	126	123	119	116	0	3
June	155	114	106	108	100	0	8
July	271	118	115	122	119	1	2
August	246	134	124	115	105	4	6
September	230	94	82	189	177	3	9
October	273	119	107	181	169	3	9
November	205	132	127	126	121	1	4
December	232	145	136	190	181	2	7
Total	2,532	1,526	1,428	1,612	1,514	17	81

[1] 'Other' category consists of removal due to customer request, service termination, or seasonal ineligibility.

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. During the reporting period, approximately 3,587 Southwest Gas customers utilized Southwest Gas' website to enroll and 6,013 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 from the previous 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. In January 2020, Southwest Gas hosted the IOUs quarterly CARE meeting for Q4 Program Year 2019.

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

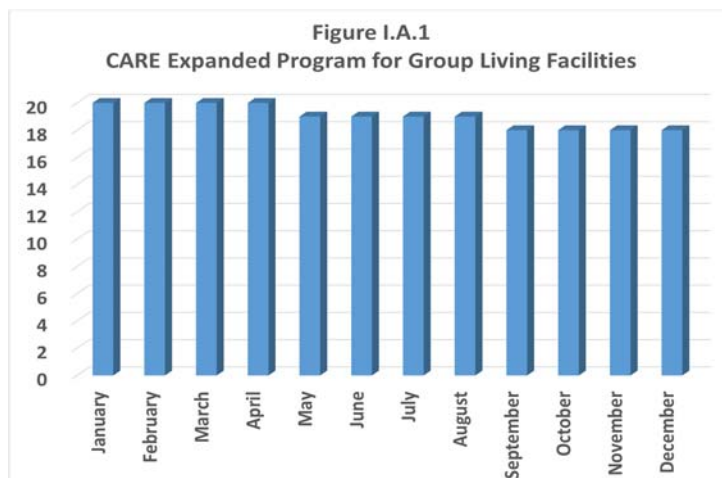
A. Number of participating non-profit facilities, by type, by month. The data should be provided in numerical tables and also in graph form as follows:

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

As of December 31, 2019, 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 2019 reporting year.

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

Month	Total
January	20
February	20
March	20
April	20
May	19
June	19
July	19
August	19
September	18
October	18
November	18
December	18



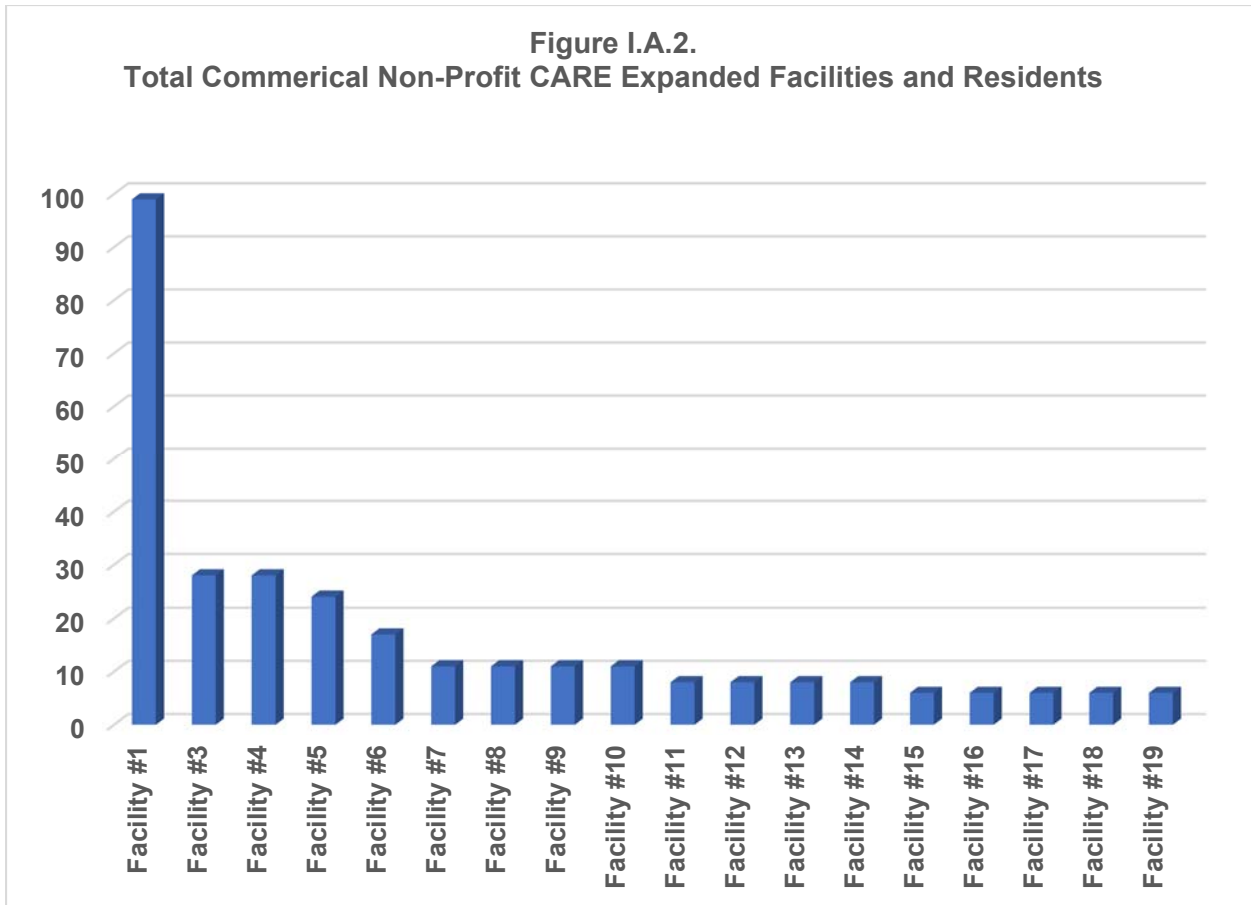
2. Total number of residents (excluding caregivers) of residential and commercial non-profit CARE Expanded facilities.

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
Total Residents			302

**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 \$64,645.76. The average annualized discount per commercial facility was \$3,591.43.

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 2019, Southwest Gas conducted cold calling, website visits and emails to NAICS codes that were like other customer codes already active on the CARE Expanded program. Although outreach activities in 2019 did not include a mailing, the Company expects to complete a mailing again in 2020. The plan for the mailing is to send out an every-door direct postcard to all California residents in specified zip codes that include potential submetered tenants and group living commercial and residential facilities, which may be eligible for the discount.

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

Outreach Applications	
Mailed	0
Returned	0
Outreach Mailings	
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 2020.

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 but is researching potential opportunities for program outreach involving public agencies in Southwest Gas' service territories.

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**

Applications	
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 2019 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.

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.
2019 Total ESA Program Expenses (in Dollars)**

Description	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	2019 Total	Annual Budget [1]	% of Budget
Administrative Costs [2]							
General	\$0	\$2,639	\$41,932	\$52,817	\$97,388	\$165,336	59%
Inspections	\$34,738	\$36,543	\$13,845	\$153,448	\$238,573	\$479,576	50%
Outreach	\$203	\$17,608	\$23,068	\$34,654	\$75,533	\$716,298	11%
Total Administrative Costs	\$34,941	\$56,790	\$78,845	\$240,918	\$411,494	\$1,361,210	30%
Program Costs							
Weatherization [3]	\$476,718	\$1,286,935	\$1,359,073	\$2,479,482	\$5,602,208	\$8,524,726	66%
Total Program Costs	\$476,718	\$1,286,935	\$1,359,073	\$2,479,482	\$5,602,208	\$8,524,726	66%
ESA Program Grand Total	\$511,659	\$1,343,725	\$1,437,918	\$2,720,400	\$6,013,702	\$9,885,936	61%

[1] The 2019 program year budget amounts were authorized in D.18-08-020. The budget shown above also includes 2018 carry-over totaling \$3,561,242

[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.

