

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



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Applications of Pacific Gas and Electric Company for Approval of the 2009-2011 Low-Income Energy Efficiency and California Alternate Rates for Energy Programs and Budget (U39M)

Application 08-05-022  
(Filed May 15, 2008)

Application of San Diego Gas & Electric Company (U 902 M) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2009 – 2011.

Application 08-05-024  
(Filed May 15, 2008)

Application of Southern California Gas Company (U 904 G) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2009 – 2011.

Application 08-05-025  
(Filed May 15, 2008)

Application of Southern California Edison Company (U 338-E) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2009, 2010 and 2011.

Application 08-05-026  
(Filed May 15, 2008)

**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON  
LOW-INCOME ASSISTANCE PROGRAMS FOR MAY 2010**

Kim F. Hassan

Attorney for  
Southern California Gas Company  
101 Ash Street, HQ12B  
San Diego, CA 92101-3017  
Telephone: (619) 699-5006  
Facsimile: (619) 699-5027  
E-Mail: [KHassan@semprautilities.com](mailto:KHassan@semprautilities.com)

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**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON  
LOW-INCOME ASSISTANCE PROGRAMS FOR MAY 2010**

This is the fifth monthly report of program year (PY) 2010. The purpose of this report is to consolidate activity for the CARE and LIEE programs and provide the Energy Division with all the necessary information to assist in analyzing the low-income programs.

This report presents year-to-date LIEE and CARE results and expenditures through May 2010 for Southern California Gas Company (SoCalGas).

Respectfully Submitted

/s/ Kim F. Hassan

Kim F. Hassan  
Attorney for  
Southern California Gas Company  
101 Ash Street, HQ12B  
San Diego, CA 92101-3017  
Telephone: (619) 699-5006  
Facsimile: (619) 699-5027  
E-Mail: [KHassan@semprautilities.com](mailto:KHassan@semprautilities.com)

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## LOW-INCOME ENERGY EFFICIENCY PROGRAM MONTHLY REPORT

### 1. LIEE Executive Summary

#### 1.1. Low-Income Energy Efficiency Program Overview

1.1.1. Provide a summary of the LIEE Program elements as approved in Decision 08-11-031:

Program Summary for Month			
	Authorized / Planning Assumptions	Actual to Date	%
Budget	\$76,872,816	\$23,368,760	30%
Homes Treated	143,540	37,973	26%
Therms Saved	3,345,967	716,409	21%

In May, SoCalGas and its LIEE contractor network continued to work diligently on managing the heightened workflow that the 2009-11 program cycle demands. As exhibited in the first five months of 2010, SoCalGas and its LIEE contractors increased the number of homes treated, processed and paid in May 2010 by 69% as compared with the same five month period of 2009.

SoCalGas processed and paid contractor invoices for 9,800 treated homes for May. SoCalGas also paid for the installation of weatherization measures in 7,569 homes. LIEE contractors serviced 935 appliances, which included 848 furnace repairs/replacements and 87 water heater replacements. Through its marketing, outreach and enrollment efforts, further expanded upon in section 1.3 of this report, SoCalGas generated 43,076 leads in May, resulting in 10,316 enrollments, 12,250 leads pending enrollment, and 8,106 leads awaiting qualification.

SoCalGas is working aggressively to meet the program goals for 2010. Current efforts by SoCalGas and its LIEE contractor network have resulted in a total homes treated count that is 26% of the 2010 goal. SoCalGas will continue to increase leveraging activities with new and existing external partners in the areas of energy efficiency,

workforce training and others to help meet the 2010 goals. To do this, SoCalGas plans to focus LIEE operational efforts on hard to reach communities, expanding the current contractor network, and expanding data mining and customer information collection.

SoCalGas Customer Assistance organized “LIHEAP Action Day” which featured Senator Roderick D. Wright (D-Inglewood) and other local community leaders who urged Congress to maintain or increase funding for the Low-Income Home Energy Assistance Program (LIHEAP). The event also highlighted an LIEE customer who received leveraged services from SoCalGas LIEE, SoCalGas CARE, Southern California Edison LIEE and LIHEAP. Pacific Asian Consortium for Employment (PACE), an LIEE Contractor and LIHEAP provider, completed the installation of measures for the enrolled customer. In addition, PACE canvassed the area and enrolled additional qualified customers for LIEE services.

A Request for Qualification was issued in May to potential contractors and will be followed by a Request for Proposal in order to increase the number of LIEE contractors that will provide services for qualified customers in the SoCalGas territory. These proactive approaches should help to increase overall LIEE enrollment totals as well as increase the number of service providers participating in the LIEE contractor network. SoCalGas also plans to target customers from PY2009 who did not respond to prior outreach attempts.

## **1.2 Whole Neighborhood Approach Evaluation**

- 1.2.1 Provide a summary of the geographic and customer segmentation strategy employed, (i.e. tools and analysis used to segment “neighborhoods,” how neighborhoods are segmented and how this information is communicated to the contractor/CBO).

In May, SoCalGas combined efforts to provide its LIEE contractor network with an additional 61 canvassing lists using the Whole Neighborhood Approach (WNA) strategy. SoCalGas continues to offer its contractors flexibility in the planning, timing and completion of their WNA efforts. This approach, in conjunction with SoCalGas

oversight and guidance, allows contractors to customize their activities to meet the needs of each neighborhood as well as the needs of each customer. Contractors are asked to document all facets of each WNA effort; total number of completed homes, customers not willing to participate, successful canvassing and/or marketing efforts, and any other information that can help increase eligible customer enrollments. This detailed accounting serves to assist both the contractors and SoCalGas with future WNA activities. Additionally, smaller geographic focus of Zip+7 areas, coupled with tracking methods take into account the amount of time contractors spend working in an area and allow SoCalGas to better monitor the success of LIEE activities from a whole neighborhood perspective over certain periods of time. The tracking methods include detailed instructions to contractors regarding data entry in the HEAT System<sup>1</sup>, both pre- and post-canvassing, to ensure specific information is captured. This information will be used to help SoCalGas distinguish WNA efforts from routine canvassing as well as capture the disposition of WNA leads that do not result in an enrollment, (i.e., “unable to contact,” and “customer refused”).

As a result of providing LIEE contractors with enhanced feedback and data, monitoring the success of all efforts, and maintaining an ongoing dialogue with contractors, SoCalGas continues to demonstrate how this comprehensive team approach helps its contractors offer more customers LIEE measures. The canvassing lists generated in May were initiated in new Zip+7 areas, not previously targeted for WNA efforts (see table below for areas). Collectively, the canvassing lists identified an additional 16,876 customer addresses, of which 7,763 (46%) are potentially eligible based on LIEE income eligibility criteria. Additionally, based on SoCalGas data, 3,630 of the 16,876 (22%) addresses are in targeted self-certification PRIZM codes<sup>2</sup>.

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<sup>1</sup> The HEAT System is SoCalGas’ LIEE program database used to track program activity and expenditures.

<sup>2</sup> Prizm codes are an area set of customer segmentation data widely used for marketing purposes in the United States. The data consist of demographic clusters that categorize every U.S. household into a segment. These segments were developed in part from the analysis of U.S. census data and categorize U.S. consumers into 14 distinct groups and 66 segments. The segments help marketers tailor content to consumers' needs and look at a variety of factors, including income, likes, dislikes, lifestyles and purchase behaviors.

<b>Number of WNA Events per City</b>	<b>Contractor</b>
Delano – 1; Lamont – 1; Bakersfield – 1; Dinuba – 1	Garcia and Sons
Goshen – 1; Springville – 1; Stratford – 1; Strathmore – 4	Highland Energy Services
Fontana – 1	Quality Conservation Services
La Puente – 15; Hemet – 10; Santa Ana – 20; Moreno Valley – 4	The East Los Angeles Community Union

Through May, SoCalGas and its LIEE contractors treated 819 homes through WNA activities. SoCalGas continues to involve more LIEE contractors as well as external partners in the planning of future WNA events. For future reporting, SoCalGas will continue to monitor the resulting enrollments and measure installations completed through WNA efforts. In addition, SoCalGas is actively investigating marketing, outreach, and enrollment tactics as well as geographic and customer segmentation strategies that will help increase the number of households served by the LIEE program.

### **1.3. LIEE Customer Outreach and Enrollment Update**

1.3.1 Provide a summary of the LIEE Program outreach and enrollment strategies deployed this month.

#### **LIEE Bill inserts**

No bill inserts were mailed out during the month of May. A new bill insert campaign is scheduled to commence in June to existing residential CARE customers.

#### **LIEE Direct Mailings**

No direct mailings were conducted during the month of May. However, two personalized direct mail campaigns are scheduled to begin in June. The first campaign will target existing CARE and Medical Baseline customers. The second will target over

5,000 households in which the customer has self-certified as having a household member with a disability.

**LIEE Outbound Dialing Campaigns**

There were no Automated Voice Messaging (AVM) Campaigns launched in the month of May. However, SoCalGas' LIEE contractors continue to work on a list of over 21,000 customer leads provided early in 2010. Results from this campaign show 1,560 customers enrolled in LIEE services and 949 customers who are in the process of being enrolled.

**LIEE Web Activities:**

In May over 12,000 new SoCalGas customers received a welcome e-mail from SoCalGas informing them about the available assistance programs. Additionally, an e-mail was sent to 2,174 customers enrolled for the first time in the *My Account* program. *My Account* is SoCalGas' one stop, on-line service center specific to SoCalGas account holders. When a customer signs up for *My Account*, in addition to receiving and paying bills on-line, they can request to start, stop or transfer their gas service, request an appliance service appointment, fill out an on-line request for LIEE services and much more. Customers who received an e-mail were encouraged to apply for LIEE's no cost home improvements. The e-mail campaign featured LIEE program services and included links to drive customers to the on-line LIEE request (lead) form. As of May 31<sup>st</sup>, 590 customers completed the on-line English LIEE request form and 24 customers completed the on-line Spanish LIEE request form.

1.3.2. Customer Assistance Events and Public Affairs/Public Relations  
Activities for the CARE and LIEE programs.

**5/7/10 Head Start Early Start Family Day**

SoCalGas' Customer Assistance outreach team provided a bi-lingual (English/Spanish) presentation of their CARE and LIEE programs to family members attending the Head

Start Early Start “Family Day” celebration. This community oriented event was held at the organization’s Glendale facility and provided information on various social services to approximately 200 local residents.

**5/13/10 Annual Municipal Seminar for the California Contract Cities Assoc.**

SoCalGas Public Affairs participated in the 2010 Annual Municipal Seminar for the California Contract Cities Association in Indian Wells and offered information on SoCalGas’ Energy Efficiency and Customer Assistance services and programs to local government officials and community members.

**5/14/10 Assemblyman Van Tran, 68<sup>th</sup> District, Hosts Open House**

SoCalGas Public Affairs coordinated a presentation to the Vietnamese community at Assemblyman Van Tran's Open House. A SoCalGas Vietnamese speaking Customer Service Representative was also in attendance to present CARE, LIEE, Medical Baseline and Energy Efficiency information to over 100 participants.

**5/17/10 Congresswoman Laura Richardson’s Senior Fair**

Representatives from SoCalGas Public Affairs and Customer Assistance hosted a booth at Congresswoman Laura Richardson’s Senior Fair in the city of Carson. This event is held every year and draws over 1,000 seniors from Los Angeles. The Public Affairs Manager was invited to the podium by Congresswoman Richardson to speak to the audience about SoCalGas’ Customer Assistance programs. Additionally, SoCalGas provided information to over 500 customers on CARE and LIEE programs.

**5/19/10 Braille Institute Los Angeles Seminar**

In a continuing effort to aggressively promote SoCalGas’ customer assistance programs to the disabled community, the CARE/LIEE outreach team participated in the annual “Mascular Degeneration” seminar at the Braille Institute’s Los Angeles facility. Low-income program information was made available to over three hundred special needs

attendees. As part of the seminar, a brief presentation was given promoting SoCalGas' CARE and LIEE programs.

**5/21/10 Low-Income Home Energy Assistance Program Press Conference**

Representatives from various SoCalGas departments organized a press conference to urge Congress to increase funding for LIHEAP. SoCalGas' CEO & President was in attendance and was joined by California Senator Rod Wright and Assembly members Steven Bradford and Mike Davis to address the media on how important the LIHEAP program is for low-income families. The media was also given a tour of a SoCalGas customer's home while an LIEE contractor crew was on-site installing LIEE measures.

**5/28/10 Veteran Resource Fair**

In a pre-Memorial Day show of support, SoCalGas' Customer Assistance outreach team participated in California Assembly Speaker John Perez's "Veteran Resource Fair." The event, which was held at the Metro Transit Authority's (MTA) headquarters located in downtown Los Angeles, showcased various social support services for veterans and low-income/special needs residents. CARE and LIEE program information was provided throughout the day to those in attendance.

**1.4. Leveraging Success Evaluation, Including CSD**

- 1.4.1 Please provide a status of the leveraging effort with CSD. What new steps or programs have been implemented? What was the result in terms of new enrollments?

SoCalGas continues its efforts to meet with various non-IOU utilities that provide electric and water services to customers in SoCalGas' service territory to identify opportunities to leverage one another's low-income energy efficiency programs in PY2010.

After undergoing an internal reorganization, Imperial Irrigation District (IID) has renewed the LIEE leveraging agreement for another year. SoCalGas is awaiting an updated customer list from IID and should begin canvassing shortly thereafter.

Additionally, SoCalGas and Burbank Water and Power are ready to begin canvassing as well.

SoCalGas is in the process of finalizing details for the invoicing and billing of LIEE services for these leveraging partners.

## **1.5. Workforce Education & Training**

1.5.1 Please summarize efforts to improve and expand LIEE workforce education and training. Describe steps taken to hire and train low-income workers and how such efforts differ from prior program years.

The California Public Utilities Commission's (Commission) Workforce, Education and Training (WE&T) Pilot continued between Los Angeles Trade Technical College (LATTC), SoCalGas and LATTC's industry partners Community Enhancement Services and The East Los Angeles Community Union.

LATTC continued recruitment efforts for participation in the beginning and advanced weatherization classes being offered in June. Additional training has been incorporated into all of the classes in order to better prepare students for successful advancement through the WE&T Pilot areas. To date, LATTC has increased student enrollment levels, with 143 individuals participating in training, 20 in the process of on-the-job training and 5 currently employed with an LIEE contractor.

The goal of the WE&T pilot is to develop a Statewide LIEE training certification. Pacific Gas & Electric (PG&E) is the project's administrator and will continue to facilitate the WE&T pilot and communication between the Northern and Southern California partners.

SoCalGas continued its internal training programs which contribute to the goals of workforce development. The LIEE contract network pulls the majority of its labor

resources from the local areas it services, including the low-income communities within the SoCalGas service territory. In addition, the LIEE training programs supported by SoCalGas are critical in maintaining a high quality of service for LIEE customers as well as for program implementation.

SoCalGas provides two areas of training: 1) Enrollment and Assessment and 2) LIEE Operations. The Year-to-Date results are shown in the following tables:

<b>SoCalGas Skill-Level Test Results</b>						
	<b>Jan</b>	<b>Feb</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>2010 Total</b>
Attended Testing	56	51	99	48	50	304
Passed Test	48	45	54	29	33	209
Pass Rate	85.7%	88.2%	54.5%	60.4%	66%	68.8%

<b>SoCalGas Enrollment and Assessment Training</b>						
	<b>Jan</b>	<b>Feb</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>2010 Total</b>
Attended Class	18	30	44	27	41	160
Passed Class	18	25	38	24	34	139
Outreach Specialist Registration	18	23	39	23	27	130
Retention Rate*	100%	83.3%	86.4%	88.9%	82.9%	86.9%
*Retention Rate is Passed/Attended						

After successful completion of the Skill Level Test, the potential outreach specialists attend a mandatory 5-day class which reviews the requirements for enrollment, assessment and in-home education.

The class also covers utility-specific items related to policies, security and overall customer service standards. A final exam must be passed for an outreach specialist to be registered and receive a SoCalGas badge. The year-to-date total for registered outreach specialists for SoCalGas is 103. The classes are held at the Energy Resource Center located in Downey, California.

Field Operations training includes initial training for new participants in weatherization, inspections, HVAC and NGAT. SoCalGas also provides refresher training primarily to address contractor performance issues and to train the participants on new measures and procedures that have been implemented into the program, since their initial training. The table below shows the number of classes that have been offered in 2010. The class sizes range from 5 – 35 technicians.

<b>SoCalGas Field Operations Training Classes</b>						
	<b>Jan</b>	<b>Feb</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>2010 Total</b>
Initial	5	3	5	5	2	20
Refresher	2	1	2	4	1	10
NGAT	0	2	0	0	3	5
Totals	7	6	7	9	6	35

The year-to-date total for SoCalGas field operations training classes is 35 with 232 students in attendance.

## 2. CARE Executive Summary

### 2.1. CARE Program Summary

2.1.1. Please provide CARE program summary costs.

<b>CARE Budget Categories</b>	<b>Authorized Budget</b>	<b>Actual Expenses to Date</b>	<b>% of Budget Spent</b>
Outreach	\$3,755,053	\$1,155,736	31%
Proc., Certification and Verification	\$1,235,832	\$546,075	44%
Information Tech./Programming (1)	\$506,003	\$175,940	35%
Pilots (2)	N/A	N/A	N/A
Measurement and Evaluation	\$16,707	\$0	0%
Regulatory Compliance	\$229,513	\$76,567	33%
General Administration	\$585,518	\$262,789	45%
CPUC Energy Division Staff	\$171,500	\$25,319	15%
Cooling Centers (3)	N/A	N/A	N/A
Total Expenses	<b>\$6,500,126</b>	<b>\$2,242,425</b>	<b>34%</b>
Subsidies and Benefits (4)	<b>\$134,237,154</b>	<b>\$57,430,576</b>	<b>43%</b>
Total Program Costs and Discounts	<b>\$140,737,280</b>	<b>\$59,673,001</b>	<b>42%</b>

2.1.2. Please provide the CARE program penetration rate to date.

<b>CARE Penetration</b>		
Participants Enrolled	Eligible Participants	Penetration rate
1,633,528	1,807,866	90.4%

### 2.2. Outreach

2.2.1. Discuss utility outreach activities and those undertaken by third parties on the utility's behalf. (For additional CARE Outreach see section 1.3.2.)

### **CARE Telephone Enrollments and Recertification**

An AVM recertification campaign was conducted by SoCalGas' CARE outreach in May. During this campaign, 697 customers recertified their CARE eligibility through this efficient, automated option. By utilizing electronic outreach and processing technologies, SoCalGas' successful AVM campaigns provide considerable cost savings, are environmentally friendly and most importantly, offer customers an easy method of enrolling or recertifying in the CARE program.

### **CARE Web Activity & Enrollments**

During May, SoCalGas received 5,117 CARE applications through its internet-based outreach activities. These activities resulted in 2,323 new CARE enrollments and 824 recertifications. Web outreach activities also included e-mail promotions to approximately 18,000 customers and continual promotion of the CARE website through various collateral materials, web links, electronic newsletters, select mass media campaigns and multiple public service announcements.

### **CARE Third-Party Enrollments & Outreach**

In May, SoCalGas' third-party, door-to-door CARE outreach program enrolled over 5,100 hard-to-reach customers; who for a variety of reasons have been non-responsive to other outreach methods. During this program year, third party contractors will shift their resources in several different directions throughout SoCalGas' service territory. They will continue to enroll hard-to-reach customers in the CARE program as well as promote CARE enrollment too recently unemployed customers. Considering many recently unemployed customers most likely reside in non-traditional low-income communities, SoCalGas' third party contractors are continuing to canvas these neighborhoods that have been subject to minimal outreach activity in the past.

Additionally, as a result of a 2010 Agreement between SoCalGas and 211 LA County, 211 currently is, or will be, engaging in the following:

- Referring interested, potentially eligible callers to SoCalGas' CARE program.
- Promoting CARE to potentially eligible Asian language customers (Cantonese, Korean, Mandarin and Vietnamese) and directly transferring all interested customers into SoCalGas' multi-language center.
- 211 placed a SoCalGas Customer Assistance web-link on the home page of their web-site ([www.211losangeles.org](http://www.211losangeles.org)).
- SoCalGas in turn, placed a 211 hyperlinked logo on the SoCalGas Customer Assistance web page ([www.socalgas.com/assistance/](http://www.socalgas.com/assistance/)). When clicked upon, the customer will be connected to the 211 directory web page [www.211.org](http://www.211.org).

Between the months of January and April, 211 LA promoted SoCalGas' CARE and other assistance programs at 21 events hosting over 3,200 attendees.

In May, 211 LA promoted CARE and other SoCalGas assistance programs at 8 events, with a combined total of 1,605 attendees.

### **CARE Direct Mail Activity and Enrollments**

SoCalGas' CARE program launched a direct mail campaign to 487,000 customers in January, specifically designed to target customers newly eligible for the program due to job loss, furlough, or wage reduction. To date, nearly 54,000 (11%) customers have responded resulting in 33,000 new CARE enrollments. A second direct mail campaign is scheduled to launch in June to coincide with the CARE program's latest income guideline changes<sup>3</sup>.

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<sup>3</sup> Resolution (Res.) E-3524 Ordering Paragraph (OP) 3 authorizes the energy utilities to change the income-eligibility guidelines for the CARE program pursuant to a communication issued by the Director of the Energy Division by May 1st of each year, with tariff revisions to be filed and become effective June 1st of each year.

### **CARE Bill Inserts**

The first of four bill insert outreach campaigns planned for 2010 was conducted in March. To date, this campaign, which targeted all of SoCalGas' residential non-CARE customers who receive a paper bill, has produced 10,000 new program participants. Results will again be updated in the upcoming June report as responses from this effort continue to be recorded and processed. SoCalGas' CARE bill insert applications are bi-lingual (English / Spanish) and contain beneficial information about other assistance programs that can further assist low-income and special needs customers.

### **CARE Mass Media Campaigns**

Throughout the month of May, SoCalGas conducted a large scale multi-channel mass media campaign to promote the CARE program to select low-income customer groups located throughout its service territory. To reach the African American community, eight high profile community publications were incorporated into the campaign, while a combination of print ads, traffic radio spots, and TV sponsorships were used to reach SoCalGas' Asian (Chinese, Filipino, Korean & Vietnamese), Hispanic and senior customer segments. This campaign was also augmented with complimentary Public Service Announcements as part of the advertising agreement negotiated with the vendors.

- 2.2.2. Describe the efforts taken to reach and coordinate the CARE program with other related low-income programs to reach eligible customers.

Leveraging with other programs continues to be a cost-effective method for increasing CARE program participation. Additionally, leveraging with certain programs such as LIHEAP, further helps by decreasing post enrollment verification (PEV) activities. Decreased PEV activity occurs because LIHEAP customers are automatically eligible for CARE based on categorical eligibility (CE) criteria and as such, are exempt from random PEV selection.

CARE leveraging and data sharing activities may also provide leads for SoCalGas' LIEE program. New CARE enrollments where the customer automatically qualifies via CE or provides proof of income to the leveraging partner prior to enrollment in the program are considered *income-qualified* SoCalGas LIEE customer leads.

In May, data exchanges resulted in the following:

- 14,077 customers were enrolled through data received from SCE; an additional 7,364 customers were already on the CARE rate.
- 165 LIHEAP customers were enrolled in CARE; an additional 1,161 LIHEAP customers were already on the CARE rate and because LIHEAP verifies eligibility these customers PEV status is updated, therefore reducing attrition and increasing efficiency.

### **2.3. CARE Integration**

For the month of May, SoCalGas received leads from its Customer Contact Center (CCC) resulting in the following CARE enrollments:

- CCC – 12,437

### **2.4 CARE Capitation**

Through the efforts of 43 capitation agencies and community-based organizations, 113 customers were enrolled in CARE during the month of May.

### **2.5 CARE Recertification Complaints**

There were no CARE Recertification Customer Complaints during the month of May.

