

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



July 30, 2009

**Advice Letter 3916**

Ronald van der Leeden, Director  
Rates, Revenues and Tariffs  
8330 Century Park Court CP32C  
San Diego, CA 92123-1548

**Subject: Request Authorization to Pay Capitation Fee to Outreach  
Organizations for Low Income Customer Enrollments into  
the Low Income Energy Efficiency (LIEE) Program**

Dear Mr. van der Leeden:

Advice Letter 3916 is denied per Resolution E-4233.

Sincerely,

A handwritten signature in blue ink that reads "Julie A. Fitch".

Julie A. Fitch, Director  
Energy Division

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

ENERGY DIVISION

RESOLUTION E-4233  
July 9, 2009

R E S O L U T I O N

Resolution E-4233. San Diego Gas and Electric Company (SDG&E) and Southern California Gas Company (SoCalGas) request authorization to pay a capitation fee to outreach organizations for low income customer enrollments in the Low Income Energy Efficiency (LIEE) program. This request is denied.

By SDG&E Advice Letter 2036-E/1813-G filed on November 3, 2008.

By SoCalGas Advice Letter 3916-G filed on November 3, 2008.

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SUMMARY

SDG&E and SoCalGas (collectively as the Utilities) request that the Commission authorize payment of a capitation fee, subject to a ceiling of \$15, to outreach organizations providing low income clients with various services for customer referrals to the LIEE program. The Division of Ratepayer Advocates (DRA) objects to this proposal on the grounds that: 1) the proposal would add an extra administrative layer to the customer experience, 2) the proposal does not offer categorical eligibility to the customer, 3) the proposal does not account for the impact on other outreach activities as a consequence of diversion of funds to this

effort, and 4) the proposal does not discuss the possibility of missed leveraging opportunities. The Utilities specified that the outreach organization would: 1) prequalify the customer eligibility based on income requirements, 2) explain the LIEE program to a customer, and 3) assist the customer in filling out a lead sheet.

This Resolution denies the Utilities' request.

### **BACKGROUND**

In Decision (D.) 01-05-033, the Commission encouraged the Investor Owned Utilities (IOUs) to leverage with organizations which provide low income clients with services outside the jurisdiction of the IOUs. These include organizations that provide low income clients with meal services, income tax assistance, housing counseling, etc. The Commission recognized that such outreach organizations could be leveraged to assist clients in filling out CARE applications and in doing so the organizations could incur an incremental cost. In order to recover these costs, the Commission authorized utilities to negotiate a capitation fee, up to \$12.00<sup>1</sup> per eligible enrollment in the CARE program and later increased this fee to \$15.00<sup>2</sup>. Currently, this fee only goes to those organizations which are not otherwise reimbursed for enrollment services. For example, the fee does not include LIEE contractors.<sup>3</sup> The outreach organization receives the capitation fee only if the client is successfully enrolled in the CARE program.

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<sup>1</sup> D.01-05-033, Ordering Paragraph(OP) 6

<sup>2</sup> D.06-12-038

<sup>3</sup> D.01-05-033, Page 45

The Utilities have requested that the Commission extend the capitation fee to outreach organizations for customer referrals to the LIEE program. According to the Utilities, the proposed capitation fee will compensate outreach organizations for providing customers with information about the LIEE program, prequalifying existing customers based on their incomes, and assisting customers in completing the LIEE program 'lead' sheet. The Utilities seek to negotiate the capitation fee, up to \$15.00. The fee is not proposed to cover LIEE contractors.

The Utilities have not asked for an increase in the authorized funding for LIEE for program cycle 2009-2011 to implement this request. Instead they plan to use a part of the outreach funding authorized by the Commission for the 2009-2011 budget cycle for this purpose. The Utilities plan to track these outreach activities and expenditures in their monthly filings with the Commission and also assess this enrollment effort, at a later date, to determine its effectiveness.

### **NOTICE**

Notices of SDG&E Advice Letter 2036-E/1813-G and SoCalGas Advice Letter 3916-G were made by publication in the Commission's Daily Calendar. The Utilities state that copies of the Advice Letter were mailed and distributed in accordance with Section 3.14 of General Order 96-B.

### **PROTESTS**

SDG&E Advice Letter 2036-E/1813-G and SoCalGas Advice Letter 3916-G were timely protested by DRA on November 25, 2008. The Utilities responded jointly to the DRA protest on December 4, 2008. The DRA's arguments and the Utilities' response are as follows:

1) According to DRA, the Utilities' proposal would not directly benefit the customer but instead would add an extra administrative layer to the customer experience by adding a second round of program information, pre-qualification, and filling out a lead form, first at an agency office and again at the customers' home. DRA claims that the proposal, therefore, pays for duplicative services.