**Table VIII.B.
Administrative Expenses (in Dollars)**

Description	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	2019 Total	Annual Budget [1]	% of Budget
Administrative Expenses							
General							
Billing System/Programming	\$0	\$0	\$0	\$0	\$0		
Consulting Services	\$0	\$0	\$0	\$0	\$0		
Regulatory Compliance	\$0	\$0	\$0	\$0	\$0		
Travel	\$0	\$0	\$0	\$0	\$0		
Filings	\$0	\$0	\$0	\$0	\$0		
Labor Costs (including overhead)	\$0	\$0	\$0	\$0	\$0		
Incremental	\$0	\$0	\$0	\$0	\$0		
Subsumed in General Rates	\$0	\$0	\$0	\$0	\$0		
Other General	\$0	\$2,639	\$41,932	\$52,817	\$97,388		
Other Outside Services	\$0	\$0	\$0	\$0	\$0		
General costs subsumed in General Rates [2]	\$0	\$0	\$0	\$0	\$0		
Subtotal General	\$0	\$2,639	\$41,932	\$52,817	\$97,388	\$165,336	59%
Inspections							
Internal	\$0	\$0	\$0	\$0	\$0		
Outside Services	\$34,738	\$36,543	\$13,845	\$153,448	\$238,573		
Subtotal Inspections	\$34,738	\$36,543	\$13,845	\$153,448	\$238,573	\$479,576	50%
Outreach							
Applications/Inserts	\$203	\$87	\$215	\$0	\$505		
Media	\$0	\$0	\$0	\$0	\$0		
Other Outreach	\$0	\$17,521	\$22,853	\$34,654	\$75,029		
Other Outreach subsumed in General Rates [2]	\$0	\$0	\$0	\$0	\$0		
Subtotal Outreach	\$203	\$17,608	\$23,068	\$34,654	\$75,533	\$716,298	11%
Total ESA Program Administration Costs (Including Costs Subsumed in General Rates)	\$34,941	\$56,790	\$78,845	\$240,918	\$411,494	\$1,361,210	30%
Total ESA Program Administration Costs (Excluding Costs Subsumed in General Rates)	\$34,941	\$56,790	\$78,845	\$240,918	\$411,494	\$1,361,210	30%

[1] The 2019 program year budget amounts were authorized in D.18-08-020. The budget shown above includes the 2018 carry-over for administrative costs totaling \$623,862.

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

**Table VIII.C.
2019 ESA Program Outreach Activities**

Activity	Summary	Programs Promoted	Timeline	Status	Cost (Dollars)	Quantity
Bill Insert	CA Low Income Bill Insert	CARE and ESA	2/2019 5/2019 10/2019	Completed		
	CA Drought Tips	ESA	6/2019	Completed		
	CARE Applications (English & Spanish)	CARE and ESA	8/2019	Completed		
Collateral Distribution	ESA Door Hanger	ESA	2019	Completed		5,000
	Low Income Brochure	CARE and ESA	2019	Completed		8,000
	ESA Flyer	ESA	2019	Completed		7,000
	How to Read Your Bill 2019	For ESA Participants	2019	Completed		7,000
	Southwest Gas' Energy Saving Portal	For ESA Participants	2019	Completed		5,000
	CARE Applications (English & Spanish)	CARE and ESA	2019	Completed		2,000
Direct Mail	ESA Direct Mail Promotion (CARE customers not previously treated through ESA)	ESA	11/2019	Completed	\$6,341.60	31,991
Event	Tahoe Chamber's Annual Business Expo	CARE and ESA	3/29/2019	Completed		1,000 estimated attendees
	The Tahoe Earth Day Foundation	CARE and ESA	4/27/2019	Completed		500 estimated attendees
	South Lake Tahoe Community Collaborative (provided CARE & ESA collateral)	CARE and ESA	5/13/2019	Completed		20 estimated attendees
	Boys & Girls Club of Lake Tahoe (provided CARE & ESA collateral)	CARE and ESA	5/13/2019	Completed		
	City of South Lake Tahoe Development Services Department (provided CARE & ESA collateral)	CARE and ESA	5/13/2019	Completed		
	South Lake Tahoe Senior Center (provided CARE & ESA collateral)	CARE and ESA	5/13/2019	Completed		
	Tahoe Safe Alliance (provided CARE & ESA collateral)	CARE and ESA	5/13/2019	Completed		
	Sierra Senior Services (provided CARE & ESA collateral)	CARE and ESA	5/13/2019	Completed		

Activity	Summary	Programs Promoted	Timeline	Status	Cost (Dollars)	Quantity
	Community Collaborative of Lake Tahoe (provided CARE & ESA collateral)	CARE and ESA	5/13/2019	Completed		
	Boys & Girls Club of North Lake Tahoe (provided CARE & ESA collateral)	CARE and ESA	5/13/2019	Completed		
	Carson Middle School Science, Technology, Engineering, and Mathematics (STEM) Night	CARE and ESA	5/28/2019	Completed		125 estimated attendees
	Truckee Climate Action Subcommittee	ESA	8/21/2019	Completed		
	Lake Tahoe FireFest	CARE and ESA	9/21/2019	Completed	\$250.00	
	Truckee Block Party	CARE and ESA	9/21/2019	Completed	\$275.59	
Online Ads	Facebook	CARE and ESA	Q2 – Q3 2019	Completed	\$15,000.00	
Print Ads	Big Bear Grizzly La Opinion Needles Desert Star Review Sunday Press Dispatch The San Bernardino American News Moonshine, Inc. Sierra Sun Tahoe Daily Tribune	CARE and ESA	Q2 – Q4 2019	Completed	\$22,758.59	
Eblasts	ESA email blasts (CARE customers not previously treated through ESA)	ESA	9/2019 – 10/2019	Completed	\$2,760.00	22,198