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**3. Appendix: LIEE Tables and CARE Tables**

LIEE- Table 1- LIEE Program Expenses

LIEE- Table 2- LIEE Expenses & Energy Savings by Measures Installed

LIEE- Table 3- LIEE Average Bill Savings per Treated Home

LIEE- Table 4- LIEE Homes Treated

LIEE- Table 5- LIEE Customer Summary

LIEE- Table 6- LIEE Expenditures for Pilots and Studies

LIEE- Table 7- Whole Neighborhood Approach

CARE- Table 1- CARE Overall Program Expenses

CARE- Table 2- CARE Enrollment, Recertification, Attrition, and Penetration

CARE- Table 3- CARE Verification

CARE- Table 4- Self Certification and Re-Certification

CARE- Table 5- Enrollment by County

CARE- Table 6- Recertification Results

CARE- Table 7- Capitation Contractors

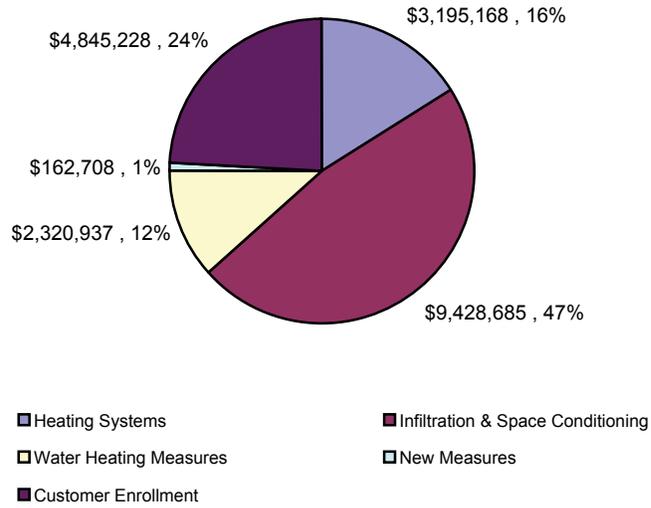
CARE- Table 8- Participants as of Month End

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>LIEE Table 1 - LIEE Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>May 2010</b>												
4		<b>Authorized Budget<sup>1</sup></b>			<b>Current Month Expenses</b>			<b>Year-To-Date Expenses</b>			<b>% of Budget Spent Year-To-Date</b>		
5	<b>LIEE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	Energy Efficiency												
7	- Gas Appliances	\$ -	\$ 23,977,493	\$ 23,977,493	\$ -	\$ 910,939	\$ 910,939	\$ -	\$ 3,558,877	\$ 3,558,877	0%	15%	15%
8	- Electric Appliances	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
9	- Weatherization	\$ -	\$ 24,913,886	\$ 24,913,886	\$ -	\$ 2,794,729	\$ 2,794,729	\$ -	\$ 11,548,622	\$ 11,548,622	0%	46%	46%
10	- Outreach and Assessment	\$ -	\$ 16,940,532	\$ 16,940,532	\$ -	\$ 1,101,090	\$ 1,101,090	\$ -	\$ 4,324,458	\$ 4,324,458	0%	26%	26%
11	- In Home Energy Education	\$ -	\$ 2,153,100	\$ 2,153,100	\$ -	\$ 136,200	\$ 136,200	\$ -	\$ 520,770	\$ 520,770	0%	24%	24%
12	- Education Workshops	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ 27,568	\$ 27,568	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	- Cool Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	<b>Energy Efficiency TOTAL</b>	<b>\$ -</b>	<b>\$ 68,012,579</b>	<b>\$ 68,012,579</b>	<b>\$ -</b>	<b>\$ 4,942,958</b>	<b>\$ 4,942,958</b>	<b>\$ -</b>	<b>\$ 19,952,727</b>	<b>\$ 19,952,727</b>	<b>0%</b>	<b>29%</b>	<b>29%</b>
16													
17	Training Center	\$ -	\$ 314,129	\$ 314,129	\$ -	\$ 54,859	\$ 54,859	\$ -	\$ 159,355	\$ 159,355	0%	51%	51%
18	Inspections	\$ -	\$ 1,641,021	\$ 1,641,021	\$ -	\$ 155,023	\$ 155,023	\$ -	\$ 937,082	\$ 937,082	0%	57%	57%
19	Marketing	\$ -	\$ 1,050,293	\$ 1,050,293	\$ -	\$ 57,556	\$ 57,556	\$ -	\$ 262,677	\$ 262,677	0%	25%	25%
20	M&E Studies	\$ -	\$ 72,937	\$ 72,937	\$ -	\$ 9,105	\$ 9,105	\$ -	\$ 9,105	\$ 9,105	0%	12%	12%
21	Regulatory Compliance	\$ -	\$ 265,119	\$ 265,119	\$ -	\$ 21,866	\$ 21,866	\$ -	\$ 141,912	\$ 141,912	0%	54%	54%
22	General Administration	\$ -	\$ 5,430,964	\$ 5,430,964	\$ -	\$ 355,708	\$ 355,708	\$ -	\$ 1,895,051	\$ 1,895,051	0%	35%	35%
23	CPUC Energy Division	\$ -	\$ 85,774	\$ 85,774	\$ -	\$ 2,883	\$ 2,883	\$ -	\$ 10,851	\$ 10,851	0%	13%	13%
24													
25	<b>TOTAL PROGRAM COSTS</b>	<b>\$ -</b>	<b>\$ 76,872,816</b>	<b>\$ 76,872,816</b>	<b>\$ -</b>	<b>\$ 5,599,958</b>	<b>\$ 5,599,958</b>	<b>\$ -</b>	<b>\$ 23,368,760</b>	<b>\$ 23,368,760</b>	<b>0%</b>	<b>30%</b>	<b>30%</b>
26	<b>Funded Outside of LIEE Program Budget</b>												
27	Indirect Costs <sup>2</sup>				\$ -	\$ 277,201	\$ 277,201		\$ 1,210,063	\$ 1,210,063			
28													
29	NGAT Costs					\$ 197,382	\$ 197,382		\$ 796,236	\$ 796,236			
30	<sup>1</sup> Base Budget reflects PY2009 Annual Base and does not include Carry-Over funds.												
31	<sup>2</sup> The Indirect Costs included in this category (Pension & Benefits, Workmans Comp, Public Liability & Property Damage, Fleet, Purchasing & Warehouse) are included in base margin and therefore are not included in the LIEE/DAP Total Program Costs.												
32	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	
1	<b>LIEE Table 2 LIEE Expenses and Energy Savings by Measures Installed Southern California Gas Company May 2010</b>								
2			<b>Year-To-Date Completed &amp; Expensed Installations</b>						
3	<b>Measures</b>	<b>Units</b>	<b>Quantity Installed</b>	<b>kWh (Annual)</b>	<b>kW (Annual)<sup>1</sup></b>	<b>Therms (Annual)</b>	<b>Expenses</b>	<b>% of Expenditure</b>	
4	<b>Heating Systems</b>								
5	Furnaces	Each	3,184			8,147	\$ 3,195,168	16%	
6	<b>Cooling Measures</b>								
7	A/C Replacement - Room	Each							
8	A/C Replacement - Central	Each							
9	A/C Tune-up - Central	Each							
10	A/C Services - Central	Each							
11	Heat Pump	Each							
12	Evaporative Coolers	Each							
13	Evaporative Cooler Maintenance	Each							
14	<b>Infiltration &amp; Space Conditioning</b>								
15	Envelope and Air Sealing Measures	Home	30,168			192,200	\$ 7,062,450	35%	
16	Duct Sealing	Home	657			14,795	\$ 745,313	4%	
17	Attic Insulation	Home	1,931			82,054	\$ 1,620,922	8%	
18	<b>Water Heating Measures</b>								
19	Water Heater Conservation Measures	Home	30,327			407,315	\$ 1,957,228	10%	
20	Water Heater Replacement - Gas	Each	367			4,392	\$ 363,708	2%	
21	Water Heater Replacement - Electric	Each							
22	Tankless Water Heater - Gas	Each							
23	Tankless Water Heater - Electric	Each							
24	<b>Lighting Measures</b>								
25	CFLs	Each							
26	Interior Hard wired CFL fixtures	Each							
27	Exterior Hard wired CFL fixtures	Each							
28	Torchiere	Each							
29	<b>Refrigerators</b>								
30	Refrigerators -Primary	Each							
31	Refrigerators - Secondary	Each							
32	<b>Pool Pumps</b>								
33	Pool Pumps	Each							
34	<b>New Measures</b>								
35	Forced Air Unit Standing Pilot Change Out	Each	28			1,232	\$ 9,002	0%	
36	Furnace Clean and Tune	Each	2,396			6,273	\$ 153,707	1%	
37	High Efficiency Clothes Washer	Each							
38	Microwave	Each							
39	Thermostatic Shower Valve	Each							
40	LED Night Lights	Each							
41	Occupancy Sensor								
42	<b>Pilots</b>								
43	A/C Tune-up Central	Home							
44	Interior Hard wired CFL fixtures	Each							
45	Ceiling Fans	Each							
46	In-Home Display	Each							
47	Programmable Controllable Thermostat	Each							
48	Forced Air Unit	Each							
49	Microwave								
50	High Efficiency Clothes Washer								
51									
52	<b>Customer Enrollment</b>								
53	Outreach & Assessment	Home	37,973				\$ 4,324,458	22%	
54	In-Home Education	Home	34,717				\$ 520,770	3%	
55	Education Workshops	Participant							
56									
57									
58	<b>Total Savings/Expenditures</b>						<b>716,409</b>	<b>\$ 19,952,726</b>	<b>100%</b>
59									
60	Homes Weatherized	Home	29,780						
61									
62	Homes Treated								
63	- Single Family Homes Treated	Home	27,483						
64	- Multi-family Homes Treated	Home	7,705						
65	- Mobile Homes Treated	Home	2,785						
66	- Total Number of Homes Treated	Home	37,973						
67	# Eligible Homes to be Treated for PY <sup>2</sup>	Home	143,540						
68	% OF Homes Treated	%	26%						
69									
70	- Total Master-Metered Homes Treated	Home	4,390						
71	<sup>1</sup> Energy savings is based on the 2005 Load Impact Evaluation.								
72	<sup>2</sup> Based on Attachment H of D0811031								
73									
74	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

**PIE CHART 1- Expenses by Measures Category For May 2010**

**LIEE Table 2  
Southern California Gas Company  
YTD LIEE Expenses  
May 2010**



	A	B
1	<b>LIEE Table 3 - Average Bill Savings per Treated Home Southern California Gas Company May 2010</b>	
2	<b>Year-to-date Installations - Expensed</b>	
3		
4	Annual kWh Savings	
5	Annual Therm Savings	716,409
6	Lifecycle kWh Savings	
7	Lifecycle Therm Savings	
8	Current kWh Rate	\$ 0.11
9	Current Therm Rate	\$ 1.01
10	Number of Treated Homes	37,973
11	<b>Average 1st Year Bill Savings / Treated Home</b>	<b>\$ 19.56</b>
12	<b>Average Lifecycle Bill Savings / Treated Home</b>	<b>\$ 152.59</b>
13	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	<b>LIEE Table 4 - LIEE Homes Treated Southern California Gas Company May 2010</b>						
2	<b>County</b>	<b>Eligible Customers</b>			<b>Homes Treated Year-To-Date</b>		
3		Rural	Urban	Total	Rural	Urban	Total
4	Fresno	10,335	705	11,039	19	719	738
5	Imperial	256	15,959	16,215	40		40
6	Kern	8,810	33,472	42,282	1,249	88	1,337
7	Kings	15	15,485	15,499	646		646
8	Los Angeles	965,600	5,289	970,890	152	20,959	21,111
9	Orange	184,690	0	184,690		949	949
10	Riverside	184,019	43,417	227,436	584	3,627	4,211
11	San Bernardino	152,842	8,426	161,268	94	4,668	4,762
12	San Luis Obispo	220	26,285	26,505	280		280
13	Santa Barbara	21,732	14,345	36,077	116	111	227
14	Tulare	13,173	42,099	55,271	2,738	767	3,506
15	Ventura	48,619	6,870	55,489	19	147	166
16							
17	<b>Total</b>	<b>1,590,308</b>	<b>212,352</b>	<b>1,802,661</b>	<b>5,937</b>	<b>32,035</b>	<b>37,973</b>
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	<b>LIEE Table 5 - LIEE Customer Summary Southern California Gas Company May 2010</b>																
2		Gas & Electric				Gas Only				Electric Only				Total			
3		# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW
4	Month																
5	Jan-10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	Feb-10	0	0	0	0	2,552	39,029	0	0	0	0	0	0	2,552	39,029	0	0
7	Mar-10	0	0	0	0	18,427	348,394	0	0	0	0	0	0	18,427	348,394	0	0
8	Apr-10	0	0	0	0	28,109	545,246	0	0	0	0	0	0	28,109	545,246	0	0
9	May-10	0	0	0	0	37,973	716,409	0	0	0	0	0	0	37,973	716,409	0	0
10	Jun-10																
11	Jul-10																
12	Aug-10																
13	Sep-10																
14	Oct-10																
15	Nov-10																
16	Dec-10																
17	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2L.																
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>LIEE Table 6 - Expenditures for Pilots and Studies</b>												
2	<b>Southern California Gas Company</b>												
3	<b>May 2010</b>												
4		<b>Authorized 3-Year Budget</b>			<b>Current Month Expenses</b>			<b>Expenses Since January 1, 2009</b>			<b>% of 3-Year Budget Spent</b>		
5		<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	<b>Pilots:</b>												
7	FAU Pilot	\$ -	\$ 924,203	\$ 924,203	\$ -	\$ -	\$ -	\$ -	\$ 109,834	\$ 109,834	0%	12%	12%
8													
9													
10	<b>Total Pilots</b>	<b>\$ -</b>	<b>\$ 924,203</b>	<b>\$ 924,203</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 109,834</b>	<b>\$ 109,834</b>	<b>0%</b>	<b>12%</b>	<b>12%</b>
11													
12	<b>Studies:</b>												
13	Non-Energy Benefits	\$ -	\$ 90,000	\$ 90,000	\$ -	\$ -	\$ -	\$ -	\$ 12,566	\$ 12,566	0%	14%	14%
14	Process Evaluation	\$ -	\$ 62,500	\$ 62,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	Impact Evaluation <sup>1</sup>	\$ -	\$ 150,000	\$ 150,000	\$ -	\$ 9,105	\$ 9,105	\$ -	\$ 9,105	\$ 9,105	0%	6%	6%
16													
17													
18	<b>Total Studies</b>	<b>\$ -</b>	<b>\$ 302,500</b>	<b>\$ 302,500</b>	<b>\$ -</b>	<b>\$ 9,105</b>	<b>\$ 9,105</b>	<b>\$ -</b>	<b>\$ 21,671</b>	<b>\$ 21,671</b>	<b>0%</b>	<b>7%</b>	<b>7%</b>
19	<sup>1</sup> Budget funds are carried over from the 2007-2008 LIEE Funding Cycle												

	A	B	C	D	E
1	<b>LIEE Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>May 2010</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2009	Total Treated Year-to-Date
7	Neighborhood in zip code 93292-39 - Synergy	296	134	65	15
8	Neighborhood in zip code 93292-73 - Synergy	261	93	17	31
9	Neighborhood in zip code 93292-96 - Synergy	163	85	39	7
10	Neighborhood in zip code 91768-25 - Quality Conservation Services	260	142	19	1
11	Neighborhood in zip code 91768-34 - Quality Conservation Services	288	200	172	13
12	Neighborhood in zip code 91768-35 - Quality Conservation Services	265	176	154	17
13	Neighborhood in zip code 91768-36 - Quality Conservation Services	325	191	155	16
14	Neighborhood in zip code 91768-37 - Quality Conservation Services	72	55	45	1
15	Neighborhood in zip code 91768-38 - Quality Conservation Services	40	32	9	1
16	Neighborhood in zip code 93646-93 - Proteus Inc.	243	168	43	0
17	Neighborhood in zip code 91766-36 - Richard Heath Associates	402	292	225	15
18	Neighborhood in zip code 91766-37 - Richard Heath Associates	517	322	308	14
19	Neighborhood in zip code 91766-38 - Richard Heath Associates	252	149	106	9
20	Neighborhood in zip code 92346-48 MHP - Synergy	404	118	18	0
21	Neighborhood in zip code 93277-15 - Synergy	300	151	11	23
22	Neighborhood in zip code 93277-16 - Synergy	190	111	25	11
23	Neighborhood in zip code 93277-17 - Synergy	390	194	144	3
24	Neighborhood in zip code 93277-18 - Synergy	332	145	24	22
25	Neighborhood in zip code 93277-19 - Synergy	234	95	34	5
26	Neighborhood in zip code 93277-26 - Synergy	230	144	50	9
27	Neighborhood in zip code 93277-27 - Synergy	224	163	45	13
28	Neighborhood in zip code 93277-28 - Synergy	184	139	50	9
29	Neighborhood in zip code 93277-34 - Synergy	460	160	13	5
30	Neighborhood in zip code 93277-44 - Synergy	227	119	73	8
31	Neighborhood in zip code 93277-45 - Synergy	231	116	24	8
32	Neighborhood in zip code 93277-46 - Synergy	221	57	8	6
33	Neighborhood in zip code 93277-47 - Synergy	297	76	16	14
34	Neighborhood in zip code 93277-48 - Synergy	298	156	48	18
35	Neighborhood in zip code 93277-49 - Synergy	141	73	23	10
36	Neighborhood in zip code 93277-72 - Synergy	415	149	37	23
37	Neighborhood in zip code 90242-51 - The East Los Angeles Community Union	499	195	152	0
38	Neighborhood in zip code 90242-52 - The East Los Angeles Community Union	360	159	93	0
39	Neighborhood in zip code 90280-78 - The East Los Angeles Community Union	225	66	73	0
40	Neighborhood in zip code 90280-79 - The East Los Angeles Community Union	381	149	110	0
41	Neighborhood in zip code 90280-80 - The East Los Angeles Community Union	260	78	102	0
42	Neighborhood in zip code 90280-82 - The East Los Angeles Community Union	240	85	79	0
43	Neighborhood in zip code 90301-31 - The East Los Angeles Community Union	518	219	63	0
44	Neighborhood in zip code 90302-13 - The East Los Angeles Community Union	355	129	7	0
45	Neighborhood in zip code 90302-18 - The East Los Angeles Community Union	369	203	26	0
46	Neighborhood in zip code 90305-12 - The East Los Angeles Community Union	319	108	11	0
47	Neighborhood in zip code 90305-24 - The East Los Angeles Community Union	194	83	13	0
48	Neighborhood in zip code 90723-21 - The East Los Angeles Community Union	256	61	79	0
49	Neighborhood in zip code 90723-23 - The East Los Angeles Community Union	266	123	95	0
50	Neighborhood in zip code 90723-24 - The East Los Angeles Community Union	454	230	164	2
51	Neighborhood in zip code 90723-26 - The East Los Angeles Community Union	334	150	101	2

	A	B	C	D	E
1	<b>LIEE Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>May 2010</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2009	Total Treated Year-to-Date
52	Neighborhood in zip code 90723-27 - The East Los Angeles Community Union	428	163	184	0
53	Neighborhood in zip code 90723-28 - The East Los Angeles Community Union	73	24	27	0
54	Neighborhood in zip code 90723-34 - The East Los Angeles Community Union	85	51	34	0
55	Neighborhood in zip code 90723-35 - The East Los Angeles Community Union	496	249	169	0
56	Neighborhood in zip code 90723-36 - The East Los Angeles Community Union	158	64	42	1
57	Neighborhood in zip code 90723-41 - The East Los Angeles Community Union	40	23	8	0
58	Neighborhood in zip code 90723-42 - The East Los Angeles Community Union	107	63	55	0
59	Neighborhood in zip code 90723-43 - The East Los Angeles Community Union	217	87	69	0
60	Neighborhood in zip code 90723-44 - The East Los Angeles Community Union	407	123	121	0
61	Neighborhood in zip code 90723-45 - The East Los Angeles Community Union	266	132	60	0
62	Neighborhood in zip code 90723-46 - The East Los Angeles Community Union	411	154	152	0
63	Neighborhood in zip code 90723-52 - The East Los Angeles Community Union	158	75	48	0
64	Neighborhood in zip code 90723-61 - The East Los Angeles Community Union	317	149	20	0
65	Neighborhood in zip code 92501-26 - The East Los Angeles Community Union	225	73	13	0
66	Neighborhood in zip code 92501-27 - The East Los Angeles Community Union	285	209	35	4
67	Neighborhood in zip code 92501-28 - The East Los Angeles Community Union	51	31	12	0
68	Neighborhood in zip code 92501-29 - The East Los Angeles Community Union	294	177	55	0
69	Neighborhood in zip code 92501-31 - The East Los Angeles Community Union	425	205	17	0
70	Neighborhood in zip code 92501-32 - The East Los Angeles Community Union	40	31	2	0
71	Neighborhood in zip code 92501-34 - The East Los Angeles Community Union	230	116	17	0
72	Neighborhood in zip code 92501-39 - The East Los Angeles Community Union	148	40	7	0
73	Neighborhood in zip code 92501-41 - The East Los Angeles Community Union	112	75	2	0
74	Neighborhood in zip code 92503-21 - The East Los Angeles Community Union	407	205	69	3
75	Neighborhood in zip code 92503-26 - The East Los Angeles Community Union	361	177	48	2
76	Neighborhood in zip code 92503-27 - The East Los Angeles Community Union	346	67	35	0
77	Neighborhood in zip code 92503-32 - The East Los Angeles Community Union	238	100	32	1
78	Neighborhood in zip code 92503-33 - The East Los Angeles Community Union	256	76	25	0
79	Neighborhood in zip code 92503-37 - The East Los Angeles Community Union	181	79	51	0
80	Neighborhood in zip code 92503-38 - The East Los Angeles Community Union	378	157	55	2
81	Neighborhood in zip code 92503-40 - The East Los Angeles Community Union	501	122	69	2
82	Neighborhood in zip code 92503-80 - The East Los Angeles Community Union	209	137	3	0
83	Neighborhood in zip code 92504-12 - The East Los Angeles Community Union	454	116	32	9
84	Neighborhood in zip code 92504-14 - The East Los Angeles Community Union	166	64	6	2
85	Neighborhood in zip code 92504-15 - The East Los Angeles Community Union	456	176	107	9
86	Neighborhood in zip code 92504-16 - The East Los Angeles Community Union	486	219	192	3
87	Neighborhood in zip code 92504-17 - The East Los Angeles Community Union	280	88	21	1
88	Neighborhood in zip code 92504-18 - The East Los Angeles Community Union	404	136	20	4
89	Neighborhood in zip code 92504-19 - The East Los Angeles Community Union	222	80	16	0
90	Neighborhood in zip code 92504-20 - The East Los Angeles Community Union	384	164	126	2
91	Neighborhood in zip code 92504-21 - The East Los Angeles Community Union	361	118	73	1
92	Neighborhood in zip code 92504-22 - The East Los Angeles Community Union	592	221	19	1
93	Neighborhood in zip code 92504-23 - The East Los Angeles Community Union	336	129	31	1
94	Neighborhood in zip code 92504-24 - The East Los Angeles Community Union	418	138	84	0
95	Neighborhood in zip code 92504-25 - The East Los Angeles Community Union	108	57	15	0
96	Neighborhood in zip code 92504-26 - The East Los Angeles Community Union	424	221	23	0

	A	B	C	D	E
1	<b>LIEE Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>May 2010</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2009	Total Treated Year-to-Date
97	Neighborhood in zip code 92504-27 - The East Los Angeles Community Union	104	47	2	0
98	Neighborhood in zip code 92504-28 - The East Los Angeles Community Union	275	95	31	2
99	Neighborhood in zip code 92504-29 - The East Los Angeles Community Union	548	208	45	0
100	Neighborhood in zip code 92504-30 - The East Los Angeles Community Union	381	95	50	2
101	Neighborhood in zip code 92504-31 - The East Los Angeles Community Union	233	100	29	0
102	Neighborhood in zip code 92505-11 - The East Los Angeles Community Union	285	108	33	3
103	Neighborhood in zip code 92505-12 - The East Los Angeles Community Union	281	110	73	1
104	Neighborhood in zip code 92505-13 - The East Los Angeles Community Union	394	159	90	4
105	Neighborhood in zip code 92505-14 - The East Los Angeles Community Union	440	207	83	2
106	Neighborhood in zip code 92505-15 - The East Los Angeles Community Union	442	134	106	2
107	Neighborhood in zip code 92505-16 - The East Los Angeles Community Union	241	97	122	1
108	Neighborhood in zip code 92505-17 - The East Los Angeles Community Union	375	192	52	0
109	Neighborhood in zip code 92505-20 - The East Los Angeles Community Union	295	76	24	1
110	Neighborhood in zip code 92505-22 - The East Los Angeles Community Union	458	116	26	3
111	Neighborhood in zip code 92505-23 - The East Los Angeles Community Union	363	103	47	0
112	Neighborhood in zip code 92505-24 - The East Los Angeles Community Union	429	126	83	0
113	Neighborhood in zip code 92505-25 - The East Los Angeles Community Union	460	97	56	2
114	Neighborhood in zip code 92505-26 - The East Los Angeles Community Union	288	110	70	3
115	Neighborhood in zip code 92505-27 - The East Los Angeles Community Union	247	108	15	1
116	Neighborhood in zip code 92505-28 - The East Los Angeles Community Union	181	84	23	1
117	Neighborhood in zip code 92505-29 - The East Los Angeles Community Union	446	185	81	1
118	Neighborhood in zip code 92505-30 - The East Los Angeles Community Union	236	79	29	1
119	Neighborhood in zip code 92506-11 - The East Los Angeles Community Union	450	143	12	0
120	Neighborhood in zip code 92506-12 - The East Los Angeles Community Union	412	182	5	0
121	Neighborhood in zip code 92506-17 - The East Los Angeles Community Union	281	92	9	1
122	Neighborhood in zip code 92506-18 - The East Los Angeles Community Union	371	89	12	0
123	Neighborhood in zip code 92506-20 - The East Los Angeles Community Union	410	114	23	2
124	Neighborhood in zip code 92506-22 - The East Los Angeles Community Union	61	17	5	0
125	Neighborhood in zip code 92506-23 - The East Los Angeles Community Union	630	217	28	1
126	Neighborhood in zip code 92506-28 - The East Los Angeles Community Union	148	59	6	0
127	Neighborhood in zip code 92506-63 - The East Los Angeles Community Union	29	17	6	0
128	Neighborhood in zip code 92507-33 - The East Los Angeles Community Union	165	119	66	0
129	Neighborhood in zip code 92507-35 - The East Los Angeles Community Union	320	209	159	0
130	Neighborhood in zip code 92507-41 - The East Los Angeles Community Union	199	134	77	1
131	Neighborhood in zip code 92507-42 - The East Los Angeles Community Union	117	80	31	0
132	Neighborhood in zip code 92507-43 - The East Los Angeles Community Union	362	259	123	0
133	Neighborhood in zip code 92507-49 - The East Los Angeles Community Union	170	129	41	0
134	Neighborhood in zip code 92507-50 - The East Los Angeles Community Union	203	148	73	0
135	Neighborhood in zip code 92507-51 - The East Los Angeles Community Union	276	150	127	0
136	Neighborhood in zip code 92507-55 - The East Los Angeles Community Union	150	90	57	0
137	Neighborhood in zip code 92507-56 - The East Los Angeles Community Union	313	184	105	0
138	Neighborhood in zip code 92507-57 - The East Los Angeles Community Union	301	155	62	1
139	Neighborhood in zip code 92507-58 - The East Los Angeles Community Union	405	169	25	0
140	Neighborhood in zip code 92703-28 - The East Los Angeles Community Union	224	94	24	3
141	Neighborhood in zip code 92703-35 - The East Los Angeles Community Union	78	36	6	0

	A	B	C	D	E
1	<b>LIEE Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>May 2010</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2009	Total Treated Year-to-Date
142	Neighborhood in zip code 92703-42 - The East Los Angeles Community Union	270	144	56	3
143	Neighborhood in zip code 92703-43 - The East Los Angeles Community Union	121	64	51	0
144	Neighborhood in zip code 92703-44 - The East Los Angeles Community Union	354	174	46	0
145	Neighborhood in zip code 92704-16 - The East Los Angeles Community Union	71	40	10	0
146	Neighborhood in zip code 92704-28 - The East Los Angeles Community Union	147	55	30	2
147	Neighborhood in zip code 92704-29 - The East Los Angeles Community Union	180	127	96	0
148	Neighborhood in zip code 93616-96 - Proteus Inc.	12	8	0	0
149	Neighborhood in zip code 93616-97 - Proteus Inc.	152	93	25	2
150	Neighborhood in zip code 93662-25 - Proteus Inc.	118	59	1	0
151	Neighborhood in zip code 91766-13 - Richard Heath Associates	212	148	119	1
152	Neighborhood in zip code 91766-14 - Richard Heath Associates	174	126	93	0
153	Neighborhood in zip code 91766-15 - Richard Heath Associates	85	70	49	1
154	Neighborhood in zip code 91766-17 - Richard Heath Associates	32	26	0	0
155	Neighborhood in zip code 91766-20 - Richard Heath Associates	54	38	30	0
156	Neighborhood in zip code 91766-26 - Richard Heath Associates	328	200	185	0
157	Neighborhood in zip code 91766-27 - Richard Heath Associates	337	206	210	1
158	Neighborhood in zip code 91766-29 - Richard Heath Associates	200	124	117	0
159	Neighborhood in zip code 91766-30 - Richard Heath Associates	197	122	96	2
160	Neighborhood in zip code 91766-39 - Richard Heath Associates	269	168	89	7
161	Neighborhood in zip code 92703-46 - The East Los Angeles Community Union	320	121	54	0
162	Neighborhood in zip code 92703-47 - The East Los Angeles Community Union	181	69	33	0
163	Neighborhood in zip code 92509-67 - American Insulation	348	234	195	0
164	Neighborhood in zip code 93215-17 - Garcia and Sons	58	40	2	
165	Neighborhood in zip code 93241-15 - Garcia and Sons	202	140	86	
166	Neighborhood in zip code 93308-22 - Garcia and Sons	89	37	20	
167	Neighborhood in zip code 93618-20 - Garcia and Sons	115	74	46	
168	Neighborhood in zip code 93227 - Highland Energy Services	90	0	67	
169	Neighborhood in zip code 93265-97 - Highland Energy Services	106	50	2	
170	Neighborhood in zip code 93266-97 - Highland Energy Services	32	19	2	
171	Neighborhood in zip code 93267-94 - Highland Energy Services	49	32	9	
172	Neighborhood in zip code 93267-95 - Highland Energy Services	201	130	75	
173	Neighborhood in zip code 93267-96 - Highland Energy Services	351	233	72	
174	Neighborhood in zip code 93267-97 - Highland Energy Services	135	82	33	
175	Neighborhood in zip code 91744-17 - The East Los Angeles Community Union	404	143	159	
176	Neighborhood in zip code 91744-18 - The East Los Angeles Community Union	324	95	121	
177	Neighborhood in zip code 91744-24 - The East Los Angeles Community Union	438	236	209	
178	Neighborhood in zip code 91744-34 - The East Los Angeles Community Union	470	204	181	
179	Neighborhood in zip code 91744-35 - The East Los Angeles Community Union	184	87	65	
180	Neighborhood in zip code 91746-10 - The East Los Angeles Community Union	440	178	200	
181	Neighborhood in zip code 91746-11 - The East Los Angeles Community Union	418	216	132	
182	Neighborhood in zip code 91746-12 - The East Los Angeles Community Union	352	127	174	
183	Neighborhood in zip code 91746-13 - The East Los Angeles Community Union	357	134	222	
184	Neighborhood in zip code 91746-17 - The East Los Angeles Community Union	330	144	108	
185	Neighborhood in zip code 91746-19 - The East Los Angeles Community Union	517	242	245	
186	Neighborhood in zip code 91746-20 - The East Los Angeles Community Union	340	94	149	