The Utilities disagree with DRA's assertion that the proposal would not benefit customers. The outreach organizations are expected to provide customers with information about the Utilities' LIEE program and the potential benefits that the customers could realize from participating in the program. The Utilities specify that the outreach organization would: 1) prequalify the customer eligibility based on income requirements, 2) explain the LIEE program to a customer, and 3) assist the customer in filling out a lead sheet. Each outreach organization is expected to collect this information and pass it on to the LIEE contractor or Energy Specialist who will then schedule an appointment with the income eligible customer at his or her home to obtain the required enrollment documentation and to conduct an assessment of the potential measures to be installed in the home. If the customer is determined to be categorically eligible, the contractor will seek no additional documentation when conducting the onsite assessment. The Utilities assert that the main objective of the outreach organization is to establish customer familiarity with the LIEE program and increase the likelihood of the customer enrolling in the LIEE program.

2) DRA alleges that the proposal fails to offer categorical eligibility options to customers. Currently, customers may be able to participate in LIEE under categorical eligibility whereby they are allowed to enroll in the LIEE program

<SDGE, SoCalGas> <AL 2036-E/1813-G, AL 3916-G >/<MLA >

based on their current participation in another state, local, or federal means - tested program. The income guidelines of these means-tested programs are at or below the current CARE/LIEE program income guidelines as set forth by the Commission. Some of the programs that have been adopted for inclusion in categorical eligibility include Medi-Cal, Food Stamps, Temporary Assistance to Needy Families (TANF), Supplemental Security Income (SSI) etc.

The Utilities respond that DRA's assumption is erroneous. In order to make current participation in the LIEE program easier, the Utilities will include a check box in the "lead sheet" that enables customers to indicate their current participation in a categorical program. Categorically eligible customers who provide proof of enrollment in the approved programs will not have to provide income documentation to the contractor.

3) DRA protests that the proposal does not account for impact on other LIEE outreach activities, if previously approved outreach funding for these activities is directed to the proposed effort.

The Utilities respond that they are not seeking additional funding for the outreach services proposed in the Advice Letter filings. For the 2009-2011 funding cycle, SDG&E estimates that roughly \$30,000 - \$50,000 will be spent on the proposal. SoCalGas estimates that roughly \$200,000 - \$400,000 will be used for this new method of enrollment for the same budget cycle. The Utilities believe they currently have the funding flexibility, in accordance with D.08-11-031, to shift funds for this proposal. According to the Utilities, the minimal

funding anticipated for their proposals will not negatively impact the funding level or outreach activities authorized in D.08-11-031.

4) DRA argues that the proposal does not discuss the possibility of missed leveraging opportunities. Since LIEE and CARE eligibility is equivalent, some of these outreach organizations will already have qualified customers for CARE and will qualify them again for LIEE.

The Utilities contend that the outreach organizations will provide information to their clients about the CARE program as well as the LIEE program and thereby take advantage of this leveraging opportunity.

## **DISCUSSION**

Energy Division (ED) has reviewed SDG&E Advice Letter 2036-E/1813-G and SoCalGas Advice Letter 3916-G. ED sent a data request to the Utilities on 12<sup>th</sup> December 2008, requesting details about the proposals, to which the Utilities responded on 22<sup>nd</sup> December 2008.

The Commission approved a capitation fee for CARE in D.01-05-033 but we find no precedent for capitation fee for LIEE in any prior Commission Decision or Resolution. We believe that an application proceeding and not an Advice Letter is the correct procedural vehicle for submitting such a request. The Utilities had an opportunity to submit this request in their recent 2009-11 budget applications, approved in D.08-11-031. The Utilities' requests for outreach activities in the 2009-11 budget applications would have been the right forum for such a request,

but the Utilities' applications did not include a proposal for capitation fee payments for LIEE.

We do not approve the Utilities' request to pay capitation fee to outreach organizations for low income customer enrollments in the LIEE program for the following reasons:

### **Dual compensation**

ED asked the Utilities to provide details on the LIEE enrollment process, particularly on what would constitute successful enrollment leading to payment of the capitation fee. The Utilities' response was as follows:

When a lead is received into the system the customer is contacted and screened for program eligibility. If the customer is eligible and the residence had not been served by the LIEE program in the previous ten years an appointment is set-up for an Energy Specialist<sup>4</sup>(ES) to meet the customer and go through the assessment and enrollment process. All feasible measures for installment are identified, the enrollment documentation is completed, and the ES provides the customer with energy education and, if eligible, enrollment into the CARE *[sic]* program.