**Table VIII.D.
2019 Installations and Costs (by Quarter)**

2019 ESA INSTALLATIONS AND COSTS	Measures	Units	First Quarter: January-March					
			Completed			Costs		
			Northern	Southern	Total	Northern	Southern	Total
Weatherization								
Attic Insulation	Per Sq Ft		0	0	0	\$0	\$0	\$0
Caulking	Home		44	331	375	\$5,877	\$30,393	\$36,270
Ceiling Insulation	Per Sq Ft		8,024	47,248	55,272	\$12,994	\$66,204	\$79,198
Cover Plate Replacements	Per Gang		63	2,549	2,612	\$611	\$13,493	\$14,104
Duct Insulation	Per Linear Ft		900	0	900	\$1,242	\$0	\$1,242
Evaporative Cooler Cover	Each		0	69	69	\$0	\$2,783	\$2,783
Faucet Aerators	Each		50	993	1,043	\$526	\$9,177	\$9,703
Floor Insulation	Per Sq Ft		1,193	0	1,193	\$2,152	\$0	\$2,152
Shower Thermostatic Shower Valve (TSV)	Each		30	620	650	\$1,218	\$29,582	\$30,800
Showerheads - Handheld and Standard	Each		18	739	757	\$845	\$33,252	\$34,098
Utility Gaskets	Home		44	393	437	\$1,872	\$10,714	\$12,586
Water Heater Blanket	Each		9	45	54	\$616	\$2,640	\$3,256
Water Heater Pipe Wrap	Each		6	12	18	\$252	\$273	\$525
Weatherstripping	Each		102	1,379	1,481	\$9,198	\$58,162	\$67,360
Furnaces								
Furnace Repairs	Each		1	43	44	\$130	\$23,048	\$23,178
Furnace Replacements	Each		4	42	46	\$12,496	\$91,484	\$103,980
Alarms: Smoke and Carbon Monoxide	Each		1	445	446	\$55	\$19,218	\$19,273
Furnace Clean/Tune	Each		24	263	287	\$4,743	\$16,006	\$20,749
Furnace Standing Pilot Light Conversion	Each		0	0	0	\$0	\$0	\$0
Furnace Vent Repair	Each		0	7	7	\$0	\$685	\$685
Water Heaters								
Water Heater Repair	Each		1	40	41	\$130	\$9,479	\$9,609
Water Heater Replacement	Each		1	135	136	\$2,481	\$183,543	\$186,024
Water Heater Expansion Tank	Each		0	44	44	\$0	\$7,167	\$7,167
Automatic Water Heater Vent Repair	Each		2	10	12	\$225	\$928	\$1,153
Water Heater Watts 210 (Replacement only)	Each		0	4	4	\$0	\$919	\$919
Minor Home Repair								
Attic Access Install	Each		0	5	5	\$0	\$490	\$490
Attic Hatch Installation	Per SQ FT		13	458	471	\$132	\$4,497	\$4,629
Attic Venting	Each		11	32	43	\$1,316	\$2,030	\$3,346
Ceiling Repair	Per SQ FT		1	42	43	\$10	\$413	\$423
Combustion Ventilation Air (CVA)	Each		22	70	92	\$776	\$2,224	\$3,001
Door Interior Hand Set (door knob)	Per Door		1	1	2	\$33	\$33	\$66
Door Jamb Repair/Replacement	Each Per Door		14	82	96	\$495	\$4,025	\$4,520
Door Lock Set	Per Cylinder		4	485	489	\$186	\$19,624	\$19,810
Door Patch/Plate	Each Per Door		0	105	105	\$0	\$1,926	\$1,926
Door Replacement	Each		4	56	60	\$1,393	\$16,118	\$17,511
Door Threshold	Per Door		20	242	262	\$790	\$8,932	\$9,722
Exhaust Fan	Each		2	117	119	\$434	\$7,903	\$8,338
Floor Repair	Per SQ FT		0	8	8	\$0	\$271	\$271
Wall Repair	Per SQ FT		57	956	1,013	\$537	\$9,194	\$9,731
Window Assembly Replacement	Per SQ FT		0	0	0	\$0	\$0	\$0
Window Glass Replacement	Per SQ FT		8	93	101	\$396	\$2,450	\$2,847
Window Specialty Glass	Each		0	2	2	\$0	\$452	\$452
Window Glass - Storm	Per SQ FT		1,096	0	1,096	\$13,901	\$0	\$13,901
Window Poly - Storm	Per SQ FT		210	0	210	\$3,644	\$0	\$3,644
Window Glazing Compound	Home		1	2	3	\$32	\$48	\$80
Window Sash/Sill Repair	Each		0	0	0	\$0	\$0	\$0
Miscellaneous Measures								
Clothes Washer High Efficiency (HE)	Each		3	100	103	\$2,726	\$87,818	\$90,544
Duct Sealing/Testing	Each		9	291	300	\$2,604	\$52,493	\$55,097
HERS Rater	Each		0	39	39	\$0	\$13,565	\$13,565
NGAT	Each		46	608	654	\$3,521	\$41,662	\$45,184
Other - Labor	Hours		4	350	354	\$624	\$50,196	\$50,821
Other - Materials/Supplies	Each		38	551	589	\$780	\$34,443	\$35,223
Education								
Assessment/Outreach	Each		144	1,344	1,488	\$6,892	\$77,692	\$84,584
Energy Education	Each		48	448	496	\$5,129	\$33,669	\$38,798
Outlying Area Travel/Time	Each		30	31	61	\$4,122	\$3,185	\$7,307
Administration								
Administration Fees	Home		48	448	496	\$5,790	\$74,265	\$80,055
Totals			12,351	62,377	74,728	\$113,926	\$1,158,772	\$1,272,698
Total Homes Education Only	Each		0	0	0			
Total Homes Treated	Each		19	271	290			
Total Homes Weatherized	Each		19	271	290			

2019 ESA INSTALLATIONS AND COSTS		Second Quarter: April-June						
		Completed			Costs			
		Measures	Units	Northern	Southern	Total	Northern	Southern
Weatherization								
Attic Insulation	Per Sq Ft		0	0	0	\$0	\$0	\$0
Caulking	Home		6	324	330	\$528	\$29,906	\$30,434
Ceiling Insulation	Per Sq Ft		600	51,386	51,986	\$1,100	\$68,713	\$69,813
Cover Plate Replacements	Per Gang		8	1,064	1,072	\$79	\$7,926	\$8,005
Duct Insulation	Per Linear Ft		0	0	0	\$0	\$0	\$0
Evaporative Cooler Cover	Each		0	85	85	\$0	\$3,435	\$3,435
Faucet Aerators	Each		12	953	965	\$127	\$8,789	\$8,916
Floor Insulation	Per Sq Ft		958	0	958	\$1,734	\$0	\$1,734
Shower Thermostatic Shower Valve (TSV)	Each		7	628	635	\$284	\$30,164	\$30,448
Showerheads - Handheld and Standard	Each		7	655	662	\$305	\$26,392	\$26,697
Utility Gaskets	Home		6	354	360	\$164	\$9,274	\$9,438
Water Heater Blanket	Each		3	38	41	\$207	\$2,229	\$2,436
Water Heater Pipe Wrap	Each		1	9	10	\$42	\$204	\$247
Weatherstripping	Each		8	1,246	1,254	\$737	\$51,952	\$52,689
Furnaces								
Furnace Repairs	Each		0	40	40	\$0	\$19,300	\$19,300
Furnace Replacements	Each		1	30	31	\$3,130	\$66,170	\$69,300
Alarms: Smoke and Carbon Monoxide	Each		0	380	380	\$0	\$16,412	\$16,412
Furnace Clean/Tune	Each		3	210	213	\$598	\$12,576	\$13,174
Furnace Standing Pilot Light Conversion	Each		0	0	0	\$0	\$0	\$0
Furnace Vent Repair	Each		0	5	5	\$0	\$146	\$146
Water Heaters								
Water Heater Repair	Each		0	30	30	\$0	\$6,950	\$6,950
Water Heater Replacement	Each		0	119	119	\$0	\$160,773	\$160,773
Water Heater Expansion Tank	Each		0	29	29	\$0	\$3,943	\$3,943
Automatic Water Heater Vent Repair	Each		0	21	21	\$0	\$960	\$960
Water Heater Watts 210 (Replacement only)	Each		0	0	0	\$0	\$0	\$0
Minor Home Repair								
Attic Access Install	Each		0	1	1	\$0	\$98	\$98
Attic Hatch Installation	Per SQ FT		4	424	428	\$40	\$4,155	\$4,195
Attic Venting	Each		1	26	27	\$120	\$1,644	\$1,764
Ceiling Repair	Per SQ FT		0	54	54	\$0	\$529	\$529
Combustion Ventilation Air (CVA)	Each		0	80	80	\$0	\$2,603	\$2,603
Door Interior Hand Set (door knob)	Per Door		0	0	0	\$0	\$0	\$0
Door Jamb Repair/Replacement	Each Per Door		2	60	62	\$72	\$2,941	\$3,013
Door Lock Set	Per Cylinder		0	384	384	\$0	\$15,477	\$15,477
Door Patch/Plate	Each Per Door		0	40	40	\$0	\$733	\$733
Door Replacement	Each		0	72	72	\$0	\$20,845	\$20,845
Door Threshold	Per Door		0	252	252	\$0	\$9,247	\$9,247
Exhaust Fan	Each		0	135	135	\$0	\$9,074	\$9,074
Floor Repair	Per SQ FT		0	1	1	\$0	\$33	\$33
Wall Repair	Per SQ FT		6	967	973	\$60	\$8,869	\$8,929
Window Assembly Replacement	Per SQ FT		0	0	0	\$0	\$0	\$0
Window Glass Replacement	Per SQ FT		0	165	165	\$0	\$4,244	\$4,244
Window Specialty Glass	Each		0	1	1	\$0	\$170	\$170
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	2	2	\$0	\$48	\$48
Window Sash/Sill Repair	Each		0	0	0	\$0	\$0	\$0
Miscellaneous Measures								
Clothes Washer High Efficiency (HE)	Each		1	79	80	\$897	\$69,160	\$70,057
Duct Sealing/Testing	Each		1	216	217	\$292	\$39,858	\$40,150
HERS Rater	Each		0	22	22	\$0	\$7,700	\$7,700
NGAT	Each		7	554	561	\$537	\$34,726	\$35,264
Other - Labor	Hours		0	321	321	\$0	\$46,069	\$46,069
Other - Materials/Supplies	Each		6	491	497	\$123	\$30,568	\$30,691
Education								
Assessment/Outreach	Each		36	1,287	1,323	\$1,630	\$74,199	\$75,829
Energy Education	Each		12	429	441	\$1,213	\$32,155	\$33,368
Outlying Area Travel/Time	Each		8	74	82	\$1,109	\$7,400	\$8,509
Administration								
Administration Fees	Home		12	431	443	\$1,384	\$70,033	\$71,417
Totals			1,716	64,174	65,890	\$16,514	\$1,018,794	\$1,035,308
Total Homes Education Only	Each		0	0	0			
Total Homes Treated	Each		12	424	436			
Total Homes Weatherized	Each		12	424	436			