	A	B	C	D	E
1	<b>LIEE Table 7</b>				
2	<b>Whole Neighborhood Approach</b>				
3	<b>Southern California Gas Company</b>				
4	<b>May 2010</b>				
5	A	B	C	D	E
6	Neighborhood (County, Zipcode, Zip+7 etc.) Targeted	Total Residential Customers	Total Estimated Eligible	Total Treated 2002-2009	Total Treated Year-to-Date
187	Neighborhood in zip code 91746-21 - The East Los Angeles Community Union	613	262	268	
188	Neighborhood in zip code 91746-23 - The East Los Angeles Community Union	199	73	106	
189	Neighborhood in zip code 91746-26 - The East Los Angeles Community Union	263	110	137	
190	Neighborhood in zip code 92543-42 - The East Los Angeles Community Union	62	37	10	
191	Neighborhood in zip code 92543-43 - The East Los Angeles Community Union	211	134	42	
192	Neighborhood in zip code 92543-44 - The East Los Angeles Community Union	38	25	8	
193	Neighborhood in zip code 92543-45 - The East Los Angeles Community Union	76	52	18	
194	Neighborhood in zip code 92543-59 - The East Los Angeles Community Union	441	255	142	
195	Neighborhood in zip code 92543-60 - The East Los Angeles Community Union	423	246	105	
196	Neighborhood in zip code 92543-61 - The East Los Angeles Community Union	381	224	104	
197	Neighborhood in zip code 92543-71 - The East Los Angeles Community Union	343	193	57	
198	Neighborhood in zip code 92543-72 - The East Los Angeles Community Union	376	177	83	
199	Neighborhood in zip code 92543-81 - The East Los Angeles Community Union	134	57	34	
200	Neighborhood in zip code 92703-21 - The East Los Angeles Community Union	343	173	33	
201	Neighborhood in zip code 92703-29 - The East Los Angeles Community Union	310	158	27	
202	Neighborhood in zip code 92703-36 - The East Los Angeles Community Union	200	100	28	
203	Neighborhood in zip code 92703-37 - The East Los Angeles Community Union	222	121	49	
204	Neighborhood in zip code 92703-46 - The East Los Angeles Community Union	323	122	62	
205	Neighborhood in zip code 92703-47 - The East Los Angeles Community Union	181	69	33	
206	Neighborhood in zip code 92707-11 - The East Los Angeles Community Union	359	150	45	
207	Neighborhood in zip code 92707-12 - The East Los Angeles Community Union	186	72	12	
208	Neighborhood in zip code 92707-13 - The East Los Angeles Community Union	246	67	15	
209	Neighborhood in zip code 92707-14 - The East Los Angeles Community Union	210	59	29	
210	Neighborhood in zip code 92707-16 - The East Los Angeles Community Union	276	100	24	
211	Neighborhood in zip code 92707-20 - The East Los Angeles Community Union	287	172	68	
212	Neighborhood in zip code 92707-22 - The East Los Angeles Community Union	236	89	21	
213	Neighborhood in zip code 92707-23 - The East Los Angeles Community Union	216	112	27	
214	Neighborhood in zip code 92707-26 - The East Los Angeles Community Union	419	158	49	
215	Neighborhood in zip code 92707-27 - The East Los Angeles Community Union	282	106	36	
216	Neighborhood in zip code 92707-28 - The East Los Angeles Community Union	274	116	27	
217	Neighborhood in zip code 92707-29 - The East Los Angeles Community Union	381	173	60	
218	Neighborhood in zip code 92707-30 - The East Los Angeles Community Union	290	141	56	
219	Neighborhood in zip code 92707-32 - The East Los Angeles Community Union	307	123	47	
220	Neighborhood in zip code 92553-35 - The East Los Angeles Community Union	504	184	192	
221	Neighborhood in zip code 92553-39 - The East Los Angeles Community Union	430	217	161	
222	Neighborhood in zip code 92553-58 - The East Los Angeles Community Union	375	179	116	
223	Neighborhood in zip code 92553-67 - The East Los Angeles Community Union	219	89	83	
224	Neighborhood in zip code 92335-38 - Quality Conservation Services	238	134	64	

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>CARE Table 1 - CARE Program Expenses</b>												
2	<b>Southern California Gas Company</b>												
3	<b>May 2010</b>												
4		<b>Authorized Budget</b>			<b>Current Month Expenses</b>			<b>Year-To-Date Expenses</b>			<b>% of Budget Spent Year-To-Date</b>		
5	<b>CARE Program:</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>	<b>Electric</b>	<b>Gas</b>	<b>Total</b>
6	Outreach <sup>[1]</sup>	\$0	\$3,755,053	\$3,755,053	\$0	\$136,011	\$136,011	\$ -	\$1,155,736	\$1,155,736	0%	31%	31%
7	Automatic Enrollment	\$0	\$0	\$0	\$0	\$0	\$0	\$ -	\$0	\$0	0%	0%	0%
8	Processing/ Certification/Verification	\$0	\$1,235,832	\$1,235,832	\$0	\$105,753	\$105,753	\$ -	\$546,075	\$546,075	0%	44%	44%
9	Information Technology / Programming	\$0	\$506,003	\$506,003	\$0	\$34,242	\$34,242	\$ -	\$175,940	\$175,940	0%	35%	35%
10													
11	<b>Pilots</b>												
12	- Pilot SB 580	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
13	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
14	- Pilot	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
15	<b>Total Pilots</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%	0%	0%
16													
17	Measurement & Evaluation <sup>[2]</sup>	\$0	\$16,707	\$16,707	\$0	\$0	\$0	\$ -	\$ -	\$ -	0%	0%	0%
18	Regulatory Compliance	\$0	\$229,513	\$229,513	\$0	\$12,101	\$12,101	\$ -	\$76,567	\$76,567	0%	33%	33%
19	General Administration	\$0	\$585,518	\$585,518	\$0	\$92,873	\$92,873	\$ -	\$262,789	\$262,789	0%	45%	45%
20	CPUC Energy Division	\$0	\$171,500	\$171,500	\$0	\$6,726	\$6,726	\$ -	\$25,319	\$25,319	0%	15%	15%
21													
22	<b>SUBTOTAL MANAGEMENT COSTS</b>	\$ -	\$ 6,500,126	\$ 6,500,126	\$0	\$387,706	\$387,706	\$0	\$2,242,425	\$2,242,425	0%	34%	34%
23													
24	CARE Rate Discount	\$0	\$131,089,569	\$131,089,569	\$0	\$9,154,603	\$9,154,603	\$ -	\$56,016,361	\$56,016,361	0%	43%	43%
25	Service Establishment Charge Discount	\$0	\$3,147,585	\$3,147,585	\$0	\$372,975	\$372,975	\$ -	\$1,414,215	\$1,414,215	0%	45%	45%
26													
27	<b>TOTAL PROGRAM COSTS &amp; CUSTOMER DISCOUNTS</b>	\$ -	\$ 140,737,280	\$ 140,737,280	\$ -	\$9,915,284	\$9,915,284	\$ -	\$59,673,001	\$59,673,001	0%	42%	42%
28													
29	<b>Other CARE Rate Benefits</b>												
30	DWR Bond Charge Exemption												
31	CARE PPP Exemption				\$ -	\$1,118,565	\$1,118,565		\$8,152,892	\$8,152,892			
32	California Solar Initiative Exemption <sup>[3]</sup>												
33	kWh Surcharge Exemption												
34	<b>TOTAL - OTHER CARE RATE BENEFITS</b>				\$ -	\$1,118,565	\$1,118,565	\$ -	\$8,152,892	\$8,152,892			
35													
36	Indirect Costs				\$ -	\$106,502	\$106,502	\$ -	\$484,857	\$484,857			
37	<sup>1</sup> Outreach includes costs associated with Capitation Fees, Other Outreach and Mass Media												
38	<sup>2</sup> Measurement and Evaluation consists of Needs Assessment costs												
39	<sup>3</sup> DWR Bond Charge, CARE PPP, California Solar Initiative and kWh Exemptions have been included to reflect discounts received by CARE customers not charged to the CARE balancing account.												
40	<sup>4</sup> The indirects included in this category (Pension & Benefits, Workmans Comp, Public Liability & Property Damage, Fleet, Purchasing & Warehouse) are included in the base rate and therefore are not included in the CARE Total Program Costs.												
41	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R		
1	<b>CARE Table 2 - Enrollment, Recertification, Attrition, &amp; Penetration</b>																			
2	<b>Southern California Gas Company</b>																			
3	<b>May 2010</b>																			
4		<b>Gross Enrollment</b>												<b>Enrollment</b>						
5		<b>Automatic Enrollment</b>																		
6	<b>2010</b>	Inter-Utility <sup>1</sup>	Intra-Utility <sup>2</sup>	Leveraging <sup>3</sup>	One-e-App <sup>4</sup>	SB580	Combined (B+C+D+E+F)	Capitation	Other Sources <sup>5</sup>	Total (G+H+I)	Recertification <sup>6</sup>	Total Adjusted (J+K)	Attrition (Drop Offs) <sup>7</sup>	Net (L-M)	Net Adjusted (N-K)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (P/Q)		
7	<b>January</b>	9,889	1,534	72	0	0	11,495	90	20,476	32,061	59,107	91,168	21,224	69,944	10,837	1,571,380	1,802,661	87.2%		
8	<b>February</b>	8,170	1,448	28	0	0	9,646	106	15,398	25,150	44,817	69,967	22,821	47,146	2,329	1,573,709	1,802,661	87.3%		
9	<b>March</b>	14,658	1,676	125	0	0	16,459	37	39,610	56,106	49,259	105,365	45,022	60,343	11,084	1,584,793	1,802,661	87.9%		
10	<b>April</b>	12,609	1,733	348	0	0	14,690	125	32,019	46,834	47,240	94,074	17,491	76,583	29,343	1,614,136	1,807,866	89.3%		
11	<b>May</b>	14,077	147	4,653	0	0	18,877	33	34,124	53,034	61,150	114,184	33,642	80,542	19,392	1,633,528	1,807,866	90.4%		
12	<b>June</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
13	<b>July</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
14	<b>August</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
15	<b>September</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
16	<b>October</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
17	<b>November</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
18	<b>December</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
19	<b>Total for 2010</b>	<b>59,403</b>	<b>6,538</b>	<b>5,226</b>	<b>0</b>	<b>0</b>	<b>71,167</b>	<b>391</b>	<b>141,627</b>	<b>213,185</b>	<b>261,573</b>	<b>474,758</b>	<b>140,200</b>	<b>334,558</b>	<b>72,985</b>					
20	<sup>1</sup> Enrollments via data sharing between the IOUs.																			
21	<sup>2</sup> Enrollments via data sharing between departments and/or programs within the utility.																			
22	<sup>3</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.																			
23	<sup>4</sup> One-E-App is a pilot program set up by The Center to Promote Healthcare Access (the Center) and PG&E. The pilot will occur within two PG&E counties and looks to implement a strategy of automatic enrollment for low-income customers into the CARE program based on the customers' applications or reapplications for related low-income health and social welfare services. (e.g. MediCAL, Healthy Families, CALKids, etc.) The goal is to develop another means by which low income families can be introduced into the CARE program and, depending on the success of the pilot, possibly expand this pilot to other counties within PG&E's territory as well as to the other IOUs.																			
24	<sup>5</sup> Not including Recertification.																			
25	<sup>6</sup> Recertifications completed regardless of month requested.																			
26	<sup>7</sup> The drop offs include self-declined applications, ineligible applications and closed CARE accounts.																			
27	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																			

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 3 - Standard Random Verification Results</b>								
2	<b>Southern California Gas Company</b>								
3	<b>May 2010</b>								
4	<b>2010</b>	Total CARE Population	Participants Requested to Verify	% of Population Total	Participants Dropped (Due to no response)	Participants Dropped (Verified as Ineligible)	Total Dropped	% Dropped through Random Verification	% of Total Population Dropped
5	<b>January</b>	1,571,380	3,891	0.25%	2,205	173	2,378	61%	0.15%
6	<b>February</b>	1,573,709	3,889	0.25%	1,464	100	1,564	40%	0.10%
7	<b>March</b>	1,584,793	4,813	0.30%	3	139	142	3%	0.01%
8	<b>April</b>	1,614,136	5,351	0.33%	6	79	85	2%	0.01%
9	<b>May</b>	1,633,528	4,622	0.28%	0	13	13	0%	0.00%
10	<b>June</b>								
11	<b>July</b>								
12	<b>August</b>								
13	<b>September</b>								
14	<b>October</b>								
15	<b>November</b>								
16	<b>December</b>								
17	<b>Total for 2010</b>	<b>1,633,528</b>	<b>22,566</b>	<b>1.55%</b>	<b>3,678</b>	<b>504</b>	<b>4,182</b>	<b>19%</b>	<b>0.29%</b>
18	SoCalGas' random verification process allows customers 90 days to respond to the verification request. Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.								
19	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G
1	<b>CARE Table 4 - CARE Self-Certification and Self-Recertification Applications<sup>1</sup></b> <b>Southern California Gas Company</b> <b>May 2010</b>						
2							
3							
4		<b>Provided<sup>2</sup></b>	<b>Received</b>	<b>Approved<sup>3</sup></b>	<b>Denied<sup>4</sup></b>	<b>Pending/ Never Completed<sup>5</sup></b>	<b>Duplicates<sup>6</sup></b>
5	<b>YTD Total</b>	4,967,291	550,111	425,466	20,270	104,375	0
6	<b>Percentage</b>		100.00%	77.35%	3.68%	18.97%	0.00%
7	<sup>1</sup> Includes sub-metered customers.						
8	<sup>2</sup> An estimated number that includes customers whom were provided with CARE self-certification and self-recertification application via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events.						
9	<sup>3</sup> Approved includes customers who are approved through SoCalGas' CARE eligible probability model, data exchange, mail-in, via web, by phone, and through duplicated applications.						
10	<sup>4</sup> Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence.						
11	<sup>5</sup> Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers.						
12	<sup>6</sup> SoCalGas treats duplicated applications as recertification applications. Duplicates are customers who are already enrolled in CARE and mail in another CARE application.						

	A	B	C	D	E	F	G	H	I	J
1	<b>CARE Table 5 - Enrollment by County</b>									
2	<b>Southern California Gas Company</b>									
3	<b>May 2010</b>									
4	County	Estimated Eligible			Total Participants			Penetration Rate		
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	10,363	707	11,069	10,721	694	11,415	103%	98%	103%
7	Imperial	256	15,999	16,255	248	14,024	14,272	97%	88%	88%
8	Kern	8,828	33,542	42,371	9,896	26,703	36,599	112%	80%	86%
9	Kings	15	15,503	15,517	13	13,725	13,738	89%	89%	89%
10	Los Angeles	968,226	5,304	973,530	899,625	6,460	906,085	93%	122%	93%
11	Orange	185,074	0	185,074	154,264	0	154,264	83%	0%	83%
12	Riverside	184,923	43,630	228,553	169,695	26,005	195,700	92%	60%	86%
13	San Bernardino	153,465	8,461	161,926	149,161	5,518	154,679	97%	65%	96%
14	San Luis Obispo	220	26,290	26,510	56	17,424	17,480	25%	66%	66%
15	Santa Barbara	21,763	14,366	36,129	15,704	13,792	29,496	72%	96%	82%
16	Tulare	13,199	42,184	55,383	16,758	37,324	54,082	127%	88%	98%
17	Ventura	48,671	6,878	55,549	39,708	6,010	45,718	82%	87%	82%
18										
19	<b>Total</b>	<b>1,595,003</b>	<b>212,862</b>	<b>1,807,866</b>	<b>1,465,849</b>	<b>167,679</b>	<b>1,633,528</b>	<b>92%</b>	<b>79%</b>	<b>90.4%</b>
20										
21	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	<b>CARE Table 6 - Recertification Results</b>							
2	<b>Southern California Gas Company</b>							
3	<b>May 2010</b>							
4	<b>2010</b>	Total CARE Population	Participants Requested to Recertify <sup>1</sup>	% of Population Total	Participants Recertified <sup>2, 3</sup>	Participants Dropped <sup>3</sup>	Recertification Rate % (E/C)	% of Total Population Dropped (F/B)
5	<b>January</b>	1,571,380	34,551	2.20%	24,646	12,325	71%	0.78%
6	<b>February</b>	1,573,709	33,695	2.14%	23,122	7,748	69%	0.49%
7	<b>March</b>	1,584,793	36,583	2.31%	18,889	669	52%	0.04%
8	<b>April</b>	1,614,136	32,004	1.98%	3,995	144	12%	0.01%
9	<b>May</b>	1,633,528	20,355	1.25%	1,095	42	5%	0.00%
10	<b>June</b>							
11	<b>July</b>							
12	<b>August</b>							
13	<b>September</b>							
14	<b>October</b>							
15	<b>November</b>							
16	<b>December</b>							
17	<b>Total for 2010</b>	<b>1,633,528</b>	<b>157,188</b>	<b>10.78%</b>	<b>71,747</b>	<b>20,928</b>	<b>46%</b>	<b>1.43%</b>
18	<sup>1</sup> Participants requested to recertify.							
19	<sup>2</sup> Participants recertified number does not include the customers who are recertified through SoCalGas' CARE eligible probability model .							
20	<sup>3</sup> Recertification results are tied to the month initiated. Therefore, recertification results may be pending due to the time permitted for a participant to							
21								
22	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G	H
1	<b>CARE Table 7 - Capitation Contractors</b>							
2	<b>Southern California Gas Company</b>							
3	<b>May 2010</b>							
4		Contractor Type				Year-to-Date		
5	Contractor Name <sup>1</sup>	Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total
6	Community Action Partnership of Orange County		X	X	X	0	16	16
7	ELA Communications Energy ED Program		X			0	18	18
8	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0	0
9	Proteus, Inc.		X			1	26	27
10	Community Pantry of Hemet		X			0	5	5
11	Community Action Partnership of San Bernardino		X		X	1	112	113
12	LA Works		X			0	3	3
13	Children’s Hospital of Orange County		X			0	7	7
14	The Companion Line		X			0	30	30
15	Across Amer Foundation		X			0	0	0
16	All Peoples Christian Center		X			0	1	1
17	LA County 211		X			0	13	13
18	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0	0
19	Coachella Valley Housing Coalition		X			0	0	0
20	HABBM		X			0	0	0
21	Second Harvest Food Bank of Orange County		X			0	0	0
22	Southeast Community Development Corp.		X			0	0	0
23	Latino Resource Organization		X			0	0	0
24	Independent Living Center of Southern California		X			0	0	0
25	El Concilio del Condado de Ventura		X			0	0	0
26	Blessed Sacrament Church		X			0	0	0
27	Starbright Management Services		X			0	0	0
28	Hermandad Mexicana		X			0	0	0
29	CSET		X			2	31	33
30	Crest Forest Family and Community Service		X			0	0	0
31	CUI – Campesinos Unidos, Inc.		X	X	X	0	3	3
32	Veterans in Community Service		X	X	X	0	0	0
33	MEND		X			0	0	0
34	Armenian Relief Society		X			0	0	0
35	Catholic Charities of LA – Brownson House		X			0	8	8
36	BroadSpectrum		X			0	0	0
37	OCCC, Inc. (Orange County Community Center)		X			0	0	0
38	Green Light Shipping	X				0	0	0
39	APAC Service Center		X			0	114	114
40	Visalia Emergency Aid Council		X			0	0	0
41	<b>Total Enrollments</b>					<b>4</b>	<b>387</b>	<b>391</b>
42	<sup>1</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.							
43	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G	H
1	<b>CARE Table 8 - Participants as of Month-End</b>							
2	<b>Southern California Gas Company</b>							
3	<b>May 2010</b>							
4	<b>2010</b>	<b>Gas and Electric</b>	<b>Gas Only</b>	<b>Electric Only</b>	<b>Total</b>	<b>Eligible Households</b>	<b>Penetration</b>	<b>% Change<sup>1</sup></b>
5	<b>January</b>	n/a	1,571,380	n/a	1,571,380	1,802,661	87.2%	0.7%
6	<b>February</b>	n/a	1,573,709	n/a	1,573,709	1,802,661	87.3%	0.1%
7	<b>March</b>	n/a	1,584,793	n/a	1,584,793	1,802,661	87.9%	0.7%
8	<b>April</b>	n/a	1,614,136	n/a	1,614,136	1,807,866	89.3%	1.9%
9	<b>May</b>	n/a	1,633,528	n/a	1,633,528	1,807,866	90.4%	1.2%
10	<b>June</b>							
11	<b>July</b>							
12	<b>August</b>							
13	<b>September</b>							
14	<b>October</b>							
15	<b>November</b>							
16	<b>December</b>							
17	<sup>1</sup> Explain any monthly variance of 5% or more in the number of participants.							
18	Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

**CERTIFICATE OF SERVICE**

I hereby certify that a copy of **MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON LOW INCOME ASSISTANCE PROGRAMS FOR MAY 2010** has been electronically mailed to each party of record of the service list in A.08-05-022, A.08-05-024, A.08-05-025, and A.08-05-026. Any party on the service list who has not provided an electronic mail address was served by placing copies in properly addressed and sealed envelopes and by depositing such envelopes in the United States Mail with first-class postage prepaid.

Copies were also sent via Federal Express to the assigned Administrative Law Judges and Commissioner.

Executed this 21st day of June, 2010 at San Diego, California.

          /s/ Jenny Norin            
Jenny Norin



## CALIFORNIA PUBLIC UTILITIES COMMISSION Service Lists

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**PROCEEDING: A0805022 - PG&E - FOR APPROVAL**  
**FILER: PACIFIC GAS AND ELECTRIC COMPANY**  
**LIST NAME: LIST**  
**LAST CHANGED: JUNE 18, 2010**

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### Parties

---

HOLLY J. LLOYD  
ANALYST III/STATE REGULATORY AFFAIRS  
SOUTHWEST GAS CORPORATION  
5241 SPRING MOUNTAIN ROAD  
LAS VEGAS, NV 89150-0002  
FOR: SOUTHWEST GAS CORPORATION

KEITH LAYTON  
SOUTHWEST GAS CORPORATION  
PO BOX 98510  
LAS VEGAS, NV 89193-8510  
FOR: SOUTHWEST GAS CORPORATION

ELENA MELLO  
SIERRA PACIFIC POWER COMPANY  
6100 NEIL ROAD  
RENO, NV 89520

MICHAEL R. THORP  
SO CAL GAS AND SDG&E  
555 WEST FIFTH STREET, STE 1400  
LOS ANGELES, CA 90013-1011

ALEX SOTOMAYOR  
MARAVILLA FOUNDATION  
5729 UNION PACIFIC AVENUE  
LOS ANGELES, CA 90022  
FOR: MARAVILLA FOUNDATION

ARLEEN NOVOTNEY  
SOUTHERN CALIFORNIA FORUM  
941 PALMS BLVD.  
VENICE, CA 90291  
FOR: SELF

RICHARD VILLASENOR  
TELACU  
12252 MC CANN DRIVE  
SANTA FE SPRINGS, CA 90670

LUIS A. CHAVEZ  
WINEGARD ENERGY, INC.  
5354 IRWINDALE AVE., BUILDING B  
IRWINDALE, CA 91706  
FOR: WINEGARD ENERGY, INC.

ALLAN RAGO  
QUALITY CONSERVATION SERVICES, INC.  
4701 ARROW HIGHWAY, SUITE E  
MONTCLAIR, CA 91763  
FOR: THE ENERGY EFFICIENCY COUNCIL;  
QUALITY CONSERVATION SERVICES, INC.

MICHAEL MONTOYA  
SENIOR ATTORNEY  
SOUTHERN CALIFORNIA EDISON  
2244 WALNUT GROVE AVE.  
ROSEMEAD, CA 91770

MONICA GHATTAS  
SOUTHERN CALIFORNIA EDISON COMPANY  
2244 WALNUT GROVE AVENUE

KEITH SWITZER  
BEAR VALLEY ELECTRIC SERVICE  
630 EAST FOOTHILL BLVD.

ROSEMEAD, CA 91770  
FOR: SOUTHERN CALIFORNIA EDISON COMPANY

SAN DIMAS, CA 91773  
FOR: BEAR VALLEY ELECTRIC SERVICE

RONALD MOORE  
GOLDEN STATE WATER/BEAR VALLEY ELECTRIC  
630 EAST FOOTHILL BOULEVARD  
SAN DIMAS, CA 91773

DON WOOD SR.  
PACIFIC ENERGY POLICY CENTER  
4539 LEE AVENUE  
LA MESA, CA 91941

BRUCE PATTON  
RANCHO VALLEY BUILDERS, INC.  
647 AERO WAY  
ESCONDIDO, CA 92029  
FOR: THE SAN DIEGO COMMUNITY ENERGY  
ADVISORY COMMITTEE (SDCEAC)

GEORGETTA J. BAKER  
SAN DIEGO GAS & ELECTRIC/SOCAL GAS  
101 ASH STREET, HQ 13  
SAN DIEGO, CA 92101  
FOR: SDG&E/SOCALGAS

KIM F. HASSAN  
SAN DIEGO GAS & ELECTRIC COMPANY  
101 ASH STREET, HQ-12  
SAN DIEGO, CA 92101  
FOR: SOUTHERN CALIFORNIA GAS COMPANY &  
SAN DIEGO GAS ELECTRIC COMPANY

JOY C. YAMAGATA  
SAN DIEGO GAS & ELECTRIC/SOCALGAS  
8330 CENTURY PARK COURT, CP 32 D  
SAN DIEGO, CA 92123-1530  
FOR: SAN DIEGO GAS & ELECTRIC  
COMPANY/SOUTHERN CALIFORNIA GAS COMPANY

LYDIA FLORES  
PRESIDENT  
AMERICAN INSULATION INC  
8305 MIRALANI DRIVE  
SAN DIEGO, CA 92126  
FOR: AMERICAN INSULATION INC.