We note from the Utilities' response that during the enrollment process, the agency merely passes on a lead to the Utility. Ultimately it is the responsibility of the Energy Specialist to meet the customer and go through the assessment and enrollment process. Since the income eligibility requirements for CARE and

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<sup>4</sup> Energy Specialist is employed by the contractor.



LIEE are almost identical, it is therefore unnecessary to involve and compensate another organization for qualifying the customer for the LIEE program, when she or he is already eligible under CARE.

Secondly, passing on the name of a potential customer might be effective for CARE enrollment, but not for LIEE enrollment, and therefore does not merit the same compensation because although the eligibility criteria for LIEE and CARE are the same, the processes for CARE and LIEE enrollment are quite different. LIEE enrollment requires collecting the customer's income documentation, where as in the CARE program, customers self certify their eligibility which is subject to random post enrollment verification.<sup>5</sup> We believe that the potential value that outreach organizations could bring to LIEE enrollment would be in collecting income documentation and ensuring that customers are LIEE eligible. However, according to the proposal, the contractor would collect the income documents.

**Budget requests are inconsistent.**

ED sent a data request to SoCalGas and SDG&E requesting details about the increase in enrollments and the cost of the proposals to which the Utilities responded on December 22, 2008 as follows:

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<sup>5</sup> According to D.08-11-031, OP 6, LIEE enrollment does involve limited self certification restricted to geographic areas where the utilities determine that 80% of the customers are at or below 200% of the Federal Poverty Guideline.

<SDGE, SoCalGas> <AL 2036-E/1813-G, AL 3916-G >/<MLA >

'Because the Utilities are fully confident that they will successfully negotiate paying a capitation fee of \$5 - \$7 per new LIEE enrollment, SDG&E is estimating \$30,000 - \$50,000 and SoCalGas is estimating \$200,000 - \$400,000 will be used for this new method of enrollment. These funds will cover the entire three-year funding cycle.'

However, on January 21, 2009, at the Low Income Oversight Board (LIOB) meeting in San Francisco, the IOUs discussed how they negotiated capitation fee with outreach organizations. The presentation noted that the average CARE capitation fee amount is \$12.17 for SoCalGas. On the other hand, as indicated above, the data request indicated that the Utilities expect to negotiate a capitation fee of \$5.00-\$7.00 per LIEE enrollment. Thus, we are not clear if the proposed average LIEE capitation fee for SoCalGas is either between \$5.00-\$7.00 (from the data request), or \$12.17 (from the data presented at the LIOB meeting). In the absence of a consistent and accurate capitation fee amount, it is difficult to estimate the budget required and to decide if the budget amounts are insignificant or not.

If the Utilities plan to pay a slightly increased fee for LIEE enrollments, they did not indicate so in their proposals. The Utilities did not specify the exact amount of the capitation fee that they would pay the outreach organizations for LIEE enrollment, except that the amount would not exceed \$15.00 per enrollment.

### **Projections for SoCalGas are unrealistic**

According to its December low income program report, SoCalGas enrolled 1,594 CARE customers in 2008 by paying outreach organizations a capitation fee. According to its LIEE capitation fee proposal, SoCalGas projects that it would enroll a maximum of 26,667 LIEE customers annually in the 2009-2011 period.

<SDGE, SoCalGas> <AL 2036-E/1813-G, AL 3916-G >/<MLA >

We are curious as to how SoCalGas expects to increase its enrollment through outreach organizations from 1,594 recorded in 2008 to 26,667 LIEE customers a year between 2009 and 2011, an almost 16-fold increase, by paying the same amount of capitation fee. In the absence of realistic projections, it is difficult to estimate the merits and the actual budgets for this proposal.

**SDGE should use existing CARE database for LIEE leads**

In the year 2008, SDG&E reported that it enrolled 10,258 CARE customers by paying outreach organizations a capitation fee.<sup>6</sup> In its data response, SDG&E notes that it has enrolled 384 LIEE customers through outreach organizations annually but does not specify the period for this statistic. SDG&E expects to enroll between 1,500-2,500 LIEE customers a year by paying outreach organizations a capitation fee. We believe SDG&E should tap into the 10,258 CARE customer data base from 2008 and all the customers prior to 2008, to achieve the proposed 1,500-2,500 LIEE enrollments instead of paying outreach organizations a capitation fee.