2019 ESA INSTALLATIONS AND COSTS		Third Quarter: July-Sept					
		Completed			Costs		
Measures	Units	Northern	Southern	Total	Northern	Southern	Total
Weatherization							
Attic Insulation	Per Sq Ft	0	650	650	\$0	\$1,138	\$1,138
Caulking	Home	29	339	368	\$3,786	\$31,888	\$35,674
Ceiling Insulation	Per Sq Ft	6,014	62,635	68,649	\$10,405	\$87,908	\$98,313
Cover Plate Replacements	Per Gang	65	4,250	4,315	\$431	\$17,043	\$17,473
Duct Insulation	Per Linear Ft	0	0	0	\$0	\$0	\$0
Evaporative Cooler Cover	Each	0	75	75	\$0	\$3,070	\$3,070
Faucet Aerators	Each	48	1,027	1,075	\$511	\$9,602	\$10,114
Floor Insulation	Per Sq Ft	4,145	0	4,145	\$7,326	\$0	\$7,326
Shower Thermostatic Shower Valve (TSV)	Each	27	617	644	\$1,105	\$27,882	\$28,987
Showerheads - Handheld and Standard	Each	24	700	724	\$1,105	\$29,064	\$30,169
Utility Gaskets	Home	27	367	394	\$1,294	\$11,992	\$13,286
Water Heater Blanket	Each	4	27	31	\$276	\$1,610	\$1,886
Water Heater Pipe Wrap	Each	1	5	6	\$42	\$115	\$158
Weatherstripping	Each	67	1,196	1,263	\$6,199	\$54,490	\$60,690
Furnaces							
Furnace Repairs	Each	1	89	90	\$53	\$39,277	\$39,330
Furnace Replacements	Each	3	46	49	\$11,371	\$100,531	\$111,902
Alarms: Smoke and Carbon Monoxide	Each	3	335	338	\$150	\$14,520	\$14,670
Furnace Clean/Tune	Each	17	223	240	\$3,389	\$14,356.74	\$17,745
Furnace Standing Pilot Light Conversion	Each	1	0	1	\$450	\$0	\$450
Furnace Vent Repair	Each	1	6	7	\$11	\$369	\$380
Water Heaters							
Water Heater Repair	Each	0	57	57	\$0	\$13,507	\$13,507
Water Heater Replacement	Each	2	116	118	\$4,485	\$162,946	\$167,431
Water Heater Expansion Tank	Each	0	32	32	\$0	\$4,174	\$4,174
Automatic Water Heater Vent Repair	Each	0	36	36	\$0	\$2,240	\$2,240
Water Heater Watts 210 (Replacement only)	Each	0	4	4	\$0	\$928	\$928
Minor Home Repair							
Attic Access Install	Each	0	6	6	\$0	\$596	\$596
Attic Hatch Installation	Per SQ FT	4	498	502	\$41	\$4,950	\$4,991
Attic Venting	Each	9	22	31	\$1,079	\$1,415	\$2,493
Ceiling Repair	Per SQ FT	0	57	57	\$0	\$567	\$567
Combustion Ventilation Air (CVA)	Each	8	92	100	\$413	\$2,959	\$3,372
Door Interior Hand Set (door knob)	Per Door	0	3	3	\$0	\$99	\$99
Door Jamb Repair/Replacement	Each Per Door	3	74	77	\$101	\$3,678	\$3,779
Door Lock Set	Per Cylinder	2	425	427	\$94	\$17,370	\$17,463
Door Patch/Plate	Each Per Door	0	28	28	\$0	\$521	\$521
Door Replacement	Each	3	117	120	\$1,039	\$34,086	\$35,125
Door Threshold	Per Door	14	293	307	\$554	\$11,641	\$12,195
Exhaust Fan	Each	2	181	183	\$172	\$12,340	\$12,512
Floor Repair	Per SQ FT	0	5	5	\$0	\$170	\$170
Wall Repair	Per SQ FT	53	997	1,050	\$530	\$9,582	\$10,113
Window Assembly Replacement	Per SQ FT	0	0	0	\$0	\$0	\$0
Window Glass Replacement	Per SQ FT	2	122	124	\$33	\$2,970	\$3,002
Window Specialty Glass	Each	0	1	1	\$0	\$205	\$205
Window Glass - Storm	Per SQ FT	185	0	185	\$2,209	\$0	\$2,209
Window Poly - Storm	Per SQ FT	14	0	14	\$221	\$0	\$221
Window Glazing Compound	Home	0	5	5	\$0	\$123	\$123
Window Sash/Sill Repair	Each	0	0	0	\$0	\$0	\$0
Miscellaneous Measures							
Clothes Washer High Efficiency (HE)	Each	3	112	115	\$2,743	\$99,602	\$102,344
Duct Sealing/Testing	Each	14	329	343	\$3,720	\$63,412	\$67,131
HERS Rater	Each	0	35	35	\$0	\$12,001	\$12,001
NGAT	Each	32	619	651	\$2,470	\$57,381	\$59,851
Other - Labor	Hours	6	413	419	\$845	\$59,526	\$60,370
Other - Materials/Supplies	Each	25	508	533	\$817	\$32,629	\$33,446
Education							
Assessment/Outreach	Each	99	1,368	1,467	\$4,983	\$79,978	\$84,961
Energy Education	Each	33	456	489	\$3,705	\$34,661	\$38,365
Outlying Area Travel/Time	Each	41	168	209	\$5,436	\$17,844	\$23,280
Administration							
Administration Fees	Home	33	456	489	\$4,378	\$82,148	\$86,526
Totals		11,064	80,222	91,286	\$87,971	\$1,271,102	\$1,359,073
Total Homes Education Only	Each	0	0	0			
Total Homes Treated	Each	33	462	495			
Total Homes Weatherized	Each	33	462	495			