TIMOTHY J. LAWLER  
CEO/PRESIDENT  
SUNDOWNER INSULATION, INC.  
1495 RAILROAD AVENUE  
CLOVIS, CA 93612  
FOR: SUNDOWNER INSULATION, INC.

ART BRICE  
RICHARD HEATH AND ASSOCIATES, INC.  
590 W. LOCUST AVENUE, SUITE 103  
FRESNO, CA 93650  
FOR: RICHARD HEATH AND ASSOCIATES, INC.

PAUL KERKORIAN  
UTILITY COST MANAGEMENT, LLC  
6475 N PALM AVE., STE. 105  
FRESNO, CA 93704  
FOR: NONPROFIT HOUSING ASSOCIATIO OF  
NORTHRN CALIFORNIA

JERRY H. MANN  
ATTORNEY AT LAW  
PERKINS, MANN & EVERETT  
2222 W. SHAW AVE., SUITE 202  
FRESNO, CA 93711  
FOR: RICHARD HEATH & ASSOCIATES

BENJAMIN CARROLL  
RENAISSANCE INC.  
2615 W DUDLEY AVE.  
FRESNO, CA 93728  
FOR: RENAISSANCE INC.

GREGORY REDICAN  
DEPUTY DIRECTOR  
COMMUNITY ACTION AGENCY OF SAN MATEO  
930 BRITTAN AVENUE  
SAN CARLOS, CA 94070  
FOR: SELF

WILLIAM F. PARKER  
COMMUNITY ACTION AGENCY OF SAN MATEO  
930 BRITTAN AVENUE  
SAN CARLOS, CA 94070  
FOR: COMMUNITY ACTION AGENCY OF SAN  
MATEO

KAREN WATTS-ZAGHA  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY PRICING AND CUSTOMER PROGRAMS BRA  
ROOM 4104  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214  
FOR: DRA

RASHID A. RASHID  
CALIF PUBLIC UTILITIES COMMISSION  
LEGAL DIVISION  
ROOM 4107  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214  
FOR: DRA

HAYLEY GOODSON  
THE UTILITY REFORM NETWORK  
115 SANSOME STREET, SUITE 900  
SAN FRANCISCO, CA 94104  
FOR: TURN

DANIEL COOLEY  
ATTORNEY AT LAW  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, MAIL CODE B30A  
SAN FRANCISCO, CA 94105  
FOR: PACIFIC GAS AND ELECTRIC COMPANY

JOSEPHINE WU  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, MC B9A  
SAN FRANCISCO, CA 94105

LAILA CORREA  
LATINO ISSUES FORUM  
160 PINE STREET, SUITE 700  
SAN FRANCISCO, CA 94111

FOR: LATINO ISSUES FORUM

IRENE K. MOOSEN  
ATTORNEY AT LAW  
WESTERN MANUFACTURED HOUSING COMM. SVCS.  
53 SANTA YNEZ AVENUE  
SAN FRANCISCO, CA 94112

CHONDA J. NWAMU  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, B30A  
SAN FRANCISCO, CA 94120

JOHN DUTCHER  
MOUNTAIN UTILITIES  
3210 CORTE VALENCIA  
FAIRFIELD, CA 94534-7875

DAVID C. CLARK  
SYNERGY COMPANIES  
28436 SATELLITE STREET  
HAYWARD, CA 94545  
FOR: SYNERGY COMPANIES, INC.

JULIE RICHARDSON  
ENERGY EFFICIENCY, INC.  
PO BOX 1612  
UNION CITY, CA 94587  
FOR: ENERGY EFFICIENCY, INC.

ROBERT GNAIZDA  
POLICY DIRECTOR/GENERAL COUNSEL  
THE GREENLINING INSTITUTE  
1918 UNIVERSITY AVENUE, SECOND FLOOR  
BERKELEY, CA 94704  
FOR: THE GREENLINING INSTITUTE

SAMUEL S. KANG  
THE GREENLINING INSTITUTE  
1918 UNIVERSITY AVENUE, 2ND FLR.  
BERKELEY, CA 94704  
FOR: THE GREENLINING INSTITUTE

MARY - LEE KIMBER  
ATTORNEY AT LAW  
DISABILITY RIGHTS ADVOCATES  
2001 CENTER STREET, 3RD FLOOR  
BERKELEY, CA 94704-1204  
FOR: DISABILITY RIGHTS ADVOCATES

MELISSA W. KASNITZ  
DISABILITY RIGHTS ADVOCATES  
2001 CENTER STREET, FOURTH FLOOR  
BERKELEY, CA 94704-1204  
FOR: DISABILITY RIGHTS ADVOCATES

DANA ARMANINO  
COMMUNITY DEVELOPMENT AGENCY  
COUNTY OF MARIN  
3501 CIVIC CENTER DRIVE, ROOM 308  
SAN RAFAEL, CA 94903  
FOR: COUNTY OF MARIN COMMUNITY  
DEVELOPMENT AGENCY

SUSAN E. BROWN  
ATTORNEY AT LAW  
A WORLD INSTITUTE FOR SUSTAINABLE HUMANITY  
PO BOX 428  
MILL VALLEY, CA 94942  
FOR: A WORLD INSTITUTE FOR SUSTAINABLE  
HUMANITY

PETER HOFMANN  
BO ENTERPRISES  
43B EAST MAIN ST  
LOS GATOS, CA 95030-6907  
FOR: BO ENTERPRISES

MICHAEL LAMOND  
ALPINE NATURAL GAS OPERATING COMPANY  
PO BOX 550  
15 ST. ANDREWS ROAD, SUITE 7  
VALLEY SPRINGS, CA 95252

STEVE HEIM  
WESTERN INSULATION, L.P.  
2400 ROCKEFELLER DRIVE  
CERES, CA 95307  
FOR: WESTERN INSULATION, L.P.

BILL JULIAN  
43556 ALMOND LANE  
DAVIS, CA 95618

CAROLYN COX  
GENERAL MANAGER  
5213 ROSEANA COURT  
FAIR OAKS, CA 95628

GREGGORY L. WHEATLAND  
ELLISON SCHNEIDER & HARRIS L.L.P.  
2600 CAPITOL AVENUE, SUITE 400  
SACRAMENTO, CA 95816-5905  
FOR: SIERRA PACIFIC POWER COMPANY

JAMES HODGES  
ACCES  
1069 45TH STREET  
SACRAMENTO, CA 95819  
FOR: ACCES, THE COMMUNITY ACTION OF SAN  
MATEO COUNTY, INC., TELACU, THE  
MARAVILLA FOUNDATION

RAYMOND J. CZAHAR, C.P.A.  
WEST COAST GAS COMPANY  
9203 BEATTY DRIVE  
SACRAMENTO, CA 95826

LOUISE A. PEREZ  
COMMUNITY RESOURCE PROJECT, INC.  
250 HARRIS AVENUE, SUITE 6  
SACRAMENTO, CA 95838  
FOR: SELF

CRISTAL BEDORTHA  
RESIDENTIAL WALL INSULATION  
3714 NELSON AVE.  
OROVILLE, CA 95965  
FOR: RESIDENTIAL WALL INSULATION

KEITH GRIFFITH  
SELF HELP HOME IMPROVEMENT PROJECT INC.  
3777 MEADOWVIEW DR. 100  
REDDING, CA 96002  
FOR: SELF HELP HOME IMPROVEMENT PROJECT  
INC.

MICHELLE R. MISHOE  
PACIFICORP  
825 NE MULTNOMAH STREET, SUITE 1800  
PORTLAND, OR 97232  
FOR: PACIFICORP

## Information Only

---

STEPHANIE C. CHEN  
THE GREENLINING INSTITUTE  
EMAIL ONLY  
EMAIL ONLY, CA 00000  
FOR: THE GREENLINING INSTITUTE

TARYN CIARDELLA  
SR. LEGAL SECRETARY  
NV ENERGY  
EMAIL ONLY  
EMAIL ONLY, NV 00000

ZACHARY FRANKLIN  
GRID ALTERNATIVES  
EMAIL ONLY  
EMAIL ONLY, CA 00000  
FOR: GRID ALTERNATIVES

GLORIA BRITTON  
ANZA ELECTRIC CO-OPERATIVE, INC.  
EMAIL ONLY  
EMAIL ONLY, CA 00000-0000

RICHARD ESTEVES  
SESCO, INC.  
77 YACHT CLUB DRIVE, SUITE 1000  
LAKE HOPATCONG, NJ 07849-1313

JIM MEYERS  
SOUTHWEST REGIONAL MANAGER  
NORTH AMERICAN INSULATION MANUF. ASSOC.  
7792 SOUTH HARRISON CIRCLE  
CENTENNIAL, CO 80122

DAVE MUNK  
PROGRAM MANAGER  
RESOURCE ACTION PROGRAM  
2724 UPPER CATTLE CREEK ROAD  
CARBONDALE, CO 81623

KRISTIEN TARY  
STATE REGULATORY AFFAIRS  
SOUTHWEST GAS CORPORATION  
5241 SPRING MOUNTAIN ROAD  
LAS VEGAS, NV 89150

CHRISTOPHER HILEN  
SIERRA PACIFIC POWER CO.  
PO BOX 10100  
RENO, NV 89511

TREVOR DILLARD  
SIERRA PACIFIC POWER COMPANY  
6100 NEIL ROAD, MS S4A50 / PO BOX 10100  
RENO, NV 89520-0024

STEVEN D. PATRICK  
SEMPRA ENERGY  
555 WEST FIFTH STREET, GT14G1, STE 1400  
LOS ANGELES, CA 90013-1011

SENATOR RICHARD POLANCO  
3701 GLENALBYN DRIVE  
LOS ANGELES, CA 90065

RON GARCIA  
RELIABLE ENERGY MANAGEMENT, INC.  
6250 PARAMOUNT BLVD.  
LONG BEACH, CA 90805

JOSE ATILIO HERNANDEZ  
LIOB MEMBER  
LIOB  
9237 GERALD STREET  
NORTHRIDGE, CA 91343

SHEILA LEE  
REGULATORY, CONTROLS AND SOLICITATIONS  
SOUTHERN CALIFORNIA EDISON COMPANY  
6042 N. IRWINDALE AVENUE, SUITE A  
IRWINDALE, CA 91702

WALLIS J. WINEGAR  
WINEGARD ENERGY, INC  
5354 IRWINDALE AVENUE, BLDG B.  
IRWINDALE, CA 91706

WALLIS WINEGARD  
WINEGARD ENERGY, INC.  
5354 IRWINDALE AVE., BUILDING B  
IRWINDALE, CA 91706

PAUL DELANEY  
AMERICAN UTILITY NETWORK (A.U.N.)  
10705 DEER CANYON DRIVE  
ALTA LOMA, CA 91737

FOR: WINEGARD ENERGY, INC.

AKBAR JAZAYEIRI  
DIR OF REVENUE & TARIFFS  
SOUTHERN CALIFORNIA EDISON COMPANY (338)  
2241 WALNUT GROVE AVE. / PO BOX 800  
ROSEMEAD, CA 91770

CASE ADMINISTRATION  
SOUTHERN CALIFORNIA EDISON COMPANY  
2244 WALNUT GROVE AVE., RM. 370  
ROSEMEAD, CA 91770

JACK F. PARKHILL  
SOUTHERN CALIFORNIA EDISON  
2131 WALNUT GROVE AVENUE  
ROSEMEAD, CA 91770

JEANNIE HARRELL  
SOUTHERN CALIFORNIA EDISON COMPANY  
2131 WALNUT GROVE AVENUE  
ROSEMEAD, CA 91770

JENNIFER M. TSAO SHIGEKAWA  
SOUTHERN CALIFORNIA EDISON COMPANY  
2244 WALNUT GROVE AVENUE  
ROSEMEAD, CA 91770

JOHN FASANA  
SOUTHERN CALIFORNIA EDISON  
2131 WALNUT GOVE AVE.  
ROSEMEAD, CA 91770

LARRY R. COPE  
ATTORNEY AT LAW  
SOUTHERN CALIFORNIA EDISON  
PO BOX 800, 2244 WALNUT GROVE AVENUE  
ROSEMEAD, CA 91770  
FOR: SOUTHERN CALIFORNIA EDISON COMPANY

PETE ZANZOT  
SOUTHERN CALIFORNIA EDISON COMPANY  
2131 WALNUT GROVE AVENUE  
ROSEMEAD, CA 91770

ROBERTO DEL REAL  
SOUTHERN CALIFORNIA EDISON COMPANY  
2131 WALNUT GROVE AVENUE  
ROSEMEAD, CA 91770

MARK MCNULTY  
4654 MAYAPAN DR  
LA MESA, CA 91941-7148  
FOR: BEAR VALLEY ELECTRIC/GOLDEN STATE  
WATER

YOLE WHITING  
12532 JACKSON HILL LANE  
EL CAJON, CA 92021

JOHN JENSEN  
REGIONAL MANAGER  
RICHARD HEATH AND ASSOCIATES, INC.  
7847 CONVOY COURT , SUITE 102  
SAN DIEGO, CA 92111

REGULATORY AFFAIRS  
SAN DIEGO GAS & ELECTRIC CO.  
8330 CENTURY PARK COURT-CP31E  
SAN DIEGO, CA 92123-1530

STEVE RAHON  
SAN DIEGO GAS & ELECTRIC COMPANY  
8330 CENTURY PARK COURT, CP32C  
SAN DIEGO, CA 92123-1548

YVETTE VAZQUEZ  
SAN DIEGO GAS & ELECTRIC  
8335 CENTURY PARK CT.  
SAN DIEGO, CA 92123-1569

FAITH BAUTISTA  
LIOB MEMBER  
LIOB  
9630 BLACK MOUNTAIN ROAD, SUITE G  
SAN DIEGO, CA 92126

JOHN NEWCOMB  
696 SOUTH TIPPECANOE AVENUE  
SAN BERNARDINO, CA 92415  
FOR: COMMUNITY ACTION PARTNERSHIP OF  
SAN BERNARDINO COUNTY

MARIA Y. JUAREZ  
DEPUTY DIRECTOR  
DEPARTMENT OF COUMMINTY ACTION  
2038 IOWA AVENUE, SUITE B-102  
RIVERSIDE, CA 92507

BILL BELANSKY  
WESTERN INSULATION  
680 COLUMBIA AVE  
RIVERSIDE, CA 92507-2144

COMMERCE ENERGY, INC.  
600 ANTON BLVD., SUITE 2000  
COSTA MESA, CA 92626

RICHARD SHAW  
PRESIDENT  
SOUTHERN CALIFORNIA FORUM  
PO BOX 469  
FILLMORE, CA 93016

JIM MCNAMARA  
SAN LUIS OBISPO COUNTY, INC.  
1030 SOUTHWOOD DRIVE  
SAN LUIS OBISPO, CA 93401

ELISABETH ADAMS  
ASSERT INC.

HECTOR HUERTA  
RICHARD HEATH AND ASSOCIATES, INC.

155 W. AVENUE J-5  
LANCASTER, CA 93534

590 W. LOCUST AVE., SUITE 103  
FRESNO, CA 93650

JOE WILLIAMS  
CEO  
RICHARD HEATH AND ASSOCIATES, INC.  
590 W. LOCUST AVENUE, STE 103  
FRESNO, CA 93650

KRISTINE LUCERO  
EXECUTIVE ASSISTANT  
RICHARD HEATH AND ASSOCIATES, INC.  
590 W. LOCUST AVE., STE. 103  
FRESNO, CA 93650

MARK SHIRIN  
VENTURA TV APPLIANCE CENTER  
3619 E VENTURA BLVD  
FRESNO, CA 93702-5009

MICHAEL WILLIAMS  
LIOB MEMBER  
LIOB  
3045 N. SUNNYSIDE, SUITE 101  
FRESNO, CA 93727

ORTENSIA LOPEZ  
EXECUTIVE DIRECTOR  
EL CONCILIO OF SAN MATEO  
1419 BURLINGAME AVE., SUITE N  
BURLINGAME, CA 94010

ANN KELLY  
DEPT. OF THE ENVIRONMENT  
CITY AND COUNTY OF SAN FRANCISCO  
11 GROVE STREET  
SAN FRANCISCO, CA 94102

BRUCE FOSTER  
SOUTHERN CALIFORNIA EDISON COMPANY  
601 VAN NESS AVENUE, STE. 2040  
SAN FRANCISCO, CA 94102

DONNA L. WAGONER  
CALIF PUBLIC UTILITIES COMMISSION  
UTILITY AUDIT, FINANCE & COMPLIANCE BRAN  
AREA 3-C  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

JEANNE M. SOLE  
CITY AND COUNTY OF SAN FRANCISCO  
CITY HALL, RM 234  
1 DR. CARLTON B. GOODLET PLACE  
SAN FRANCISCO, CA 94102-4682

LARA ETTENSON  
NATURAL RESOURCES DEFENSE COUNCIL  
111 SUTTER STREET, 20TH FLOOR  
SAN FRANCISCO, CA 94104

BRANDON TRAN  
PACIFIC GAS AND ELECTRIC COMPANY  
245 MARKET STREET, MC N9E  
SAN FRANCISCO, CA 94105

BRETT SEARLE  
SR. PROJECT MGMT ANALYST  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, RM 559A, MCB5K  
SAN FRANCISCO, CA 94105

CRAIG M. BUCHSBAUM  
ATTORNEY AT LAW  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, B30A  
SAN FRANCISCO, CA 94105  
FOR: PACIFIC GAS AND ELECTRIC COMPANY

KRISTEN MONAHAN  
PACIFIC GAS AND ELECTRIC COMPANY  
245 MARKET STREET, MC N6G  
SAN FRANCISCO, CA 94105

LINDA FONTES  
PACIFIC GAS & ELECTRIC COMPANY  
123 MISSION ROOM 1404 MC H14F  
SAN FRANCISCO, CA 94105

LISE H. JORDAN, ESQ.  
DIRECTOR AND COUNSEL, RATES  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, B30A  
SAN FRANCISCO, CA 94105

MARDI WALTON  
SR. REGULATORY ANALYST  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, MC B9A  
SAN FRANCISCO, CA 94105

REGULATORY FILE ROOM  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, B30A / PO BOX 7442  
SAN FRANCISCO, CA 94105

STEVEN R. HAERTLE  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, MC B9A  
SAN FRANCISCO, CA 94105

TINA NGUYEN  
PACIFIC GAS AND ELECTRIC COMPANY  
123 MISSION-ROOM 1456  
SAN FRANCISCO, CA 94105

STEVEN MOSS  
SAN FRANCISCO COMMUNITY POWER  
2325 THIRD STREET, STE 344  
SAN FRANCISCO, CA 94107

JANINE L. SCANCARELLI  
ATTORNEY AT LAW  
CROWELL & MORING LLP  
275 BATTERY STREET, 23RD FLOOR

FOR: SAN FRANCISCO COMMUNITY POWER

SAN FRANCISCO, CA 94111

CALIFORNIA ENERGY MARKTS  
425 DIVISADERO STREET, STE 303  
SAN FRANCISCO, CA 94117

SARA BIRMINGHAM  
DIRECTOR, WESTERN POLICY  
SOLAR ALLIANCE  
646 19TH AVE  
SAN FRANCISCO, CA 94121  
FOR: SOLAR ALLIANCE

BRIAN K. CHERRY  
DIRECTOR, REGULATORY RELATIONS  
PACIFIC GAS AND ELECTRIC COMPANY (39)  
PO BOX 770000, MAIL CODE: B10C  
SAN FRANCISCO, CA 94177

CASE COORDINATION  
PACIFIC GAS AND ELECTRIC COMPANY  
PO BOX 770000; MC B9A  
SAN FRANCISCO, CA 94177

MARY O'DRAIN  
PACIFIC GAS AND ELECTRIC COMPANY  
123 MISSION - ROOM 1410, MC H14G  
SAN FRANCISCO, CA 94177

JAMES DEZELL  
RHA, INC.  
SUITE 205  
1151 HARBOR BAY PKWY  
ALAMEDA, CA 94502

BARBARA WILLIAMS  
RHA, INC.  
1151 HARBOR BAY PKWY STE. 205  
ALAMEDA, CA 94502-6561

DUTCHER JOHN  
V.P. REGULATORY AFFAIRS  
MOUNTAIN UTILITIES  
3210 CORTE VALENCIA  
FAIRFIELD, CA 94534  
FOR: MOUNTAIN UTILITIES

STEVEN R. SHALLENBERGER  
SYNERGY COMPANIES  
28436 SATTELITE STREET  
HAYWARD, CA 94545

FRANCES L. THOMPSON  
PACIFIC GAS AND ELECTRIC COMPANY  
3401 CROW CANYON ROAD, 170C  
SAN RAMON, CA 94583

RICK C. NOGER  
PRAXAIR, INC.  
2430 CAMINO RAMON DRIVE, STE. 300  
SAN RAMON, CA 94583

LADONNA WILLIAMS  
EXECUTIVE DIRECTOR  
PO BOX 5653  
VALLEJO, CA 94591

SARAH BESERRA  
CALIFORNIA REPORTS.COM  
39 CASTLE HILL COURT  
VALLEJO, CA 94591  
FOR: CALIFORNIA REPORTS.COM

ALEX KANG  
ITRON, INC.  
1111 BROADWAY, STE. 1800  
OAKLAND, CA 94607

JODY S. LONDON  
JODY LONDON CONSULTING  
PO BOX 3629  
OAKLAND, CA 94609  
FOR: THE LOCAL GOVERNMENT SUSTAINABLE  
ENERGY COALITION

DOCKET COORDINATOR  
5727 KEITH ST.  
OAKLAND, CA 94618

KAREN NOTSUND  
ASSISTANT DIRECTOR  
UC ENERGY INSTITUTE  
2547 CHANNING WAY 5180  
BERKELEY, CA 94720-5180

MICHELE RODRIGUEZ  
PLANNING SUSTAINABLE COMMUNITIES  
220 MCALLISTER AVENUE  
KENTFIELD, CA 94904

MARY TUCKER  
ENVIRONMENTAL SERVICES DEPARTMENT  
CITY OF SAN JOSE  
200 E. SANTA CLARA, 10TH FLOOR  
SAN JOSE, CA 95113

DOUGLAS MOIR  
WESTERN APPLIANCE  
1976 W. SAN CARLOS STREET  
SAN JOSE, CA 95128

STEPHANIE BORBA  
WESTERN INSULATION, L.P.  
2400 ROCKEFELLER DRI VE  
CERES, CA 95307

THOMAS S KIMBALL  
MODESTO IRRIGATION DISTRICT  
1231 11TH STREET  
MODESTO, CA 95352-4060

BOB HONDEVILLE  
MODESTO IRRIGATION DISTRICT  
1231 11TH STREET  
MODESTO, CA 95354

JOY A. WARREN  
MODESTO IRRIGATION DISTRICT  
1231 11TH STREET  
MODESTO, CA 95354

RICHARD MCCANN  
M.CUBED  
2655 PORTAGE BAY ROAD, SUITE 3  
DAVIS, CA 95616

DAVID E. MORSE  
CALIFORNIA AMERICAN WATER CO.  
1411 W. COVELL BLVD., STE. 106-292  
DAVIS, CA 95616-5934

WAYNE AMER  
PRESIDENT  
MOUNTAIN UTILITIES (906)  
PO BOX 205  
KIRKWOOD, CA 95646

ROBERT J. BICKER  
LEGISLATIVE ANALYST  
CALIFORNIA APARTMENT ASSOCIATION  
980 NINTH STREET, SUITE 200  
SACRAMENTO, CA 95814

RYAN BERNARDO  
BRAUN BLAISING MCLAUGHLIN, P.C.  
915 L STREET, SUITE 1270  
SACRAMENTO, CA 95814

SHEILA DEY  
EXECUTIVE DIRECTOR  
WESTERN MANUFACTURED HOUSING COMMUNITIES  
455 CAPITAL MALL STE 800  
SACRAMENTO, CA 95814

DEVI EDEN  
ADVISOR TO COMMISSIONER ROSENFELD  
CALIFORNIA ENERGY COMMISSION  
1516 9TH STREET, MS 35  
SACRAMENTO, CA 95814-5512

JEDEDIAH J. GIBSON  
ATTORNEY AT LAW  
ELLISON SCHNEIDER & HARRIS LLP  
2600 CAPITOL AVENUE, SUITE 400  
SACRAMENTO, CA 95816-5905  
FOR: SIERRA PACIFIC POWER COMPANY

JASON WIMBLEY  
DIVISION CHIEF, ENERGY&ENVIRON PROGRAMS  
DEPT. OF COMMUNITY SERVICES & DEVELOPMEN  
2389 GATEWAY OAKS DRIVE  
SACRAMENTO, CA 95833

ROBERT E. BURT  
INSULATION CONTRACTORS ASSN.  
4153 NORTHGATE BLVD., NO.6  
SACRAMENTO, CA 95834

DAVE STEPHENSON  
RATE REGULATION MANAGER - WESTERN REGIO  
AMERICAN WATER WORKS SERVICE CO.  
4701 BELOIT DRIVE  
SACRAMENTO, CA 95838

JAMES O'BANNON  
RICHARD HEATH AND ASSOCIATES, INC.  
1026 MANGROVE AVE., STE 20  
CHICO, CA 95926

PAMELA GORSUCH  
PROJECT MANAGER  
RICHARD HEATH AND ASSOCIATES, INC.  
1026 MANGROVE AVENUE, SUITE 20  
CHICO, CA 95926

SCOTT BERG  
SELF HELP HOME IMPROVEMENT PROJECT INC.  
3777 MEADOWVIEW DR., 100  
REDDING, CA 96002  
FOR: SELF HELP HOME IMPROVEMENT PROJECT  
INC.