**Utility proposals related to marketing and outreach activities should be consistent with the Single Statewide Marketing, Education & Outreach (ME&O) Program**

ED asked the Utilities to elaborate on the advantages of the proposal. The Utilities responded that the prime purpose of compensating the outreach organizations was to basically establish their own familiarity with the LIEE program so that they could communicate the benefits of LIEE to customers. The

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<sup>6</sup> Monthly low income program report for SDG&E, December 2008.

<SDGE, SoCalGas> <AL 2036-E/1813-G, AL 3916-G >/<MLA >

Utilities elaborated that some of these benefits include increased knowledge about energy usage, replacement/repair of appliances and equipment, and reduction in monthly utility bills.

These are the same goals that the Commission hopes to realize by the statewide ME&O program, as elaborated in the *California Long Term Energy Efficiency Strategic Plan (The Plan)*. *The Plan* specifies a single statewide Marketing, Education & Outreach (ME&O) program that combines low income and non-low income energy efficiency messages, uses a single program name and tagline, and targets all eligible communities. Therefore, any proposals related to outreach and marketing activities that the Utilities offer in the future should be coordinated with the Statewide ME&O efforts currently underway.

### **COMMENTS**

Public Utilities Code section 311(g) (1) provides that this resolution must be served on all parties and subject to at least 30 days' public review and comment prior to a vote of the Commission. Section 311(g) (2) provides that this 30-day period may be reduced or waived upon stipulation by all parties in the proceeding. The 30-day comment period for the draft of this resolution was neither waived nor reduced.

Accordingly, a draft resolution considering SDG&E Advice Letter 2036-E/1813-G and SoCalGas Advice Letter 3916-G, was mailed on 27 May, 2009 for comments. Comments were due by 16 June, 2009 but none were received by the Energy Division by that date.

**FINDINGS**

1. On November 3, 2008 SDG&E filed Advice Letter 2036-E/1813-G, requesting to pay a capitation fee to outreach organizations for low income customer enrollments in the LIEE program.
2. On November 3, 2008 SoCalGas filed Advice Letter 3916-G, requesting to pay a capitation fee to outreach organizations for low income customer enrollments in the LIEE program.
3. In D.06-12-038, the Commission authorized the IOUs to pay outreach organizations a capitation fee up to \$15.00 per enrollment in the CARE program.
4. Advice Letter 2036-E/1813-G was protested by the DRA on November 25, 2008.
5. Advice Letter 3916-G was protested by the DRA on November 25, 2008.
6. The Utilities responded jointly to the DRA protests on December 4, 2008.
7. In D.08-11-031 the Commission approved budgets for the 2009-11 budget cycle including a budget for outreach activities.
8. The Utilities' proposed request should also have been part of the 2009-11 budget filings.
9. CARE enrollment involves self certification subject to post enrollment verification.
10. LIEE enrollment, with few exceptions, requires collection of income documents.
11. In this proposal, the outreach organizations would add value to the LIEE enrollment process only if they collected income documentation.

12. Since CARE and LIEE eligibility is the same, the proposal would lead to the outreach organizations receiving compensation twice for qualifying the same customer for both programs.
13. The main stated objective of the outreach organizations is to familiarize customers with the LIEE program. The Commission wants to achieve the same objective, using the Statewide ME&O campaign.
14. Proposals related to outreach and marketing activities that the Utilities offer in the future should be coordinated with the Statewide ME&O efforts currently underway.
15. The average LIEE capitation fee amount for SoCalGas varies by information source.
16. In the absence of a consistent and accurate capitation fee amount, it is difficult to estimate the budget required, and therefore decide if the budget amounts are insignificant or not.
17. In 2008, SoCalGas enrolled 1,594 CARE customers by paying outreach organizations a capitation fee.
18. It is unlikely that SoCalGas can enroll 26,667 LIEE customers a year, from 2009 to 2011.
19. In the year 2008, SDG&E enrolled 10,258 CARE customers by paying outreach organizations a capitation fee.
20. SDG&E expects to enroll between 1,500-2,500 LIEE customers a year by paying outreach organizations a capitation fee.
21. SDG&E should tap into the 10,258 CARE customer data base from 2008 and all the customers prior to 2008, to achieve the proposed 1,500-2,500 LIEE enrollments instead of paying outreach organizations a capitation fee.

22. The proposal does not offer outreach organizations a small additional fee for enrolling customers in the LIEE program as well as the CARE program.
23. The proposal does not give outreach organizations additional responsibilities as compared to CARE enrollments.