2019 ESA INSTALLATIONS AND COSTS		Fourth Quarter: October-Dec					
		Completed			Costs		
Measures	Units	Northern	Southern	Total	Northern	Southern	Total
Weatherization							
Attic Insulation	Per Sq Ft	0	2,896	2,896	\$0	\$4,597	\$4,597
Caulking	Home	57	476	533	\$7,797	\$44,731	\$52,528
Ceiling Insulation	Per Sq Ft	9,199	74,013	83,212	\$18,653	\$104,701	\$123,354
Cover Plate Replacements	Per Gang	88	7,215	7,303	\$583	\$28,932	\$29,516
Duct Insulation	Per Linear Ft	0	0	0	\$0	\$0	\$0
Evaporative Cooler Cover	Each	0	74	74	\$0	\$3,029	\$3,029
Faucet Aerators	Each	84	1,394	1,478	\$895	\$13,034	\$13,929
Floor Insulation	Per Sq Ft	7,804	0	7,804	\$13,740	\$0	\$13,740
Shower Thermostatic Shower Valve (TSV)	Each	59	669	728	\$2,415	\$30,232	\$32,647
Showerheads - Handheld and Standard	Each	46	1,050	1,096	\$2,163	\$49,896	\$52,059
Utility Gaskets	Home	56	571	627	\$2,933	\$18,710	\$21,643
Water Heater Blanket	Each	23	30	53	\$1,588	\$1,789	\$3,377
Water Heater Pipe Wrap	Each	4	5	9	\$170	\$115	\$285
Weatherstripping	Each	138	1,897	2,035	\$12,524	\$86,777	\$99,301
Furnaces							
Furnace Repairs	Each	0	74	74	\$0	\$45,315	\$45,315
Furnace Replacements	Each	3	48	51	\$9,200	\$103,032	\$112,232
Alarms: Smoke and Carbon Monoxide	Each	0	466	466	\$0	\$20,564	\$20,564
Furnace Clean/Tune	Each	30	398	428	\$5,980	\$25,623	\$31,603
Furnace Standing Pilot Light Conversion	Each	2	0	2	\$900	\$0	\$900
Furnace Vent Repair	Each	0	14	14	\$0	\$1,279	\$1,279
Water Heaters							
Water Heater Repair	Each	0	36	36	\$0	\$8,829	\$8,829
Water Heater Replacement	Each	2	146	148	\$4,961	\$203,219	\$208,180
Water Heater Expansion Tank	Each	0	26	26	\$0	\$3,507	\$3,507
Automatic Water Heater Vent Repair	Each	2	41	43	\$25	\$3,491	\$3,516
Water Heater Watts 210 (Replacement only)	Each	0	4	4	\$0	\$928	\$928
Minor Home Repair							
Attic Access Install	Each	0	2	2	\$0	\$199	\$199
Attic Hatch Installation	Per SQ FT	7	621	628	\$72	\$6,173	\$6,244
Attic Venting	Each	15	23	38	\$1,798	\$1,479	\$3,277
Ceiling Repair	Per SQ FT	0	78	78	\$0	\$775	\$775
Combustion Ventilation Air (CVA)	Each	23	206	229	\$813	\$6,625	\$7,438
Door Interior Hand Set (door knob)	Per Door	5	9	14	\$164	\$296	\$460
Door Jamb Repair/Replacement	Each Per Door	8	91	99	\$270	\$4,523	\$4,793
Door Lock Set	Per Cylinder	13	709	722	\$608	\$28,977	\$29,585
Door Patch/Plate	Each Per Door	0	67	67	\$0	\$1,246	\$1,246
Door Replacement	Each	12	134	146	\$4,069	\$39,977	\$44,046
Door Threshold	Per Door	27	365	392	\$1,069	\$14,501	\$15,570
Exhaust Fan	Each	1	242	243	\$86	\$16,503	\$16,589
Floor Repair	Per SQ FT	0	4	4	\$0	\$136	\$136
Wall Repair	Per SQ FT	80	1,576	1,656	\$801	\$15,679	\$16,480
Window Assembly Replacement	Per SQ FT	0	0	0	\$0	\$0	\$0
Window Glass Replacement	Per SQ FT	3	89	92	\$116	\$2,837	\$2,953
Window Specialty Glass	Each	0	0	0	\$0	\$0	\$0
Window Glass - Storm	Per SQ FT	1,110	0	1,110	\$13,488	\$0	\$13,488
Window Poly - Storm	Per SQ FT	160	0	160	\$2,642	\$0	\$2,642
Window Glazing Compound	Home	4	3	7	\$128	\$74	\$201
Window Sash/Sill Repair	Each	0	0	0	\$0	\$0	\$0
Miscellaneous Measures							
Clothes Washer High Efficiency (HE)	Each	3	150	153	\$2,743	\$133,395	\$136,138
Duct Sealing/Testing	Each	22	544	566	\$6,245	\$102,107	\$108,351
HERS Rater	Each	0	45	45	\$0	\$15,665	\$15,665
NGAT	Each	61	855	916	\$4,708	\$79,258	\$83,966
Other - Labor	Hours	6	581	587	\$881	\$83,668	\$84,549
Other - Materials/Supplies	Each	44	712	756	\$909	\$40,706	\$41,616
Education							
Assessment/Outreach	Each	237	2,136	2,373	\$11,093	\$124,878	\$135,971
Energy Education	Each	79	712	791	\$8,246	\$54,119	\$62,365
Outlying Area Travel/Time	Each	81	450	531	\$11,156	\$49,341	\$60,497
Administration							
Administration Fees	Home	79	712	791	\$9,747	\$128,267	\$138,013
Totals		19,677	102,658	122,335	\$166,377	\$1,753,731	\$1,920,107
Total Homes Education Only	Each	7	23	30			
Total Homes Treated	Each	102	864	966			
Total Homes Weatherized	Each	102	863	965			