JESSICA NELSON  
ENERGY SERVICES MANAGER  
PLUMAS SIERRA RURAL ELECTRIC COOP. (908)  
73233 STATE ROUTE 70  
PORTOLA, CA 96122-7069

DIANA BJORNSKOV  
SENIOR PROGRAM MANAGER  
PORTLAND ENERGY CONSERVATION, INC  
1400 SW 5TH AVENUE, STE 700  
PORTLAND, OR 97201

STEPHEN GROVER, PH.D.  
ECONORTHWEST  
888 SW 5TH AVE, SUITE 1460  
PORTLAND, OR 97204

STEVE GROVER  
ECONORTHWEST  
888 SW FIFTH AVENUE, SUITE 1460  
PORTLAND, OR 97204

M. SAMI KHAWAJA, PH.D  
QUANTEC, LLC  
SUITE 400  
720 SW WASHINGTON STREET  
PORTLAND, OR 97205

MARISA DECRISTOFORO  
PACIFICORP  
825 NE MULTNOMAH STREET, SUITE 800  
PORTLAND, OR 97232

MARK TUCKER  
PACIFICORP

DAVE SULLIVAN P.E.  
CONSULTING ENGINEER

825 NE MULTNOMAH, SUITE 2000  
PORTLAND, OR 97232

614 38TH PLACE  
FLORENCE, OR 97439-8216

MICHAEL KARP  
A.W.I.S.H.  
PO BOX 812  
LOPEZ ISLAND, WA 98261

## State Service

---

TORY FRANCISCO  
DEMAND SIDE RESOURCES BRANCH  
CALIFORNIA PUBLIC UTILITIES COMMISSION  
OFFICE 4-A  
EMAIL ONLY  
EMAIL ONLY, CA 00000

VAROUJAN JINBACHIAN  
CALIF PUBLIC UTILITIES COMMISSION  
PUBLIC ADVISOR OFFICE  
320 WEST 4TH STREET SUITE 500  
LOS ANGELES, CA 90013

ALIK LEE  
CALIF PUBLIC UTILITIES COMMISSION  
COMMUNICATIONS POLICY BRANCH  
ROOM 4209  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

AVA N. TRAN  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY DIVISION  
AREA 4-A  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

DAN OLSON  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY DIVISION  
AREA 4-A  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

HARVEY Y. MORRIS  
CALIF PUBLIC UTILITIES COMMISSION  
LEGAL DIVISION  
ROOM 5036  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214  
FOR: DRA

HAZLYN FORTUNE  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY DIVISION  
AREA 4-A  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

JOE COMO  
CALIF PUBLIC UTILITIES COMMISSION  
DRA - ADMINISTRATIVE BRANCH  
ROOM 4101  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

JOSEPHINE EMELO  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY PRICING AND CUSTOMER PROGRAMS BRA  
ROOM 4104  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

KELLY HYMES  
CALIF PUBLIC UTILITIES COMMISSION  
EXECUTIVE DIVISION  
ROOM 5306  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

KIMBERLY KIM  
CALIF PUBLIC UTILITIES COMMISSION  
DIVISION OF ADMINISTRATIVE LAW JUDGES  
ROOM 5021  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

MARIANA C. CAMPBELL  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY COST OF SERVICE & NATURAL GAS BRA  
ROOM 4205  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

MATTHEW TISDALE  
CALIF PUBLIC UTILITIES COMMISSION  
ELECTRICITY PLANNING & POLICY BRANCH  
ROOM 4104  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214  
FOR: DRA

MEGHA LAKHCHAURA  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY DIVISION  
AREA 4-A  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

MELICIA CHARLES  
CALIF PUBLIC UTILITIES COMMISSION  
EXECUTIVE DIVISION  
ROOM 5306  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

PAMELA NATALONI  
CALIF PUBLIC UTILITIES COMMISSION  
LEGAL DIVISION  
ROOM 5124  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

RISA HERNANDEZ  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY PRICING AND CUSTOMER PROGRAMS BRA  
ROOM 4209  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

ROBERT KINOSIAN  
CALIF PUBLIC UTILITIES COMMISSION  
EXECUTIVE DIVISION  
ROOM 5202  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214  
FOR: DRA

ROBERT LEHMAN  
CALIF PUBLIC UTILITIES COMMISSION  
COMMUNICATIONS POLICY BRANCH  
ROOM 4209  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

SARITA SARVATE  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY DIVISION  
AREA 4-A  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

SARVJIT S. RANDHAWA  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY DIVISION  
AREA 4-A  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

THOMAS M. RENAGHAN  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY COST OF SERVICE & NATURAL GAS BRA  
ROOM 4205  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

ZAIDA AMAYA-PINEDA  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY DIVISION  
770 L STREET, SUITE 1050  
SACRAMENTO, CA 95814

KEVIN S. NAKAMURA  
CALIF PUBLIC UTILITIES COMMISSION  
UTILITY AUDIT, FINANCE & COMPLIANCE BRAN  
180 PROMENADE CIRCLE, SUITE 115  
SACRAMENTO, CA 95834

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### Parties

---

HOLLY J. LLOYD  
ANALYST III/STATE REGULATORY AFFAIRS  
SOUTHWEST GAS CORPORATION  
5241 SPRING MOUNTAIN ROAD  
LAS VEGAS, NV 89150-0002  
FOR: SOUTHWEST GAS CORPORATION

KEITH LAYTON  
SOUTHWEST GAS CORPORATION  
PO BOX 98510  
LAS VEGAS, NV 89193-8510  
FOR: SOUTHWEST GAS CORPORATION

ELENA MELLO  
SIERRA PACIFIC POWER COMPANY  
6100 NEIL ROAD  
RENO, NV 89520

MICHAEL R. THORP  
SO CAL GAS AND SDG&E  
555 WEST FIFTH STREET, STE 1400  
LOS ANGELES, CA 90013-1011

ALEX SOTOMAYOR  
MARAVILLA FOUNDATION  
5729 UNION PACIFIC AVENUE  
LOS ANGELES, CA 90022  
FOR: MARAVILLA FOUNDATION

ARLEEN NOVOTNEY  
SOUTHERN CALIFORNIA FORUM  
941 PALMS BLVD.  
VENICE, CA 90291  
FOR: SELF

RICHARD VILLASENOR  
TELACU  
12252 MC CANN DRIVE  
SANTA FE SPRINGS, CA 90670

LUIS A. CHAVEZ  
WINEGARD ENERGY, INC.  
5354 IRWINDALE AVE., BUILDING B  
IRWINDALE, CA 91706  
FOR: WINEGARD ENERGY, INC.

ALLAN RAGO  
QUALITY CONSERVATION SERVICES, INC.  
4701 ARROW HIGHWAY, SUITE E  
MONTCLAIR, CA 91763  
FOR: THE ENERGY EFFICIENCY COUNCIL;  
QUALITY CONSERVATION SERVICES, INC.

MICHAEL MONTOYA  
SENIOR ATTORNEY  
SOUTHERN CALIFORNIA EDISON  
2244 WALNUT GROVE AVE.  
ROSEMEAD, CA 91770

MONICA GHATTAS  
SOUTHERN CALIFORNIA EDISON COMPANY  
2244 WALNUT GROVE AVENUE

KEITH SWITZER  
BEAR VALLEY ELECTRIC SERVICE  
630 EAST FOOTHILL BLVD.

ROSEMEAD, CA 91770  
FOR: SOUTHERN CALIFORNIA EDISON COMPANY

SAN DIMAS, CA 91773  
FOR: BEAR VALLEY ELECTRIC SERVICE

RONALD MOORE  
GOLDEN STATE WATER/BEAR VALLEY ELECTRIC  
630 EAST FOOTHILL BOULEVARD  
SAN DIMAS, CA 91773

DON WOOD SR.  
PACIFIC ENERGY POLICY CENTER  
4539 LEE AVENUE  
LA MESA, CA 91941

BRUCE PATTON  
RANCHO VALLEY BUILDERS, INC.  
647 AERO WAY  
ESCONDIDO, CA 92029  
FOR: THE SAN DIEGO COMMUNITY ENERGY  
ADVISORY COMMITTEE (SDCEAC)

GEORGETTA J. BAKER  
SAN DIEGO GAS & ELECTRIC/SOCAL GAS  
101 ASH STREET, HQ 13  
SAN DIEGO, CA 92101  
FOR: SDG&E/SOCALGAS

KIM F. HASSAN  
SAN DIEGO GAS & ELECTRIC COMPANY  
101 ASH STREET, HQ-12  
SAN DIEGO, CA 92101  
FOR: SOUTHERN CALIFORNIA GAS COMPANY &  
SAN DIEGO GAS ELECTRIC COMPANY

JOY C. YAMAGATA  
SAN DIEGO GAS & ELECTRIC/SOCALGAS  
8330 CENTURY PARK COURT, CP 32 D  
SAN DIEGO, CA 92123-1530  
FOR: SAN DIEGO GAS & ELECTRIC  
COMPANY/SOUTHERN CALIFORNIA GAS COMPANY

LYDIA FLORES  
PRESIDENT  
AMERICAN INSULATION INC  
8305 MIRALANI DRIVE  
SAN DIEGO, CA 92126  
FOR: AMERICAN INSULATION INC.

TIMOTHY J. LAWLER  
CEO/PRESIDENT  
SUNDOWNER INSULATION, INC.  
1495 RAILROAD AVENUE  
CLOVIS, CA 93612  
FOR: SUNDOWNER INSULATION, INC.

ART BRICE  
RICHARD HEATH AND ASSOCIATES, INC.  
590 W. LOCUST AVENUE, SUITE 103  
FRESNO, CA 93650  
FOR: RICHARD HEATH AND ASSOCIATES, INC.

PAUL KERKORIAN  
UTILITY COST MANAGEMENT, LLC  
6475 N PALM AVE., STE. 105  
FRESNO, CA 93704  
FOR: NONPROFIT HOUSING ASSOCIATIO OF  
NORTHRN CALIFORNIA

JERRY H. MANN  
ATTORNEY AT LAW  
PERKINS, MANN & EVERETT  
2222 W. SHAW AVE., SUITE 202  
FRESNO, CA 93711  
FOR: RICHARD HEATH & ASSOCIATES

BENJAMIN CARROLL  
RENAISSANCE INC.  
2615 W DUDLEY AVE.  
FRESNO, CA 93728  
FOR: RENAISSANCE INC.

GREGORY REDICAN  
DEPUTY DIRECTOR  
COMMUNITY ACTION AGENCY OF SAN MATEO  
930 BRITTAN AVENUE  
SAN CARLOS, CA 94070  
FOR: SELF

WILLIAM F. PARKER  
COMMUNITY ACTION AGENCY OF SAN MATEO  
930 BRITTAN AVENUE  
SAN CARLOS, CA 94070  
FOR: COMMUNITY ACTION AGENCY OF SAN  
MATEO

KAREN WATTS-ZAGHA  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY PRICING AND CUSTOMER PROGRAMS BRA  
ROOM 4104  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214  
FOR: DRA

RASHID A. RASHID  
CALIF PUBLIC UTILITIES COMMISSION  
LEGAL DIVISION  
ROOM 4107  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214  
FOR: DRA

HAYLEY GOODSON  
THE UTILITY REFORM NETWORK  
115 SANSOME STREET, SUITE 900  
SAN FRANCISCO, CA 94104  
FOR: TURN

DANIEL COOLEY  
ATTORNEY AT LAW  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, MAIL CODE B30A  
SAN FRANCISCO, CA 94105  
FOR: PACIFIC GAS AND ELECTRIC COMPANY

JOSEPHINE WU  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, MC B9A  
SAN FRANCISCO, CA 94105

LAILA CORREA  
LATINO ISSUES FORUM  
160 PINE STREET, SUITE 700  
SAN FRANCISCO, CA 94111

FOR: LATINO ISSUES FORUM

IRENE K. MOOSEN  
ATTORNEY AT LAW  
WESTERN MANUFACTURED HOUSING COMM. SVCS.  
53 SANTA YNEZ AVENUE  
SAN FRANCISCO, CA 94112

CHONDA J. NWAMU  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, B30A  
SAN FRANCISCO, CA 94120

JOHN DUTCHER  
MOUNTAIN UTILITIES  
3210 CORTE VALENCIA  
FAIRFIELD, CA 94534-7875

DAVID C. CLARK  
SYNERGY COMPANIES  
28436 SATELLITE STREET  
HAYWARD, CA 94545  
FOR: SYNERGY COMPANIES, INC.

JULIE RICHARDSON  
ENERGY EFFICIENCY, INC.  
PO BOX 1612  
UNION CITY, CA 94587  
FOR: ENERGY EFFICIENCY, INC.

ROBERT GNAIZDA  
POLICY DIRECTOR/GENERAL COUNSEL  
THE GREENLINING INSTITUTE  
1918 UNIVERSITY AVENUE, SECOND FLOOR  
BERKELEY, CA 94704  
FOR: THE GREENLINING INSTITUTE

SAMUEL S. KANG  
THE GREENLINING INSTITUTE  
1918 UNIVERSITY AVENUE, 2ND FLR.  
BERKELEY, CA 94704  
FOR: THE GREENLINING INSTITUTE

MARY - LEE KIMBER  
ATTORNEY AT LAW  
DISABILITY RIGHTS ADVOCATES  
2001 CENTER STREET, 3RD FLOOR  
BERKELEY, CA 94704-1204  
FOR: DISABILITY RIGHTS ADVOCATES

MELISSA W. KASNITZ  
DISABILITY RIGHTS ADVOCATES  
2001 CENTER STREET, FOURTH FLOOR  
BERKELEY, CA 94704-1204  
FOR: DISABILITY RIGHTS ADVOCATES

DANA ARMANINO  
COMMUNITY DEVELOPMENT AGENCY  
COUNTY OF MARIN  
3501 CIVIC CENTER DRIVE, ROOM 308  
SAN RAFAEL, CA 94903  
FOR: COUNTY OF MARIN COMMUNITY  
DEVELOPMENT AGENCY

SUSAN E. BROWN  
ATTORNEY AT LAW  
A WORLD INSTITUTE FOR SUSTAINABLE HUMANITY  
PO BOX 428  
MILL VALLEY, CA 94942  
FOR: A WORLD INSTITUTE FOR SUSTAINABLE  
HUMANITY

PETER HOFMANN  
BO ENTERPRISES  
43B EAST MAIN ST  
LOS GATOS, CA 95030-6907  
FOR: BO ENTERPRISES

MICHAEL LAMOND  
ALPINE NATURAL GAS OPERATING COMPANY  
PO BOX 550  
15 ST. ANDREWS ROAD, SUITE 7  
VALLEY SPRINGS, CA 95252

STEVE HEIM  
WESTERN INSULATION, L.P.  
2400 ROCKEFELLER DRIVE  
CERES, CA 95307  
FOR: WESTERN INSULATION, L.P.

BILL JULIAN  
43556 ALMOND LANE  
DAVIS, CA 95618

CAROLYN COX  
GENERAL MANAGER  
5213 ROSEANA COURT  
FAIR OAKS, CA 95628

GREGGORY L. WHEATLAND  
ELLISON SCHNEIDER & HARRIS L.L.P.  
2600 CAPITOL AVENUE, SUITE 400  
SACRAMENTO, CA 95816-5905  
FOR: SIERRA PACIFIC POWER COMPANY

JAMES HODGES  
ACCES  
1069 45TH STREET  
SACRAMENTO, CA 95819  
FOR: ACCES, THE COMMUNITY ACTION OF SAN  
MATEO COUNTY, INC., TELACU, THE  
MARAVILLA FOUNDATION

RAYMOND J. CZAHAR, C.P.A.  
WEST COAST GAS COMPANY  
9203 BEATTY DRIVE  
SACRAMENTO, CA 95826

LOUISE A. PEREZ  
COMMUNITY RESOURCE PROJECT, INC.  
250 HARRIS AVENUE, SUITE 6  
SACRAMENTO, CA 95838  
FOR: SELF

CRISTAL BEDORTHA  
RESIDENTIAL WALL INSULATION  
3714 NELSON AVE.  
OROVILLE, CA 95965  
FOR: RESIDENTIAL WALL INSULATION

KEITH GRIFFITH  
SELF HELP HOME IMPROVEMENT PROJECT INC.  
3777 MEADOWVIEW DR. 100  
REDDING, CA 96002  
FOR: SELF HELP HOME IMPROVEMENT PROJECT  
INC.

MICHELLE R. MISHOE  
PACIFICORP  
825 NE MULTNOMAH STREET, SUITE 1800  
PORTLAND, OR 97232  
FOR: PACIFICORP

## Information Only

---

STEPHANIE C. CHEN  
THE GREENLINING INSTITUTE  
EMAIL ONLY  
EMAIL ONLY, CA 00000  
FOR: THE GREENLINING INSTITUTE

TARYN CIARDELLA  
SR. LEGAL SECRETARY  
NV ENERGY  
EMAIL ONLY  
EMAIL ONLY, NV 00000

ZACHARY FRANKLIN  
GRID ALTERNATIVES  
EMAIL ONLY  
EMAIL ONLY, CA 00000  
FOR: GRID ALTERNATIVES

GLORIA BRITTON  
ANZA ELECTRIC CO-OPERATIVE, INC.  
EMAIL ONLY  
EMAIL ONLY, CA 00000-0000

RICHARD ESTEVES  
SESCO, INC.  
77 YACHT CLUB DRIVE, SUITE 1000  
LAKE HOPATCONG, NJ 07849-1313

JIM MEYERS  
SOUTHWEST REGIONAL MANAGER  
NORTH AMERICAN INSULATION MANUF. ASSOC.  
7792 SOUTH HARRISON CIRCLE  
CENTENNIAL, CO 80122

DAVE MUNK  
PROGRAM MANAGER  
RESOURCE ACTION PROGRAM  
2724 UPPER CATTLE CREEK ROAD  
CARBONDALE, CO 81623

KRISTIEN TARY  
STATE REGULATORY AFFAIRS  
SOUTHWEST GAS CORPORATION  
5241 SPRING MOUNTAIN ROAD  
LAS VEGAS, NV 89150

CHRISTOPHER HILEN  
SIERRA PACIFIC POWER CO.  
PO BOX 10100  
RENO, NV 89511

TREVOR DILLARD  
SIERRA PACIFIC POWER COMPANY  
6100 NEIL ROAD, MS S4A50 / PO BOX 10100  
RENO, NV 89520-0024

STEVEN D. PATRICK  
SEMPRA ENERGY  
555 WEST FIFTH STREET, GT14G1, STE 1400  
LOS ANGELES, CA 90013-1011

SENATOR RICHARD POLANCO  
3701 GLENALBYN DRIVE  
LOS ANGELES, CA 90065

RON GARCIA  
RELIABLE ENERGY MANAGEMENT, INC.  
6250 PARAMOUNT BLVD.  
LONG BEACH, CA 90805

JOSE ATILIO HERNANDEZ  
LIOB MEMBER  
LIOB  
9237 GERALD STREET  
NORTHRIDGE, CA 91343

SHEILA LEE  
REGULATORY, CONTROLS AND SOLICITATIONS  
SOUTHERN CALIFORNIA EDISON COMPANY  
6042 N. IRWINDALE AVENUE, SUITE A  
IRWINDALE, CA 91702

WALLIS J. WINEGAR  
WINEGARD ENERGY, INC  
5354 IRWINDALE AVENUE, BLDG B.  
IRWINDALE, CA 91706

WALLIS WINEGARD  
WINEGARD ENERGY, INC.  
5354 IRWINDALE AVE., BUILDING B  
IRWINDALE, CA 91706

PAUL DELANEY  
AMERICAN UTILITY NETWORK (A.U.N.)  
10705 DEER CANYON DRIVE  
ALTA LOMA, CA 91737

FOR: WINEGARD ENERGY, INC.

AKBAR JAZAYEIRI  
DIR OF REVENUE & TARIFFS  
SOUTHERN CALIFORNIA EDISON COMPANY (338)  
2241 WALNUT GROVE AVE. / PO BOX 800  
ROSEMEAD, CA 91770

CASE ADMINISTRATION  
SOUTHERN CALIFORNIA EDISON COMPANY  
2244 WALNUT GROVE AVE., RM. 370  
ROSEMEAD, CA 91770

JACK F. PARKHILL  
SOUTHERN CALIFORNIA EDISON  
2131 WALNUT GROVE AVENUE  
ROSEMEAD, CA 91770

JEANNIE HARRELL  
SOUTHERN CALIFORNIA EDISON COMPANY  
2131 WALNUT GROVE AVENUE  
ROSEMEAD, CA 91770

JENNIFER M. TSAO SHIGEKAWA  
SOUTHERN CALIFORNIA EDISON COMPANY  
2244 WALNUT GROVE AVENUE  
ROSEMEAD, CA 91770

JOHN FASANA  
SOUTHERN CALIFORNIA EDISON  
2131 WALNUT GOVE AVE.  
ROSEMEAD, CA 91770

LARRY R. COPE  
ATTORNEY AT LAW  
SOUTHERN CALIFORNIA EDISON  
PO BOX 800, 2244 WALNUT GROVE AVENUE  
ROSEMEAD, CA 91770  
FOR: SOUTHERN CALIFORNIA EDISON COMPANY

PETE ZANZOT  
SOUTHERN CALIFORNIA EDISON COMPANY  
2131 WALNUT GROVE AVENUE  
ROSEMEAD, CA 91770

ROBERTO DEL REAL  
SOUTHERN CALIFORNIA EDISON COMPANY  
2131 WALNUT GROVE AVENUE  
ROSEMEAD, CA 91770

MARK MCNULTY  
4654 MAYAPAN DR  
LA MESA, CA 91941-7148  
FOR: BEAR VALLEY ELECTRIC/GOLDEN STATE  
WATER

YOLE WHITING  
12532 JACKSON HILL LANE  
EL CAJON, CA 92021

JOHN JENSEN  
REGIONAL MANAGER  
RICHARD HEATH AND ASSOCIATES, INC.  
7847 CONVOY COURT , SUITE 102  
SAN DIEGO, CA 92111

REGULATORY AFFAIRS  
SAN DIEGO GAS & ELECTRIC CO.  
8330 CENTURY PARK COURT-CP31E  
SAN DIEGO, CA 92123-1530

STEVE RAHON  
SAN DIEGO GAS & ELECTRIC COMPANY  
8330 CENTURY PARK COURT, CP32C  
SAN DIEGO, CA 92123-1548

YVETTE VAZQUEZ  
SAN DIEGO GAS & ELECTRIC  
8335 CENTURY PARK CT.  
SAN DIEGO, CA 92123-1569

FAITH BAUTISTA  
LIOB MEMBER  
LIOB  
9630 BLACK MOUNTAIN ROAD, SUITE G  
SAN DIEGO, CA 92126

JOHN NEWCOMB  
696 SOUTH TIPPECANOE AVENUE  
SAN BERNARDINO, CA 92415  
FOR: COMMUNITY ACTION PARTNERSHIP OF  
SAN BERNARDINO COUNTY

MARIA Y. JUAREZ  
DEPUTY DIRECTOR  
DEPARTMENT OF COUMMINTY ACTION  
2038 IOWA AVENUE, SUITE B-102  
RIVERSIDE, CA 92507

BILL BELANSKY  
WESTERN INSULATION  
680 COLUMBIA AVE  
RIVERSIDE, CA 92507-2144

COMMERCE ENERGY, INC.  
600 ANTON BLVD., SUITE 2000  
COSTA MESA, CA 92626

RICHARD SHAW  
PRESIDENT  
SOUTHERN CALIFORNIA FORUM  
PO BOX 469  
FILLMORE, CA 93016

JIM MCNAMARA  
SAN LUIS OBISPO COUNTY, INC.  
1030 SOUTHWOOD DRIVE  
SAN LUIS OBISPO, CA 93401

ELISABETH ADAMS  
ASSERT INC.

HECTOR HUERTA  
RICHARD HEATH AND ASSOCIATES, INC.

155 W. AVENUE J-5  
LANCASTER, CA 93534

590 W. LOCUST AVE., SUITE 103  
FRESNO, CA 93650

JOE WILLIAMS  
CEO  
RICHARD HEATH AND ASSOCIATES, INC.  
590 W. LOCUST AVENUE, STE 103  
FRESNO, CA 93650

KRISTINE LUCERO  
EXECUTIVE ASSISTANT  
RICHARD HEATH AND ASSOCIATES, INC.  
590 W. LOCUST AVE., STE. 103  
FRESNO, CA 93650

MARK SHIRIN  
VENTURA TV APPLIANCE CENTER  
3619 E VENTURA BLVD  
FRESNO, CA 93702-5009

MICHAEL WILLIAMS  
LIOB MEMBER  
LIOB  
3045 N. SUNNYSIDE, SUITE 101  
FRESNO, CA 93727

ORTENSIA LOPEZ  
EXECUTIVE DIRECTOR  
EL CONCILIO OF SAN MATEO  
1419 BURLINGAME AVE., SUITE N  
BURLINGAME, CA 94010

ANN KELLY  
DEPT. OF THE ENVIRONMENT  
CITY AND COUNTY OF SAN FRANCISCO  
11 GROVE STREET  
SAN FRANCISCO, CA 94102

BRUCE FOSTER  
SOUTHERN CALIFORNIA EDISON COMPANY  
601 VAN NESS AVENUE, STE. 2040  
SAN FRANCISCO, CA 94102

DONNA L. WAGONER  
CALIF PUBLIC UTILITIES COMMISSION  
UTILITY AUDIT, FINANCE & COMPLIANCE BRAN  
AREA 3-C  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

JEANNE M. SOLE  
CITY AND COUNTY OF SAN FRANCISCO  
CITY HALL, RM 234  
1 DR. CARLTON B. GOODLET PLACE  
SAN FRANCISCO, CA 94102-4682

LARA ETTENSON  
NATURAL RESOURCES DEFENSE COUNCIL  
111 SUTTER STREET, 20TH FLOOR  
SAN FRANCISCO, CA 94104

BRANDON TRAN  
PACIFIC GAS AND ELECTRIC COMPANY  
245 MARKET STREET, MC N9E  
SAN FRANCISCO, CA 94105

BRETT SEARLE  
SR. PROJECT MGMT ANALYST  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, RM 559A, MCB5K  
SAN FRANCISCO, CA 94105

CRAIG M. BUCHSBAUM  
ATTORNEY AT LAW  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, B30A  
SAN FRANCISCO, CA 94105  
FOR: PACIFIC GAS AND ELECTRIC COMPANY

KRISTEN MONAHAN  
PACIFIC GAS AND ELECTRIC COMPANY  
245 MARKET STREET, MC N6G  
SAN FRANCISCO, CA 94105

LINDA FONTES  
PACIFIC GAS & ELECTRIC COMPANY  
123 MISSION ROOM 1404 MC H14F  
SAN FRANCISCO, CA 94105

LISE H. JORDAN, ESQ.  
DIRECTOR AND COUNSEL, RATES  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, B30A  
SAN FRANCISCO, CA 94105

MARDI WALTON  
SR. REGULATORY ANALYST  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, MC B9A  
SAN FRANCISCO, CA 94105

REGULATORY FILE ROOM  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, B30A / PO BOX 7442  
SAN FRANCISCO, CA 94105

STEVEN R. HAERTLE  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, MC B9A  
SAN FRANCISCO, CA 94105

TINA NGUYEN  
PACIFIC GAS AND ELECTRIC COMPANY  
123 MISSION-ROOM 1456  
SAN FRANCISCO, CA 94105

STEVEN MOSS  
SAN FRANCISCO COMMUNITY POWER  
2325 THIRD STREET, STE 344  
SAN FRANCISCO, CA 94107

JANINE L. SCANCARELLI  
ATTORNEY AT LAW  
CROWELL & MORING LLP  
275 BATTERY STREET, 23RD FLOOR

FOR: SAN FRANCISCO COMMUNITY POWER

SAN FRANCISCO, CA 94111

CALIFORNIA ENERGY MARKTS  
425 DIVISADERO STREET, STE 303  
SAN FRANCISCO, CA 94117

SARA BIRMINGHAM  
DIRECTOR, WESTERN POLICY  
SOLAR ALLIANCE  
646 19TH AVE  
SAN FRANCISCO, CA 94121  
FOR: SOLAR ALLIANCE