**THEREFORE IT IS ORDERED THAT:**

1. The request of SDG&E to pay a capitation fee to outreach organizations for customer enrollments in the Low Income Energy Efficiency Program as requested in Advice Letter 2036-E/1813-G is denied.
2. The request of SoCalGas to pay a capitation fee to outreach organizations for customer enrollments in the Low Income Energy Efficiency Program as requested in Advice Letter 3916-G is denied.

This Resolution is effective today.

I certify that the foregoing resolution was duly introduced, passed and adopted at a conference of the Public Utilities Commission of the State of California held on 9 July, 2009; the following Commissioners voting favorably thereon:

/s/ Paul Clanon  
Paul Clanon  
Executive Director

MICHAEL R. PEEVEY  
PRESIDENT  
DIAN M. GRUENEICH  
JOHN A. BOHN  
RACHELLE B. CHONG  
TIMOTHY ALAN SIMON  
Commissioners





Ken Deremer  
Director  
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November 3, 2008

Advice No. 3916  
(U 904 G)

Public Utilities Commission of the State of California

**Subject: Request Authorization to Pay Capitation Fee to Outreach Organizations for Low Income Customer Enrollments into the Low Income Energy Efficiency (LIEE) Program**

Southern California Gas Company (SoCalGas) hereby submits for approval by the California Public Utilities Commission (Commission) authorization to pay outreach organizations a capitation fee for those customers who are successfully enrolled in the LIEE program.

**Background**

In Ordering Paragraph 6 of Decision (D.) 01-05-033, the Commission authorized the utilities to negotiate capitation fees up to \$12.00<sup>1</sup> per eligible enrollment in the California Alternate Rates for Energy (CARE) program. The capitation fee is intended to cover the agency's incremental cost for helping clients complete the CARE application form while assisting the client with other services provided by the agency.<sup>2</sup> Pursuant to that decision, SoCalGas pays outreach organizations/agencies for assisting low-income customers in filling out the CARE application as an adjunct to the organizations' other daily activities. The organization is paid a capitation fee only if the customer is successfully enrolled in the CARE program. D.01-05-033 did not expressly authorize or prohibit the utilities to pay the capitation fee for enrolling the agency's clients into the LIEE program.

**Request**

SoCalGas respectfully requests Commission authorization to pay a capitation fee to outreach organizations/agencies for their services in providing information about the LIEE program, prequalifying eligible customers, and assisting those customers in completing the LIEE program lead sheet.<sup>3</sup> As proposed, outreach organizations/agencies will explain the LIEE program to

<sup>1</sup> D.06-12-038 authorized the utilities to increase the capitation fee to \$15.00 per eligible enrollment.

<sup>2</sup> D.01-05-033 at page 45 determined that this fee "would go only to those organizations which are not otherwise required or reimbursed for such services (e.g., not to LIEE contractors)."

<sup>3</sup> Consistent with payment for CARE enrollment, organizations/agencies will be paid only if customers are successfully enrolled in the LIEE program.

their clients, including the benefits of the program, program requirements, and income documentation requirements. In addition, the outreach organizations/agencies will prequalify customers based on their income and assist those income-eligible customers in completing the LIEE program lead sheet. When the customer is successfully enrolled in the LIEE program, the outreach organization/agency will be paid a capitation fee for its service. SoCalGas seeks the same latitude to contract with different entities at varying levels of capitation fees, up to \$15.00 per qualified LIEE enrollment, as authorized by the Commission in D.01-05-033 and D.06-12-038.

SoCalGas is not proposing to offer a capitation fee to the contractors currently participating in the LIEE program, as there are existing provisions for outreach and enrollment. As such, SoCalGas' request is not applicable to the LIEE Statewide Policy and Procedures Manual or the Weatherization Installation Standards Manual applicable to LIEE program contractors.

SoCalGas is neither seeking an increase in its existing authorized funding for LIEE program year 2008 nor is it seeking an increase in the funding level proposed in its Application 08-05-025 for program cycle 2009-2011. SoCalGas plans to use the existing LIEE funding levels authorized in D.06-12-038 to fund these efforts for the remainder of 2008 program year. For the 2009-2011 program cycle, SoCalGas plans to utilize the outreach funding level ultimately authorized by the Commission. SoCalGas plans to track these outreach activities and expenditures and include in its monthly filing with the Commission. In addition, SoCalGas plans to assess this outreach enrollment method at a later date to determine its effectiveness.