2019 ESA INSTALLATIONS AND COSTS		Year to Date Totals					
		Completed			Costs		
		Northern	Southern	Total	Northern	Southern	Total
Measures	Units						
Weatherization							
Attic Insulation	Per Sq Ft	0	3,546	3,546	\$0	\$5,734	\$5,734
Caulking	Home	136	1,470	1,606	\$17,987	\$136,919	\$154,906
Ceiling Insulation	Per Sq Ft	23,837	235,282	259,119	\$43,152	\$327,525	\$370,678
Cover Plate Replacements	Per Gang	224	15,078	15,302	\$1,704	\$67,394	\$69,098
Duct Insulation	Per Linear Ft	900	0	900	\$1,242	\$0	\$1,242
Evaporative Cooler Cover	Each	0	303	303	\$0	\$12,316	\$12,316
Faucet Aerators	Each	194	4,367	4,561	\$2,059	\$40,602	\$42,661
Floor Insulation	Per Sq Ft	14,100	0	14,100	\$24,952	\$0	\$24,952
Shower Thermostatic Shower Valve (TSV)	Each	123	2,534	2,657	\$5,022	\$117,860	\$122,882
Showerheads - Handheld and Standard	Each	95	3,144	3,239	\$4,419	\$138,604	\$143,023
Utility Gaskets	Home	133	1,685	1,818	\$6,262	\$50,690	\$56,952
Water Heater Blanket	Each	39	140	179	\$2,688	\$8,269	\$10,956
Water Heater Pipe Wrap	Each	12	31	43	\$506	\$708	\$1,215
Weatherstripping	Each	315	5,718	6,033	\$28,659	\$251,381	\$280,040
Furnaces							
Furnace Repairs	Each	2	246	248	\$183	\$126,941	\$127,124
Furnace Replacements	Each	11	166	177	\$36,197	\$361,217	\$397,414
Alarms: Smoke and Carbon Monoxide	Each	4	1,626	1,630	\$205	\$70,713	\$70,918
Furnace Clean/Tune	Each	74	1,094	1,168	\$14,710	\$68,562	\$83,272
Furnace Standing Pilot Light Conversion	Each	3	0	3	\$1,351	\$0	\$1,351
Furnace Vent Repair	Each	1	32	33	\$11	\$2,479	\$2,490
Water Heaters							
Water Heater Repair	Each	1	163	164	\$130	\$38,765	\$38,895
Water Heater Replacement	Each	5	516	521	\$11,927	\$710,482	\$722,408
Water Heater Expansion Tank	Each	0	131	131	\$0	\$18,791	\$18,791
Automatic Water Heater Vent Repair	Each	4	108	112	\$250	\$7,619	\$7,869
Water Heater Watts 210 (Replacement only)	Each	0	12	12	\$0	\$2,776	\$2,776
Minor Home Repair							
Attic Access Install	Each	0	14	14	\$0	\$1,382	\$1,382
Attic Hatch Installation	Per SQ FT	28	2,001	2,029	\$285	\$19,775	\$20,060
Attic Venting	Each	36	103	139	\$4,312	\$6,569	\$10,881
Ceiling Repair	Per SQ FT	1	231	232	\$10	\$2,283	\$2,293
Combustion Ventilation Air (CVA)	Each	53	448	501	\$2,002	\$14,411	\$16,413
Door Interior Hand Set (door knob)	Per Door	6	13	19	\$197	\$427	\$625
Door Jamb Repair/Replacement	Each Per Door	27	307	334	\$938	\$15,167	\$16,104
Door Lock Set	Per Cylinder	19	2,003	2,022	\$888	\$81,447	\$82,335
Door Patch/Plate	Each Per Door	0	240	240	\$0	\$4,426	\$4,426
Door Replacement	Each	19	379	398	\$6,501	\$111,027	\$117,528
Door Threshold	Per Door	61	1,152	1,213	\$2,413	\$44,321	\$46,734
Exhaust Fan	Each	5	675	680	\$693	\$45,820	\$46,513
Floor Repair	Per SQ FT	0	18	18	\$0	\$610	\$610
Wall Repair	Per SQ FT	196	4,496	4,692	\$1,928	\$43,324	\$45,253
Window Assembly Replacement	Per SQ FT	0	0	0	\$0	\$0	\$0
Window Glass Replacement	Per SQ FT	13	469	482	\$545	\$12,501	\$13,046
Window Specialty Glass	Each	0	4	4	\$0	\$827	\$827
Window Glass - Storm	Per SQ FT	2,391	0	2,391	\$29,599	\$0	\$29,599
Window Poly - Storm	Per SQ FT	384	0	384	\$6,507	\$0	\$6,507
Window Glazing Compound	Home	5	12	17	\$160	\$293	\$453
Window Sash/Sill Repair	Each	0	0	0	\$0	\$0	\$0
Miscellaneous Measures							
Clothes Washer High Efficiency (HE)	Each	10	441	451	\$9,108	\$389,975	\$399,083
Duct Sealing/Testing	Each	46	1,380	1,426	\$12,860	\$257,869	\$270,730
HERS Rater	Each	0	141	141	\$0	\$48,931	\$48,931
NGAT	Each	146	2,636	2,782	\$11,237	\$213,028	\$224,265
Other - Labor	Hours	16	1,664	1,680	\$2,350	\$239,459	\$241,809
Other - Materials/Supplies	Each	113	2,262	2,375	\$2,630	\$138,346	\$140,976
Education							
Assessment/Outreach	Each	516	6,135	6,651	\$24,598	\$356,747	\$381,344
Energy Education	Each	172	2,045	2,217	\$18,292	\$154,604	\$172,896
Outlying Area Travel/Time	Each	160	723	883	\$21,823	\$77,770	\$99,593
Administration							
Administration Fees	Home	172	2,047	2,219	\$21,298	\$354,714	\$376,012
Totals		44,808	309,431	354,239	\$384,787	\$5,202,399	\$5,587,186
Total Homes Education Only	Each	7	23	30			
Total Homes Treated	Each	166	2,021	2,187			
Total Homes Weatherized	Each	166	2,020	2,186			

**Table VIII.E.
2019 Energy Savings (by Quarter)**

2019 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
Weatherization							
Attic Insulation	Per Sq Ft	0	0	0	0	0	0
Caulking	Home	75	469	544	746	4,694	5,441
Ceiling Insulation	Per Sq Ft	42	4	47	844	86	931
Cover Plate Replacements	Per Gang	23	769	791	227	7,686	7,913
Duct Insulation	Per Linear Ft	2	0	2	24	0	24
Evaporative Cooler Cover	Each	0	26	26	0	388	388
Faucet Aerators	Each	102	2,016	2,117	1,015	20,158	21,173
Floor Insulation	Per Sq Ft	9	0	9	184	0	184
Shower Thermostatic Shower Valve (TSV)	Each	31	632	663	306	6,324	6,630
Showerheads - Handheld and Standard	Each	118	4,855	4,973	1,183	48,552	49,735
Utility Gaskets	Home	25	184	209	247	1,842	2,089
Water Heater Blanket	Each	4	22	26	44	221	265
Water Heater Pipe Wrap	Each	0	1	1	3	6	9
Weatherstripping	Each	55	7,470	7,525	550	74,696	75,245
Furnaces							
Furnace Repairs	Each	1	30	31	14	605	620
Furnace Replacements	Each	3	30	32	56	591	648
Alarms: Smoke and Carbon Monoxide	Each	N/A	N/A	N/A	N/A	N/A	N/A
Furnace Clean/Tune	Each	217	2,383	2,600	2,174	23,828	26,002
Furnace Standing Pilot Light Conversion	Each	0	0	0	0	0	0
Furnace Vent Repair	Each	0	5	5	0	49	49
Water Heaters							
Water Heater Repair	Each	4	141	144	35	1,408	1,443
Water Heater Replacement	Each	4	475	479	35	4,752	4,787
Water Heater Expansion Tank	Each	0	155	155	0	1,549	1,549
Automatic Water Heater Vent Repair	Each	7	35	42	70	352	422
Water Heater Watts 210 (Replacement only)	Each	0	14	14	0	141	141
Minor Home Repair							
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	13	13	4	127	130
Combustion Ventilation Air (CVA)	Each	0	0	0	0	0	0
Door Interior Hand Set (door knob)	Per Door	1	0	1	5	5	10
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	47	47	0	473	473
Door Replacement	Each	2	25	27	22	252	274
Door Threshold	Per Door	17	174	191	344	3,478	3,822
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	20	192	212	395	3,838	4,232
Window Specialty Glass	Each	0	4	4	0	41	41
Window Glass - Storm	Per SQ FT	208	0	208	4,165	0	4,165
Window Poly - Storm	Per SQ FT	40	0	40	798	0	798
Window Glazing Compound	Home	0	1	1	4	6	10
Window Sash/Sill Repair	Each	0	0	0	0	0	0
Miscellaneous Measures							
Clothes Washer High Efficiency (HE)	Each	38	1,260	1,298	378	12,600	12,978
Duct Sealing/Testing	Each	0	1	1	0	8	8
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
Education							
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
Administration							
Administration Fees	Home	N/A	N/A	N/A	N/A	N/A	N/A
Totals		1,047	21,433	22,480	13,872	218,756	232,628

[1] Estimated annual energy savings (therms) are based upon the Impact Evaluation of the 2009 California Low Income Energy Efficiency Program, Draft Report March 2011.