BRIAN K. CHERRY  
DIRECTOR, REGULATORY RELATIONS  
PACIFIC GAS AND ELECTRIC COMPANY (39)  
PO BOX 770000, MAIL CODE: B10C  
SAN FRANCISCO, CA 94177

CASE COORDINATION  
PACIFIC GAS AND ELECTRIC COMPANY  
PO BOX 770000; MC B9A  
SAN FRANCISCO, CA 94177

MARY O'DRAIN  
PACIFIC GAS AND ELECTRIC COMPANY  
123 MISSION - ROOM 1410, MC H14G  
SAN FRANCISCO, CA 94177

JAMES DEZELL  
RHA, INC.  
SUITE 205  
1151 HARBOR BAY PKWY  
ALAMEDA, CA 94502

BARBARA WILLIAMS  
RHA, INC.  
1151 HARBOR BAY PKWY STE. 205  
ALAMEDA, CA 94502-6561

DUTCHER JOHN  
V.P. REGULATORY AFFAIRS  
MOUNTAIN UTILITIES  
3210 CORTE VALENCIA  
FAIRFIELD, CA 94534  
FOR: MOUNTAIN UTILITIES

STEVEN R. SHALLENBERGER  
SYNERGY COMPANIES  
28436 SATTELITE STREET  
HAYWARD, CA 94545

FRANCES L. THOMPSON  
PACIFIC GAS AND ELECTRIC COMPANY  
3401 CROW CANYON ROAD, 170C  
SAN RAMON, CA 94583

RICK C. NOGER  
PRAXAIR, INC.  
2430 CAMINO RAMON DRIVE, STE. 300  
SAN RAMON, CA 94583

LADONNA WILLIAMS  
EXECUTIVE DIRECTOR  
PO BOX 5653  
VALLEJO, CA 94591

SARAH BESERRA  
CALIFORNIA REPORTS.COM  
39 CASTLE HILL COURT  
VALLEJO, CA 94591  
FOR: CALIFORNIA REPORTS.COM

ALEX KANG  
ITRON, INC.  
1111 BROADWAY, STE. 1800  
OAKLAND, CA 94607

JODY S. LONDON  
JODY LONDON CONSULTING  
PO BOX 3629  
OAKLAND, CA 94609  
FOR: THE LOCAL GOVERNMENT SUSTAINABLE  
ENERGY COALITION

DOCKET COORDINATOR  
5727 KEITH ST.  
OAKLAND, CA 94618

KAREN NOTSUND  
ASSISTANT DIRECTOR  
UC ENERGY INSTITUTE  
2547 CHANNING WAY 5180  
BERKELEY, CA 94720-5180

MICHELE RODRIGUEZ  
PLANNING SUSTAINABLE COMMUNITIES  
220 MCALLISTER AVENUE  
KENTFIELD, CA 94904

MARY TUCKER  
ENVIRONMENTAL SERVICES DEPARTMENT  
CITY OF SAN JOSE  
200 E. SANTA CLARA, 10TH FLOOR  
SAN JOSE, CA 95113

DOUGLAS MOIR  
WESTERN APPLIANCE  
1976 W. SAN CARLOS STREET  
SAN JOSE, CA 95128

STEPHANIE BORBA  
WESTERN INSULATION, L.P.  
2400 ROCKEFELLER DRI VE  
CERES, CA 95307

THOMAS S KIMBALL  
MODESTO IRRIGATION DISTRICT  
1231 11TH STREET  
MODESTO, CA 95352-4060

BOB HONDEVILLE  
MODESTO IRRIGATION DISTRICT  
1231 11TH STREET  
MODESTO, CA 95354

JOY A. WARREN  
MODESTO IRRIGATION DISTRICT  
1231 11TH STREET  
MODESTO, CA 95354

RICHARD MCCANN  
M.CUBED  
2655 PORTAGE BAY ROAD, SUITE 3  
DAVIS, CA 95616

DAVID E. MORSE  
CALIFORNIA AMERICAN WATER CO.  
1411 W. COVELL BLVD., STE. 106-292  
DAVIS, CA 95616-5934

WAYNE AMER  
PRESIDENT  
MOUNTAIN UTILITIES (906)  
PO BOX 205  
KIRKWOOD, CA 95646

ROBERT J. BICKER  
LEGISLATIVE ANALYST  
CALIFORNIA APARTMENT ASSOCIATION  
980 NINTH STREET, SUITE 200  
SACRAMENTO, CA 95814

RYAN BERNARDO  
BRAUN BLAISING MCLAUGHLIN, P.C.  
915 L STREET, SUITE 1270  
SACRAMENTO, CA 95814

SHEILA DEY  
EXECUTIVE DIRECTOR  
WESTERN MANUFACTURED HOUSING COMMUNITIES  
455 CAPITAL MALL STE 800  
SACRAMENTO, CA 95814

DEVI EDEN  
ADVISOR TO COMMISSIONER ROSENFELD  
CALIFORNIA ENERGY COMMISSION  
1516 9TH STREET, MS 35  
SACRAMENTO, CA 95814-5512

JEDEDIAH J. GIBSON  
ATTORNEY AT LAW  
ELLISON SCHNEIDER & HARRIS LLP  
2600 CAPITOL AVENUE, SUITE 400  
SACRAMENTO, CA 95816-5905  
FOR: SIERRA PACIFIC POWER COMPANY

JASON WIMBLEY  
DIVISION CHIEF, ENERGY&ENVIRON PROGRAMS  
DEPT. OF COMMUNITY SERVICES & DEVELOPMEN  
2389 GATEWAY OAKS DRIVE  
SACRAMENTO, CA 95833

ROBERT E. BURT  
INSULATION CONTRACTORS ASSN.  
4153 NORTHGATE BLVD., NO.6  
SACRAMENTO, CA 95834

DAVE STEPHENSON  
RATE REGULATION MANAGER - WESTERN REGIO  
AMERICAN WATER WORKS SERVICE CO.  
4701 BELOIT DRIVE  
SACRAMENTO, CA 95838

JAMES O'BANNON  
RICHARD HEATH AND ASSOCIATES, INC.  
1026 MANGROVE AVE., STE 20  
CHICO, CA 95926

PAMELA GORSUCH  
PROJECT MANAGER  
RICHARD HEATH AND ASSOCIATES, INC.  
1026 MANGROVE AVENUE, SUITE 20  
CHICO, CA 95926

SCOTT BERG  
SELF HELP HOME IMPROVEMENT PROJECT INC.  
3777 MEADOWVIEW DR., 100  
REDDING, CA 96002  
FOR: SELF HELP HOME IMPROVEMENT PROJECT  
INC.

JESSICA NELSON  
ENERGY SERVICES MANAGER  
PLUMAS SIERRA RURAL ELECTRIC COOP. (908)  
73233 STATE ROUTE 70  
PORTOLA, CA 96122-7069

DIANA BJORNSKOV  
SENIOR PROGRAM MANAGER  
PORTLAND ENERGY CONSERVATION, INC  
1400 SW 5TH AVENUE, STE 700  
PORTLAND, OR 97201

STEPHEN GROVER, PH.D.  
ECONORTHWEST  
888 SW 5TH AVE, SUITE 1460  
PORTLAND, OR 97204

STEVE GROVER  
ECONORTHWEST  
888 SW FIFTH AVENUE, SUITE 1460  
PORTLAND, OR 97204

M. SAMI KHAWAJA, PH.D  
QUANTEC, LLC  
SUITE 400  
720 SW WASHINGTON STREET  
PORTLAND, OR 97205

MARISA DECRISTOFORO  
PACIFICORP  
825 NE MULTNOMAH STREET, SUITE 800  
PORTLAND, OR 97232

MARK TUCKER  
PACIFICORP

DAVE SULLIVAN P.E.  
CONSULTING ENGINEER

825 NE MULTNOMAH, SUITE 2000  
PORTLAND, OR 97232

614 38TH PLACE  
FLORENCE, OR 97439-8216

MICHAEL KARP  
A.W.I.S.H.  
PO BOX 812  
LOPEZ ISLAND, WA 98261

## State Service

---

TORY FRANCISCO  
DEMAND SIDE RESOURCES BRANCH  
CALIFORNIA PUBLIC UTILITIES COMMISSION  
OFFICE 4-A  
EMAIL ONLY  
EMAIL ONLY, CA 00000

VAROUJAN JINBACHIAN  
CALIF PUBLIC UTILITIES COMMISSION  
PUBLIC ADVISOR OFFICE  
320 WEST 4TH STREET SUITE 500  
LOS ANGELES, CA 90013

ALIK LEE  
CALIF PUBLIC UTILITIES COMMISSION  
COMMUNICATIONS POLICY BRANCH  
ROOM 4209  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

AVA N. TRAN  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY DIVISION  
AREA 4-A  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

DAN OLSON  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY DIVISION  
AREA 4-A  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

HARVEY Y. MORRIS  
CALIF PUBLIC UTILITIES COMMISSION  
LEGAL DIVISION  
ROOM 5036  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214  
FOR: DRA

HAZLYN FORTUNE  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY DIVISION  
AREA 4-A  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

JOE COMO  
CALIF PUBLIC UTILITIES COMMISSION  
DRA - ADMINISTRATIVE BRANCH  
ROOM 4101  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

JOSEPHINE EMELO  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY PRICING AND CUSTOMER PROGRAMS BRA  
ROOM 4104  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

KELLY HYMES  
CALIF PUBLIC UTILITIES COMMISSION  
EXECUTIVE DIVISION  
ROOM 5306  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

KIMBERLY KIM  
CALIF PUBLIC UTILITIES COMMISSION  
DIVISION OF ADMINISTRATIVE LAW JUDGES  
ROOM 5021  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

MARIANA C. CAMPBELL  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY COST OF SERVICE & NATURAL GAS BRA  
ROOM 4205  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

MATTHEW TISDALE  
CALIF PUBLIC UTILITIES COMMISSION  
ELECTRICITY PLANNING & POLICY BRANCH  
ROOM 4104  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214  
FOR: DRA

MEGHA LAKHCHAURA  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY DIVISION  
AREA 4-A  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

MELICIA CHARLES  
CALIF PUBLIC UTILITIES COMMISSION  
EXECUTIVE DIVISION  
ROOM 5306  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

PAMELA NATALONI  
CALIF PUBLIC UTILITIES COMMISSION  
LEGAL DIVISION  
ROOM 5124  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

RISA HERNANDEZ  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY PRICING AND CUSTOMER PROGRAMS BRA  
ROOM 4209  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

ROBERT KINOSIAN  
CALIF PUBLIC UTILITIES COMMISSION  
EXECUTIVE DIVISION  
ROOM 5202  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214  
FOR: DRA

ROBERT LEHMAN  
CALIF PUBLIC UTILITIES COMMISSION  
COMMUNICATIONS POLICY BRANCH  
ROOM 4209  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

SARITA SARVATE  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY DIVISION  
AREA 4-A  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

SARVJIT S. RANDHAWA  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY DIVISION  
AREA 4-A  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

THOMAS M. RENAGHAN  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY COST OF SERVICE & NATURAL GAS BRA  
ROOM 4205  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

ZAIDA AMAYA-PINEDA  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY DIVISION  
770 L STREET, SUITE 1050  
SACRAMENTO, CA 95814

KEVIN S. NAKAMURA  
CALIF PUBLIC UTILITIES COMMISSION  
UTILITY AUDIT, FINANCE & COMPLIANCE BRAN  
180 PROMENADE CIRCLE, SUITE 115  
SACRAMENTO, CA 95834

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## CALIFORNIA PUBLIC UTILITIES COMMISSION Service Lists

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**PROCEEDING: A0805025 - SOCAL GAS - FOR APPR**  
**FILER: SOUTHERN CALIFORNIA GAS COMPANY**  
**LIST NAME: LIST**  
**LAST CHANGED: JUNE 18, 2010**

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### Parties

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HOLLY J. LLOYD  
ANALYST III/STATE REGULATORY AFFAIRS  
SOUTHWEST GAS CORPORATION  
5241 SPRING MOUNTAIN ROAD  
LAS VEGAS, NV 89150-0002  
FOR: SOUTHWEST GAS CORPORATION

KEITH LAYTON  
SOUTHWEST GAS CORPORATION  
PO BOX 98510  
LAS VEGAS, NV 89193-8510  
FOR: SOUTHWEST GAS CORPORATION

ELENA MELLO  
SIERRA PACIFIC POWER COMPANY  
6100 NEIL ROAD  
RENO, NV 89520

MICHAEL R. THORP  
SO CAL GAS AND SDG&E  
555 WEST FIFTH STREET, STE 1400  
LOS ANGELES, CA 90013-1011

ALEX SOTOMAYOR  
MARAVILLA FOUNDATION  
5729 UNION PACIFIC AVENUE  
LOS ANGELES, CA 90022  
FOR: MARAVILLA FOUNDATION

ARLEEN NOVOTNEY  
SOUTHERN CALIFORNIA FORUM  
941 PALMS BLVD.  
VENICE, CA 90291  
FOR: SELF

RICHARD VILLASENOR  
TELACU  
12252 MC CANN DRIVE  
SANTA FE SPRINGS, CA 90670

LUIS A. CHAVEZ  
WINEGARD ENERGY, INC.  
5354 IRWINDALE AVE., BUILDING B  
IRWINDALE, CA 91706  
FOR: WINEGARD ENERGY, INC.

ALLAN RAGO  
QUALITY CONSERVATION SERVICES, INC.  
4701 ARROW HIGHWAY, SUITE E  
MONTCLAIR, CA 91763  
FOR: THE ENERGY EFFICIENCY COUNCIL;  
QUALITY CONSERVATION SERVICES, INC.

MICHAEL MONTOYA  
SENIOR ATTORNEY  
SOUTHERN CALIFORNIA EDISON  
2244 WALNUT GROVE AVE.  
ROSEMEAD, CA 91770

MONICA GHATTAS  
SOUTHERN CALIFORNIA EDISON COMPANY  
2244 WALNUT GROVE AVENUE

KEITH SWITZER  
BEAR VALLEY ELECTRIC SERVICE  
630 EAST FOOTHILL BLVD.

ROSEMEAD, CA 91770  
FOR: SOUTHERN CALIFORNIA EDISON COMPANY

SAN DIMAS, CA 91773  
FOR: BEAR VALLEY ELECTRIC SERVICE

RONALD MOORE  
GOLDEN STATE WATER/BEAR VALLEY ELECTRIC  
630 EAST FOOTHILL BOULEVARD  
SAN DIMAS, CA 91773

DON WOOD SR.  
PACIFIC ENERGY POLICY CENTER  
4539 LEE AVENUE  
LA MESA, CA 91941

BRUCE PATTON  
RANCHO VALLEY BUILDERS, INC.  
647 AERO WAY  
ESCONDIDO, CA 92029  
FOR: THE SAN DIEGO COMMUNITY ENERGY  
ADVISORY COMMITTEE (SDCEAC)

GEORGETTA J. BAKER  
SAN DIEGO GAS & ELECTRIC/SOCAL GAS  
101 ASH STREET, HQ 13  
SAN DIEGO, CA 92101  
FOR: SDG&E/SOCALGAS

KIM F. HASSAN  
SAN DIEGO GAS & ELECTRIC COMPANY  
101 ASH STREET, HQ-12  
SAN DIEGO, CA 92101  
FOR: SOUTHERN CALIFORNIA GAS COMPANY &  
SAN DIEGO GAS ELECTRIC COMPANY

JOY C. YAMAGATA  
SAN DIEGO GAS & ELECTRIC/SOCALGAS  
8330 CENTURY PARK COURT, CP 32 D  
SAN DIEGO, CA 92123-1530  
FOR: SAN DIEGO GAS & ELECTRIC  
COMPANY/SOUTHERN CALIFORNIA GAS COMPANY

LYDIA FLORES  
PRESIDENT  
AMERICAN INSULATION INC  
8305 MIRALANI DRIVE  
SAN DIEGO, CA 92126  
FOR: AMERICAN INSULATION INC.

TIMOTHY J. LAWLER  
CEO/PRESIDENT  
SUNDOWNER INSULATION, INC.  
1495 RAILROAD AVENUE  
CLOVIS, CA 93612  
FOR: SUNDOWNER INSULATION, INC.

ART BRICE  
RICHARD HEATH AND ASSOCIATES, INC.  
590 W. LOCUST AVENUE, SUITE 103  
FRESNO, CA 93650  
FOR: RICHARD HEATH AND ASSOCIATES, INC.

PAUL KERKORIAN  
UTILITY COST MANAGEMENT, LLC  
6475 N PALM AVE., STE. 105  
FRESNO, CA 93704  
FOR: NONPROFIT HOUSING ASSOCIATIO OF  
NORTHRN CALIFORNIA

JERRY H. MANN  
ATTORNEY AT LAW  
PERKINS, MANN & EVERETT  
2222 W. SHAW AVE., SUITE 202  
FRESNO, CA 93711  
FOR: RICHARD HEATH & ASSOCIATES

BENJAMIN CARROLL  
RENAISSANCE INC.  
2615 W DUDLEY AVE.  
FRESNO, CA 93728  
FOR: RENAISSANCE INC.

GREGORY REDICAN  
DEPUTY DIRECTOR  
COMMUNITY ACTION AGENCY OF SAN MATEO  
930 BRITTAN AVENUE  
SAN CARLOS, CA 94070  
FOR: SELF

WILLIAM F. PARKER  
COMMUNITY ACTION AGENCY OF SAN MATEO  
930 BRITTAN AVENUE  
SAN CARLOS, CA 94070  
FOR: COMMUNITY ACTION AGENCY OF SAN  
MATEO

KAREN WATTS-ZAGHA  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY PRICING AND CUSTOMER PROGRAMS BRA  
ROOM 4104  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214  
FOR: DRA

RASHID A. RASHID  
CALIF PUBLIC UTILITIES COMMISSION  
LEGAL DIVISION  
ROOM 4107  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214  
FOR: DRA

HAYLEY GOODSON  
THE UTILITY REFORM NETWORK  
115 SANSOME STREET, SUITE 900  
SAN FRANCISCO, CA 94104  
FOR: TURN

DANIEL COOLEY  
ATTORNEY AT LAW  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, MAIL CODE B30A  
SAN FRANCISCO, CA 94105  
FOR: PACIFIC GAS AND ELECTRIC COMPANY

JOSEPHINE WU  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, MC B9A  
SAN FRANCISCO, CA 94105

LAILA CORREA  
LATINO ISSUES FORUM  
160 PINE STREET, SUITE 700  
SAN FRANCISCO, CA 94111

FOR: LATINO ISSUES FORUM

IRENE K. MOOSEN  
ATTORNEY AT LAW  
WESTERN MANUFACTURED HOUSING COMM. SVCS.  
53 SANTA YNEZ AVENUE  
SAN FRANCISCO, CA 94112

CHONDA J. NWAMU  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, B30A  
SAN FRANCISCO, CA 94120

JOHN DUTCHER  
MOUNTAIN UTILITIES  
3210 CORTE VALENCIA  
FAIRFIELD, CA 94534-7875

DAVID C. CLARK  
SYNERGY COMPANIES  
28436 SATELLITE STREET  
HAYWARD, CA 94545  
FOR: SYNERGY COMPANIES, INC.

JULIE RICHARDSON  
ENERGY EFFICIENCY, INC.  
PO BOX 1612  
UNION CITY, CA 94587  
FOR: ENERGY EFFICIENCY, INC.

ROBERT GNAIZDA  
POLICY DIRECTOR/GENERAL COUNSEL  
THE GREENLINING INSTITUTE  
1918 UNIVERSITY AVENUE, SECOND FLOOR  
BERKELEY, CA 94704  
FOR: THE GREENLINING INSTITUTE

SAMUEL S. KANG  
THE GREENLINING INSTITUTE  
1918 UNIVERSITY AVENUE, 2ND FLR.  
BERKELEY, CA 94704  
FOR: THE GREENLINING INSTITUTE

MARY - LEE KIMBER  
ATTORNEY AT LAW  
DISABILITY RIGHTS ADVOCATES  
2001 CENTER STREET, 3RD FLOOR  
BERKELEY, CA 94704-1204  
FOR: DISABILITY RIGHTS ADVOCATES

MELISSA W. KASNITZ  
DISABILITY RIGHTS ADVOCATES  
2001 CENTER STREET, FOURTH FLOOR  
BERKELEY, CA 94704-1204  
FOR: DISABILITY RIGHTS ADVOCATES

DANA ARMANINO  
COMMUNITY DEVELOPMENT AGENCY  
COUNTY OF MARIN  
3501 CIVIC CENTER DRIVE, ROOM 308  
SAN RAFAEL, CA 94903  
FOR: COUNTY OF MARIN COMMUNITY  
DEVELOPMENT AGENCY

SUSAN E. BROWN  
ATTORNEY AT LAW  
A WORLD INSTITUTE FOR SUSTAINABLE HUMANITY  
PO BOX 428  
MILL VALLEY, CA 94942  
FOR: A WORLD INSTITUTE FOR SUSTAINABLE  
HUMANITY

PETER HOFMANN  
BO ENTERPRISES  
43B EAST MAIN ST  
LOS GATOS, CA 95030-6907  
FOR: BO ENTERPRISES

MICHAEL LAMOND  
ALPINE NATURAL GAS OPERATING COMPANY  
PO BOX 550  
15 ST. ANDREWS ROAD, SUITE 7  
VALLEY SPRINGS, CA 95252

STEVE HEIM  
WESTERN INSULATION, L.P.  
2400 ROCKEFELLER DRIVE  
CERES, CA 95307  
FOR: WESTERN INSULATION, L.P.

BILL JULIAN  
43556 ALMOND LANE  
DAVIS, CA 95618

CAROLYN COX  
GENERAL MANAGER  
5213 ROSEANA COURT  
FAIR OAKS, CA 95628

GREGGORY L. WHEATLAND  
ELLISON SCHNEIDER & HARRIS L.L.P.  
2600 CAPITOL AVENUE, SUITE 400  
SACRAMENTO, CA 95816-5905  
FOR: SIERRA PACIFIC POWER COMPANY

JAMES HODGES  
ACCES  
1069 45TH STREET  
SACRAMENTO, CA 95819  
FOR: ACCES, THE COMMUNITY ACTION OF SAN  
MATEO COUNTY, INC., TELACU, THE  
MARAVILLA FOUNDATION

RAYMOND J. CZAHAR, C.P.A.  
WEST COAST GAS COMPANY  
9203 BEATTY DRIVE  
SACRAMENTO, CA 95826

LOUISE A. PEREZ  
COMMUNITY RESOURCE PROJECT, INC.  
250 HARRIS AVENUE, SUITE 6  
SACRAMENTO, CA 95838  
FOR: SELF

CRISTAL BEDORTHA  
RESIDENTIAL WALL INSULATION  
3714 NELSON AVE.  
OROVILLE, CA 95965  
FOR: RESIDENTIAL WALL INSULATION

KEITH GRIFFITH  
SELF HELP HOME IMPROVEMENT PROJECT INC.  
3777 MEADOWVIEW DR. 100  
REDDING, CA 96002  
FOR: SELF HELP HOME IMPROVEMENT PROJECT  
INC.

MICHELLE R. MISHOE  
PACIFICORP  
825 NE MULTNOMAH STREET, SUITE 1800  
PORTLAND, OR 97232  
FOR: PACIFICORP

## Information Only

---

STEPHANIE C. CHEN  
THE GREENLINING INSTITUTE  
EMAIL ONLY  
EMAIL ONLY, CA 00000  
FOR: THE GREENLINING INSTITUTE

TARYN CIARDELLA  
SR. LEGAL SECRETARY  
NV ENERGY  
EMAIL ONLY  
EMAIL ONLY, NV 00000

ZACHARY FRANKLIN  
GRID ALTERNATIVES  
EMAIL ONLY  
EMAIL ONLY, CA 00000  
FOR: GRID ALTERNATIVES

GLORIA BRITTON  
ANZA ELECTRIC CO-OPERATIVE, INC.  
EMAIL ONLY  
EMAIL ONLY, CA 00000-0000

RICHARD ESTEVES  
SESCO, INC.  
77 YACHT CLUB DRIVE, SUITE 1000  
LAKE HOPATCONG, NJ 07849-1313

JIM MEYERS  
SOUTHWEST REGIONAL MANAGER  
NORTH AMERICAN INSULATION MANUF. ASSOC.  
7792 SOUTH HARRISON CIRCLE  
CENTENNIAL, CO 80122

DAVE MUNK  
PROGRAM MANAGER  
RESOURCE ACTION PROGRAM  
2724 UPPER CATTLE CREEK ROAD  
CARBONDALE, CO 81623

KRISTIEN TARY  
STATE REGULATORY AFFAIRS  
SOUTHWEST GAS CORPORATION  
5241 SPRING MOUNTAIN ROAD  
LAS VEGAS, NV 89150

CHRISTOPHER HILEN  
SIERRA PACIFIC POWER CO.  
PO BOX 10100  
RENO, NV 89511

TREVOR DILLARD  
SIERRA PACIFIC POWER COMPANY  
6100 NEIL ROAD, MS S4A50 / PO BOX 10100  
RENO, NV 89520-0024

STEVEN D. PATRICK  
SEMPRA ENERGY  
555 WEST FIFTH STREET, GT14G1, STE 1400  
LOS ANGELES, CA 90013-1011

SENATOR RICHARD POLANCO  
3701 GLENALBYN DRIVE  
LOS ANGELES, CA 90065

RON GARCIA  
RELIABLE ENERGY MANAGEMENT, INC.  
6250 PARAMOUNT BLVD.  
LONG BEACH, CA 90805

JOSE ATILIO HERNANDEZ  
LIOB MEMBER  
LIOB  
9237 GERALD STREET  
NORTHRIDGE, CA 91343

SHEILA LEE  
REGULATORY, CONTROLS AND SOLICITATIONS  
SOUTHERN CALIFORNIA EDISON COMPANY  
6042 N. IRWINDALE AVENUE, SUITE A  
IRWINDALE, CA 91702

WALLIS J. WINEGAR  
WINEGARD ENERGY, INC  
5354 IRWINDALE AVENUE, BLDG B.  
IRWINDALE, CA 91706

WALLIS WINEGARD  
WINEGARD ENERGY, INC.  
5354 IRWINDALE AVE., BUILDING B  
IRWINDALE, CA 91706

PAUL DELANEY  
AMERICAN UTILITY NETWORK (A.U.N.)  
10705 DEER CANYON DRIVE  
ALTA LOMA, CA 91737

FOR: WINEGARD ENERGY, INC.