### **Protest**

Anyone may protest this Advice Letter to the Commission. The protest must state the grounds upon which it is based, including such items as financial and service impact, and should be submitted expeditiously. The protest must be made in writing and must be received within 20 days of the date of this Advice Letter. There is no restriction on who may file a protest. The address for mailing or delivering a protest to the Commission is:

CPUC Energy Division  
Attention: Tariff Unit  
505 Van Ness Avenue  
San Francisco, CA 94102

Copies of the protest should also be sent via e-mail to the attention of both Maria Salinas ([mas@cpuc.ca.gov](mailto:mas@cpuc.ca.gov)) and Honesto Gatchalian ([ijn@cpuc.ca.gov](mailto:ijn@cpuc.ca.gov)) of the Energy Division. A copy of the protest should also be sent via both e-mail and facsimile to the address shown below on the same date it is mailed or delivered to the Commission.

Attn: Sid Newsom  
Tariff Manager - GT14D6  
555 West Fifth Street  
Los Angeles, CA 90013-1011  
Facsimile No. (213) 244-4957  
E-mail: [snewsom@SempraUtilities.com](mailto:snewsom@SempraUtilities.com)

**Effective Date**

This Advice Letter is subject to Energy Division disposition and should be classified as Tier 2 (effective after staff approval) pursuant to GO 96-B. SoCalGas respectfully requests that this Advice Letter become effective on December 3, 2008, which is 30 calendar days after the date filed.

**Notice**

A copy of this advice letter is being sent to the parties listed on Attachment A, which includes parties in R.08-07-011, LIEE.

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Ken Deremer  
Director  
Tariffs and Regulatory Accounts

Attachments

# CALIFORNIA PUBLIC UTILITIES COMMISSION

## ADVICE LETTER FILING SUMMARY ENERGY UTILITY

MUST BE COMPLETED BY UTILITY (Attach additional pages as needed)

Company name/CPUC Utility No. **SOUTHERN CALIFORNIA GAS COMPANY (U 904-G)**

Utility type:

ELC     GAS  
 PLC     HEAT     WATER

Contact Person: Sid Newsom

Phone #: (213) 244-2846

E-mail: snewsom@semprautilities.com

### EXPLANATION OF UTILITY TYPE

ELC = Electric                      GAS = Gas  
PLC = Pipeline                     HEAT = Heat    WATER = Water

(Date Filed/ Received Stamp by CPUC)

Advice Letter (AL) #: 3916

Subject of AL: Request for Authorization to Pay Capitation Fee to Outreach Organizations for LIEE Customer Enrollments into the LIEE Program

Keywords (choose from CPUC listing): LIEE, CARE

AL filing type:  Monthly  Quarterly  Annual  One-Time  Other \_\_\_\_\_

AL filed in compliance with a Commission order, indicate relevant Decision/Resolution #:

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL No

Summarize differences between the AL and the prior withdrawn or rejected AL<sup>1</sup>: N/A

Does AL request confidential treatment? If so, provide explanation: No

Resolution Required?  Yes  No

Tier Designation:  1  2  3

Requested effective date: 12/3/08

No. of tariff sheets: 0

Estimated system annual revenue effect (%): \_\_\_\_\_

Estimated system average rate effect (%): \_\_\_\_\_

When rates are affected by AL, include attachment in AL showing average rate effects on customer classes (residential, small commercial, large C/I, agricultural, lighting).

Tariff schedules affected: None

Service affected and changes proposed<sup>1</sup>: N/A

Pending advice letters that revise the same tariff sheets: N/A

**Protests and all other correspondence regarding this AL are due no later than 20 days after the date of this filing, unless otherwise authorized by the Commission, and shall be sent to:**

**CPUC, Energy Division**

**Attention: Tariff Unit**

**505 Van Ness Ave.**

**San Francisco, CA 94102**

**mas@cpuc.ca.gov and jnj@cpuc.ca.gov**

**Southern California Gas Company**

**Attention: Sid Newsom**

**555 West Fifth Street, GT14D6**

**Los Angeles, CA 90013-1011**

**snewsom@semprautilities.com**

<sup>1</sup> Discuss in AL if more space is needed.

**ATTACHMENT A**

**Advice No. 3916**

**(See Attached Service Lists)**

Aglet Consumer Alliance  
James Weil  
jweil@aglet.org

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City of Burbank  
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City of Colton  
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City of Long Beach, Gas & Oil Dept.  
Chris Garner  
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City of Los Angeles  
City Attorney  
200 North Main Street, 800  
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