2019 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
Weatherization							
Attic Insulation	Per Sq Ft	0	0	0	0	0	0
Caulking	Home	10	459	470	102	4,595	4,697
Ceiling Insulation	Per Sq Ft	3	5	8	63	94	157
Cover Plate Replacements	Per Gang	3	321	324	29	3,208	3,237
Duct Insulation	Per Linear Ft	0	0	0	0	0	0
Evaporative Cooler Cover	Each	0	32	32	0	478	478
Faucet Aerators	Each	24	1,935	1,959	244	19,346	19,590
Floor Insulation	Per Sq Ft	7	0	7	148	0	148
Shower Thermostatic Shower Valve (TSV)	Each	7	641	648	71	6,406	6,477
Showerheads - Handheld and Standard	Each	46	4,303	4,349	460	43,034	43,493
Utility Gaskets	Home	3	166	169	34	1,660	1,693
Water Heater Blanket	Each	1	19	20	15	186	201
Water Heater Pipe Wrap	Each	0	0	1	1	5	5
Weatherstripping	Each	4	6,749	6,753	43	67,492	67,535
Furnaces							
Furnace Repairs	Each	0	28	28	0	563	563
Furnace Replacements	Each	1	21	22	14	422	436
Alarms: Smoke and Carbon Monoxide	Each	N/A	N/A	N/A	N/A	N/A	N/A
Furnace Clean/Tune	Each	27	1,903	1,930	272	19,026	19,298
Furnace Standing Pilot Light Conversion	Each	0	0	0	0	0	0
Furnace Vent Repair	Each	0	4	4	0	35	35
Water Heaters							
Water Heater Repair	Each	0	106	106	0	1,056	1,056
Water Heater Replacement	Each	0	419	419	0	4,189	4,189
Water Heater Expansion Tank	Each	0	102	102	0	1,021	1,021
Automatic Water Heater Vent Repair	Each	0	74	74	0	739	739
Water Heater Watts 210 (Replacement only)	Each	0	0	0	0	0	0
Minor Home Repair							
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	16	16	0	163	163
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	18	18	0	180	180
Door Replacement	Each	0	32	32	0	324	324
Door Threshold	Per Door	0	181	181	0	3,622	3,622
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	340	340	0	6,809	6,809
Window Specialty Glass	Each	0	2	2	0	21	21
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	1	1	0	6	6
Window Sash/Sill Repair	Each	0	0	0	0	0	0
Miscellaneous Measures							
Clothes Washer High Efficiency (HE)	Each	13	995	1,008	126	9,954	10,080
Duct Sealing/Testing	Each	0	1	1	0	6	6
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
Education							
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
Administration							
Administration Fees	Home	N/A	N/A	N/A	N/A	N/A	N/A
Totals		151	18,872	19,023	1,620	194,638	196,258

[1] Estimated annual energy savings (therms) are based upon the Impact Evaluation of the 2009 California Low Income Energy Efficiency Program, Draft Report March 2011.

2019 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
Weatherization							
Attic Insulation	Per Sq Ft	0	37	37	0	731	731
Caulking	Home	49	481	530	492	4,808	5,300
Ceiling Insulation	Per Sq Ft	32	6	37	633	115	747
Cover Plate Replacements	Per Gang	23	1,281	1,305	234	12,815	13,049
Duct Insulation	Per Linear Ft	0	0	0	0	0	0
Evaporative Cooler Cover	Each	0	28	28	0	422	422
Faucet Aerators	Each	97	2,085	2,182	974	20,848	21,823
Floor Insulation	Per Sq Ft	32	0	32	640	0	640
Shower Thermostatic Shower Valve (TSV)	Each	28	629	657	275	6,293	6,569
Showerheads - Handheld and Standard	Each	158	4,599	4,757	1,577	45,990	47,567
Utility Gaskets	Home	15	172	187	151	1,721	1,872
Water Heater Blanket	Each	2	13	15	20	132	152
Water Heater Pipe Wrap	Each	0	0	0	1	3	3
Weatherstripping	Each	36	6,478	6,514	361	64,783	65,144
Furnaces							
Furnace Repairs	Each	1	63	63	14	1,253	1,267
Furnace Replacements	Each	2	32	34	42	648	690
Alarms: Smoke and Carbon Monoxide	Each	N/A	N/A	N/A	N/A	N/A	N/A
Furnace Clean/Tune	Each	154	2,020	2,174	1,540	20,204	21,744
Furnace Standing Pilot Light Conversion	Each	45	0	45	446	0	446
Furnace Vent Repair	Each	1	4	5	7	42	49
Water Heaters							
Water Heater Repair	Each	0	201	201	0	2,006	2,006
Water Heater Replacement	Each	7	408	415	70	4,083	4,154
Water Heater Expansion Tank	Each	0	113	113	0	1,126	1,126
Automatic Water Heater Vent Repair	Each	0	127	127	0	1,267	1,267
Water Heater Watts 210 (Replacement only)	Each	0	14	14	0	141	141
Minor Home Repair							
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	17	17	0	172	172
Combustion Ventilation Air (CVA)	Each	0	0	0	0	0	0
Door Interior Hand Set (door knob)	Per Door	0	1	1	0	14	14
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	13	13	0	126	126
Door Replacement	Each	2	53	54	16	527	543
Door Threshold	Per Door	12	211	223	241	4,211	4,452
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	5	252	257	99	5,034	5,133
Window Specialty Glass	Each	0	2	2	0	21	21
Window Glass - Storm	Per SQ FT	35	0	35	703	0	703
Window Poly - Storm	Per SQ FT	3	0	3	53	0	53
Window Glazing Compound	Home	0	2	2	0	15	15
Window Sash/Sill Repair	Each	0	0	0	0	0	0
Miscellaneous Measures							
Clothes Washer High Efficiency (HE)	Each	38	1,411	1,449	378	14,112	14,490
Duct Sealing/Testing	Each	0	1	1	0	9	9
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
Education							
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
Administration							
Administration Fees	Home	N/A	N/A	N/A	N/A	N/A	N/A
Totals		776	20,753	21,529	8,968	213,671	222,639

[1] Estimated annual energy savings (therms) are based upon the Impact Evaluation of the 2009 California Low Income Energy Efficiency Program, Draft Report March 2011.