AKBAR JAZAYEIRI  
DIR OF REVENUE & TARIFFS  
SOUTHERN CALIFORNIA EDISON COMPANY (338)  
2241 WALNUT GROVE AVE. / PO BOX 800  
ROSEMEAD, CA 91770

CASE ADMINISTRATION  
SOUTHERN CALIFORNIA EDISON COMPANY  
2244 WALNUT GROVE AVE., RM. 370  
ROSEMEAD, CA 91770

JACK F. PARKHILL  
SOUTHERN CALIFORNIA EDISON  
2131 WALNUT GROVE AVENUE  
ROSEMEAD, CA 91770

JEANNIE HARRELL  
SOUTHERN CALIFORNIA EDISON COMPANY  
2131 WALNUT GROVE AVENUE  
ROSEMEAD, CA 91770

JENNIFER M. TSAO SHIGEKAWA  
SOUTHERN CALIFORNIA EDISON COMPANY  
2244 WALNUT GROVE AVENUE  
ROSEMEAD, CA 91770

JOHN FASANA  
SOUTHERN CALIFORNIA EDISON  
2131 WALNUT GOVE AVE.  
ROSEMEAD, CA 91770

LARRY R. COPE  
ATTORNEY AT LAW  
SOUTHERN CALIFORNIA EDISON  
PO BOX 800, 2244 WALNUT GROVE AVENUE  
ROSEMEAD, CA 91770  
FOR: SOUTHERN CALIFORNIA EDISON COMPANY

PETE ZANZOT  
SOUTHERN CALIFORNIA EDISON COMPANY  
2131 WALNUT GROVE AVENUE  
ROSEMEAD, CA 91770

ROBERTO DEL REAL  
SOUTHERN CALIFORNIA EDISON COMPANY  
2131 WALNUT GROVE AVENUE  
ROSEMEAD, CA 91770

MARK MCNULTY  
4654 MAYAPAN DR  
LA MESA, CA 91941-7148  
FOR: BEAR VALLEY ELECTRIC/GOLDEN STATE  
WATER

YOLE WHITING  
12532 JACKSON HILL LANE  
EL CAJON, CA 92021

JOHN JENSEN  
REGIONAL MANAGER  
RICHARD HEATH AND ASSOCIATES, INC.  
7847 CONVOY COURT , SUITE 102  
SAN DIEGO, CA 92111

REGULATORY AFFAIRS  
SAN DIEGO GAS & ELECTRIC CO.  
8330 CENTURY PARK COURT-CP31E  
SAN DIEGO, CA 92123-1530

STEVE RAHON  
SAN DIEGO GAS & ELECTRIC COMPANY  
8330 CENTURY PARK COURT, CP32C  
SAN DIEGO, CA 92123-1548

YVETTE VAZQUEZ  
SAN DIEGO GAS & ELECTRIC  
8335 CENTURY PARK CT.  
SAN DIEGO, CA 92123-1569

FAITH BAUTISTA  
LIOB MEMBER  
LIOB  
9630 BLACK MOUNTAIN ROAD, SUITE G  
SAN DIEGO, CA 92126

JOHN NEWCOMB  
696 SOUTH TIPPECANOE AVENUE  
SAN BERNARDINO, CA 92415  
FOR: COMMUNITY ACTION PARTNERSHIP OF  
SAN BERNARDINO COUNTY

MARIA Y. JUAREZ  
DEPUTY DIRECTOR  
DEPARTMENT OF COUMMINTY ACTION  
2038 IOWA AVENUE, SUITE B-102  
RIVERSIDE, CA 92507

BILL BELANSKY  
WESTERN INSULATION  
680 COLUMBIA AVE  
RIVERSIDE, CA 92507-2144

COMMERCE ENERGY, INC.  
600 ANTON BLVD., SUITE 2000  
COSTA MESA, CA 92626

RICHARD SHAW  
PRESIDENT  
SOUTHERN CALIFORNIA FORUM  
PO BOX 469  
FILLMORE, CA 93016

JIM MCNAMARA  
SAN LUIS OBISPO COUNTY, INC.  
1030 SOUTHWOOD DRIVE  
SAN LUIS OBISPO, CA 93401

ELISABETH ADAMS  
ASSERT INC.

HECTOR HUERTA  
RICHARD HEATH AND ASSOCIATES, INC.

155 W. AVENUE J-5  
LANCASTER, CA 93534

590 W. LOCUST AVE., SUITE 103  
FRESNO, CA 93650

JOE WILLIAMS  
CEO  
RICHARD HEATH AND ASSOCIATES, INC.  
590 W. LOCUST AVENUE, STE 103  
FRESNO, CA 93650

KRISTINE LUCERO  
EXECUTIVE ASSISTANT  
RICHARD HEATH AND ASSOCIATES, INC.  
590 W. LOCUST AVE., STE. 103  
FRESNO, CA 93650

MARK SHIRIN  
VENTURA TV APPLIANCE CENTER  
3619 E VENTURA BLVD  
FRESNO, CA 93702-5009

MICHAEL WILLIAMS  
LIOB MEMBER  
LIOB  
3045 N. SUNNYSIDE, SUITE 101  
FRESNO, CA 93727

ORTENSIA LOPEZ  
EXECUTIVE DIRECTOR  
EL CONCILIO OF SAN MATEO  
1419 BURLINGAME AVE., SUITE N  
BURLINGAME, CA 94010

ANN KELLY  
DEPT. OF THE ENVIRONMENT  
CITY AND COUNTY OF SAN FRANCISCO  
11 GROVE STREET  
SAN FRANCISCO, CA 94102

BRUCE FOSTER  
SOUTHERN CALIFORNIA EDISON COMPANY  
601 VAN NESS AVENUE, STE. 2040  
SAN FRANCISCO, CA 94102

DONNA L. WAGONER  
CALIF PUBLIC UTILITIES COMMISSION  
UTILITY AUDIT, FINANCE & COMPLIANCE BRAN  
AREA 3-C  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

JEANNE M. SOLE  
CITY AND COUNTY OF SAN FRANCISCO  
CITY HALL, RM 234  
1 DR. CARLTON B. GOODLET PLACE  
SAN FRANCISCO, CA 94102-4682

LARA ETTENSON  
NATURAL RESOURCES DEFENSE COUNCIL  
111 SUTTER STREET, 20TH FLOOR  
SAN FRANCISCO, CA 94104

BRANDON TRAN  
PACIFIC GAS AND ELECTRIC COMPANY  
245 MARKET STREET, MC N9E  
SAN FRANCISCO, CA 94105

BRETT SEARLE  
SR. PROJECT MGMT ANALYST  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, RM 559A, MCB5K  
SAN FRANCISCO, CA 94105

CRAIG M. BUCHSBAUM  
ATTORNEY AT LAW  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, B30A  
SAN FRANCISCO, CA 94105  
FOR: PACIFIC GAS AND ELECTRIC COMPANY

KRISTEN MONAHAN  
PACIFIC GAS AND ELECTRIC COMPANY  
245 MARKET STREET, MC N6G  
SAN FRANCISCO, CA 94105

LINDA FONTES  
PACIFIC GAS & ELECTRIC COMPANY  
123 MISSION ROOM 1404 MC H14F  
SAN FRANCISCO, CA 94105

LISE H. JORDAN, ESQ.  
DIRECTOR AND COUNSEL, RATES  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, B30A  
SAN FRANCISCO, CA 94105

MARDI WALTON  
SR. REGULATORY ANALYST  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, MC B9A  
SAN FRANCISCO, CA 94105

REGULATORY FILE ROOM  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, B30A / PO BOX 7442  
SAN FRANCISCO, CA 94105

STEVEN R. HAERTLE  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, MC B9A  
SAN FRANCISCO, CA 94105

TINA NGUYEN  
PACIFIC GAS AND ELECTRIC COMPANY  
123 MISSION-ROOM 1456  
SAN FRANCISCO, CA 94105

STEVEN MOSS  
SAN FRANCISCO COMMUNITY POWER  
2325 THIRD STREET, STE 344  
SAN FRANCISCO, CA 94107

JANINE L. SCANCARELLI  
ATTORNEY AT LAW  
CROWELL & MORING LLP  
275 BATTERY STREET, 23RD FLOOR

FOR: SAN FRANCISCO COMMUNITY POWER

SAN FRANCISCO, CA 94111

CALIFORNIA ENERGY MARKTS  
425 DIVISADERO STREET, STE 303  
SAN FRANCISCO, CA 94117

SARA BIRMINGHAM  
DIRECTOR, WESTERN POLICY  
SOLAR ALLIANCE  
646 19TH AVE  
SAN FRANCISCO, CA 94121  
FOR: SOLAR ALLIANCE

BRIAN K. CHERRY  
DIRECTOR, REGULATORY RELATIONS  
PACIFIC GAS AND ELECTRIC COMPANY (39)  
PO BOX 770000, MAIL CODE: B10C  
SAN FRANCISCO, CA 94177

CASE COORDINATION  
PACIFIC GAS AND ELECTRIC COMPANY  
PO BOX 770000; MC B9A  
SAN FRANCISCO, CA 94177

MARY O'DRAIN  
PACIFIC GAS AND ELECTRIC COMPANY  
123 MISSION - ROOM 1410, MC H14G  
SAN FRANCISCO, CA 94177

JAMES DEZELL  
RHA, INC.  
SUITE 205  
1151 HARBOR BAY PKWY  
ALAMEDA, CA 94502

BARBARA WILLIAMS  
RHA, INC.  
1151 HARBOR BAY PKWY STE. 205  
ALAMEDA, CA 94502-6561

DUTCHER JOHN  
V.P. REGULATORY AFFAIRS  
MOUNTAIN UTILITIES  
3210 CORTE VALENCIA  
FAIRFIELD, CA 94534  
FOR: MOUNTAIN UTILITIES

STEVEN R. SHALLENBERGER  
SYNERGY COMPANIES  
28436 SATTELITE STREET  
HAYWARD, CA 94545

FRANCES L. THOMPSON  
PACIFIC GAS AND ELECTRIC COMPANY  
3401 CROW CANYON ROAD, 170C  
SAN RAMON, CA 94583

RICK C. NOGER  
PRAXAIR, INC.  
2430 CAMINO RAMON DRIVE, STE. 300  
SAN RAMON, CA 94583

LADONNA WILLIAMS  
EXECUTIVE DIRECTOR  
PO BOX 5653  
VALLEJO, CA 94591

SARAH BESERRA  
CALIFORNIA REPORTS.COM  
39 CASTLE HILL COURT  
VALLEJO, CA 94591  
FOR: CALIFORNIA REPORTS.COM

ALEX KANG  
ITRON, INC.  
1111 BROADWAY, STE. 1800  
OAKLAND, CA 94607

JODY S. LONDON  
JODY LONDON CONSULTING  
PO BOX 3629  
OAKLAND, CA 94609  
FOR: THE LOCAL GOVERNMENT SUSTAINABLE  
ENERGY COALITION

DOCKET COORDINATOR  
5727 KEITH ST.  
OAKLAND, CA 94618

KAREN NOTSUND  
ASSISTANT DIRECTOR  
UC ENERGY INSTITUTE  
2547 CHANNING WAY 5180  
BERKELEY, CA 94720-5180

MICHELE RODRIGUEZ  
PLANNING SUSTAINABLE COMMUNITIES  
220 MCALLISTER AVENUE  
KENTFIELD, CA 94904

MARY TUCKER  
ENVIRONMENTAL SERVICES DEPARTMENT  
CITY OF SAN JOSE  
200 E. SANTA CLARA, 10TH FLOOR  
SAN JOSE, CA 95113

DOUGLAS MOIR  
WESTERN APPLIANCE  
1976 W. SAN CARLOS STREET  
SAN JOSE, CA 95128

STEPHANIE BORBA  
WESTERN INSULATION, L.P.  
2400 ROCKEFELLER DRI VE  
CERES, CA 95307

THOMAS S KIMBALL  
MODESTO IRRIGATION DISTRICT  
1231 11TH STREET  
MODESTO, CA 95352-4060

BOB HONDEVILLE  
MODESTO IRRIGATION DISTRICT  
1231 11TH STREET  
MODESTO, CA 95354

JOY A. WARREN  
MODESTO IRRIGATION DISTRICT  
1231 11TH STREET  
MODESTO, CA 95354

RICHARD MCCANN  
M.CUBED  
2655 PORTAGE BAY ROAD, SUITE 3  
DAVIS, CA 95616

DAVID E. MORSE  
CALIFORNIA AMERICAN WATER CO.  
1411 W. COVELL BLVD., STE. 106-292  
DAVIS, CA 95616-5934

WAYNE AMER  
PRESIDENT  
MOUNTAIN UTILITIES (906)  
PO BOX 205  
KIRKWOOD, CA 95646

ROBERT J. BICKER  
LEGISLATIVE ANALYST  
CALIFORNIA APARTMENT ASSOCIATION  
980 NINTH STREET, SUITE 200  
SACRAMENTO, CA 95814

RYAN BERNARDO  
BRAUN BLAISING MCLAUGHLIN, P.C.  
915 L STREET, SUITE 1270  
SACRAMENTO, CA 95814

SHEILA DEY  
EXECUTIVE DIRECTOR  
WESTERN MANUFACTURED HOUSING COMMUNITIES  
455 CAPITAL MALL STE 800  
SACRAMENTO, CA 95814

DEVI EDEN  
ADVISOR TO COMMISSIONER ROSENFELD  
CALIFORNIA ENERGY COMMISSION  
1516 9TH STREET, MS 35  
SACRAMENTO, CA 95814-5512

JEDEDIAH J. GIBSON  
ATTORNEY AT LAW  
ELLISON SCHNEIDER & HARRIS LLP  
2600 CAPITOL AVENUE, SUITE 400  
SACRAMENTO, CA 95816-5905  
FOR: SIERRA PACIFIC POWER COMPANY

JASON WIMBLEY  
DIVISION CHIEF, ENERGY&ENVIRON PROGRAMS  
DEPT. OF COMMUNITY SERVICES & DEVELOPMEN  
2389 GATEWAY OAKS DRIVE  
SACRAMENTO, CA 95833

ROBERT E. BURT  
INSULATION CONTRACTORS ASSN.  
4153 NORTHGATE BLVD., NO.6  
SACRAMENTO, CA 95834

DAVE STEPHENSON  
RATE REGULATION MANAGER - WESTERN REGIO  
AMERICAN WATER WORKS SERVICE CO.  
4701 BELOIT DRIVE  
SACRAMENTO, CA 95838

JAMES O'BANNON  
RICHARD HEATH AND ASSOCIATES, INC.  
1026 MANGROVE AVE., STE 20  
CHICO, CA 95926

PAMELA GORSUCH  
PROJECT MANAGER  
RICHARD HEATH AND ASSOCIATES, INC.  
1026 MANGROVE AVENUE, SUITE 20  
CHICO, CA 95926

SCOTT BERG  
SELF HELP HOME IMPROVEMENT PROJECT INC.  
3777 MEADOWVIEW DR., 100  
REDDING, CA 96002  
FOR: SELF HELP HOME IMPROVEMENT PROJECT  
INC.

JESSICA NELSON  
ENERGY SERVICES MANAGER  
PLUMAS SIERRA RURAL ELECTRIC COOP. (908)  
73233 STATE ROUTE 70  
PORTOLA, CA 96122-7069

DIANA BJORNSKOV  
SENIOR PROGRAM MANAGER  
PORTLAND ENERGY CONSERVATION, INC  
1400 SW 5TH AVENUE, STE 700  
PORTLAND, OR 97201

STEPHEN GROVER, PH.D.  
ECONORTHWEST  
888 SW 5TH AVE, SUITE 1460  
PORTLAND, OR 97204

STEVE GROVER  
ECONORTHWEST  
888 SW FIFTH AVENUE, SUITE 1460  
PORTLAND, OR 97204

M. SAMI KHAWAJA, PH.D  
QUANTEC, LLC  
SUITE 400  
720 SW WASHINGTON STREET  
PORTLAND, OR 97205

MARISA DECRISTOFORO  
PACIFICORP  
825 NE MULTNOMAH STREET, SUITE 800  
PORTLAND, OR 97232

MARK TUCKER  
PACIFICORP

DAVE SULLIVAN P.E.  
CONSULTING ENGINEER

825 NE MULTNOMAH, SUITE 2000  
PORTLAND, OR 97232

614 38TH PLACE  
FLORENCE, OR 97439-8216

MICHAEL KARP  
A.W.I.S.H.  
PO BOX 812  
LOPEZ ISLAND, WA 98261

## State Service

---

TORY FRANCISCO  
DEMAND SIDE RESOURCES BRANCH  
CALIFORNIA PUBLIC UTILITIES COMMISSION  
OFFICE 4-A  
EMAIL ONLY  
EMAIL ONLY, CA 00000

VAROUJAN JINBACHIAN  
CALIF PUBLIC UTILITIES COMMISSION  
PUBLIC ADVISOR OFFICE  
320 WEST 4TH STREET SUITE 500  
LOS ANGELES, CA 90013

ALIK LEE  
CALIF PUBLIC UTILITIES COMMISSION  
COMMUNICATIONS POLICY BRANCH  
ROOM 4209  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

AVA N. TRAN  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY DIVISION  
AREA 4-A  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

DAN OLSON  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY DIVISION  
AREA 4-A  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

HARVEY Y. MORRIS  
CALIF PUBLIC UTILITIES COMMISSION  
LEGAL DIVISION  
ROOM 5036  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214  
FOR: DRA

HAZLYN FORTUNE  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY DIVISION  
AREA 4-A  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

JOE COMO  
CALIF PUBLIC UTILITIES COMMISSION  
DRA - ADMINISTRATIVE BRANCH  
ROOM 4101  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

JOSEPHINE EMELO  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY PRICING AND CUSTOMER PROGRAMS BRA  
ROOM 4104  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

KELLY HYMES  
CALIF PUBLIC UTILITIES COMMISSION  
EXECUTIVE DIVISION  
ROOM 5306  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

KIMBERLY KIM  
CALIF PUBLIC UTILITIES COMMISSION  
DIVISION OF ADMINISTRATIVE LAW JUDGES  
ROOM 5021  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

MARIANA C. CAMPBELL  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY COST OF SERVICE & NATURAL GAS BRA  
ROOM 4205  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

MATTHEW TISDALE  
CALIF PUBLIC UTILITIES COMMISSION  
ELECTRICITY PLANNING & POLICY BRANCH  
ROOM 4104  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214  
FOR: DRA

MEGHA LAKHCHAURA  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY DIVISION  
AREA 4-A  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

MELICIA CHARLES  
CALIF PUBLIC UTILITIES COMMISSION  
EXECUTIVE DIVISION  
ROOM 5306  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

PAMELA NATALONI  
CALIF PUBLIC UTILITIES COMMISSION  
LEGAL DIVISION  
ROOM 5124  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

RISA HERNANDEZ  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY PRICING AND CUSTOMER PROGRAMS BRA  
ROOM 4209  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

ROBERT KINOSIAN  
CALIF PUBLIC UTILITIES COMMISSION  
EXECUTIVE DIVISION  
ROOM 5202  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214  
FOR: DRA

ROBERT LEHMAN  
CALIF PUBLIC UTILITIES COMMISSION  
COMMUNICATIONS POLICY BRANCH  
ROOM 4209  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

SARITA SARVATE  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY DIVISION  
AREA 4-A  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

SARVJIT S. RANDHAWA  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY DIVISION  
AREA 4-A  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

THOMAS M. RENAGHAN  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY COST OF SERVICE & NATURAL GAS BRA  
ROOM 4205  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

ZAIDA AMAYA-PINEDA  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY DIVISION  
770 L STREET, SUITE 1050  
SACRAMENTO, CA 95814

KEVIN S. NAKAMURA  
CALIF PUBLIC UTILITIES COMMISSION  
UTILITY AUDIT, FINANCE & COMPLIANCE BRAN  
180 PROMENADE CIRCLE, SUITE 115  
SACRAMENTO, CA 95834

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### Parties

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HOLLY J. LLOYD  
ANALYST III/STATE REGULATORY AFFAIRS  
SOUTHWEST GAS CORPORATION  
5241 SPRING MOUNTAIN ROAD  
LAS VEGAS, NV 89150-0002  
FOR: SOUTHWEST GAS CORPORATION

KEITH LAYTON  
SOUTHWEST GAS CORPORATION  
PO BOX 98510  
LAS VEGAS, NV 89193-8510  
FOR: SOUTHWEST GAS CORPORATION

ELENA MELLO  
SIERRA PACIFIC POWER COMPANY  
6100 NEIL ROAD  
RENO, NV 89520

MICHAEL R. THORP  
SO CAL GAS AND SDG&E  
555 WEST FIFTH STREET, STE 1400  
LOS ANGELES, CA 90013-1011

ALEX SOTOMAYOR  
MARAVILLA FOUNDATION  
5729 UNION PACIFIC AVENUE  
LOS ANGELES, CA 90022  
FOR: MARAVILLA FOUNDATION

ARLEEN NOVOTNEY  
SOUTHERN CALIFORNIA FORUM  
941 PALMS BLVD.  
VENICE, CA 90291  
FOR: SELF

RICHARD VILLASENOR  
TELACU  
12252 MC CANN DRIVE  
SANTA FE SPRINGS, CA 90670

LUIS A. CHAVEZ  
WINEGARD ENERGY, INC.  
5354 IRWINDALE AVE., BUILDING B  
IRWINDALE, CA 91706  
FOR: WINEGARD ENERGY, INC.

ALLAN RAGO  
QUALITY CONSERVATION SERVICES, INC.  
4701 ARROW HIGHWAY, SUITE E  
MONTCLAIR, CA 91763  
FOR: THE ENERGY EFFICIENCY COUNCIL;  
QUALITY CONSERVATION SERVICES, INC.

MICHAEL MONTOYA  
SENIOR ATTORNEY  
SOUTHERN CALIFORNIA EDISON  
2244 WALNUT GROVE AVE.  
ROSEMEAD, CA 91770

MONICA GHATTAS  
SOUTHERN CALIFORNIA EDISON COMPANY  
2244 WALNUT GROVE AVENUE

KEITH SWITZER  
BEAR VALLEY ELECTRIC SERVICE  
630 EAST FOOTHILL BLVD.

ROSEMEAD, CA 91770  
FOR: SOUTHERN CALIFORNIA EDISON COMPANY

SAN DIMAS, CA 91773  
FOR: BEAR VALLEY ELECTRIC SERVICE

RONALD MOORE  
GOLDEN STATE WATER/BEAR VALLEY ELECTRIC  
630 EAST FOOTHILL BOULEVARD  
SAN DIMAS, CA 91773

DON WOOD SR.  
PACIFIC ENERGY POLICY CENTER  
4539 LEE AVENUE  
LA MESA, CA 91941

BRUCE PATTON  
RANCHO VALLEY BUILDERS, INC.  
647 AERO WAY  
ESCONDIDO, CA 92029  
FOR: THE SAN DIEGO COMMUNITY ENERGY  
ADVISORY COMMITTEE (SDCEAC)

GEORGETTA J. BAKER  
SAN DIEGO GAS & ELECTRIC/SOCAL GAS  
101 ASH STREET, HQ 13  
SAN DIEGO, CA 92101  
FOR: SDG&E/SOCALGAS

KIM F. HASSAN  
SAN DIEGO GAS & ELECTRIC COMPANY  
101 ASH STREET, HQ-12  
SAN DIEGO, CA 92101  
FOR: SOUTHERN CALIFORNIA GAS COMPANY &  
SAN DIEGO GAS ELECTRIC COMPANY

JOY C. YAMAGATA  
SAN DIEGO GAS & ELECTRIC/SOCALGAS  
8330 CENTURY PARK COURT, CP 32 D  
SAN DIEGO, CA 92123-1530  
FOR: SAN DIEGO GAS & ELECTRIC  
COMPANY/SOUTHERN CALIFORNIA GAS COMPANY

LYDIA FLORES  
PRESIDENT  
AMERICAN INSULATION INC  
8305 MIRALANI DRIVE  
SAN DIEGO, CA 92126  
FOR: AMERICAN INSULATION INC.

TIMOTHY J. LAWLER  
CEO/PRESIDENT  
SUNDOWNER INSULATION, INC.  
1495 RAILROAD AVENUE  
CLOVIS, CA 93612  
FOR: SUNDOWNER INSULATION, INC.

ART BRICE  
RICHARD HEATH AND ASSOCIATES, INC.  
590 W. LOCUST AVENUE, SUITE 103  
FRESNO, CA 93650  
FOR: RICHARD HEATH AND ASSOCIATES, INC.

PAUL KERKORIAN  
UTILITY COST MANAGEMENT, LLC  
6475 N PALM AVE., STE. 105  
FRESNO, CA 93704  
FOR: NONPROFIT HOUSING ASSOCIATIO OF  
NORTHRN CALIFORNIA

JERRY H. MANN  
ATTORNEY AT LAW  
PERKINS, MANN & EVERETT  
2222 W. SHAW AVE., SUITE 202  
FRESNO, CA 93711  
FOR: RICHARD HEATH & ASSOCIATES

BENJAMIN CARROLL  
RENAISSANCE INC.  
2615 W DUDLEY AVE.  
FRESNO, CA 93728  
FOR: RENAISSANCE INC.

GREGORY REDICAN  
DEPUTY DIRECTOR  
COMMUNITY ACTION AGENCY OF SAN MATEO  
930 BRITTAN AVENUE  
SAN CARLOS, CA 94070  
FOR: SELF

WILLIAM F. PARKER  
COMMUNITY ACTION AGENCY OF SAN MATEO  
930 BRITTAN AVENUE  
SAN CARLOS, CA 94070  
FOR: COMMUNITY ACTION AGENCY OF SAN  
MATEO

KAREN WATTS-ZAGHA  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY PRICING AND CUSTOMER PROGRAMS BRA  
ROOM 4104  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214  
FOR: DRA

RASHID A. RASHID  
CALIF PUBLIC UTILITIES COMMISSION  
LEGAL DIVISION  
ROOM 4107  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214  
FOR: DRA

HAYLEY GOODSON  
THE UTILITY REFORM NETWORK  
115 SANSOME STREET, SUITE 900  
SAN FRANCISCO, CA 94104  
FOR: TURN

DANIEL COOLEY  
ATTORNEY AT LAW  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, MAIL CODE B30A  
SAN FRANCISCO, CA 94105  
FOR: PACIFIC GAS AND ELECTRIC COMPANY

JOSEPHINE WU  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, MC B9A  
SAN FRANCISCO, CA 94105

LAILA CORREA  
LATINO ISSUES FORUM  
160 PINE STREET, SUITE 700  
SAN FRANCISCO, CA 94111

FOR: LATINO ISSUES FORUM

IRENE K. MOOSEN  
ATTORNEY AT LAW  
WESTERN MANUFACTURED HOUSING COMM. SVCS.  
53 SANTA YNEZ AVENUE  
SAN FRANCISCO, CA 94112

CHONDA J. NWAMU  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, B30A  
SAN FRANCISCO, CA 94120

JOHN DUTCHER  
MOUNTAIN UTILITIES  
3210 CORTE VALENCIA  
FAIRFIELD, CA 94534-7875

DAVID C. CLARK  
SYNERGY COMPANIES  
28436 SATELLITE STREET  
HAYWARD, CA 94545  
FOR: SYNERGY COMPANIES, INC.