2019 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
Weatherization							
Attic Insulation	Per Sq Ft	0	163	163	0	3,257	3,257
Caulking	Home	97	675	772	967	6,751	7,717
Ceiling Insulation	Per Sq Ft	48	7	55	968	135	1,103
Cover Plate Replacements	Per Gang	32	2,175	2,207	317	21,755	22,072
Duct Insulation	Per Linear Ft	0	0	0	0	0	0
Evaporative Cooler Cover	Each	0	28	28	0	416	416
Faucet Aerators	Each	171	2,830	3,000	1,705	28,298	30,003
Floor Insulation	Per Sq Ft	60	0	60	1,205	0	1,205
Shower Thermostatic Shower Valve (TSV)	Each	60	682	743	602	6,824	7,426
Showerheads - Handheld and Standard	Each	302	6,899	7,201	3,022	68,985	72,007
Utility Gaskets	Home	31	268	299	314	2,677	2,991
Water Heater Blanket	Each	11	15	26	113	147	260
Water Heater Pipe Wrap	Each	0	0	0	2	3	5
Weatherstripping	Each	74	10,275	10,350	744	102,754	103,498
Furnaces							
Furnace Repairs	Each	0	52	52	0	1,042	1,042
Furnace Replacements	Each	2	34	36	42	676	718
Alarms: Smoke and Carbon Monoxide	Each	N/A	N/A	N/A	N/A	N/A	N/A
Furnace Clean/Tune	Each	272	3,606	3,878	2,718	36,059	38,777
Furnace Standing Pilot Light Conversion	Each	89	0	89	892	0	892
Furnace Vent Repair	Each	0	10	10	0	99	99
Water Heaters							
Water Heater Repair	Each	0	127	127	0	1,267	1,267
Water Heater Replacement	Each	7	514	521	70	5,139	5,210
Water Heater Expansion Tank	Each	0	92	92	0	915	915
Automatic Water Heater Vent Repair	Each	7	144	151	70	1,443	1,514
Water Heater Watts 210 (Replacement only)	Each	0	14	14	0	141	141
Minor Home Repair							
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	24	24	0	235	235
Combustion Ventilation Air (CVA)	Each	0	0	0	0	0	0
Door Interior Hand Set (door knob)	Per Door	3	4	7	27	41	67
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	30	30	0	302	302
Door Replacement	Each	6	60	67	65	604	668
Door Threshold	Per Door	23	262	286	464	5,246	5,710
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	7	183	191	148	3,666	3,814
Window Specialty Glass	Each	0	0	0	0	0	0
Window Glass - Storm	Per SQ FT	211	0	211	4,218	0	4,218
Window Poly - Storm	Per SQ FT	30	0	30	608	0	608
Window Glazing Compound	Home	1	1	2	14	9	23
Window Sash/Sill Repair	Each	0	0	0	0	0	0
Miscellaneous Measures							
Clothes Washer High Efficiency (HE)	Each	38	1,890	1,928	378	18,900	19,278
Duct Sealing/Testing	Each	0	1	1	1	14	15
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
Education							
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
Administration							
Administration Fees	Home	N/A	N/A	N/A	N/A	N/A	N/A
Totals		1,585	31,065	32,650	19,675	317,799	337,473

[1] Estimated annual energy savings (therms) are based upon the Impact Evaluation of the 2009 California Low Income Energy Efficiency Program, Draft Report March 2011.

2019 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
Weatherization							
Attic Insulation	Per Sq Ft	0	199	199	0	3,988	3,988
Caulking	Home	231	2,085	2,315	2,307	20,847	23,154
Ceiling Insulation	Per Sq Ft	125	22	147	2,507	430	2,938
Cover Plate Replacements	Per Gang	81	4,546	4,627	808	45,463	46,271
Duct Insulation	Per Linear Ft	2	0	2	24	0	24
Evaporative Cooler Cover	Each	0	114	114	0	1,704	1,704
Faucet Aerators	Each	394	8,865	9,259	3,938	88,650	92,588
Floor Insulation	Per Sq Ft	109	0	109	2,177	0	2,177
Shower Thermostatic Shower Valve (TSV)	Each	125	2,585	2,710	1,255	25,847	27,101
Showerheads - Handheld and Standard	Each	624	20,656	21,280	6,242	206,561	212,802
Utility Gaskets	Home	75	790	865	746	7,899	8,645
Water Heater Blanket	Each	19	69	88	191	686	877
Water Heater Pipe Wrap	Each	1	2	2	6	16	22
Weatherstripping	Each	170	30,972	31,142	1,698	309,725	311,422
Furnaces							
Furnace Repairs	Each	1	173	175	28	3,464	3,492
Furnace Replacements	Each	8	117	125	155	2,337	2,492
Alarms: Smoke and Carbon Monoxide	Each	N/A	N/A	N/A	N/A	N/A	N/A
Furnace Clean/Tune	Each	670	9,912	10,582	6,704	99,116	105,821
Furnace Standing Pilot Light Conversion	Each	134	0	134	1,338	0	1,338
Furnace Vent Repair	Each	1	23	23	7	225	232
Water Heaters							
Water Heater Repair	Each	4	574	577	35	5,738	5,773
Water Heater Replacement	Each	18	1,816	1,834	176	18,163	18,339
Water Heater Expansion Tank	Each	0	461	461	0	4,611	4,611
Automatic Water Heater Vent Repair	Each	14	380	394	141	3,802	3,942
Water Heater Watts 210 (Replacement only)	Each	0	42	42	0	422	422
Minor Home Repair							
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	70	70	4	697	700
Combustion Ventilation Air (CVA)	Each	0	0	0	0	0	0
Door Interior Hand Set (door knob)	Per Door	3	6	9	32	59	91
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	108	108	0	1,081	1,081
Door Replacement	Each	10	171	181	102	1,708	1,810
Door Threshold	Per Door	52	828	880	1,049	16,557	17,606
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	32	967	999	642	19,346	19,988
Window Specialty Glass	Each	0	8	8	0	83	83
Window Glass - Storm	Per SQ FT	454	0	454	9,086	0	9,086
Window Poly - Storm	Per SQ FT	73	0	73	1,459	0	1,459
Window Glazing Compound	Home	2	4	5	18	36	54
Window Sash/Sill Repair	Each	0	0	0	0	0	0
Miscellaneous Measures							
Clothes Washer High Efficiency (HE)	Each	126	5,557	5,683	1,260	55,566	56,826
Duct Sealing/Testing	Each	0	4	4	1	36	38
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
Education							
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
Administration							
Administration Fees	Home	N/A	N/A	N/A	N/A	N/A	N/A
Totals		3,558	92,123	95,682	44,136	944,863	988,999

[1] Estimated annual energy savings (therms) are based upon the Impact Evaluation of the 2009 California Low Income Energy Efficiency Program, Draft Report March 2011.

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
Total	32,371

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 to be treated by EOY 2020 is 5,003 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 [1]	[A]	62,290
Estimated Unwilling (40%)	[A] x .40 = [B]	24,916
Estimated Eligible and Willing	[A] – [B] = [C]	37,374
Number of Homes Treated from 2002 - 2019	[D]	32,371
Estimated Remaining Homes to be Treated 2020	[C] – [D] = [E]	5,003

[1] Estimated eligible is expected to increase by 1.198 percent annually. The numbers are revised annually.

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 2019.

**Table VIII.H.
Program Year 2019 First Touches and Go Backs**

Month	First Touch	Go Back	Total
Jan	53	8	61
Feb	95	17	112
Mar	100	17	117
Apr	125	17	142
May	151	16	167
Jun	121	6	127
July	155	9	164
Aug	163	4	167
Sep	161	3	164
Oct	310	0	310
Nov	246	1	247
Dec	206	0	206
Jan	199	4	203
Total	2,085	102	2,187