JULIE RICHARDSON  
ENERGY EFFICIENCY, INC.  
PO BOX 1612  
UNION CITY, CA 94587  
FOR: ENERGY EFFICIENCY, INC.

ROBERT GNAIZDA  
POLICY DIRECTOR/GENERAL COUNSEL  
THE GREENLINING INSTITUTE  
1918 UNIVERSITY AVENUE, SECOND FLOOR  
BERKELEY, CA 94704  
FOR: THE GREENLINING INSTITUTE

SAMUEL S. KANG  
THE GREENLINING INSTITUTE  
1918 UNIVERSITY AVENUE, 2ND FLR.  
BERKELEY, CA 94704  
FOR: THE GREENLINING INSTITUTE

MARY - LEE KIMBER  
ATTORNEY AT LAW  
DISABILITY RIGHTS ADVOCATES  
2001 CENTER STREET, 3RD FLOOR  
BERKELEY, CA 94704-1204  
FOR: DISABILITY RIGHTS ADVOCATES

MELISSA W. KASNITZ  
DISABILITY RIGHTS ADVOCATES  
2001 CENTER STREET, FOURTH FLOOR  
BERKELEY, CA 94704-1204  
FOR: DISABILITY RIGHTS ADVOCATES

DANA ARMANINO  
COMMUNITY DEVELOPMENT AGENCY  
COUNTY OF MARIN  
3501 CIVIC CENTER DRIVE, ROOM 308  
SAN RAFAEL, CA 94903  
FOR: COUNTY OF MARIN COMMUNITY  
DEVELOPMENT AGENCY

SUSAN E. BROWN  
ATTORNEY AT LAW  
A WORLD INSTITUTE FOR SUSTAINABLE HUMANITY  
PO BOX 428  
MILL VALLEY, CA 94942  
FOR: A WORLD INSTITUTE FOR SUSTAINABLE  
HUMANITY

PETER HOFMANN  
BO ENTERPRISES  
43B EAST MAIN ST  
LOS GATOS, CA 95030-6907  
FOR: BO ENTERPRISES

MICHAEL LAMOND  
ALPINE NATURAL GAS OPERATING COMPANY  
PO BOX 550  
15 ST. ANDREWS ROAD, SUITE 7  
VALLEY SPRINGS, CA 95252

STEVE HEIM  
WESTERN INSULATION, L.P.  
2400 ROCKEFELLER DRIVE  
CERES, CA 95307  
FOR: WESTERN INSULATION, L.P.

BILL JULIAN  
43556 ALMOND LANE  
DAVIS, CA 95618

CAROLYN COX  
GENERAL MANAGER  
5213 ROSEANA COURT  
FAIR OAKS, CA 95628

GREGGORY L. WHEATLAND  
ELLISON SCHNEIDER & HARRIS L.L.P.  
2600 CAPITOL AVENUE, SUITE 400  
SACRAMENTO, CA 95816-5905  
FOR: SIERRA PACIFIC POWER COMPANY

JAMES HODGES  
ACCES  
1069 45TH STREET  
SACRAMENTO, CA 95819  
FOR: ACCES, THE COMMUNITY ACTION OF SAN  
MATEO COUNTY, INC., TELACU, THE  
MARAVILLA FOUNDATION

RAYMOND J. CZAHAR, C.P.A.  
WEST COAST GAS COMPANY  
9203 BEATTY DRIVE  
SACRAMENTO, CA 95826

LOUISE A. PEREZ  
COMMUNITY RESOURCE PROJECT, INC.  
250 HARRIS AVENUE, SUITE 6  
SACRAMENTO, CA 95838  
FOR: SELF

CRISTAL BEDORTHA  
RESIDENTIAL WALL INSULATION  
3714 NELSON AVE.  
OROVILLE, CA 95965  
FOR: RESIDENTIAL WALL INSULATION

KEITH GRIFFITH  
SELF HELP HOME IMPROVEMENT PROJECT INC.  
3777 MEADOWVIEW DR. 100  
REDDING, CA 96002  
FOR: SELF HELP HOME IMPROVEMENT PROJECT  
INC.

MICHELLE R. MISHOE  
PACIFICORP  
825 NE MULTNOMAH STREET, SUITE 1800  
PORTLAND, OR 97232  
FOR: PACIFICORP

## Information Only

---

STEPHANIE C. CHEN  
THE GREENLINING INSTITUTE  
EMAIL ONLY  
EMAIL ONLY, CA 00000  
FOR: THE GREENLINING INSTITUTE

TARYN CIARDELLA  
SR. LEGAL SECRETARY  
NV ENERGY  
EMAIL ONLY  
EMAIL ONLY, NV 00000

ZACHARY FRANKLIN  
GRID ALTERNATIVES  
EMAIL ONLY  
EMAIL ONLY, CA 00000  
FOR: GRID ALTERNATIVES

GLORIA BRITTON  
ANZA ELECTRIC CO-OPERATIVE, INC.  
EMAIL ONLY  
EMAIL ONLY, CA 00000-0000

RICHARD ESTEVES  
SESCO, INC.  
77 YACHT CLUB DRIVE, SUITE 1000  
LAKE HOPATCONG, NJ 07849-1313

JIM MEYERS  
SOUTHWEST REGIONAL MANAGER  
NORTH AMERICAN INSULATION MANUF. ASSOC.  
7792 SOUTH HARRISON CIRCLE  
CENTENNIAL, CO 80122

DAVE MUNK  
PROGRAM MANAGER  
RESOURCE ACTION PROGRAM  
2724 UPPER CATTLE CREEK ROAD  
CARBONDALE, CO 81623

KRISTIEN TARY  
STATE REGULATORY AFFAIRS  
SOUTHWEST GAS CORPORATION  
5241 SPRING MOUNTAIN ROAD  
LAS VEGAS, NV 89150

CHRISTOPHER HILEN  
SIERRA PACIFIC POWER CO.  
PO BOX 10100  
RENO, NV 89511

TREVOR DILLARD  
SIERRA PACIFIC POWER COMPANY  
6100 NEIL ROAD, MS S4A50 / PO BOX 10100  
RENO, NV 89520-0024

STEVEN D. PATRICK  
SEMPRA ENERGY  
555 WEST FIFTH STREET, GT14G1, STE 1400  
LOS ANGELES, CA 90013-1011

SENATOR RICHARD POLANCO  
3701 GLENALBYN DRIVE  
LOS ANGELES, CA 90065

RON GARCIA  
RELIABLE ENERGY MANAGEMENT, INC.  
6250 PARAMOUNT BLVD.  
LONG BEACH, CA 90805

JOSE ATILIO HERNANDEZ  
LIOB MEMBER  
LIOB  
9237 GERALD STREET  
NORTHRIDGE, CA 91343

SHEILA LEE  
REGULATORY, CONTROLS AND SOLICITATIONS  
SOUTHERN CALIFORNIA EDISON COMPANY  
6042 N. IRWINDALE AVENUE, SUITE A  
IRWINDALE, CA 91702

WALLIS J. WINEGAR  
WINEGARD ENERGY, INC  
5354 IRWINDALE AVENUE, BLDG B.  
IRWINDALE, CA 91706

WALLIS WINEGARD  
WINEGARD ENERGY, INC.  
5354 IRWINDALE AVE., BUILDING B  
IRWINDALE, CA 91706

PAUL DELANEY  
AMERICAN UTILITY NETWORK (A.U.N.)  
10705 DEER CANYON DRIVE  
ALTA LOMA, CA 91737

FOR: WINEGARD ENERGY, INC.

AKBAR JAZAYEIRI  
DIR OF REVENUE & TARIFFS  
SOUTHERN CALIFORNIA EDISON COMPANY (338)  
2241 WALNUT GROVE AVE. / PO BOX 800  
ROSEMEAD, CA 91770

CASE ADMINISTRATION  
SOUTHERN CALIFORNIA EDISON COMPANY  
2244 WALNUT GROVE AVE., RM. 370  
ROSEMEAD, CA 91770

JACK F. PARKHILL  
SOUTHERN CALIFORNIA EDISON  
2131 WALNUT GROVE AVENUE  
ROSEMEAD, CA 91770

JEANNIE HARRELL  
SOUTHERN CALIFORNIA EDISON COMPANY  
2131 WALNUT GROVE AVENUE  
ROSEMEAD, CA 91770

JENNIFER M. TSAO SHIGEKAWA  
SOUTHERN CALIFORNIA EDISON COMPANY  
2244 WALNUT GROVE AVENUE  
ROSEMEAD, CA 91770

JOHN FASANA  
SOUTHERN CALIFORNIA EDISON  
2131 WALNUT GOVE AVE.  
ROSEMEAD, CA 91770

LARRY R. COPE  
ATTORNEY AT LAW  
SOUTHERN CALIFORNIA EDISON  
PO BOX 800, 2244 WALNUT GROVE AVENUE  
ROSEMEAD, CA 91770  
FOR: SOUTHERN CALIFORNIA EDISON COMPANY

PETE ZANZOT  
SOUTHERN CALIFORNIA EDISON COMPANY  
2131 WALNUT GROVE AVENUE  
ROSEMEAD, CA 91770

ROBERTO DEL REAL  
SOUTHERN CALIFORNIA EDISON COMPANY  
2131 WALNUT GROVE AVENUE  
ROSEMEAD, CA 91770

MARK MCNULTY  
4654 MAYAPAN DR  
LA MESA, CA 91941-7148  
FOR: BEAR VALLEY ELECTRIC/GOLDEN STATE  
WATER

YOLE WHITING  
12532 JACKSON HILL LANE  
EL CAJON, CA 92021

JOHN JENSEN  
REGIONAL MANAGER  
RICHARD HEATH AND ASSOCIATES, INC.  
7847 CONVOY COURT , SUITE 102  
SAN DIEGO, CA 92111

REGULATORY AFFAIRS  
SAN DIEGO GAS & ELECTRIC CO.  
8330 CENTURY PARK COURT-CP31E  
SAN DIEGO, CA 92123-1530

STEVE RAHON  
SAN DIEGO GAS & ELECTRIC COMPANY  
8330 CENTURY PARK COURT, CP32C  
SAN DIEGO, CA 92123-1548

YVETTE VAZQUEZ  
SAN DIEGO GAS & ELECTRIC  
8335 CENTURY PARK CT.  
SAN DIEGO, CA 92123-1569

FAITH BAUTISTA  
LIOB MEMBER  
LIOB  
9630 BLACK MOUNTAIN ROAD, SUITE G  
SAN DIEGO, CA 92126

JOHN NEWCOMB  
696 SOUTH TIPPECANOE AVENUE  
SAN BERNARDINO, CA 92415  
FOR: COMMUNITY ACTION PARTNERSHIP OF  
SAN BERNARDINO COUNTY

MARIA Y. JUAREZ  
DEPUTY DIRECTOR  
DEPARTMENT OF COUMMINTY ACTION  
2038 IOWA AVENUE, SUITE B-102  
RIVERSIDE, CA 92507

BILL BELANSKY  
WESTERN INSULATION  
680 COLUMBIA AVE  
RIVERSIDE, CA 92507-2144

COMMERCE ENERGY, INC.  
600 ANTON BLVD., SUITE 2000  
COSTA MESA, CA 92626

RICHARD SHAW  
PRESIDENT  
SOUTHERN CALIFORNIA FORUM  
PO BOX 469  
FILLMORE, CA 93016

JIM MCNAMARA  
SAN LUIS OBISPO COUNTY, INC.  
1030 SOUTHWOOD DRIVE  
SAN LUIS OBISPO, CA 93401

ELISABETH ADAMS  
ASSERT INC.

HECTOR HUERTA  
RICHARD HEATH AND ASSOCIATES, INC.

155 W. AVENUE J-5  
LANCASTER, CA 93534

590 W. LOCUST AVE., SUITE 103  
FRESNO, CA 93650

JOE WILLIAMS  
CEO  
RICHARD HEATH AND ASSOCIATES, INC.  
590 W. LOCUST AVENUE, STE 103  
FRESNO, CA 93650

KRISTINE LUCERO  
EXECUTIVE ASSISTANT  
RICHARD HEATH AND ASSOCIATES, INC.  
590 W. LOCUST AVE., STE. 103  
FRESNO, CA 93650

MARK SHIRIN  
VENTURA TV APPLIANCE CENTER  
3619 E VENTURA BLVD  
FRESNO, CA 93702-5009

MICHAEL WILLIAMS  
LIOB MEMBER  
LIOB  
3045 N. SUNNYSIDE, SUITE 101  
FRESNO, CA 93727

ORTENSIA LOPEZ  
EXECUTIVE DIRECTOR  
EL CONCILIO OF SAN MATEO  
1419 BURLINGAME AVE., SUITE N  
BURLINGAME, CA 94010

ANN KELLY  
DEPT. OF THE ENVIRONMENT  
CITY AND COUNTY OF SAN FRANCISCO  
11 GROVE STREET  
SAN FRANCISCO, CA 94102

BRUCE FOSTER  
SOUTHERN CALIFORNIA EDISON COMPANY  
601 VAN NESS AVENUE, STE. 2040  
SAN FRANCISCO, CA 94102

DONNA L. WAGONER  
CALIF PUBLIC UTILITIES COMMISSION  
UTILITY AUDIT, FINANCE & COMPLIANCE BRAN  
AREA 3-C  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

JEANNE M. SOLE  
CITY AND COUNTY OF SAN FRANCISCO  
CITY HALL, RM 234  
1 DR. CARLTON B. GOODLET PLACE  
SAN FRANCISCO, CA 94102-4682

LARA ETTENSON  
NATURAL RESOURCES DEFENSE COUNCIL  
111 SUTTER STREET, 20TH FLOOR  
SAN FRANCISCO, CA 94104

BRANDON TRAN  
PACIFIC GAS AND ELECTRIC COMPANY  
245 MARKET STREET, MC N9E  
SAN FRANCISCO, CA 94105

BRETT SEARLE  
SR. PROJECT MGMT ANALYST  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, RM 559A, MCB5K  
SAN FRANCISCO, CA 94105

CRAIG M. BUCHSBAUM  
ATTORNEY AT LAW  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, B30A  
SAN FRANCISCO, CA 94105  
FOR: PACIFIC GAS AND ELECTRIC COMPANY

KRISTEN MONAHAN  
PACIFIC GAS AND ELECTRIC COMPANY  
245 MARKET STREET, MC N6G  
SAN FRANCISCO, CA 94105

LINDA FONTES  
PACIFIC GAS & ELECTRIC COMPANY  
123 MISSION ROOM 1404 MC H14F  
SAN FRANCISCO, CA 94105

LISE H. JORDAN, ESQ.  
DIRECTOR AND COUNSEL, RATES  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, B30A  
SAN FRANCISCO, CA 94105

MARDI WALTON  
SR. REGULATORY ANALYST  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, MC B9A  
SAN FRANCISCO, CA 94105

REGULATORY FILE ROOM  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, B30A / PO BOX 7442  
SAN FRANCISCO, CA 94105

STEVEN R. HAERTLE  
PACIFIC GAS AND ELECTRIC COMPANY  
77 BEALE STREET, MC B9A  
SAN FRANCISCO, CA 94105

TINA NGUYEN  
PACIFIC GAS AND ELECTRIC COMPANY  
123 MISSION-ROOM 1456  
SAN FRANCISCO, CA 94105

STEVEN MOSS  
SAN FRANCISCO COMMUNITY POWER  
2325 THIRD STREET, STE 344  
SAN FRANCISCO, CA 94107

JANINE L. SCANCARELLI  
ATTORNEY AT LAW  
CROWELL & MORING LLP  
275 BATTERY STREET, 23RD FLOOR

FOR: SAN FRANCISCO COMMUNITY POWER

SAN FRANCISCO, CA 94111

CALIFORNIA ENERGY MARKTS  
425 DIVISADERO STREET, STE 303  
SAN FRANCISCO, CA 94117

SARA BIRMINGHAM  
DIRECTOR, WESTERN POLICY  
SOLAR ALLIANCE  
646 19TH AVE  
SAN FRANCISCO, CA 94121  
FOR: SOLAR ALLIANCE

BRIAN K. CHERRY  
DIRECTOR, REGULATORY RELATIONS  
PACIFIC GAS AND ELECTRIC COMPANY (39)  
PO BOX 770000, MAIL CODE: B10C  
SAN FRANCISCO, CA 94177

CASE COORDINATION  
PACIFIC GAS AND ELECTRIC COMPANY  
PO BOX 770000; MC B9A  
SAN FRANCISCO, CA 94177

MARY O'DRAIN  
PACIFIC GAS AND ELECTRIC COMPANY  
123 MISSION - ROOM 1410, MC H14G  
SAN FRANCISCO, CA 94177

JAMES DEZELL  
RHA, INC.  
SUITE 205  
1151 HARBOR BAY PKWY  
ALAMEDA, CA 94502

BARBARA WILLIAMS  
RHA, INC.  
1151 HARBOR BAY PKWY STE. 205  
ALAMEDA, CA 94502-6561

DUTCHER JOHN  
V.P. REGULATORY AFFAIRS  
MOUNTAIN UTILITIES  
3210 CORTE VALENCIA  
FAIRFIELD, CA 94534  
FOR: MOUNTAIN UTILITIES

STEVEN R. SHALLENBERGER  
SYNERGY COMPANIES  
28436 SATTELITE STREET  
HAYWARD, CA 94545

FRANCES L. THOMPSON  
PACIFIC GAS AND ELECTRIC COMPANY  
3401 CROW CANYON ROAD, 170C  
SAN RAMON, CA 94583

RICK C. NOGER  
PRAXAIR, INC.  
2430 CAMINO RAMON DRIVE, STE. 300  
SAN RAMON, CA 94583

LADONNA WILLIAMS  
EXECUTIVE DIRECTOR  
PO BOX 5653  
VALLEJO, CA 94591

SARAH BESERRA  
CALIFORNIA REPORTS.COM  
39 CASTLE HILL COURT  
VALLEJO, CA 94591  
FOR: CALIFORNIA REPORTS.COM

ALEX KANG  
ITRON, INC.  
1111 BROADWAY, STE. 1800  
OAKLAND, CA 94607

JODY S. LONDON  
JODY LONDON CONSULTING  
PO BOX 3629  
OAKLAND, CA 94609  
FOR: THE LOCAL GOVERNMENT SUSTAINABLE  
ENERGY COALITION

DOCKET COORDINATOR  
5727 KEITH ST.  
OAKLAND, CA 94618

KAREN NOTSUND  
ASSISTANT DIRECTOR  
UC ENERGY INSTITUTE  
2547 CHANNING WAY 5180  
BERKELEY, CA 94720-5180

MICHELE RODRIGUEZ  
PLANNING SUSTAINABLE COMMUNITIES  
220 MCALLISTER AVENUE  
KENTFIELD, CA 94904

MARY TUCKER  
ENVIRONMENTAL SERVICES DEPARTMENT  
CITY OF SAN JOSE  
200 E. SANTA CLARA, 10TH FLOOR  
SAN JOSE, CA 95113

DOUGLAS MOIR  
WESTERN APPLIANCE  
1976 W. SAN CARLOS STREET  
SAN JOSE, CA 95128

STEPHANIE BORBA  
WESTERN INSULATION, L.P.  
2400 ROCKEFELLER DRI VE  
CERES, CA 95307

THOMAS S KIMBALL  
MODESTO IRRIGATION DISTRICT  
1231 11TH STREET  
MODESTO, CA 95352-4060

BOB HONDEVILLE  
MODESTO IRRIGATION DISTRICT  
1231 11TH STREET  
MODESTO, CA 95354

JOY A. WARREN  
MODESTO IRRIGATION DISTRICT  
1231 11TH STREET  
MODESTO, CA 95354

RICHARD MCCANN  
M.CUBED  
2655 PORTAGE BAY ROAD, SUITE 3  
DAVIS, CA 95616

DAVID E. MORSE  
CALIFORNIA AMERICAN WATER CO.  
1411 W. COVELL BLVD., STE. 106-292  
DAVIS, CA 95616-5934

WAYNE AMER  
PRESIDENT  
MOUNTAIN UTILITIES (906)  
PO BOX 205  
KIRKWOOD, CA 95646

ROBERT J. BICKER  
LEGISLATIVE ANALYST  
CALIFORNIA APARTMENT ASSOCIATION  
980 NINTH STREET, SUITE 200  
SACRAMENTO, CA 95814

RYAN BERNARDO  
BRAUN BLAISING MCLAUGHLIN, P.C.  
915 L STREET, SUITE 1270  
SACRAMENTO, CA 95814

SHEILA DEY  
EXECUTIVE DIRECTOR  
WESTERN MANUFACTURED HOUSING COMMUNITIES  
455 CAPITAL MALL STE 800  
SACRAMENTO, CA 95814

DEVI EDEN  
ADVISOR TO COMMISSIONER ROSENFELD  
CALIFORNIA ENERGY COMMISSION  
1516 9TH STREET, MS 35  
SACRAMENTO, CA 95814-5512

JEDEDIAH J. GIBSON  
ATTORNEY AT LAW  
ELLISON SCHNEIDER & HARRIS LLP  
2600 CAPITOL AVENUE, SUITE 400  
SACRAMENTO, CA 95816-5905  
FOR: SIERRA PACIFIC POWER COMPANY

JASON WIMBLEY  
DIVISION CHIEF, ENERGY&ENVIRON PROGRAMS  
DEPT. OF COMMUNITY SERVICES & DEVELOPMEN  
2389 GATEWAY OAKS DRIVE  
SACRAMENTO, CA 95833

ROBERT E. BURT  
INSULATION CONTRACTORS ASSN.  
4153 NORTHGATE BLVD., NO.6  
SACRAMENTO, CA 95834

DAVE STEPHENSON  
RATE REGULATION MANAGER - WESTERN REGIO  
AMERICAN WATER WORKS SERVICE CO.  
4701 BELOIT DRIVE  
SACRAMENTO, CA 95838

JAMES O'BANNON  
RICHARD HEATH AND ASSOCIATES, INC.  
1026 MANGROVE AVE., STE 20  
CHICO, CA 95926

PAMELA GORSUCH  
PROJECT MANAGER  
RICHARD HEATH AND ASSOCIATES, INC.  
1026 MANGROVE AVENUE, SUITE 20  
CHICO, CA 95926

SCOTT BERG  
SELF HELP HOME IMPROVEMENT PROJECT INC.  
3777 MEADOWVIEW DR., 100  
REDDING, CA 96002  
FOR: SELF HELP HOME IMPROVEMENT PROJECT  
INC.

JESSICA NELSON  
ENERGY SERVICES MANAGER  
PLUMAS SIERRA RURAL ELECTRIC COOP. (908)  
73233 STATE ROUTE 70  
PORTOLA, CA 96122-7069

DIANA BJORNSKOV  
SENIOR PROGRAM MANAGER  
PORTLAND ENERGY CONSERVATION, INC  
1400 SW 5TH AVENUE, STE 700  
PORTLAND, OR 97201

STEPHEN GROVER, PH.D.  
ECONORTHWEST  
888 SW 5TH AVE, SUITE 1460  
PORTLAND, OR 97204

STEVE GROVER  
ECONORTHWEST  
888 SW FIFTH AVENUE, SUITE 1460  
PORTLAND, OR 97204

M. SAMI KHAWAJA, PH.D  
QUANTEC, LLC  
SUITE 400  
720 SW WASHINGTON STREET  
PORTLAND, OR 97205

MARISA DECRISTOFORO  
PACIFICORP  
825 NE MULTNOMAH STREET, SUITE 800  
PORTLAND, OR 97232

MARK TUCKER  
PACIFICORP

DAVE SULLIVAN P.E.  
CONSULTING ENGINEER

825 NE MULTNOMAH, SUITE 2000  
PORTLAND, OR 97232

614 38TH PLACE  
FLORENCE, OR 97439-8216

MICHAEL KARP  
A.W.I.S.H.  
PO BOX 812  
LOPEZ ISLAND, WA 98261

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CALIF PUBLIC UTILITIES COMMISSION  
PUBLIC ADVISOR OFFICE  
320 WEST 4TH STREET SUITE 500  
LOS ANGELES, CA 90013

ALIK LEE  
CALIF PUBLIC UTILITIES COMMISSION  
COMMUNICATIONS POLICY BRANCH  
ROOM 4209  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

AVA N. TRAN  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY DIVISION  
AREA 4-A  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

DAN OLSON  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY DIVISION  
AREA 4-A  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

HARVEY Y. MORRIS  
CALIF PUBLIC UTILITIES COMMISSION  
LEGAL DIVISION  
ROOM 5036  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214  
FOR: DRA

HAZLYN FORTUNE  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY DIVISION  
AREA 4-A  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

JOE COMO  
CALIF PUBLIC UTILITIES COMMISSION  
DRA - ADMINISTRATIVE BRANCH  
ROOM 4101  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

JOSEPHINE EMELO  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY PRICING AND CUSTOMER PROGRAMS BRA  
ROOM 4104  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

KELLY HYMES  
CALIF PUBLIC UTILITIES COMMISSION  
EXECUTIVE DIVISION  
ROOM 5306  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

KIMBERLY KIM  
CALIF PUBLIC UTILITIES COMMISSION  
DIVISION OF ADMINISTRATIVE LAW JUDGES  
ROOM 5021  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

MARIANA C. CAMPBELL  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY COST OF SERVICE & NATURAL GAS BRA  
ROOM 4205  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

MATTHEW TISDALE  
CALIF PUBLIC UTILITIES COMMISSION  
ELECTRICITY PLANNING & POLICY BRANCH  
ROOM 4104  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214  
FOR: DRA

MEGHA LAKHCHAURA  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY DIVISION  
AREA 4-A  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

MELICIA CHARLES  
CALIF PUBLIC UTILITIES COMMISSION  
EXECUTIVE DIVISION  
ROOM 5306  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

PAMELA NATALONI  
CALIF PUBLIC UTILITIES COMMISSION  
LEGAL DIVISION  
ROOM 5124  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

RISA HERNANDEZ  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY PRICING AND CUSTOMER PROGRAMS BRA  
ROOM 4209  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

ROBERT KINOSIAN  
CALIF PUBLIC UTILITIES COMMISSION  
EXECUTIVE DIVISION  
ROOM 5202  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214  
FOR: DRA

ROBERT LEHMAN  
CALIF PUBLIC UTILITIES COMMISSION  
COMMUNICATIONS POLICY BRANCH  
ROOM 4209  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

SARITA SARVATE  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY DIVISION  
AREA 4-A  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

SARVJIT S. RANDHAWA  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY DIVISION  
AREA 4-A  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

THOMAS M. RENAGHAN  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY COST OF SERVICE & NATURAL GAS BRA  
ROOM 4205  
505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3214

ZAIDA AMAYA-PINEDA  
CALIF PUBLIC UTILITIES COMMISSION  
ENERGY DIVISION  
770 L STREET, SUITE 1050  
SACRAMENTO, CA 95814

KEVIN S. NAKAMURA  
CALIF PUBLIC UTILITIES COMMISSION  
UTILITY AUDIT, FINANCE & COMPLIANCE BRAN  
180 PROMENADE CIRCLE, SUITE 115  
SACRAMENTO, CA 95834

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